

## Printing Issue in Realist II Tax

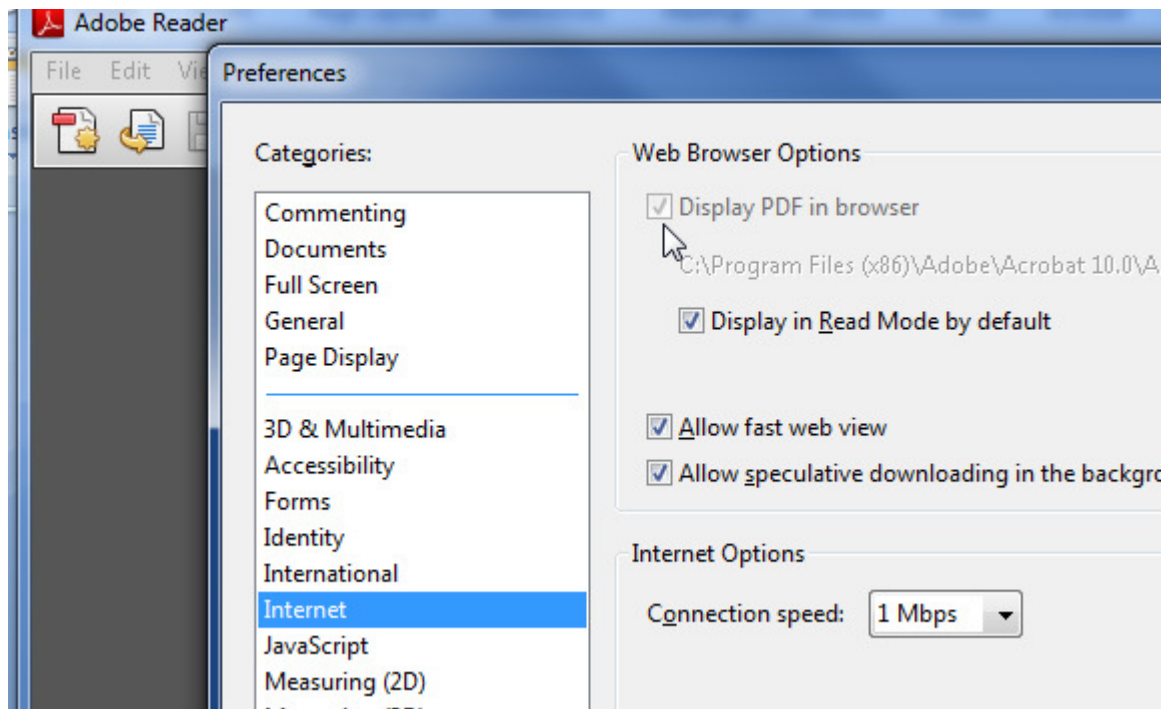
The Issue: When selecting the Print (Quick or Custom) on the reports screen, a PDF Viewer window or popup opens and continuously loads. Blank screen until time out.

A recent update to the Adobe Reader Plug-In (10.1.2) for Internet Explorer has introduced an issue where Realist PDF reports appear with no data. This impacts all Adobe customers using Internet Explorer and is not isolated to Realist. This could affect CMA Printing or Map printing within NTREIS as well, because these modules use Adobe Flex programming language. Realist is actively working with Adobe on a resolution but at this time Adobe has not provided a target date.

In the meantime there are two options to consider:

1. Users can uncheck "Display PDF in browser" in Adobe Reader preferences, which will open the PDF report outside of the IE Browser window. ( See Below diagram ) Making this change will enable users to access Realist reports from within the Adobe Reader window.

In Adobe Reader: go to Edit menu, then Preferences menu, then Internet selection



2. User may elect to downgrade Adobe Reader to the previous version (10.1.1 or lower