

## Attaching Other Study Documents: Check for (and Fix) Corruptible Files

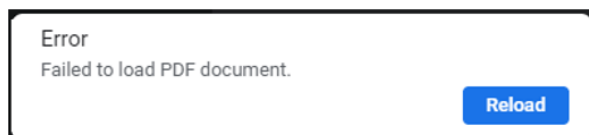
**Background:** When the IRB approves a document attached to an IRB submission, the document is converted to an approved PDF in iRIS. Some documents have characteristics that end up corrupting the file when it is converted after approval. The most common sources of corruption are:

1. Document is Password Protected
2. Document includes [XML code](#)

Below are steps to identify and fix these types of documents before submitting them to the IRB.

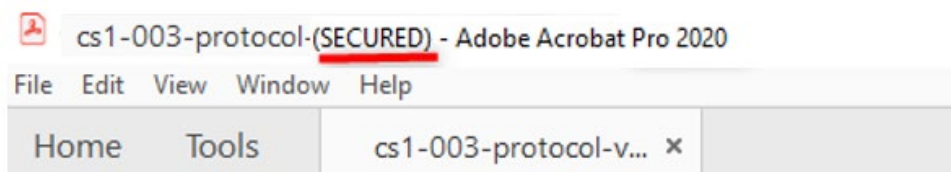
### Scenario 1: Document is Password Protected

If an uploaded document is password protected or has some security restrictions (editing, printing etc.), the iRIS system will show you an error message that says, *"Failed to load PDF document."*

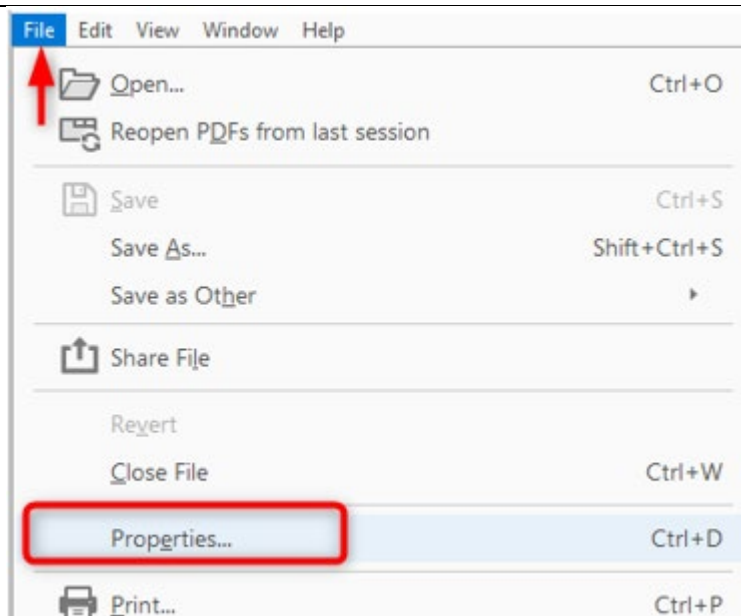


If you see this message when uploading your document, follow these steps to check if the document is password protected and to remove the password protection before uploading the document.

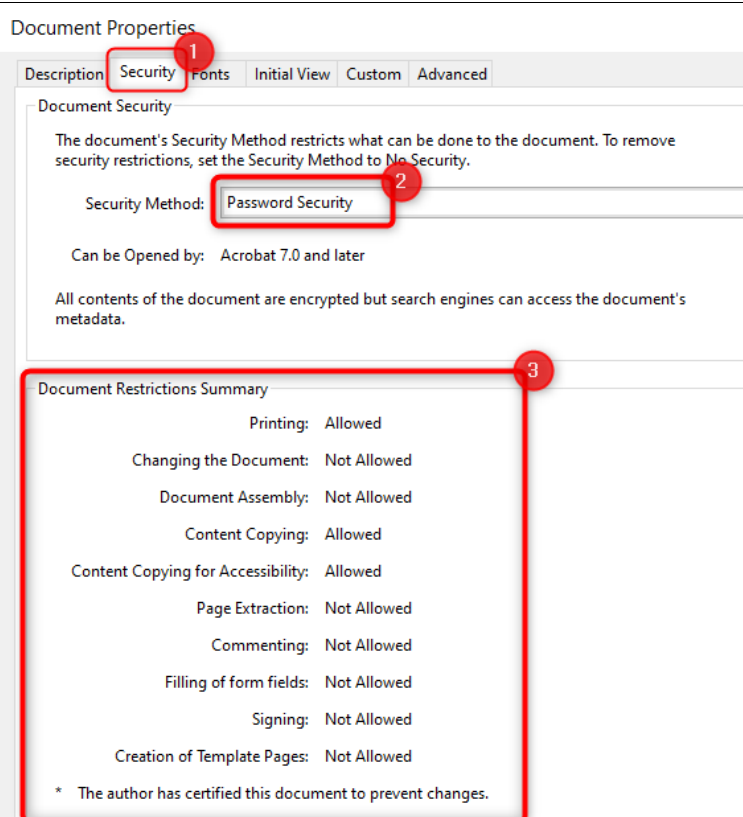
1. Open the document in Adobe and check if the document has 'SECURED' at the end of the title. If yes, it is password protected. If the document does not have 'SECURED', we still need to look for other restrictions (follow below steps)

