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Fixing Adobe Acrobat Digital Signatures

Erich S. Lehman - 2025-11-20 - Troubleshooting Guides

There is a known issue with Adobe Acrobat (Fall 2025) where a file will "gray screen" when trying to digitally sign a PDF, and quitting/force quitting does not resolve the issue.

- 1) Top left menu bar, Go to the **Acrobat / Preferences** menu.
- 2) Scroll down to **Signatures** and then click **More . . .** in the **Creation & Appearance** section. (Figure 1)
- 3) **UNCHECK** the option to **Use modern user interface for signing and Digital ID Configuration.** (Figure 2)
- 4) Click **OK**, close all the preferences windows, and try signing the document again. You will see a different older looking interface, but it should work as expected.

NOTE:

We've also seen issues when documents requiring multiple signatures are signed with Acrobat and Apple Preview. For best chance of success, we HIGHLY recommend only signing documents in Adobe Acrobat or with Adobe Sign.

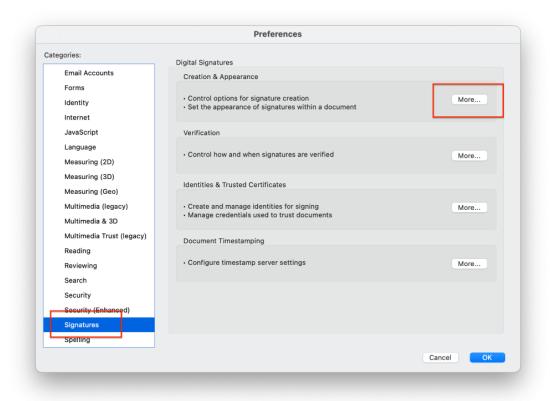


Figure 1: Acrobat / Preferences / Signatures Preferences.

	tion and Appearance Preferences
Creation	
Default Signing Method:	Adobe Default Security
Default Signing Format:	PKCS#7 - Detached
When Signing:	
Show reasons	
Show location and	d contact information
Include signature	's revocation status
View documents in	n Preview Mode
Enable Review of Docume	ent Warnings: Always
	face for signing and Digital ID configuration
	face for signing and Digital ID configuration
Use modern user interi	face for signing and Digital ID configuration
Use modern user interi	face for signing and Digital ID configuration framework support
Use modern user interi	face for signing and Digital ID configuration framework support New Edit
Use modern user interi	face for signing and Digital ID configuration framework support New Edit Duplicate
Use modern user interi	face for signing and Digital ID configuration framework support New Edit

 $\textit{Figure 2: \textbf{Creation and Appearance Preferences}: Uncheck "Use modern user interface for signing and Digital ID configuration" \\$