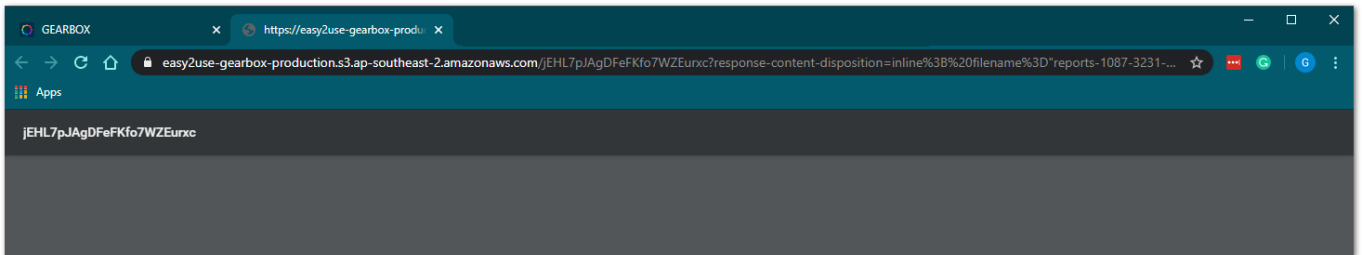


Why aren't my PDFs opening?

At times with new releases and updates of Google Chrome causes the behavior of Gearbox PDF reports not to open in the current or new tabs. A new tab with a grey screen is sometimes displayed.

