

## For Form 337 Users with Adobe Acrobat Professional 7.0.x

Some users of the electronic Form 337 who also have Acrobat Professional 7.0.x installed on their client may experience issues when a newly created or an existing electronic Form 337 is opened, rendering the form unworkable. This could involve the form not displaying properly or problems with applying digital signatures. Until we finish internal configuration management processing and can recommend a new 7.1.x version of Acrobat, please follow this immediate work around.

1. Close the form that is unworkable and minimize the AVS eForm Service Form Manager user interface.
2. Then open the client Adobe Reader program (v8.1.1 or later) and leave it running in the background. Ensure it is Reader running and not Acrobat.
3. Maximize the Form Manager user interface and initiate the new form or reopen the existing form in the Worklist and then continue with the process.

**If you need further assistance, contact FAA Aviation Safety Support Central at: 866-285-4942 or [Email Support Central](#)**

Below are instructions on how to identify the version that is currently installed on the client.

1. Open **Adobe Acrobat Professional 7**
2. Select **Help** from the Menu Bar and click **About Acrobat 7.0 Professional**
3. Note the version displayed in the upper left portion of the splash screen.
4. If it states **Version 7.0.5 through 7.0.9**, follow the work around above.
5. If it states Version 7.1.0 or later, you don't have to do anything.