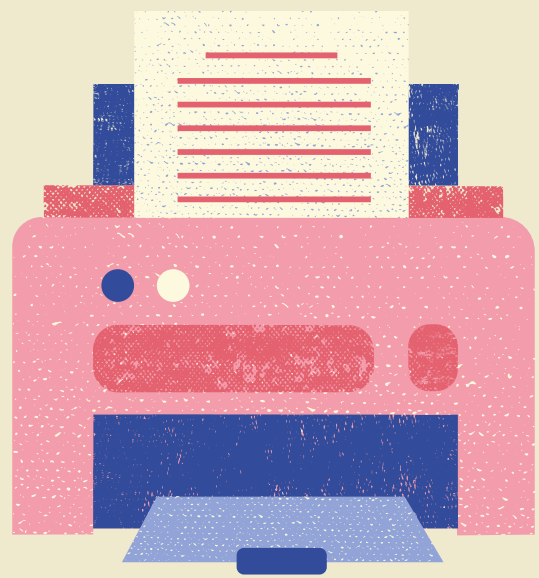
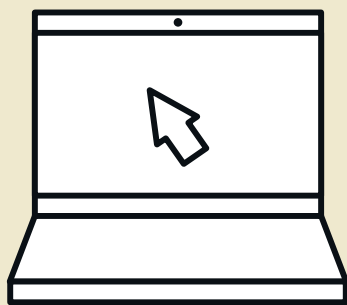
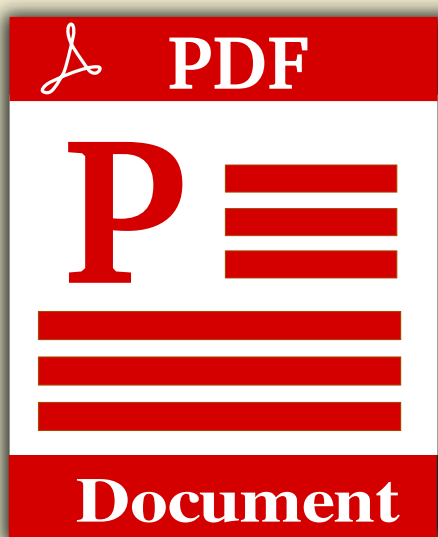


# QUICKBOOKS UNABLE TO LOCATE PDF VIEWER

This issue related with the opening of PDF files in QuickBooks.

Those users installed the 12th edition of Acrobat Reader DC, displays an error message "**Unable to Locate PDF Viewer**".



## Causes

Using outdated version of Adobe Reader

Acrobat Reader DC is not properly installed

Outdated QuickBooks Desktop version

# Possible Steps to Fix QuickBooks Unable to Locate PDF Viewer



## Setting up Adobe Reader as Default PDF Viewer

Go to Start button >> Settings

System option

Select Default Apps

Choose .PDF directly

Click on Choose a Default

Select Adobe Reader



## Rename QBprint.QBP File

Go to Windows File Manager

Folder and Search Option

Unmark Show Hidden Files, Folders,  
or Drives

Program Data folder in the C Drive  
and open Intuit Folder

QuickBooks folder

Find Qbprint.qbp file

Select Rename and type Qbprint.old

Save the file name



## Update or Reinstall Adobe Acrobat