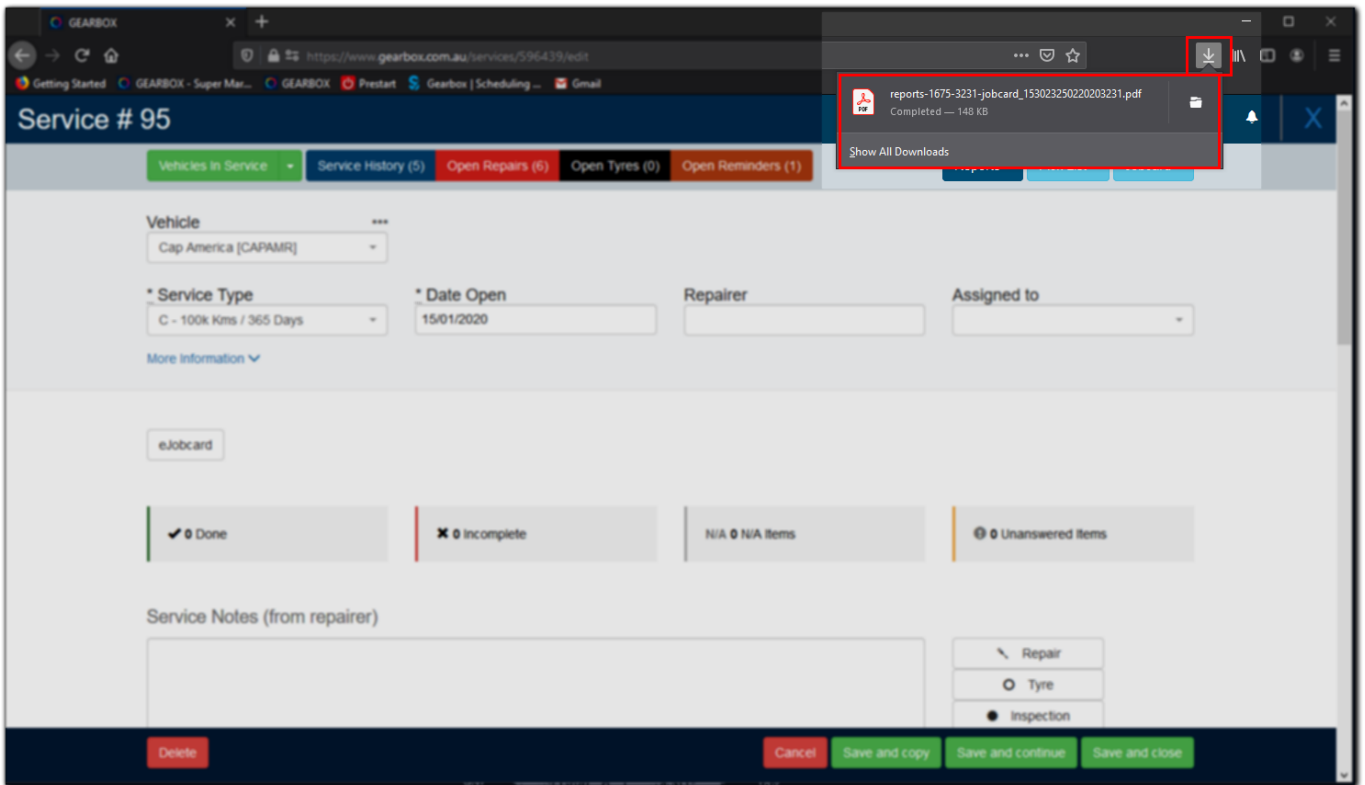
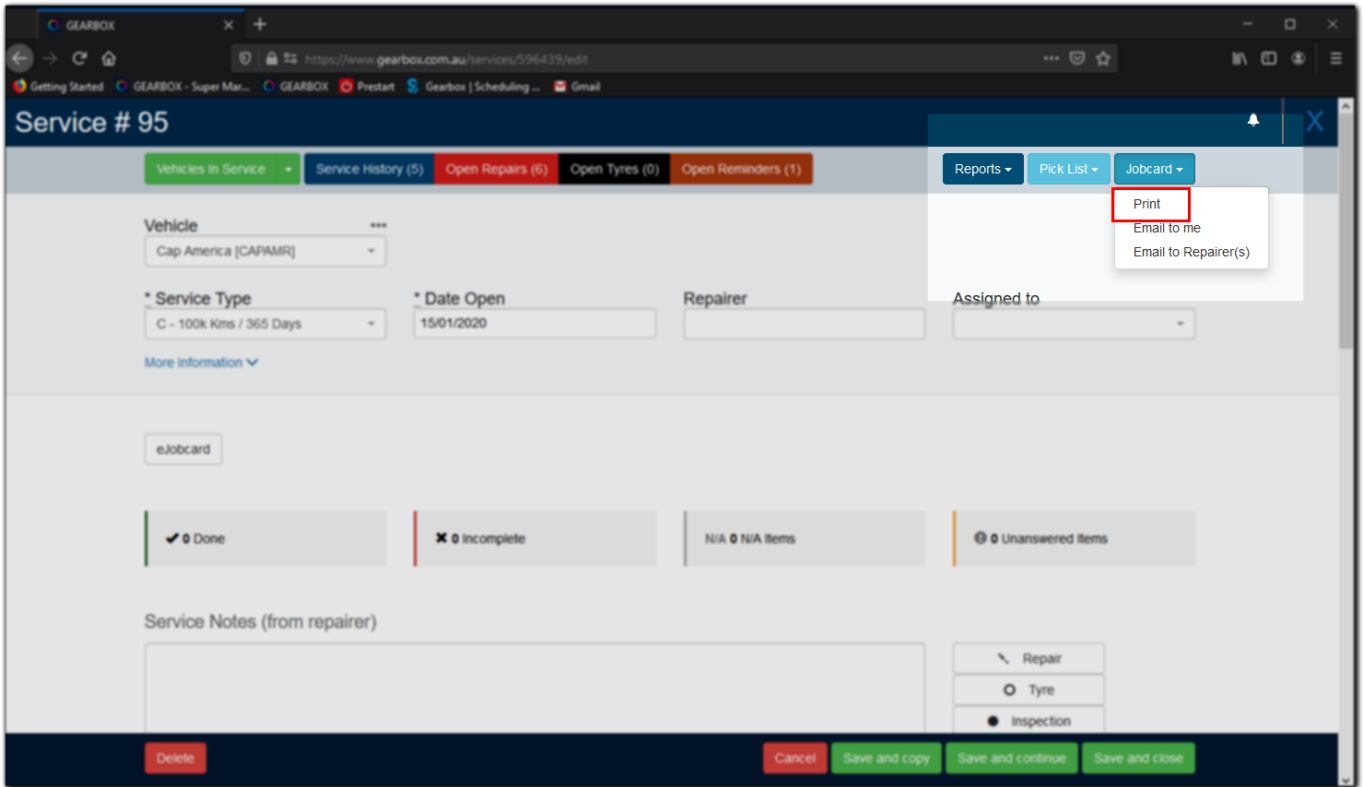


Whilst our DEV team is working on accommodating the new changes from Google please see our recommended workarounds below.

