Workaround
for Error Message

When viewing a
Dynamic Fillable PDF Form

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The Issue

If you are experiencing display issues when attempting to view/open a fillable PDF form through a browser, this will result in getting the following "**Please wait …**" error message (screenshot below), as you are most likely trying to open a Dynamic XFA (XML Form Architecture) PDF.

Please wait...

If this message is not eventually replaced by the proper contents of the document, your PDF viewer may not be able to display this type of document.

You can upgrade to the latest version of Adobe Reader for Windows®, Mac, or Linux® by visiting http://www.adobe.com/go/reader_download.

For more assistance with Adobe Reader visit http://www.adobe.com/go/acrreader.

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These are the advanced interactive forms such as Systems Access Request, Performance Evaluations for Managers, Advanced Step, Temp Fill Request and many more that were developed with the special Adobe Forms Designer software. Unfortunately, Google Chrome and Microsoft Edge, will NOT always open these types of forms through a browser and having the latest version of Adobe Reader or making certain browser configurations will NOT always help either.

Fortunately, there are some simple solutions to by-pass this error, based on the browser type you use when viewing these types of PDF forms from the web and sometimes as attachments in emails as well. You will need to keep trying them until you find the one that opens the PDF without the error.

| NOTE	**Try Different Solutions**
	The same solution may NOT work for all fillable PDF forms, so you may have to try a different solution each time for different forms.

Below you will see solutions for:

- **Google Chrome**
- **Microsoft Edge**
- **Error from attached PDF in email?**

Google Chrome

Option #1 (**preferred**) – Download file then open it
For this option, you will have to follow these steps EACH time you come across the error message.

    1) Using Google Chrome, go to the web page your form is located at.

    2) Click on the link to the form and you will see the "Please wait …" error message.

    3) Click the **Download** button (located in the top menu bar).
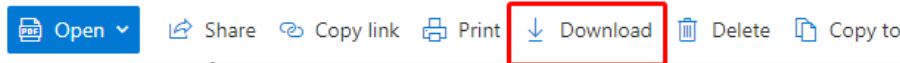
    4) Download the PDF somewhere on your local computer.

    5) Upon download, open the PDF file from where you have saved it.
       It should open for you in Adobe Reader without any issues.

Option #2 – Configure your Chrome browser
NOTE: This option does **NOT** seem to work for most end-users, but you can certainly give it a try to see if it works for you.

This option is a one-time configuration that will take you less than one (1) minute to configure. If you are restricted from configuring your browser due to your agency's IT security, you will have to contact your agency's desktop support team and have them configure it. However, before contacting them it is recommended for you to attempt it first.

    1) Open Google Chrome.
    2) Go to **Chrome > Settings** (the 3 dots in the top right corner of your browser).
    3) Under Privacy and Security, click **Site Settings**.
    4) Scroll down and expand **Additional content settings**, then click **PDF Documents**.
    5) Select **Download PDFs.**
    6) Close out of the browser.
    7) Now try accessing the PDF file.

    OR

    1) Open Google Chrome.
    2) Copy the following and paste it into the web address bar (located in the top left area):

       chrome://settings/content/pdfDocuments

    3) Hit enter on your keyboard.
    4) Select **Download PDFs.**
    5) Close out of the browser.
   6) Now try accessing the PDF file.

Microsoft Edge

Download file then open it

For this option, you will have to follow these steps EACH time you come across the error message.

1) Using Microsoft Edge, go to the web page your form is located at.

2) Click on the link to the form and you will see the "**Please wait …**" error message.

3) Click the **Download** button (located in the top menu bar).

4) Download the PDF somewhere on your local computer, by clicking **Save as**.
   If you DO NOT see **Save as**, please see instructions below on how to enable it, then complete this step before proceeding to Step 5.
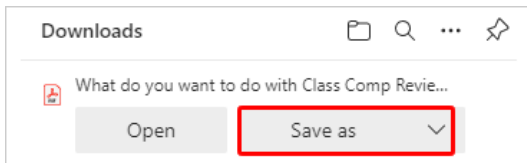
Instructions to enable 'Save As'

1) A) Upon clicking Download, click on the 3 dots in the top right corner.
   B) Click **Download settings**
   C) Enable the Download option
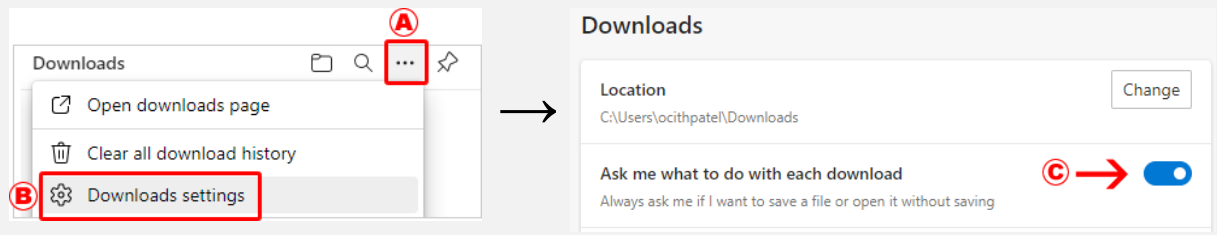
5) Upon download, open the PDF file from where you have saved it.
   It should open for you in Adobe Reader without any issues.

Error from attached PDF in email?

If you have ever tried opening one of the advanced interactive forms from an attached file in an email and get the "Please wait ..." error message, please follow the instructions below.

1) Go to the email with the attached PDF (i.e., ABC Form).

2) Instead of opening the attached PDF from the email, you will need to Download the PDF somewhere on your local computer.

3) Locate the saved PDF, double-click the file to open it and it should open in Adobe Reader.