

UNABLE TO EDIT & SAVE PDF FILE - WORK AROUND

1. Problem Description

- Unable to edit PDF document
- Unable to use E-Sign feature
- Changes cannot be saved
- PDF opens with a different application instead of Foxit PDF Editor

2. Possible Root Cause

- PDF is opened using the wrong application
- Default PDF application has changed
- Foxit PDF Editor is not selected as the default PDF application
- Temporary software issue

3. Resolution

- Open the PDF using Foxit PDF Editor
- Set Foxit PDF Editor as the default PDF application
- Reopen the PDF document
- Try editing and saving again

4. Steps of User Guide

Step 1 — Check Which Application Opened the PDF

- Open the PDF file.
- Check the application name at the top of the window. (Acrobat Reader  OR Foxit )
- Ensure the PDF is opened using Foxit PDF Editor.

Step 2 — Open PDF with Foxit PDF Editor

- Close the PDF file.
- Right-click the PDF document.
- Select Open With → Foxit PDF Editor. 
- Check if editing and E-Sign functions are available. Click Fill & Sign option

Fill & Sign

Step 3 — Set Foxit PDF Editor as Default

- Right-click any PDF file.
- Select Open With → Choose Another App.
- Select Foxit PDF Editor.
- Tick Always use this app to open .pdf files.
- Click OK.

Step 4 — Test Edit and Save

- Open the PDF again.
- Make a small change or add a test signature.
- Save the document and confirm the changes are saved successfully.

5. Escalate to IT Support If still not resolved

- Foxit PDF Editor is missing from the computer
- PDF still opens with another application after changing the default app
- Edit, E-Sign, or Save functions remain unavailable
- Error messages appear when opening or saving PDF files
- Multiple PDF documents are affected after troubleshooting