Adobe Acrobat X Pro - Failure to Launch

Members (and Visitors):

In support of our flooring network, it was decided to purchase Adobe's latest Creative Suite (CS6 Master Collection) despite the high price, an expensive proposition to us. Since it was purchased, one of its applications, Adobe Acrobat X Pro, repeatedly fails to launch.

It was initially presumed that, with the help of Adobe's support department, addressing this reported issue should be an effortless task; that is until a member of our staff was instructed to uninstall - and then reinstall - Adobe Acrobat X Pro.

This was one of Adobe's recommended steps to troubleshoot and resolve issues associated with Adobe Acrobat X Pro. Much to our frustration, the effort - which was very time consuming (took hours) - was to no avail, as this issue persists.   Visiting blogs regarding this issue unveiled that this is not an uncommon issue. Many had much to say about the matter.

In the interim, until a better idea is proposed, we *resorted* to *using* **Adobe Reader** to view **PDF Files** within our network, which essentially means that what we *paid for* does NOT **work** - that is until this *reported* **issue** is eventually *resolved*.

Sadly, a surprising experience has shaken our **confidence** in a company that we otherwise have a favorable opinion of. Though we have been told that we are an **optimistic bunch** and confident this publicly accessible, **Flooring Update** will find its way to someone, within **Adobe**'s **technical support department**, who will reach out

to us shortly thereafter.

Adobe may *reach out* to **Elizabeth G**. **Yokel**, **Publisher** of **Floor Covering Media**, whose **editorial team** is eager to *publish* a **Follow Up**, **Flooring Update**; once its **thorny issue** is properly *identified*, *assessed*, *addressed* and *resolved*.

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