Acrobat crashes when printing

PDFs load fine in Adobe Acrobat 8 or Adobe Acrobat 9, but when you try to print a PDF, Acrobat crashes.

If you are running Windows Vista, you get the:

“xxxxx Application has stopped working: Windows Can Check online for a solution to the problem.

Check online for a solution and close the program
Close the program

where xxxxx is Adobe Reader, Adobe Acrobat Professional, etc…

A check of the problem details (for example, Acrobat 9 Professional) will show two of the following items or similar:

Application Name: Acrobat.exe
Fault Module Name: GDI32.dll

Or similar, and most of the time you will see a PDF Printer Missing or similar error.

In many cases but not all the steps below will fix the problem; please note that if you are using XP x64 or Vista x64, it is recommended to upgrade to Acrobat 9 if you are running an earlier version to help resolve some printing issues:

http://www.adobeforums.com/webx/.3bc48c88

Adobe PDF Printer Missing Fix – Adobe Acrobat 8.1 – Vista

1. Type “C:\Windows\inf” into the search box on the start menu.
2. Locate the INFCACHE.1 file and right-click it and select Properties.
3. On the INFCACHE.1 Properties window tab to the “Security” tab and click the “Edit” button to change permissions on this file.
4. On the Permissions for INFCACHE.1 window click the “Add” button.
5. On the Select Users or Groups window click the “Advanced” button.
6. A new Select Users or Groups window will open and then click the “Find Now” button.
7. The search results are sorted alphabetically; locate the username you logon to Windows with and then double-click.
8. Under the “Enter the objects names to select…” you should see something like this YOURCOMPUTERNAME\Yourusername
9. Now click the OK button.
10. You will now return to the Permissions for INFCACHE.1 window.
11. Under the Permissions for Yourusername you need to tick “Full Control” under the Allow

column. Click the “Apply” button and then the “OK” button.
12. You will be prompted with a “Windows Security” window, just click the “Yes” button and continue.
13. Delete the INFCACHE.1 file.
14. Restart your computer.
15. Open Adobe Acrobat 8.1
16. Locate the “Help” menu item and click “Repair Acrobat Installation”
17. Restart if requested to do so.
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