

Active PDF form not working

PDF files in XFA format can only be edited using the desktop version of Adobe Reader or Adobe Acrobat DC.

Problem

Opening and viewing a PDF form with active fields in the browser window directly or on a Mac or iOS device (iPhone or iPad) is not possible: An error message appears.



Example of the error message when attempting to preview an active PDF form on iOS devices (iPhone or iPad) or on Mac computers.

Cause


PDF documents with dynamic form fields are saved in XFA1 format. PDF viewers integrated into web browsers and the Adobe Reader app for iOS (iPhone or iPad) do not currently support XFA-based PDF forms.

Nor do XFA forms work within browsers such as Microsoft Explorer, Mozilla Firefox, Google Chrome or Apple Safari. Only the desktop version of Adobe Reader or Adobe Acrobat DC currently supports these dynamic PDF forms.

¹XML Forms Architecture

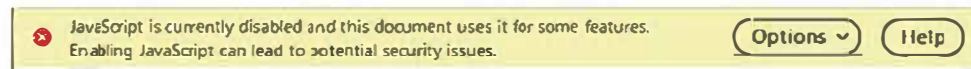
Solution

You can display and complete active PDF forms if you are using the full version of Adobe Acrobat Reader or Adobe Acrobat DC. If these programs are not yet installed:

1. Go to <https://get.adobe.com/reader/> 
2. Click "Install now"
3. Follow the installation instructions

Once the installation process is complete, save the PDF document to your computer and open the file using Adobe Acrobat Reader or Adobe Acrobat Reader (DC).

If you now see the following warnings or similar ones,



you need to activate Javascript in Adobe Acrobat Reader or Adobe Acrobat DC.
