

FREQUENTLY ASKED QUESTIONS

LINK	PROBLEM SUMMARY
▶	Bookmark “Previous View” does not work
▶	Some parts of the proceedings on my USB flash drive do not work
▶	Bookmarks and hyperlinks do not work
▶	Adobe Reader “Left Arrow” button and “Right Arrow” button do not work consistently
▶	Parts of figures or tables from the printout are missing or distorted
▶	Adobe Reader hangs during printing

BOOKMARK “PREVIOUS VIEW” DOES NOT WORK

[RETURN](#)

The proceedings is set up to be browsed with the Bookmarks panel in the navigation pane visible at all times (except when viewing the Welcome Page: WELCOME.PDF).

One of the bookmarks which is always visible is the bookmark **PREVIOUS VIEW** which allows the user to step back through previous views of pages and documents (e.g., to find PDF pages viewed earlier by retracing the viewing path).

Users of Adobe Reader 10 will find that the bookmark **PREVIOUS VIEW** opens the previous view but the bookmark panel disappears. This behaviour is not correct and is caused by a fault in Adobe Reader 10.

This fault can be triggered by all instances of **PREVIOUS VIEW** including the **PREVIOUS VIEW** bookmark in the Bookmarks panel (marked as ❶ in the figure), the Adobe Reader menu item **VIEW→PAGE NAVIGATION→PREVIOUS VIEW**, the Adobe Reader **PREVIOUS VIEW** button (marked as ❸ in the figure), and Adobe Reader hotkey **ALT+LEFTARROW**.

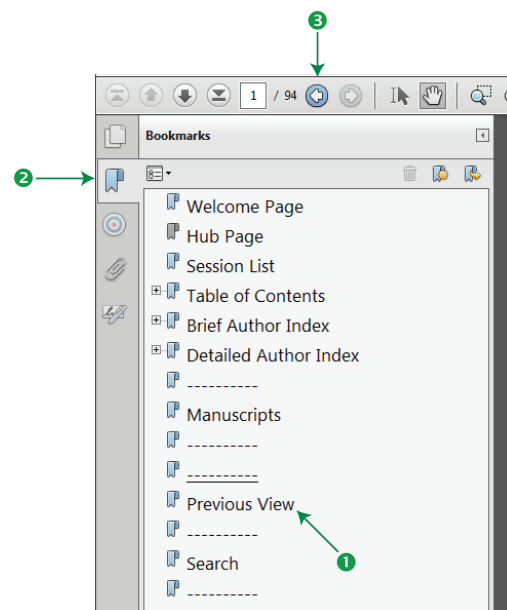
Users of Adobe Reader 11 may also see faulty behaviour similar to Adobe Reader 10.

If the Bookmarks panel disappears when you click **PREVIOUS VIEW**, click the Bookmarks button (marked as ❷ in the figure) to display the Bookmarks panel again.

Users of Adobe Reader 11 may find that all instances of **PREVIOUS VIEW** display previous view of pages from the current document ONLY, i.e., previous view of pages from any document other than the current document will not be displayed. This behaviour is not correct and is caused by a fault in Adobe Reader.

Causal Productions recommends that **PREVIOUS VIEW** not be used until Adobe fixes these faults in Adobe Reader.

Users of Adobe Reader 9 and earlier will not be affected by these faults.



SOME PARTS OF THE PROCEEDINGS ON MY USB FLASH DRIVE DO NOT WORK

[RETURN](#)

It is likely that the proceedings on your USB flash drive is corrupt.

Some USB flash drives allow data to be copied onto bad sectors without flagging errors. Proceedings on these USB flash drives may be corrupt due to the bad sectors.

Ideally the USB flash drives should be free of bad sectors. At a minimum, the proceedings on each USB flash drive must be verified to be free of corruption before these USB flash drives are distributed to conference delegates.

To verify the proceedings on your USB flash drive, you will need to get hold of a MD5 checksum tool for your computer. There are many MD5 freeware tools available on the Internet (e.g., WinMD5Sum for Windows by Nullriver Software at www.nullriver.com, the /sbin/md5 utility from Mac OS X to be run with the hidden -r switch, md5sum for Linux/Unix etc.).

You can find the MD5 checksum file for the proceedings at \CONF\CAUSAL\SNAPSHOT\CHECKSUM.MD5, where 'CONF' is the conference short name for the specific proceedings.

For more information on MD5 checksum tools, see <http://en.wikipedia.org/wiki/Md5sum>

BOOKMARKS AND HYPERLINKS DO NOT WORK

[RETURN](#)

You are viewing PDFs in PDF/A mode. In this mode, bookmarks and hyperlinks do not work. Please change the preferences of your PDF browser (Adobe Reader or Acrobat) to prevent viewing in PDF/A mode.

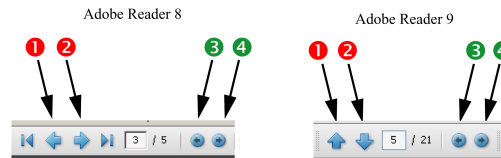
To do so, please carry out the following operations:

- Select menu items **EDIT→PREFERENCES**;
- On the Preferences panel, select category **Documents**;
- Under the heading “PDF/A View Mode”, select **Never**;
- Click **OK** to close the dialog.

All bookmarks and hyperlinks will now be fully operational.

- **ADOBE READER 8 & 9**

Following installation, the default toolbar configuration of Adobe Reader shows a left arrow button and a right arrow button identified by ❶ and ❷ in the figures below. These arrows represent “previous page” and “next page” in the current document only. These arrows do not allow you to move forward or backward to another document.



In order to go forward to the next document or to go back to the previous document, you need to use the arrow buttons identified by ❸ and ❹ in the figures above. These arrow buttons are not visible by default.

To make the arrow buttons identified by ❸ and ❹ visible in the Adobe Reader toolbar, please carry out the following operations:

- Select menu items **TOOLS→CUSTOMIZE TOOLBAR**;
- Scroll down the dialog until you find heading **PAGE NAVIGATION TOOLBAR**;
- Under this heading, turn on items **PREVIOUS VIEW** and **NEXT VIEW**;
- Click **OK** to close the dialog.

You should now see the arrow buttons identified by ❸ and ❹ in the Adobe Reader toolbar.

PRINTING PROBLEMS

[RETURN](#)

Causal recommends that you use a postscript printer to print any document from this publication. This recommendation is based on advice from Adobe that Postscript printers will give the most accurate hardcopy representation of a PDF file.

If you do experience problems in printing, then you should enable “Print as Image” in the Adobe Reader print dialog to fix the problem.