



PDF extraction errors

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If the PDF importer experiences any issues, the **Add details** screen will show these errors:

Page title: Document Extraction Error

Summary: PDF extraction in corrupted or unreadable text content unsuitable for knowledge base conversion.

If you see this page title and summary, the text in your PDF was corrupted or unreadable by our converter.

To fix this error:

- If your PDF was generated from another tool, like Microsoft Word or Google Docs:
 - The PDF may have been saved with security protections, password, encryption, or other protections our converter can't bypass. Try re-exporting the PDF from the source file and repeat this process.
 - Try importing the original Microsoft Word file directly, instead of the generated PDF.
- Create a new article from scratch and try copying and pasting the content directly from the PDF. This won't come in as cleanly as our importer brings it in but may be your only option if you can't bypass corruption or encryption errors.