

The simplest way to fix the problem of your computer not being able to read PDF files.

There are many reasons why a computer might not be able to read PDF files, such as corrupted or damaged PDF files, faulty PDF reader software, or system errors. To fix this problem, you can refer to the methods shared by TipsMake in the article below.

Are you facing the problem of your Windows 10 computer not being able to read PDF files and you don't know what to do?

There are many reasons why a computer might not be able to read or open PDF files, the main ones being:

- PDF reader software like Reader or Acrobat is outdated.
- The PDF file was created using software other than Adobe.
- The PDF file is corrupted or damaged.
- The PDF reader software is malfunctioning or experiencing problems.

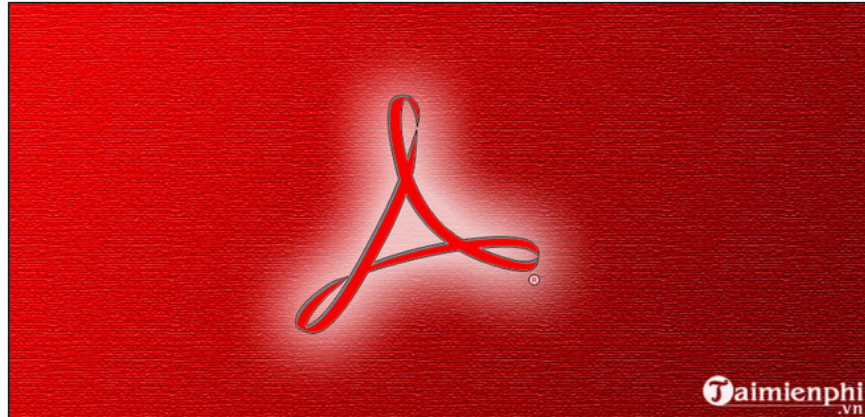


Guide to fixing the problem of a computer not being able to read PDF files.

How to fix the problem of your computer not being able to read PDF files.

Method 1: Update to the latest version of Adobe Acrobat

If you're using an older version of Adobe Acrobat and encountering errors preventing you from opening PDF files, it might be due to outdated or incompatible software. Try updating to the latest version of Adobe Acrobat and reopening the PDF file to see if the error persists.



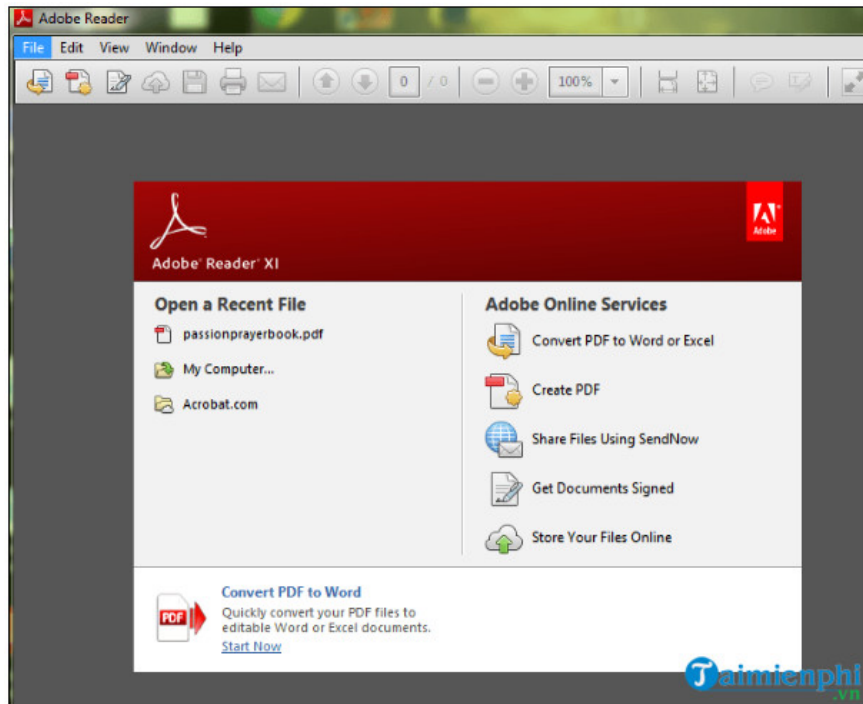
To download and install the latest version of Adobe Acrobat, [click here](#).

Method 2: Disable Protected mode at startup

On online forums, some users have shared that disabling the Protected mode at startup also helps fix the problem of computers being unable to read PDF files.