Workaround 1

Using a different browser such as Firefox is recommended, however the behavior will be different from Google Chrome as PDFs will most likely download as a file rather than opening as a new tab.

PDF not opening in Google Chrome



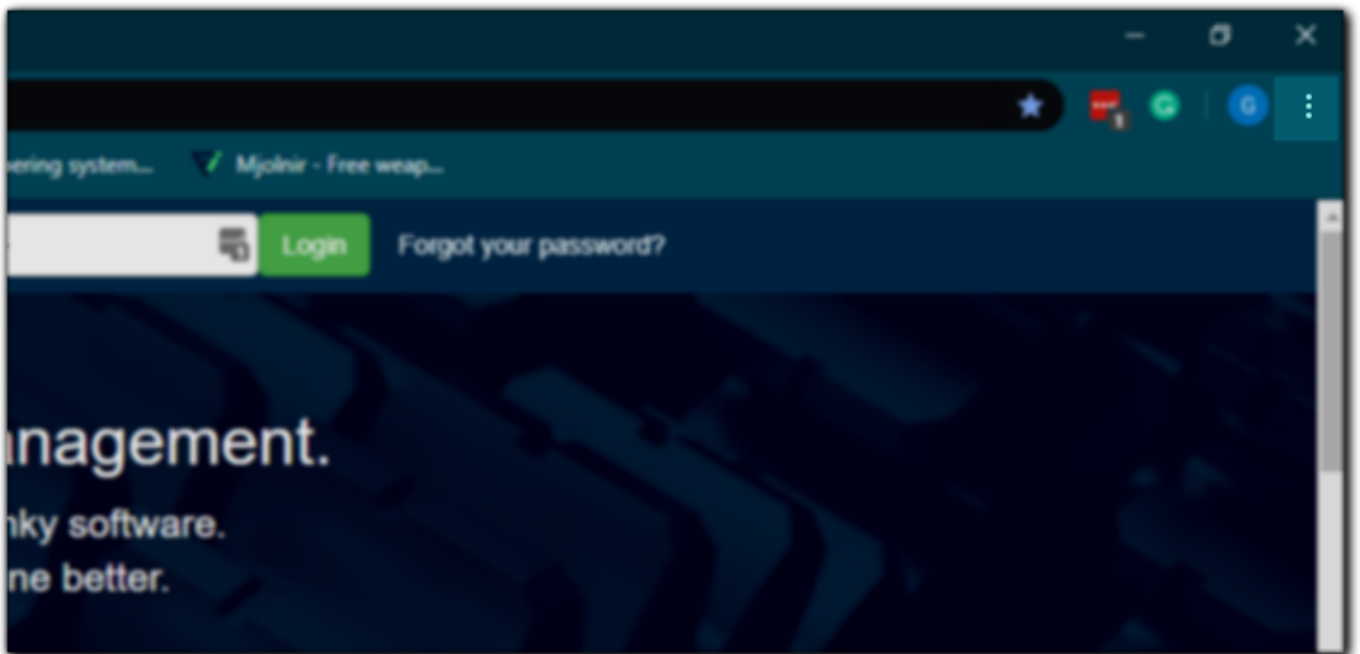
PDF not opening in Google Chrome

To download Firefox please [click here](#).

