

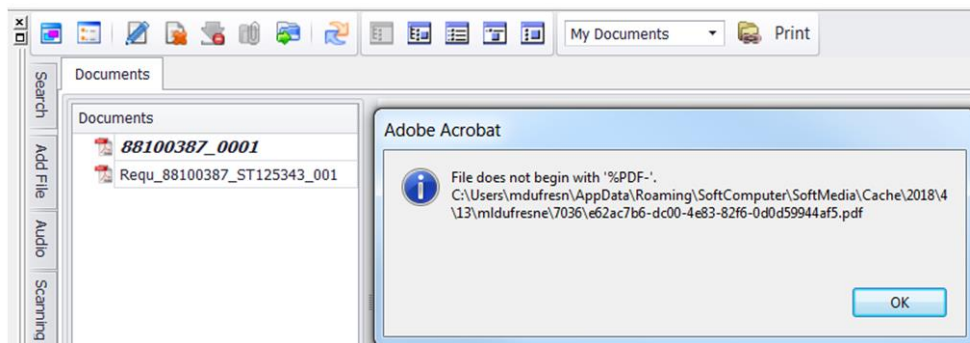


# SCC-LIS\_TIP OF THE WEEK

MODULE: SoftMedia	SOFTWARE VERSION: 4.0.8
TOPIC: SoftMedia PDF Error	ISSUE DATE: 04July2018
DISTRIBUTION: End Users_All	PAGE: 1 of 1
ISSUED BY: Myriam-Laurie Dufresne, Territorial LIS Administrator	

## TOPIC/QUESTION:

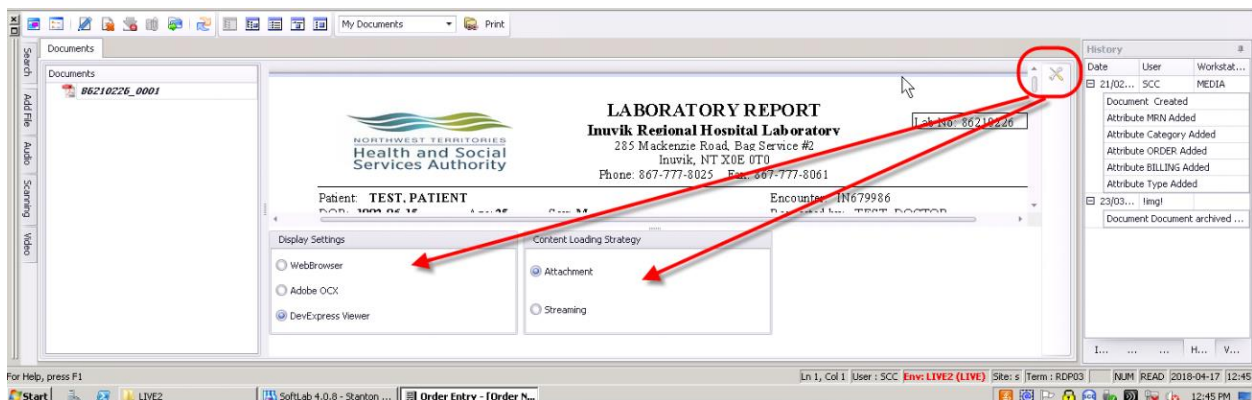
Why can't I view files through SoftMedia in Order Entry?!?!?! I keep getting some %PDF Error...



## ANSWER/TIP:

SoftMedia compatibility is different with some of the lower versions of Adobe...

Issue can usually be fixed by setting your SoftMedia Settings to “DevExpress Viewer” and “Attachment” as seen in the below screenschot.



**\*\*BE SURE TO LOG COMPLETELY OUT OF SOFTLAB TO ALLOW THE CHANGES TO APPLY\*\***