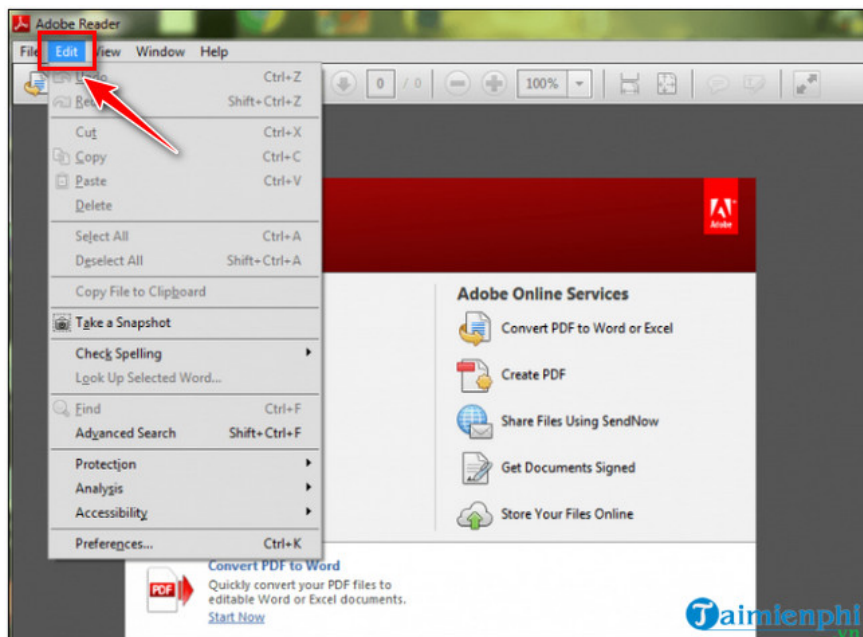
Follow the steps below to turn off/disable the Protected mode at startup feature in Adobe:

Step 1: First, open the Adobe Reader software that you have installed on your computer.

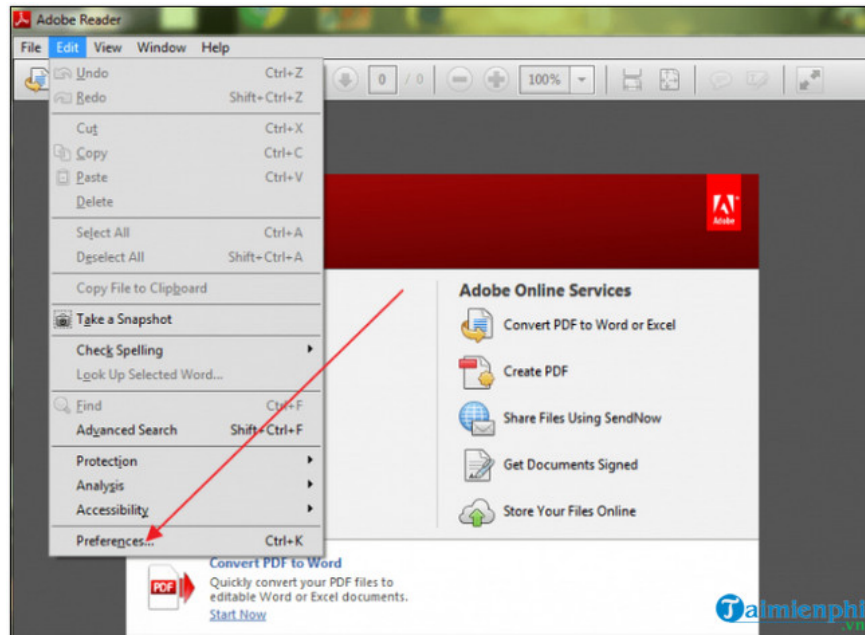


Tip: If you haven't installed Adobe Reader yet, you can download and install it here.

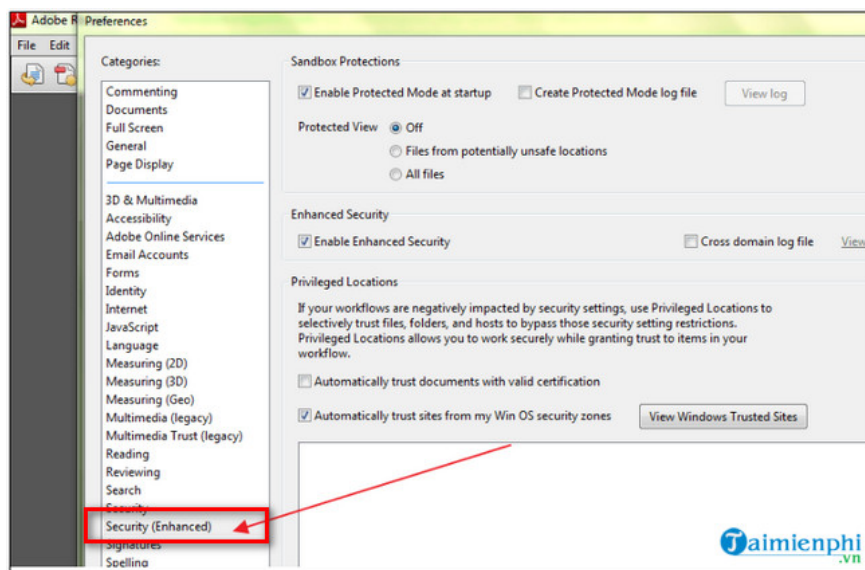
Step 2: In the Adobe Reader window, find and click the **Edit** button located in the upper left corner of the screen.