Workaround 2

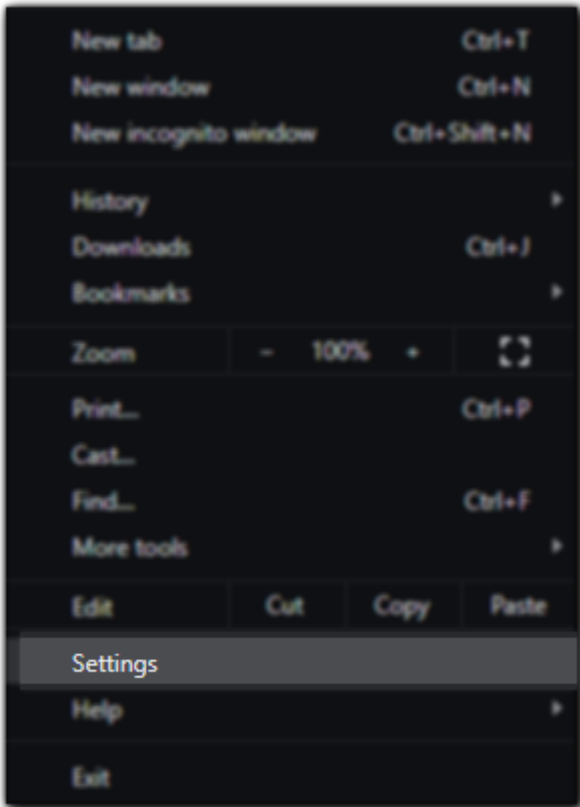
If you wish to continue to use Google Chrome as your preferred browser you can turn on the option to download PDFs as a file.

Click on the 3 vertical dots on the top right-hand corner of the screen.

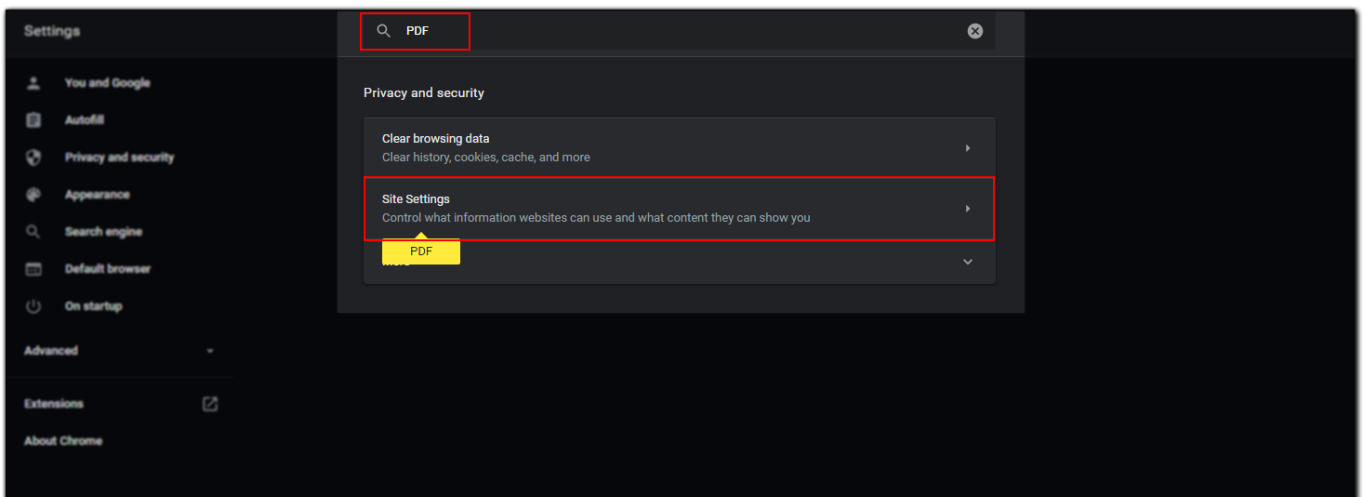


Then click on Settings.

