

The PDF is blank after loading it in the PDF Viewer addon

Last Modified on Monday, 07-Jul-2025 10:08:02 BST

Issue

If you have loaded a PDF into any of the PDF Viewer tabs and it appears blank, the reason for this is down to the logged in user not having any write permission to the ExamWritePad folder.

Solution

Within the ExamWritePad folder is a folder called "Assemblies", inside the assemblies folder is another folder called "pdfium". Make a copy of the pdfium folder and paste it directly into the root of the ExamWritePad folder so that it sits alongside the ExamWritePad application. Now your PDFs will load correctly.
