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## Saving to a PDF file causes Edge to Crash – AcroPDFImpl64.dll fault

I have recently come across a problem saving TrakCare reports as PDF files while using the MS Edge browser on a Windows 10 PC. Whenever a user selected the Save to PDF option the window Tab would crash and reset. The event was trapped and viewable in the Windows Events Viewer and showed a Fault in the AcroPDFImpl64.dll. Even a little research on the Internet showed me that this has been an issue for many and for quite some time – not just in TrakCare, but many other non-InterSystems applications.

The root cause seems to be with a security update that Adobe applied to all their document handling products, such as Acrobat Reader. The update was intended for a "hardening" environment security setup, where all manner of possible vulnerabilities such as document embedded hyperlinks, were controlled by Adobe 's enhanced security. Much of the new security control is set or held in the Windows Registry under the key - HKLM/Software/Policies/Adobe/Acrobat Reader/DC/FeatureLockDown – all the switches under this key are also available under the user key - HKEYCURRENTUSER (HKCU) – as well but these can be easily modified by the user and so may not be a reliable setting. The user can usually modify settings such as "Protected View" from the Adobe application Preferences settings, as can the "Trusted Sites" browser related setting. For example...

Preferences		×
Categories: Commenting Documents Full Screen	Sandbox Protections	
General Page Display	Protected View Off Files from potentially unsafe locations All files	
3D & Multimedia Accessibility Adobe Online Services Email Accounts Forms Identity	Enhanced Security	
Internet JavaScript Language Measuring (2D) Measuring (3D) Multimedia (legacy) Multimedia (legacy) Multimedia Trust (legacy) Reading Reviewing Search Security	Privileged Locations   If your workflows are negatively impacted by security settings, use Privileged Locations to selectively trust files, folders, and hosts to bypass those security setting restrictions.   Privileged Locations allows you to work securely while granting trust to items in your workflow.   Automatically trust documents with valid certification   Automatically trust sites from my Win OS security zones View Windows Trusted Sites	
Security (Enhanced) Signatures Spelling Tracker Trust Manager Units Updater		

Selecting the "Automatically trust sites..." setting is probably the top solution for our crashing Edge problem. The second most popular solution on the Internet, but one not always available to every user, is to change your browser (Edge) setting for PDF handling...

te permissions / PDF documents	
Always download PDF files	
Download PDF files to your device. If Microsoft Edge is your default PDF reader, PDF files will open automatically without downloading.	
PDF view settings	
Open PDFs to last viewed location when you reopen files	

...changing the "Always Download" can stop your browser from trying to open and view the PDF – often a security violation. The only other solution I could find in all the Microsoft chat groups (that seemed sensible) was to update/reinstall your Adobe application. The logic behind this being that many Windows 10 applications actually stopped using the AcroPDFImpI.dll (and an earlier version) for a newer more Windows 10 security compliant version When I looked at my own Adobe Acrobat Reader and did a "Check for Updates" I got...

ير ا	Adobe Reader Updater	$\times$
	Adobe Reader XI is no longer supported	
	Installed: Adobe Reader XI (11.0.23) MUI	
	We recommend you to upgrade to the latest version of free Reader to continue getting all security patches, bug fixes and new product features.	
	<u>Get latest Adobe Reader</u>	
	Close	]

...and I was totally unaware of my out-of-date version!

For the issue that drew me to all this research, I discovered that the InterSystems TrackCare 2022 recommended Environment settings for Local Printing included the Microsoft Edge "Extensions" setting (formally referred to as Plugins) with Adobe Acrobat Reader added and set to the default for PDF viewing. This helps the browser open the PDF in an HTML window and so prevents the security problems that the old Adobe ActiveX caused. You can still find the AcroPDFImpl64.dll in the "Adobe /ActiveX" directory somewhere under your "C: /Program Files" directory, with the newer versions of Adobe Acrobat Reader (such as 22.3), so the Reader can still work with older versions of Trak.

In my limited experience the above solutions have not always been enough to stop the crash in Edge and a modification of the registry keys was necessary. An absolutely brilliant document "Recommendations for Configuring Adobe Acrobat Reader" written by the American Governments National Security Agency can be found here...

https://media.defense.gov/2022/Jan/20/2002924940/-1/-1/0/CTRCONFIGURINGADOBEACROBAT\_ READER20220120.PDF\_

... it goes into great detail about the various options and settings. I recommend reading it.

The section on Privileged Locations mentions a setting that I think in many cases was the problem cause where the key - HKLM Software Policies Adobe Acrobat Reader DC FeatureLockDown - and the switch - bDisableTrustedSites REGDWORD Set to 1 – was overriding the browser setting.

This setting is so Administrators can prevent a user from trusting files and folders with this bDisableTrustedFolders registry key switch.

Footnote: TrakCare users who find that even after following all of the above steps still have a problem saving a PDF locaally, they might want to check the "tc/web" directory and sub-directories for a lack of permissions to some executable tools like the "../iText/printlocalpdf".

I hope this helps others looking at this problem.

#Microsoft Windows #Security #Tips & Tricks #TrakCare

Source

URL:<u>https://community.intersystems.com/post/saving-pdf-file-causes-edge-crash-%E2%80%93-acropdfimpl64dll-fault</u>