PDF not opening in Google Chrome

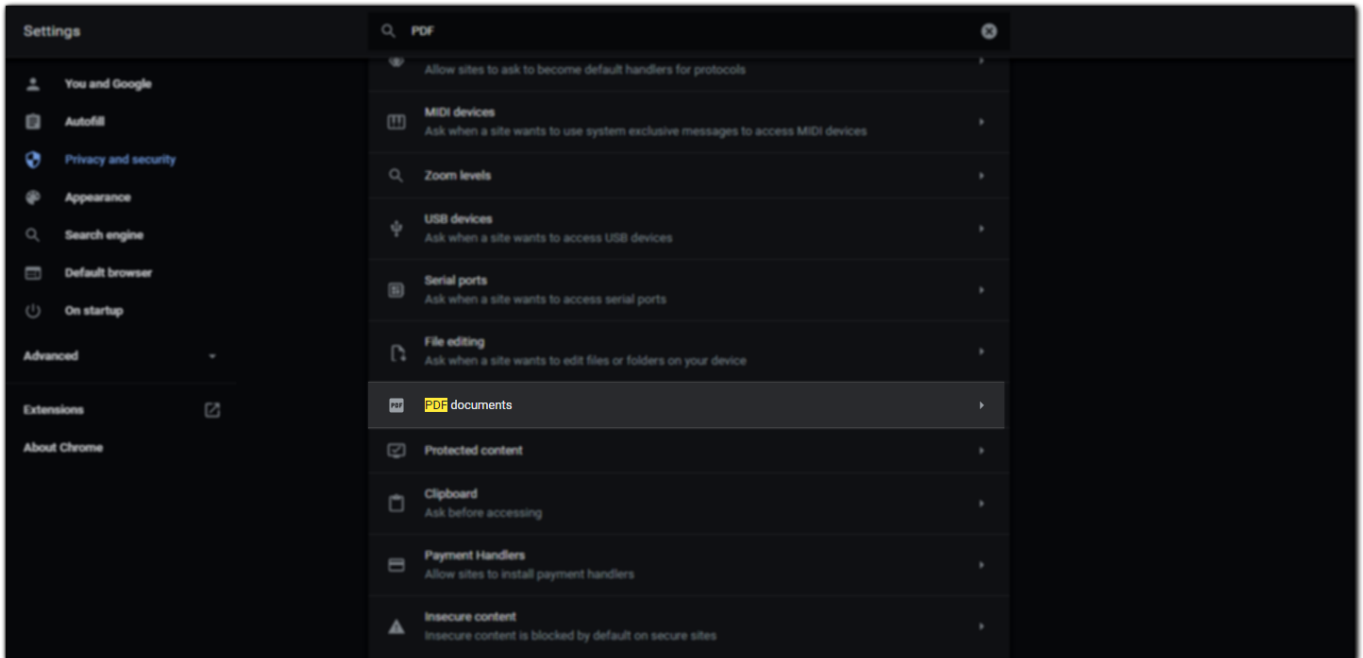


On the top search bar type 'PDF' and click on Site Settings.

