

Troubleshooting PDFWriter in Word

By Bonnie Yelverton

I recently attempted to pdf a Word document and discovered that the PDFWriter menu and icons were missing. I checked the Acrobat5 help and my Teach Yourself Acrobat5 book, which just assumed they would be there. Finally on the Acrobat Forums website I discovered that this seems to be a common problem. Here is what to do to solve it if you should suddenly find them missing.

Many solutions to the problem

On the Adobe Acrobat Forum someone suggested many solutions, which I tried with some success.

- Reinstall Adobe Acrobat if you installed Office after you installed Acrobat. I found that reinstalling helped for a while, but is a big nuisance.
- Check to see if Acrobat is set as a Disabled Item on Help/About in Word. (This is unlikely).
- Make sure PDFMaker is checked in the list of tool bars when you right-click the menu bars. (This is probably also unlikely the problem, unless the Acrobat menu is showing.)
- The most probable solution, fortunately, is an easy fix, but has other disadvantages. If you are using Word as your html editor in Outlook, it seems to conflict with Acrobat. (Don't ask me why, it just does.) In Outlook open Tools/Options/Mail Format and uncheck Use MS Word to edit e-mail messages. Then close everything down and restart your computer. The Acrobat menu and icons should magically appear. Unfortunately this means that you don't have your Word spell-check in Outlook. I discovered that PDFWriter appeared correctly for some time after rechecking it, and now I know how to fix it.
- If this doesn't solve the problem, go to the Adobe Forums to see if someone else has your version of the problem – and please report back here if you solve it!

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