

# Why are my PDFs not displaying correctly?

An issue with your Acrobat Reader can prevent the PDF files from appearing.

1. Clear your cache and cookies in your Internet Browser.
2. Log out of AIMSweb.
3. Right click on your **Task Bar** and select **Task Manager** from the menu.
4. Click the **Processes** Tab.
5. Click the Image name column to sort the processes by name.
6. Highlight any process that reads **Acrobat** or **Acrotray** and click **End Process**.
7. Log into AIMSweb.
8. Run the report.

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Article ID: 3921

Last updated: 14 Apr, 2010

Web Support -> AIMSweb -> General Questions About Reports -> Why are my PDFs not displaying correctly?

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=3921>