

Troubleshooting download problems

Downloading files involves many variables such as your Internet connection, modem speed, and FTP site traffic. These variables may cause a variety of problems when downloading or installing Adobe® Acrobat Reader™ from an online source. Among possible problems, Acrobat Reader may stop downloading in the middle of transfer, you may be unable to locate the Acrobat Reader installer after downloading it, or you may experience errors or unexpected behavior while installing the downloaded copy of Acrobat Reader. The following troubleshooting guidelines may help you resolve these problems.

Acrobat Reader stops downloading during transfer

If you're unable to completely download the Acrobat Reader, do one or more of the following:

1. Make sure you have a good connection to the Internet and download Acrobat Reader from an alternative site that may have less activity. For a list of alternative sites, see the “Where to get Acrobat Reader online” section of this guide.
2. If you tried downloading Acrobat Reader+Search, try downloading Acrobat Reader instead.
3. If you reside in the United States or Canada, order the Acrobat Reader 4.0x CD-ROM from Adobe Customer Services at 1-800-833-6687. Elsewhere, contact your local Adobe distributor for availability and support options.
4. See the Support Knowledgebase document [312215](#), “Troubleshooting Problems When Downloading Files From Adobe Online Services,” for additional troubleshooting steps that are not specific to Acrobat Reader.

Can't find the Acrobat Reader Installer after downloading it

If you are unable to locate the Acrobat Reader Installer after you download it, do one or both of the following:

1. Find the file by name (“Ar405eng.exe” in Windows, “Ar405eng.bin” or “Ar405eng.hqx” in Mac OS) and move it to a convenient location for installation (e.g., the desktop). To find the file:
 - In Mac OS, choose Sherlock or Sherlock 2 from the Apple menu. Click the Files icon to select the Files channel, type the filename, and then click the Search button.
 - In Windows 2000, choose Start > Search > For Files or Folders, type the filename in the Named text box, and then click Find Now.
 - In Windows 95, Windows 98, or Windows NT 4.0, choose Start > Find > Files or Folders, type the filename in the Search for Files or Folders Named text box, and then click Find Now.



2. Consult the documentation or technical support for your communications software (e.g., Web browser, FTP application) to find out if it has a default directory where it stores downloaded files.

Note: When downloading, browsers normally prompt you for a location to save files to, and provide a default filename. To ensure you can locate downloaded files, specify the desired location and filename before downloading.

How to report a downloading problem

To report a downloading problem to Adobe, do one of the following:

1. Post a message in the Acrobat Reader section of the Adobe User to User Forums. An Adobe representative will respond by posting a followup message.
2. Fill out and submit the comment form on the Feedback page of the Adobe Web site.

Disclaimer: Adobe Systems Incorporated does not support third-party software, including, but not limited to, browsers and FTP applications. Contact the manufacturer for assistance with third-party applications.

Where to get Acrobat Reader online

Acrobat Reader is available at the following online locations:

- Adobe Web site:

<http://www.adobe.com/prodindex/acrobat/readstep2.html>

<http://www.adobe.com/prodindex/acrobat/alternate.html>

- Emerge Web site:

<http://www.pdfzone.com/products/software/readerdownload.html>

- FTP:

<ftp://ftp.adobe.com/pub/adobe/acrobatreader/>

Because Acrobat Reader is freely distributable, it may be available at other locations (e.g., local BBS sites). However, Adobe does not maintain a list of those locations.