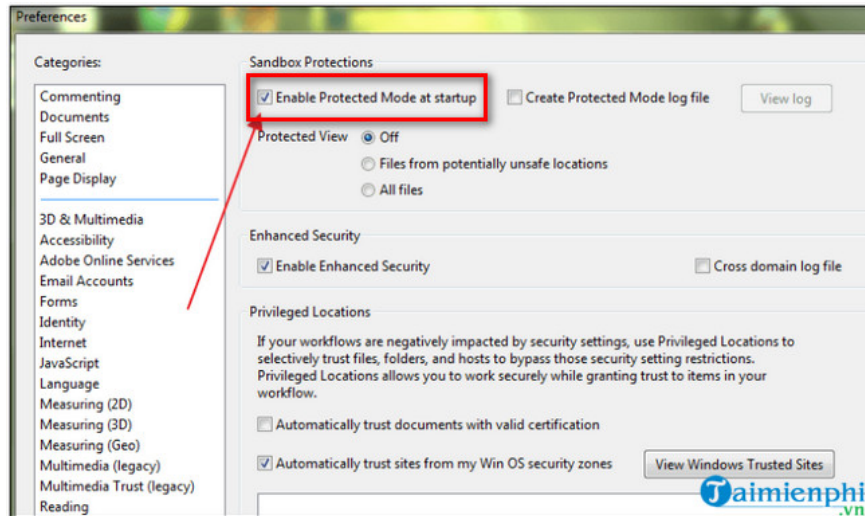
Step 3: Scroll down the Edit menu, find and click on **Preferences**.



Step 4: A new window will now appear on the screen. Here, find and click on "Security Enhances".



Step 5: In the Sandbox protections section , find and uncheck the Protected mode at startup option .



Method 3: Ask them to resend the PDF file.

Sometimes, the culprit behind the inability to read PDF files isn't the computer or the file-reading software, but rather a corrupted or damaged file during the download or copying process. Try asking a colleague or friend to resend the file and see if the problem persists.

Method 4: Use an older version of PDF reader software.

In some cases, PDF files are created using non-Adobe software, so opening them with these programs may cause incompatibility errors or prevent the file from being read.

Another reason could be that the file was created using older versions of Adobe Acrobat or Reader, and you are using the latest version of the software, causing the error.

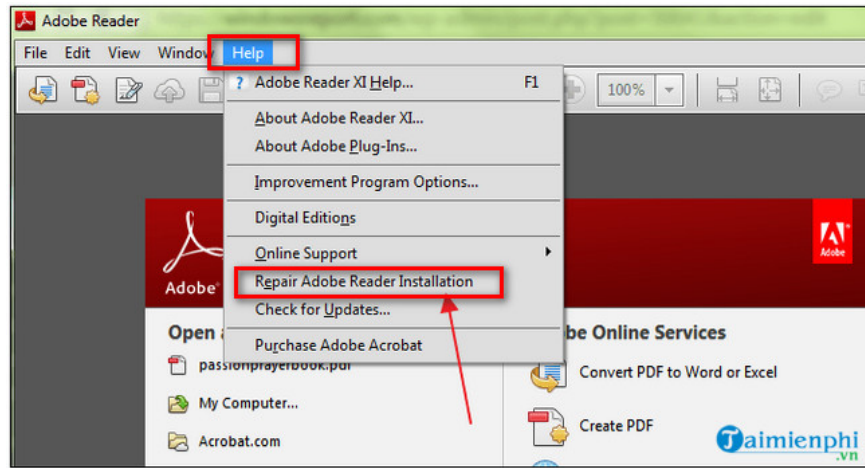
Try installing an older version of Adobe Acrobat or Reader and reopening the PDF file to see if the error persists.

If the error persists, please refer to the troubleshooting steps below.

Method 5: Fixing PDF file reader software errors

Finally, if all the above methods fail, your last resort is to repair the settings of your PDF reader software.

Open any PDF reader software you have installed on your computer, select **Help => Repair program installation** .



Additionally, instead of using third-party software, you can set up and use the Edge browser on Windows 10 as the default PDF reader.

Above are some ways to fix the problem of your computer not being able to read PDF files. Hopefully, the little tricks that TipsMake introduced above will help you overcome this annoying error. In addition, Foxit Reader is also effective software for reading PDF files on your computer; you can refer to the software's usage instructions for more options.

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