Using Acrobat Professional with Grants.gov

Grants.gov Compatible Software

July 3, 2008.

Grants.gov Compatible Software

Grants.gov requires the applicant to use the compatible version of Adobe Reader software to complete a Grants.gov application package. In order to use Adobe Acrobat Professional with Grants.gov, it must have the compatible version of Adobe Reader installed.

For example, when using Adobe Acrobat Professional 8.0 to complete a Grants.gov Adobe Reader Application package, you must update the Adobe Reader component of your Adobe Acrobat Professional version 8.0 software because it does not have the compatible version of Adobe Reader (version 8.1.2), this is available on Grants.gov for free, linked to Adobe's website.

Adobe Acrobat Professional 8.0 includes a setting with an automatic update feature that will allow you to update the Adobe Reader component of your current Adobe Acrobat Professional software; however if you do not have this setting enabled you must manually update the Adobe Reader software to obtain the compatible version of Adobe Reader (version 8.1.2).

For more tips and information regarding Adobe Acrobat Professional, please review the FAQs below.

Adobe Acrobat Professional FAQs

Can I use Adobe Acrobat Standard or Professional to complete and submit an Adobe Reader application package with Grants.gov?

If you have already installed the latest version of Adobe Acrobat Standard or Professional software you have installed on your computer you can open, complete and submit an Adobe Reader application package to Grants.gov.

Adobe Acrobat software allows you to perform all tasks performed by the corresponding version of Adobe Reader software. The version number of Adobe Acrobat (Standard or Professional) software and Adobe Reader software that perform the same tasks have matching version numbers (i.e. Adobe Reader 8.1.2, parallels Acrobat Standard or Professional 8.1.2 viewing function). To complete a Grants.gov application package you must either install the Grants.gov compatible version of Adobe Reader for free or have an equivalent version of Acrobat Standard or Professional software already installed on your computer.

Check Which Version of Acrobat you are Using To check which version of Acrobat you are using go to the Help menu in Acrobat then select About Acrobat (version #), a text box will appear containing an Adobe logo with a number, under that

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information you will see another number, this is the version number of your software (i.e. 8.1.2).

Or click here to verify your Adobe Reader or Acrobat Standard or Professional Software version is compatible with Grants.gov.

If you have an earlier version of Acrobat or you are unsure which Acrobat or Adobe Reader software version you are using, you may download the Grants.gov compatible version of Adobe Reader for free and use it instead of Acrobat to complete your Grants.gov application package. See the FAQ below for instructions on using Adobe Reader instead of Acrobat without changing your computer settings.

I already have an earlier version of Adobe Acrobat software on my computer and it will not allow me to update its Adobe Reader to the Grants.gov compatible version, what can I do?

If you are using an earlier version of Adobe Acrobat (Standard or Professional) (i.e Acrobat 7) or have installed Acrobat 8, but you are unable to update your software to the latest version; download the compatible version of Adobe Reader software from the Grants.gov website for free. The two programs may be downloaded and used separately, by following the steps below:

How to do this will vary with each user's installation of the Operating System.
> **Step 1:**
> To check that you are using the compatible version of Adobe Reader, go to the Help menu in Acrobat then select About Acrobat (version #), a text box will appear containing an Adobe logo with a number, under that information you will see another number, this is the version number of your software (i.e. 8.1.2).
>
> **Step 2:**
>
> **If using Windows:**
> > 1. Verify the correct version of Adobe Reader is installed on your computer

2. Close any web browsers, PDF documents or files that were opened using Acrobat (wait approximately 30 seconds)
3. Right click the Windows Start button
4. Select Explore
5. From the Windows Explore menu, click Tools, Folder Options
6. Click on the tab "File Types"
7. Locate application package (PDF) in the "Registered file types" and highlight it
8. Click Change
9. Choose "Select the Program from a List"
10. Select Adobe Reader 8.1.2 from the list
    Note: This list displays only as Adobe 8.1.2 be sure you have verified version in Step 1 above
11. Check "Always use the selected program to open this kind of file"
12. Click Ok

If using Vista:
1. Verify the correct version of Adobe Reader is installed on your computer
2. Close any web browsers, PDF documents or files that were opened using Acrobat (wait approximately 30 seconds)
3. Click the Start button
4. Select Control Panel
5. Select Programs
6. Under Default Programs, select "Make a file type always open in a specific program"
7. Locate PDF in the "Set Associations" window, and select it
8. Click Change Program button
9. Choose "Select the Program from a List"
10. Select Adobe Reader 8.1.1 or 8.1.2 from the list
    Note: This list displays only as Adobe 8.1.2 be sure you have verified version in Step 1 above
11. Check "Always use the selected program to open this kind of file"
12. Click Ok

If using MAC:
1. Verify the correct version of Adobe Reader is installed on your computer
2. Close any web browsers, PDF documents or files that were opened using Acrobat (wait approximately 30 seconds)
3. Click the Finder button
4. Select and click on a PDF file
5. Select "Get Info" under the File Menu
6. Use "Open With:" to change the default application
7. Locate Adobe in the programs list and select it
8. Click on Change All button

What are some of the common errors received when using unsupported Adobe Reader versions and Adobe Acrobat Professional?

If you have received one of the following error messages, please verify that the package has not been opened or edited with any software other than the compatible versions of Adobe Reader.

      Error Message 1: Error: org.xml.sax.SAXParseException:

      Error Message 2: "Schema Validation Error"

In most cases these errors indicate the form was opened with unsupported software such as: Adobe Professional, Adobe Acrobat, an incompatible version of Adobe Reader, or software.

      Options to fix:
      The applicant should download a **NEW** package then **open**, **complete** and **submit** it **only using a compatible version of Adobe Reader**.

Grants.gov requires the use of a compatible version of Adobe Reader. Grants.gov application packages cannot be used with any other Adobe product at this time.

Note: The user cannot copy and paste data from their existing package into the new package. Packages accessed using any software other than a compatible version of Adobe Reader may contain errors that will be transferred to the new package.

For Further assistance using Adobe Acrobat Professional, contact the Grants.gov Contact Center at 1-800-518-4726 or support@grants.gov .