

ConnectED - Why Can I Only See the Front Cover (first few pages) of my eBook?

There is an issue affecting some Chrome 80+ users when loading large PDF documents. While this is an issue with Chrome, it is impacting our customers when they try to access large PDF resources in our products, such as eBooks. This has been reported to Google and we are awaiting a fix.

The issue can present itself in a couple of ways. Some users might see the first few pages of the PDF following by a greyed out screen. Other users might see a "Failed or Forbidden" message when trying to download the PDF.

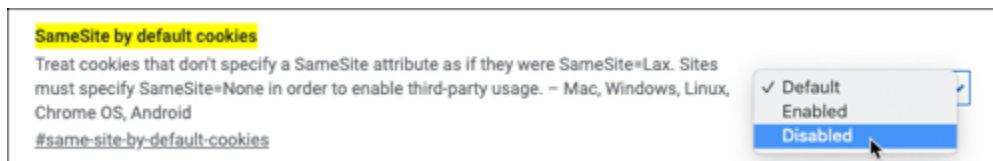
As a workaround users can switch their Chrome PDF settings to download the PDF instead of viewing it in the browser, or they can also try using a different browser such as Firefox or Safari to access the resource.

Below you will find instructions for the Chrome workaround to this issue.

CHROME 85 UPDATE

If the instructions provided below do not resolve your issue, there is a Chrome flag that you can disable as a short-term fix.

1. Enter the following into the address bar of your Chrome browser: <chrome://flags/#same-site-by-default-cookies>
2. Next to the **SameSite by default cookies** flag, switch the drop-down menu from Default to **Disabled**.



- [Chrome PDF Settings](#)

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