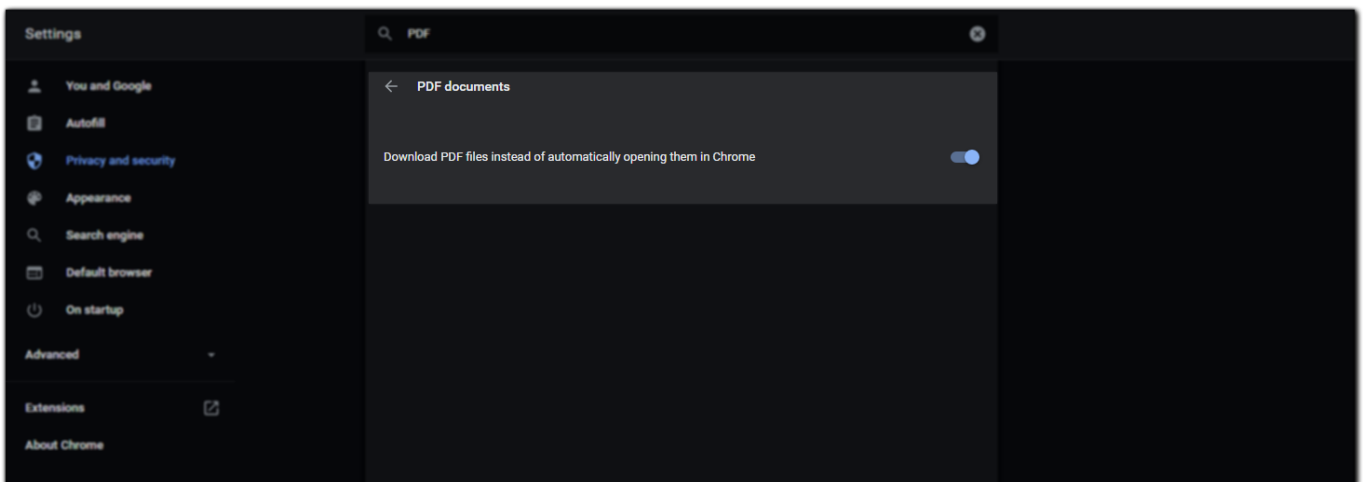


Scroll down and click on PDF documents

PDF not opening in Google Chrome

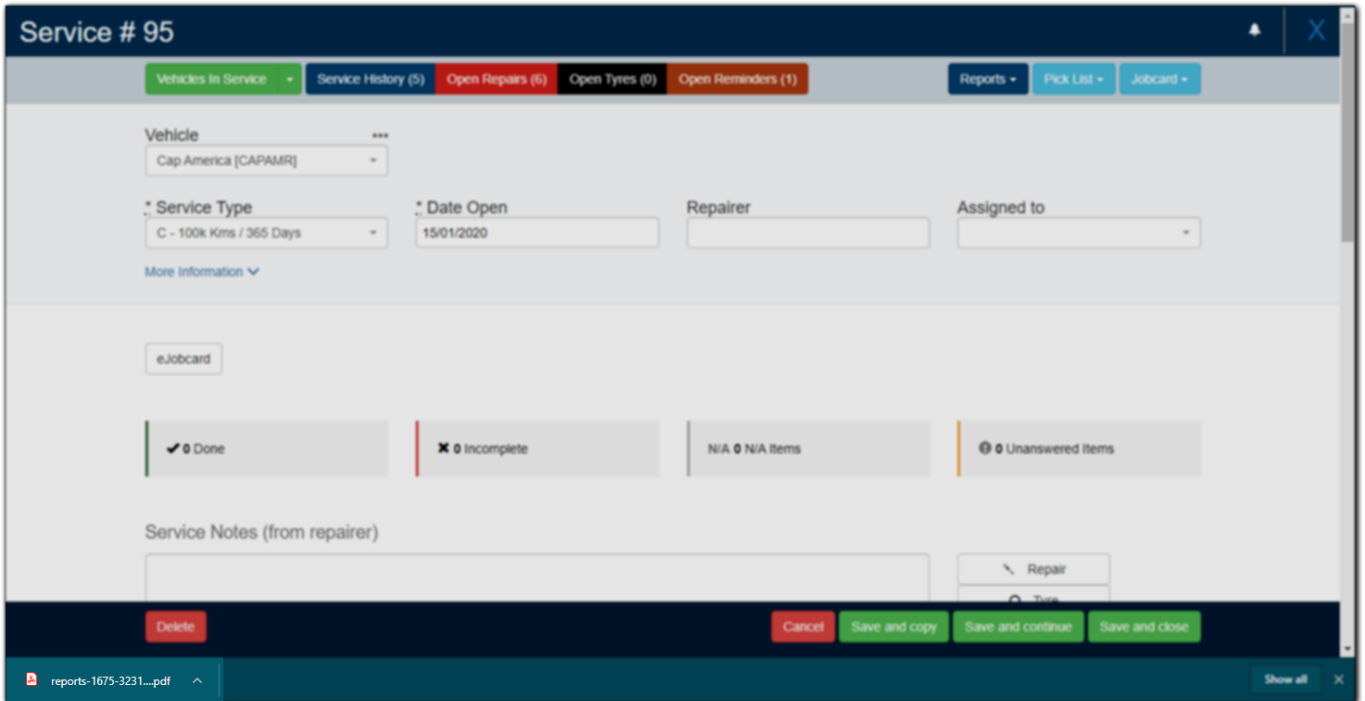


Toggle the option *Download PDF files instead of automatically opening them in Chrome*.



This will download PDFs as files onto your device which you will then use your default PDF application to view the file.

PDF not opening in Google Chrome



If you require any assistance please contact [Support](#).