



Your Adobe Chat Transcript For 5/1/20

Adobe Customer Care Virtual Assistant (5/1/20 8:20:39 AM HST): Hi. I am the Adobe Customer Care Virtual Assistant. Tell me what you need help with. I'll do my best to understand and find the right person to assist you.

Eric (5/1/20 8:21:13 AM HST): Adobe Acrobat Pro 2017, accessibility checker, title:failed

Adobe Customer Care Virtual Assistant (5/1/20 8:21:16 AM HST): I want to make sure I understand clearly. Which of these categories best describes your issue?

- Download an invoice
- Help buying a product or plan
- Something else

Eric (5/1/20 8:21:30 AM HST): Something else

Adobe Customer Care Virtual Assistant (5/1/20 8:21:30 AM HST): I'm still learning. Could you describe the issue differently or tell me your goal?

Eric (5/1/20 8:21:38 AM HST): technical support

Adobe Customer Care Virtual Assistant (5/1/20 8:21:41 AM HST): I will connect you with an agent. One moment.

** (5/1/20 8:21:41 AM HST): Connecting you with a specialist as soon as possible. **

** (5/1/20 8:21:46 AM HST): You are now connected to Pratheeksha, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely. **

Pratheeksha (5/1/20 8:23:05 AM HST): Hello Eric, I'll be happy to assist you. Could you help me with the email under which you have the subscription?

Eric (5/1/20 8:23:50 AM HST): I'm not sure about an email, I have a software license certificate.

Eric (5/1/20 8:24:05 AM HST): Agreement # 4600029419

Eric (5/1/20 8:24:20 AM HST): Certificate Number 18319692

Pratheeksha (5/1/20 8:24:26 AM HST): Is it a stand alone product?

Eric (5/1/20 8:24:30 AM HST): End User ID 20749716

Eric (5/1/20 8:24:49 AM HST): I don't understand your question

Eric (5/1/20 8:25:12 AM HST): Acrobat Professional 2017 17.0 MLP AOO License UE (65301106)

Pratheeksha (5/1/20 8:25:22 AM HST): Let me transfer you to an agent who can assist you better.

** (5/1/20 8:25:30 AM HST): Connecting you with a specialist as soon as possible. **

** (5/1/20 8:25:33 AM HST): You are now connected to KANAK, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely. **

Eric (5/1/20 8:26:09 AM HST): WIN Serial# 1118-1712-6154-4975-8015-8073

Eric (5/1/20 8:26:35 AM HST): I'm trying to get technical support

KANAK (5/1/20 8:28:45 AM HST): Hello, I'll be happy to assist you. As I am able to check the serial key is for Acrobat professional 2017 volume license. Right?

Eric (5/1/20 8:29:11 AM HST): correct

KANAK (5/1/20 8:30:05 AM HST): Let me transfer you to an agent who can assist you better.

** (5/1/20 8:30:42 AM HST): Connecting you with a specialist as soon as possible. **

** (5/1/20 8:30:45 AM HST): You are now connected to Saurabh, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely. **

Saurabh (5/1/20 8:32:03 AM HST): Hello. I'll be happy to assist you with acrobat application. May I know, is it installed and activated in your system?

Eric (5/1/20 8:32:16 AM HST): Yes

Saurabh (5/1/20 8:32:51 AM HST): Alright but you are not able to use the accessibility checker feature right?

Eric (5/1/20 8:33:19 AM HST): No, I can use the checker. I'll describe the issue.

Saurabh (5/1/20 8:33:53 AM HST): Okay, could you please confirm it is one of the features right?

Eric (5/1/20 8:34:08 AM HST): Yes,

Eric (5/1/20 8:34:44 AM HST): <https://www.csn.edu/wiki/accessibility-documents-correcting-title-failed-issue>

Saurabh (5/1/20 8:34:57 AM HST): Okay, I would like to inform you that I am from the installation team and as you are facing difficulty with one of the features in acrobat that's why I need to connect you to our dedicated acrobat team. Shall I?

Eric (5/1/20 8:35:01 AM HST): The issue is alluded to in that post

Eric (5/1/20 8:35:12 AM HST): yes pls

Saurabh (5/1/20 8:35:54 AM HST): Sure, please stay connected. Note : Acrobat is installed and activated. Everything is fine but customer is could not use one of the features in it. Please assist.

** (5/1/20 8:35:59 AM HST): Connecting you with a specialist as soon as possible. **

** (5/1/20 8:36:03 AM HST): You are now connected to Sharath, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely. **

Sharath (5/1/20 8:39:10 AM HST): Hello Eric. I'll be happy to assist you with that. Please find the below help article on how to use Accessibility checker: <https://www.adobe.com/accessibility/products/acrobat/using-acrobat-pro-accessibility-checker.html>

Eric (5/1/20 8:39:44 AM HST): I know how to use the checker, pls open the link I added above

Eric (5/1/20 8:40:39 AM HST): At the very bottom, correcting the title issue is a MS document, #4,

Eric (5/1/20 8:40:41 AM HST): <https://www.csn.edu/wiki/accessibility-documents-correcting-title-failed-issue>

Eric (5/1/20 8:40:49 AM HST): Sometimes the title issue will appear in Acrobat when running the accessibility checker, even though you have added it to the file. See Step 4 in Correcting the Title issue in an Adobe Acrobat PDF above.

