## Symptoms

Users trying to upload PDF files into the Presentation Library are getting a message the following message:

An error occurred while trying to process the file. It is either not present or there is no application associated with this file. **Error code 1155**.

This message occurs on Windows computers who have Microsoft Edge as a default PDF viewer.

Solution 1

1.   Install Adobe Acrobat Reader from the following link: https://get.adobe.com/reader/
2.   Right click with your mouse on one PDF file and click Properties.
3.   Click the Change button in the Opens with section.
4.   Choose Adobe Acrobat Reader as a default application for PDFs.
5.   Click OK
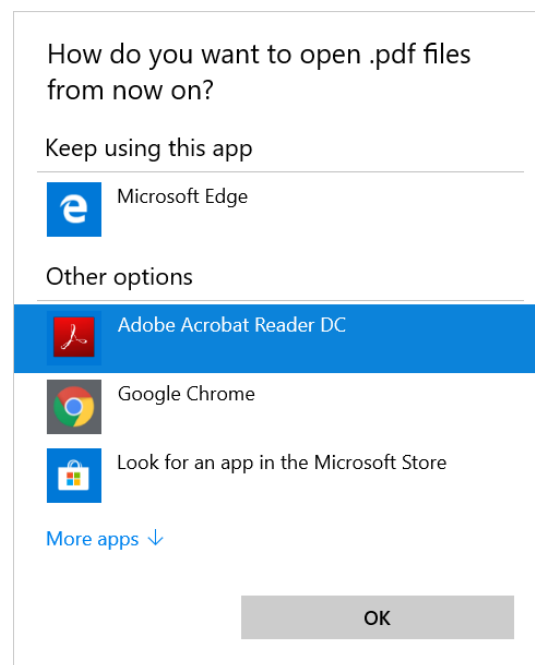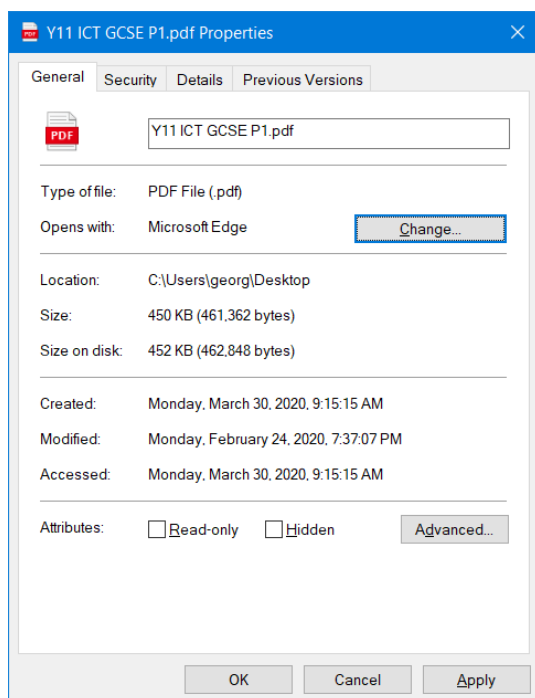
After the above is completed you should be able to upload PDFs from your computer to the

presentation library.

Solution 2

Use the Electa Advanced Upload button on the Presentation Upload window.

Electa Live Virtual Classroom, LMS - Help & Support Portal
https://support.e-lecta.com/Knowledgebase/Article/50164