

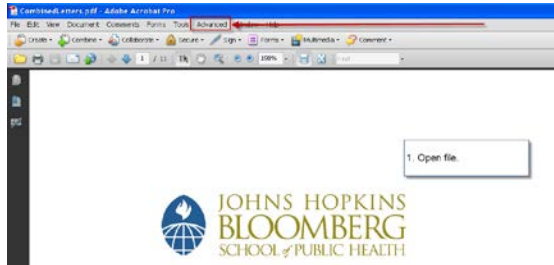
PDF problems can be incredibly frustrating, as there is no way to determine exactly what is causing the problem or determining exactly what you must do to fix the issue. Below are several methods ORIS uses to assist proposal creators when encountering pdf problems.

1. As pointed out in the NIH Guide (http://grants.nih.gov/grants/ElectronicReceipt/pdf_guidelines.htm), the Optical Character Recognition (OCR) settings on many photocopier scanners produce PDFs of insufficient quality to be read by eRA Commons computers. ORIS suggests the following steps be taken **whenever** a proposal preparer must assemble a PDF attachment comprised of one or more Word documents.
 - a. Convert the assembled PDF document to RTF format:
 - i. Open the PDF document.
 - ii. Select File>Save As. (*)
 - iii. Change the 'Save as type' box to the option "Rich Text Format (*.rtf)". (*)
 - iv. Save file.
 - b. Convert the RTF document to a new PDF file:
 - i. Open the RTF file (on many computers this file will have a Word Icon).
 - ii. Select File>Send & Save. (*)
 - iii. Select 'Create PDF/XPS Document'. (*)
 - iv. Select 'Create PDF/XPS'. (*)
 - v. Save file.
 - c. 'Flatten' the new PDF document to remove active hyperlinks and email addresses by:
 - i. Open the new PDF file.
 - ii. Select File>Print.
 - iii. Change the "Printer" in the Printer window to "Adobe PDF". (*)
 - iv. Select Print button.
 - d. Save this flattened PDF file.
 - e. The newly created and flattened PDF is ready for upload into Coeus.

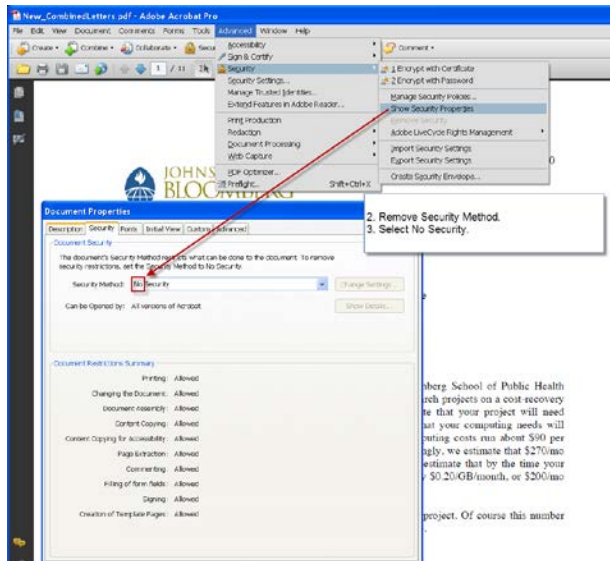
(*)Terms are those in Windows 7 and MS Office14. Wording may vary depending upon local computer settings.

2. To fix PDF pages that appear 'sideways' when printed from the Action>Grants.gov forms window:
 - a. Open the PDF file from the Narrative Type containing the RR forms 'sideways' page.
 - i. Save EACH PAGE, SEPARATELY, and save individually.
 - b. Delete this, original, Narrative Type from the proposal.
 - c. Open the page that will be the first page of the new, rebuilt, attachment
 - i. Choose an option to create a single PDF from multiple files.
 - ii. Enter the files in the order desired in the new PDF document.
 - iii. Save the new pdf.
 - d. Create a new Narrative Type to replace the one deleted in step c.
 - e. Upload the new file into the Narrative Module.
3. PDF attachment may contain a formatting or features not currently supported by NIH.
 - a. Help with PDF attachments can be found at http://grants.nih.gov/grants/ElectronicReceipt/pdf_guidelines.htm. (0.1.5)
4. ORIS has had some success at removing embedded links, embedded passwords, and email addresses (otherwise known as 'flattening' a PDF file) by using these two methods:
 - a. Print/Save/Open the PDF:
 - i. From your Open PDF, Select File>Print.

- ii. In Print Window>Printer Name, Select 'Adobe PDF' as the 'printer'.
 - iii. Select OK button.
 - iv. In Field 'Save As Type', Select File 'PDF Files (PDF)'.
 - v. Then, select a folder to save file in... .or, select Desktop
 - vi. Name the file.
 - vii. Close PDF files. From your Open Proposal Development Record, upload the new, 'flattened', PDF file.
- b. Removing embedded data
- c. Open PDF file:



- d. Advanced>Security > Show Security Properties > Select No Security:



- e. Advanced > Document Processing > Remove All Links > Select Ok