Eric (5/1/20 8:41:21 AM HST): So even if a title is entered, the checker fails it

Eric (5/1/20 8:42:36 AM HST): I also took a pdf document that originated from ms word with no title, added a title using adobe acrobat reader (the free one), checked accessibility with the pro and it failed as well

Sharath (5/1/20 8:42:41 AM HST): I see, did you try this step: Now, right-click on the "Title - Failed" error and select "Fix". The error should go away and a green checkmark should appear next to it.

Eric (5/1/20 8:42:52 AM HST): Yes, that fixes it

Eric (5/1/20 8:43:36 AM HST): My question is...is it the fault of MS word creating the PDF or is it a "bug" with the Accessibility Checker?

Eric (5/1/20 8:44:18 AM HST): We're trying to create accessible pdf's and want them to "pass"

Sharath (5/1/20 8:44:58 AM HST): ok, I think this is limitation of characters in Accessibility checker, does this happen on all titles?

Eric (5/1/20 8:45:13 AM HST): We also have a lot of people who create PDF's and it'll be costly to buy Acrobat Pro for ~300 people.

Eric (5/1/20 8:45:37 AM HST): I haven't done extensive testing

Eric (5/1/20 8:46:36 AM HST): So, I think you're saying the PDF created by MS Word is OK and that the issue is with the Accessibility Checker. Yes?

Eric (5/1/20 8:48:27 AM HST): FYI, our website is also scanned by Siteimprove (not sure if you heard of that product) including PDF's.

Sharath (5/1/20 8:49:38 AM HST): Yes, I think it is the limitation of character. If you want to try Acrobat Pro Trail version, you can activate trial for 7 days and check if that helps: <https://helpx.adobe.com/in/acrobat/kb/download-install-trial.html> Also, I see in below article there is some rules followed for documents in order to pass: <https://www.adobe.com/accessibility/products/acrobat/using-acrobat-pro-accessibility-checker.html>

Eric (5/1/20 8:51:34 AM HST): Does it mention the title issue specifically and requirements for passing?

Eric (5/1/20 8:52:09 AM HST): The funny thing is all I need to do is right click the title: failed, then click "fix it" and it's good

Sharath (5/1/20 8:52:40 AM HST): Yes, can you check under this: Note: See related WCAG section: 2.4 Page Titled (Level A) By checking 'Leave As Is' under Title.

Eric (5/1/20 8:52:42 AM HST): I'm not changing the existing title

Eric (5/1/20 8:52:51 AM HST): already in there

Eric (5/1/20 8:54:31 AM HST): The example shows a blank title, my document has a title...you're saying same thing? I don't understand.

Sharath (5/1/20 8:55:30 AM HST): Was referring to same, by checking will this pass title.

Eric (5/1/20 8:56:52 AM HST): I'm asking a different question, not so much how to fix the title: failed.

Eric (5/1/20 8:58:37 AM HST): I want to know if someone puts the title in ms word and save as pdf, the only error reported by accessibility checked is title:failed. Is it really an accessibility issue? Or is it an erroneous error indicated by the accessibility checker.

Eric (5/1/20 8:59:56 AM HST): Do you understand what I'm asking?

Eric (5/1/20 9:01:23 AM HST): Do you understand why the difference is important?

Eric (5/1/20 9:04:32 AM HST): still there? testing/verifying something?

Sharath (5/1/20 9:07:30 AM HST): Sorry I am here, Yes does this happens on all files converted from word to pdf?

Eric (5/1/20 9:08:31 AM HST): The only one I did failed but the link I posted said it happens "sometimes" so from that I'd say not all.

Eric (5/1/20 9:09:11 AM HST): I can try a simple doc now...

Sharath (5/1/20 9:09:47 AM HST): Sure, it should only happen with some which is not following the title format or rules.

Eric (5/1/20 9:11:05 AM HST): What are the title format rules?

Sharath (5/1/20 9:12:50 AM HST): Can refer to this: <https://support.microsoft.com/en-gb/office/rules-for-the-accessibility-checker-651e08f2-0fc3-4e10-aaca-74b4a67101c1?ui=en-us&rs=en-gb&ad=gb>

Eric (5/1/20 9:13:38 AM HST): After I click fix it, the title looks the same

Eric (5/1/20 9:16:03 AM HST): The document I had passed Microsoft's accessibility checked but had the title:failed issue in Acrobat pro 2017 accessibility checker.

Sharath (5/1/20 9:18:13 AM HST): I see then will have to check, can you leave your request here: Our product team would love to hear more about your idea. Would you add it to the Wish form: <http://www.adobe.com/products/wishform.html>

Eric (5/1/20 9:20:03 AM HST): ok, thank you for your time

Sharath (5/1/20 9:20:11 AM HST): You are welcome!

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