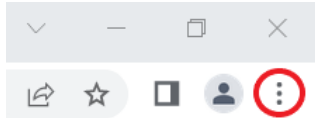


OpenELIS Web Portal PDF Troubleshooting

Utilize the guides below to troubleshoot the “*Error in generating report. Specified file key is not valid; please report this error to Lab IT*” error encountered within the Google Chrome web browser when attempting to view and/or save PDF documents.

Toggle Adobe Acrobat extension in Google Chrome web browser – The following steps will disable the Adobe Acrobat extension; removing the *Specified File Key* error received when attempting to open PDF files.

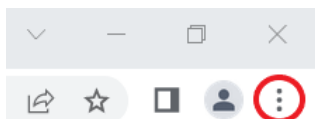
1. Click the Customize and Control Google Chrome Button in the top right corner of the Google Chrome browser. This will open a drop-down menu with additional options.



2. Use the mouse cursor to hover over the **More Tools** option in the drop-down menu. The **More Tools** option is located about halfway down the list. Hovering over this option will open another drop-down menu with additional options.
3. Click the **Extensions** option from this new menu. The **Extensions** option is located about halfway down the list. This will open the Google Chrome Extensions page.
4. On the Google Chrome Extensions page, navigate to the Adobe Acrobat extension pane. In the lower right corner of the Adobe Acrobat extension pane there will be a toggle to activate or deactivate the extension. A **BLUE** toggle switch will indicate that the extension is **active**. A **GRAY** toggle switch indicates that the extension has been **deactivated**.
5. Toggle the Adobe Acrobat extension to the **GRAY (deactivated)** position.
6. Close out of the Google Chrome Extensions page.

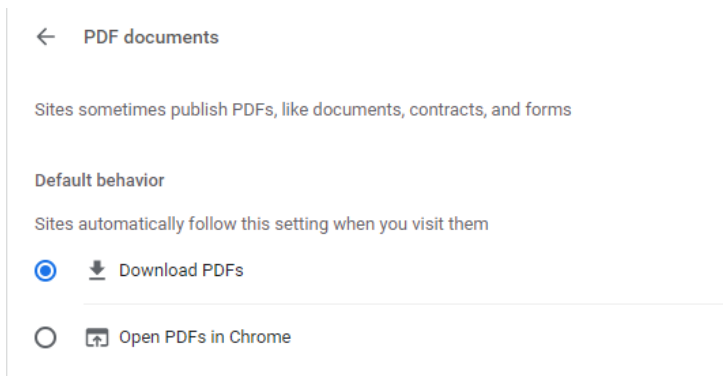
Adjust default behavior for PDF files in Google Chrome web browser – The following steps will change the default behavior that sites will automatically follow when interacting with PDF files. This step will allow PDF documents to be saved properly to the user’s computer.

1. Click the Customize and Control Google Chrome Button in the top right corner of the Google Chrome browser. This will open a drop-down menu with additional options.



2. Click the **Settings** option from this new menu. The **Settings** option is located near the bottom of the list. This will open the Google Chrome Web Browser Settings page.

3. On the Google Chrome Web Browser Settings page, click the **Privacy and Security** option on the left side of the page. The **Privacy and Security** option is listed near the top of the options column. This will load the Privacy and Security Settings page.
4. On the Privacy and Security Settings page, click the **Site Settings** option to load additional site specific settings.
5. On the Site Settings page, scroll to the very bottom of the page and click the **Additional Content Settings** option. Clicking will expand this option to display even more site settings.
6. Click the **PDF Documents** option in the expanded Additional Content Settings section. The **PDF Documents** option is located about halfway down the expanded Additional Content Settings section. This will load the PDF Documents page.
7. On the PDF Documents page, select the **Download PDFs** option.



8. Close out of the Google Chrome Web Browser Settings page.