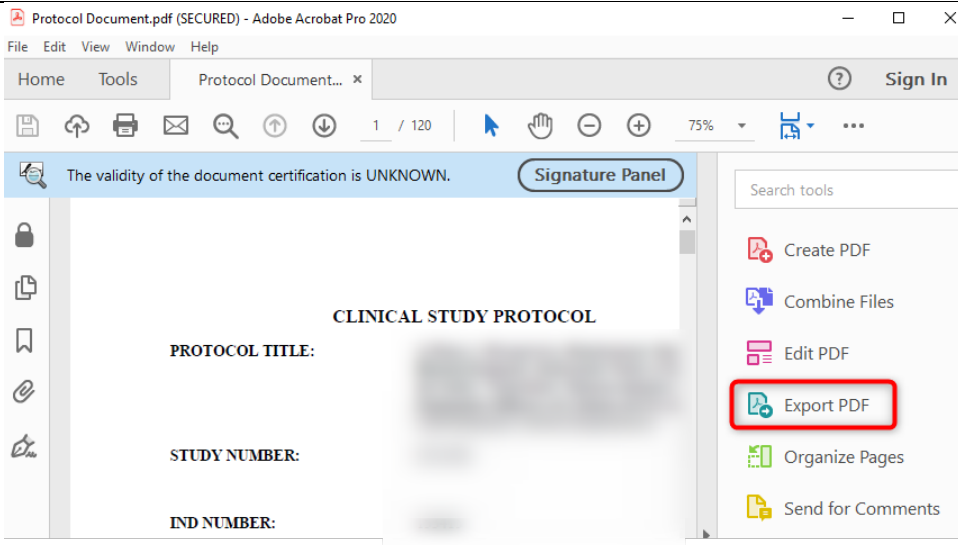
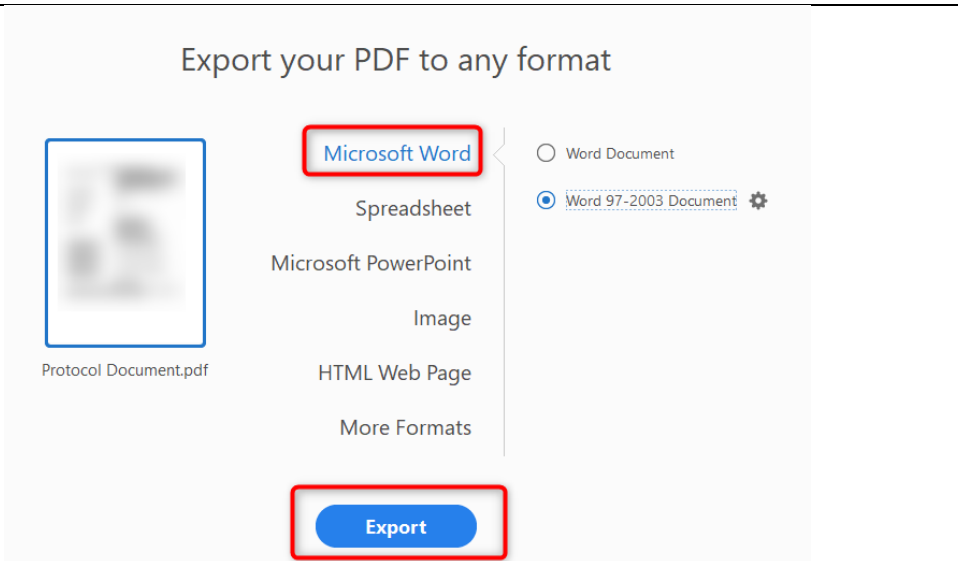


2.  
Go to **File** and click on  
'Properties'



3.  
Check the '**Security**' tab  
and see if the document is  
password protected  
and/or if the document  
has any other restriction  
(such as changing the  
document, commenting,  
etc.)



<p>4.</p> <p>If the document is password protected, change it to Word document. Do this by opening the document in Adobe Acrobat and selecting 'Export PDF.'</p>	
<p>5.</p> <p>You are given a choice about which format to export your PDF to. Choose Word and click Export.</p> <p>Once the document is in word, save it and then upload it to the IRB submission.</p>	

## Scenario 2: Document includes XML code

Unfortunately, iRIS does not show you an error message when you upload this type of document, so it is important to check each document before submitting to the IRB. If you accidentally submit a document like this and the IRB approves it, the document won't be viewable once it's approved. If you attempt to open the document after it's IRB approved, you will get this error message:

**500 - Internal server error.**

**There is a problem with the resource you are looking for, and it cannot be displayed.**

Here's how to check for & remove XML code:

<p>1. Open the document, then go to <b>Files</b> and click on <b>'Info.'</b> Click the <b>'Check for Issues'</b> drop-down menu.</p>	
<p>2. Select <b>'Inspect Document.'</b></p>	
<p>3. If the inspection shows that there is Custom XML Data select to "Remove All."</p> <p>Once removed, save the document and upload to iRIS.</p>	