



Since a recent Windows Update occurred, in which several changes were made to Adobe Reader DC and other Adobe Products users have reported issues with losing the ability to print from PostureRay to paper.

PostureRay Adobe Reader Printing Update

Adobe is aware of the issue.

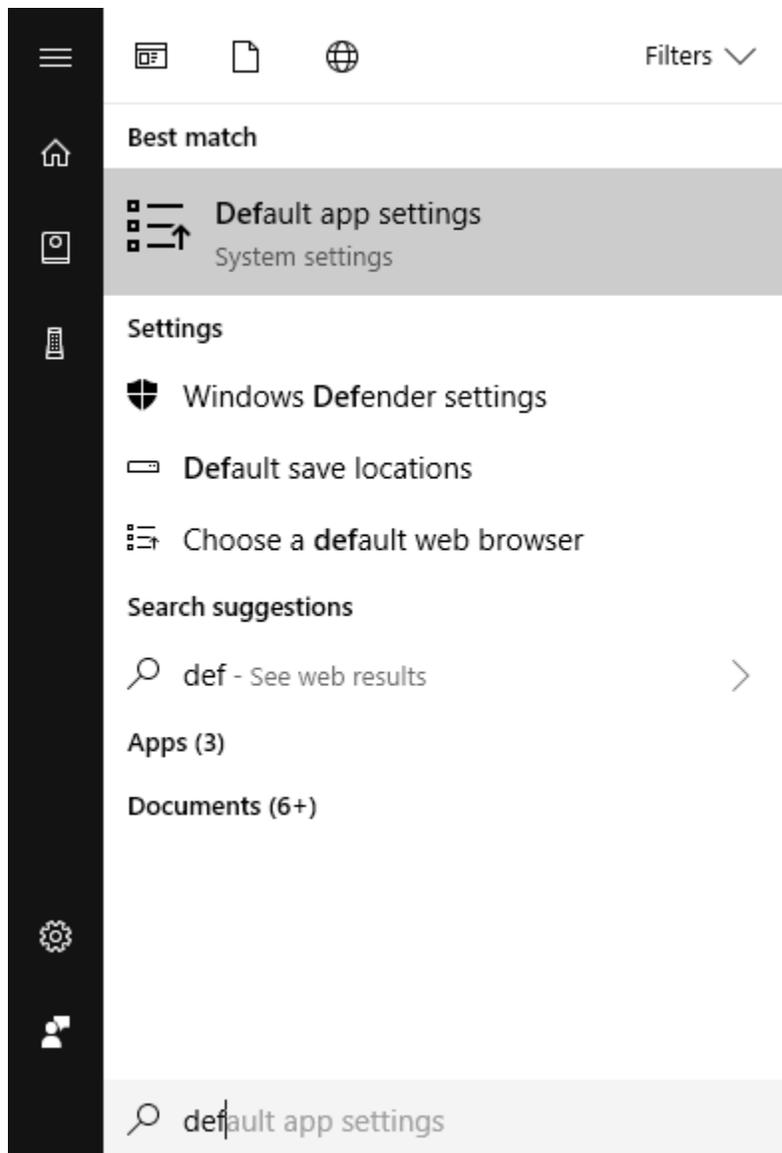
A screenshot of a support ticket response. At the top left, there is a profile picture of a person and the name "Vishal@PDF" with a red flag icon. To the right of the name is the text "Oct 4, 2018 11:34 AM (In response to robberts79963939)". Below the name is a red "STAFF" badge. The main body of the message contains the following text: "3. Re: Problems printing since latest update", "Acrobat team is aware of this print issue that has recently surfaced (with the Oct 2 update) and working on a resolution on priority. An fix has been identified and we are further evaluating it.", "We will keep you up updated on the progress.", and "Thanks, Vishal". At the bottom left of the message box is a link "Actions" with a dropdown arrow. At the bottom right are two links: "Like (0)" and "Translate".

As a workaround, please follow our guide for changing your default PDF reader from Adobe Reader to Google Chrome.

PostureRay Instructional Guide

Changing Default PDF Viewer in Windows 10

Press the Windows key, then type Default App Settings



Once you're on the next window, scroll to the bottom

Default apps

Maps



Maps

Music player



VLC media player

Photo viewer



Photos

Video player



Movies & TV

Web browser



Google Chrome

Reset to the Microsoft recommended defaults

Reset

Choose default apps by file type

Choose default apps by protocol

Set defaults by app

and pick Choose default apps by file type

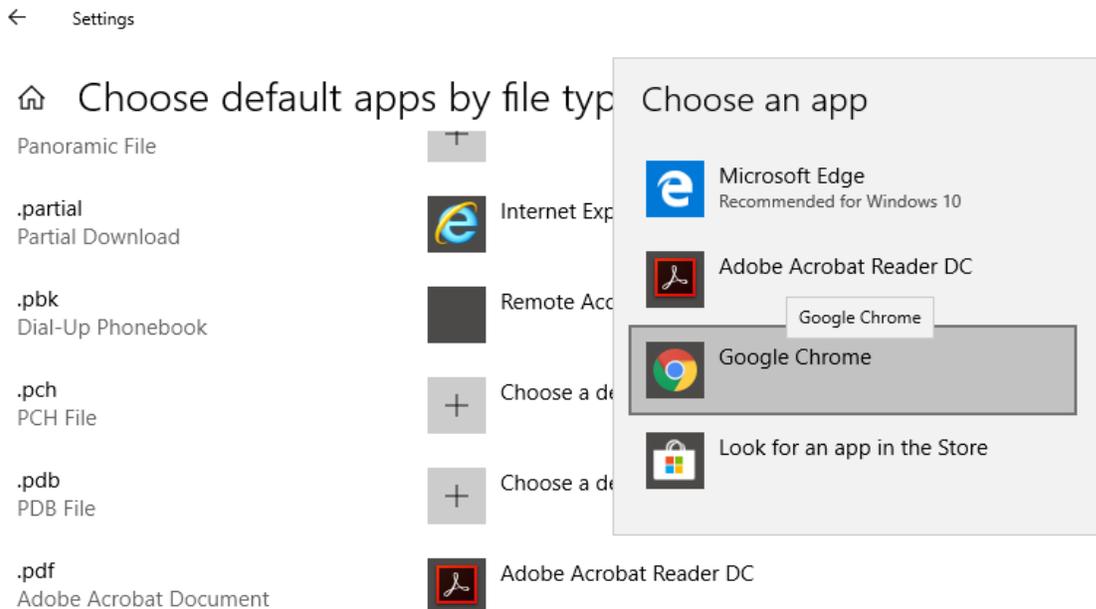
Now scroll down to .pdf which should be opening with Adobe Acrobat Reader DC by default.

.pdf
Adobe Acrobat Document



Adobe Acrobat Reader DC

Change the default by clicking
Google Chrome



Now try printing your PostureRay Report to paper.