

Hosted Environment – PDF Documents Will No Longer Open from SedonaOffice

07/17/2025 4:23 pm EDT

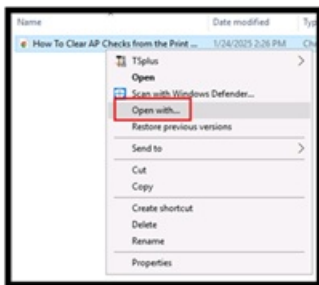
Issue:

Customer is experiencing an issue with PDF documents no longer opening in SedonaOffice. Since there is no native handler in the hosted environment, PDF documents need to open using a browser. Prior to the issue, the customer's PDF documents were opening in a browser and now they are not.

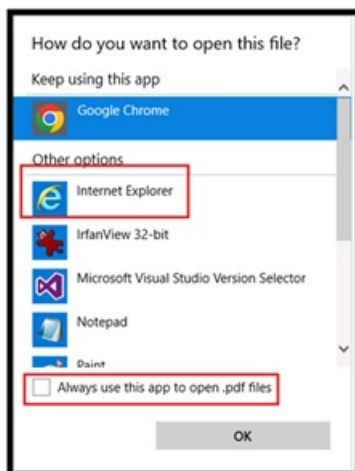
Resolution:

The suggestion to resolve this was to switch the Open With option from the current browser (Chrome is recommended as it has a built-in PDF handler) to a different browser and save the change. Then switch the Open With option from that browser back to the previous browser (Chrome).

There is currently documentation on how to open documents in PDF format, but to sum it up, navigate to any PDF, either in Public Docs or on the server, and right-click the menu to Open With.

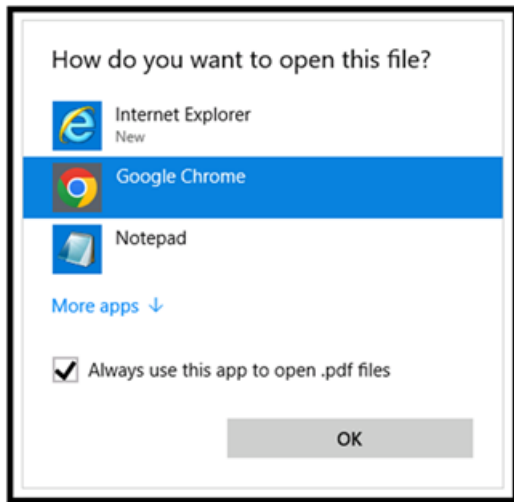


Choose a different browser, mark the Always use this app to open .pdf files, and click OK to save.



Once saved, it may ask, How do you want to open this file again.

Select Google Chrome and click OK.



This should now allow for the PDF documents to open using the Chrome PDF handler.