

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.

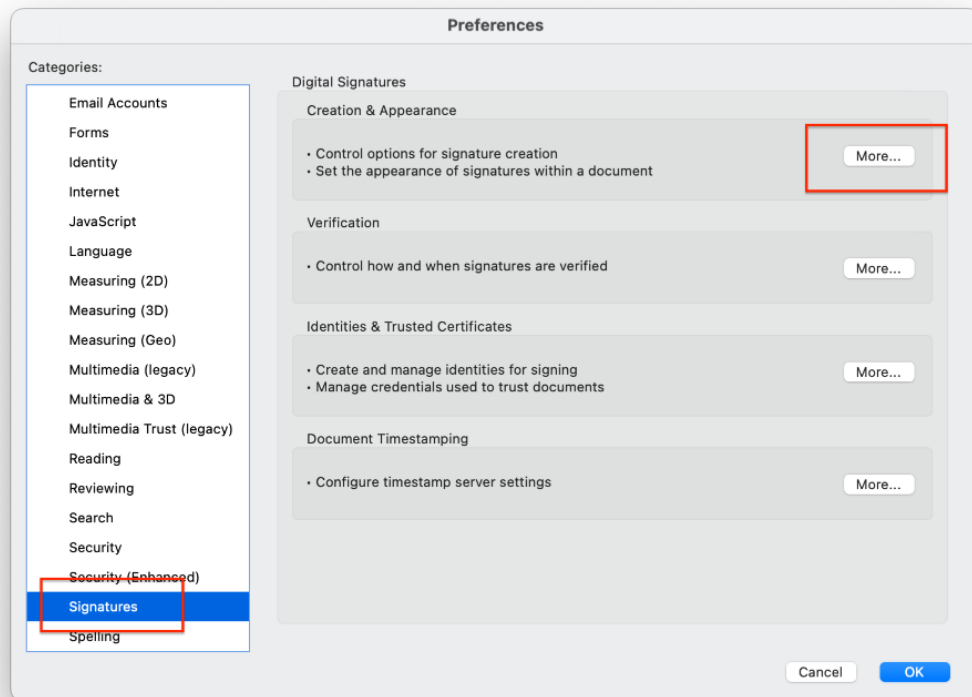


Figure 1: *Acrobat / Preferences / Signatures Preferences.*

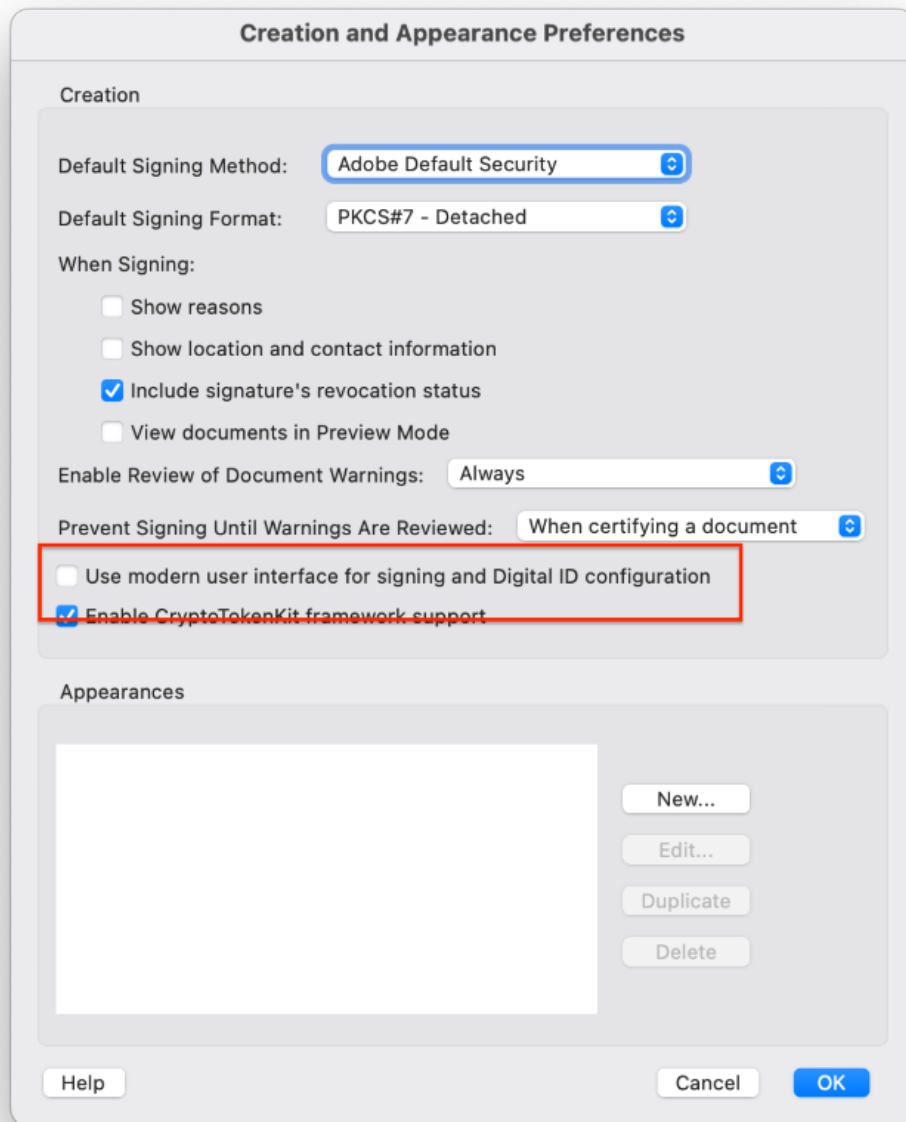


Figure 2: **Creation and Appearance Preferences:** Uncheck "Use modern user interface for signing and Digital ID configuration"