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## Unable to find PDF document

Posted by danders67 - 2014/04/16 15:18

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Hi,

ARI Doc Viewer had been working great, but I recently began getting the error:

"Sorry, we were unable to find the document at the original source. Verify that the document still exists. You can also try to download the original document by clicking here."

Clicking the download link DOES display the document in the viewer.

The code being used is:

```
{aridoc engine="google" width="850" height="450"}images/menus/Dinner-Menu.pdf{/aridoc}
```

Any thoughts on why the google viewer is now unable to load the pdf automatically, but does when the link is clicked?

Thanks in advance.

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## Re:Unable to find PDF document

Posted by admin - 2014/04/16 15:22

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Hello,

Send a link to a page where the problem occurs.

Regards,  
ARI Soft

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## Re:Unable to find PDF document

Posted by danders67 - 2014/04/16 15:26

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Thanks!

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## Re:Unable to find PDF document

Posted by admin - 2014/04/16 15:30

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The file is shown fine on our side:

<http://www.ari-soft.com/images/fbfiles/images/pdf.png>

Regards,  
ARI Soft

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## Re:Unable to find PDF document

Posted by danders67 - 2014/04/16 15:35

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Interesting. I had this happen on 2 different PCs in 2 different locations using multiple browsers. Do you have idea what might be causing it?

Thanks again!

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## Re:Unable to find PDF document

Posted by admin - 2014/04/16 18:17

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We checked it on several computers and it works fine. It seems this is a problem with connection to Google Docs service.

Regards,  
ARI Soft

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