

CMS AIR App (PC Version)

Printing “Workarounds”

If you are using the CMS AIR App (PC version), and experiencing a problem printing a document (i.e. Case Record Form, Monthly Financial Report, etc.), use one of the following 3 “workaround” options:

1. “Download” the document to your computer and then print it
2. Use the browser version for printing
3. Disable Adobe Reader DC “Protected Mode” setting by following the instructions below:
 1. Close CMS AIR App
 2. From the Windows App list, open Adobe Reader DC
 3. From the menu bar, Click "Edit"
 4. Select "Preferences" (bottom of list)
 5. Uncheck "Enable Protected Mode at Start Up"
 6. Click "OK"
 7. Open the App and try printing a document
 8. Once you have Logoff, open up Adobe Reader DC and reset the setting by checking the “Enable Protected Mode at Start Up” box and clicking “OK”

Warning!

"Adobe recommends that you might want to only disable this option while using the problematic app. Leaving off permanently could make you vulnerable to security breaches".