

Symptoms

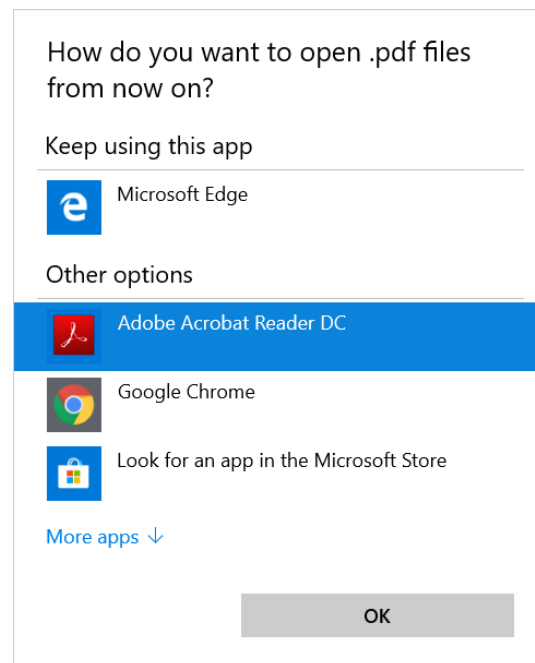
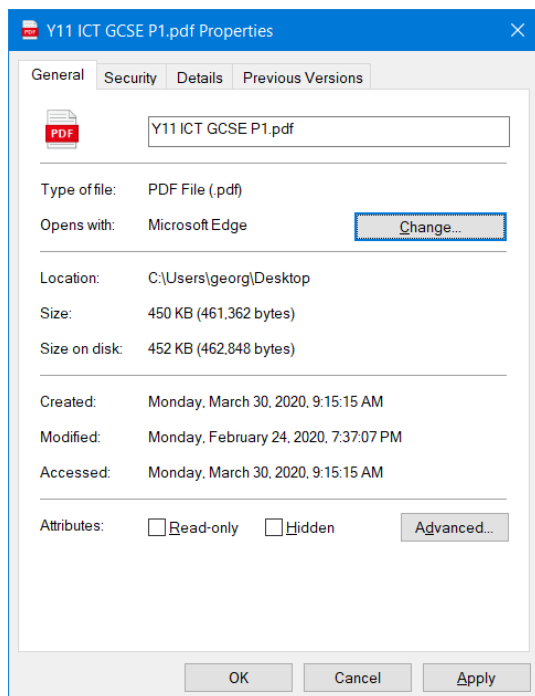
Users trying to upload PDF files into the Presentation Library are getting a message the following message:

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>