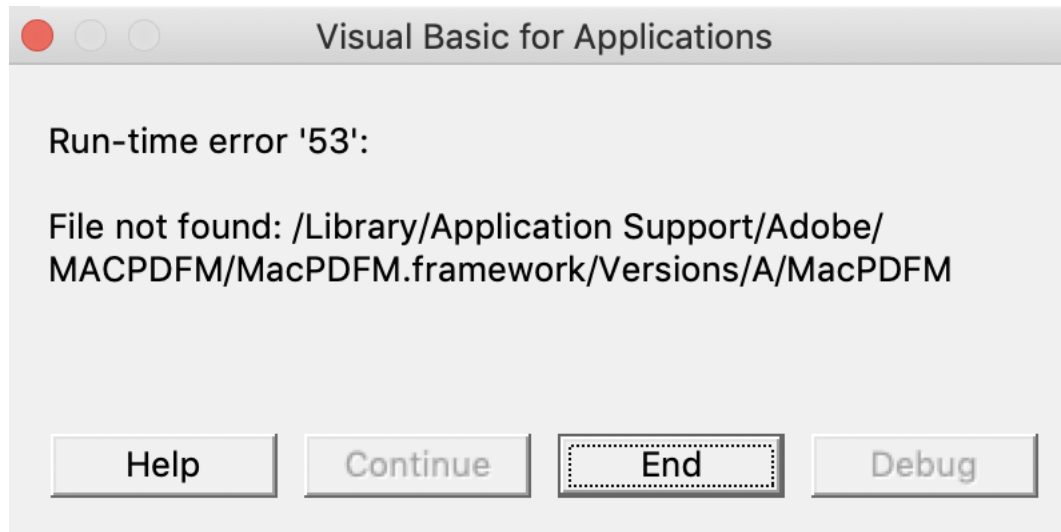


## The “Error 53” Issue

By Michael Pinto – December 20, 2024

I know for a fact that several Mac users among our faculty and staff have encountered this message during their day-to-day activities:



It is an annoying, intrusive message and I’ve received numerous Help Desk tickets regarding its appearance over the past few months. Sometimes users must click the “end” button several times before the error message finally disappears, and even then, it rears its ugly head the moment they try to open a new document or load a previous one.

To make matters worse, there doesn’t seem to be any permanent fix for this issue (which originates from an Adobe Acrobat plugin for Office 365), as the files responsible for the error message will re-appear after a while, usually after an update of Acrobat or any Office application. Re-installing the office suite or Acrobat does not eliminate the issue, either.

Worse still, the location for the two files (**linkcreation.dotm** and **SaveAsAdobePDF.ppam**) changes as well, as they are buried under numerous sub-folders in the Mac’s System Library that finding them becomes a hassle and a simple search in Finder won’t bring them to the surface.

Despite this, it's one of the few issues that can be mitigated with relative ease, as long as you follow the steps below:

1. Ensure both your Adobe Programs and your Office Applications are up to date.
2. If the error appears, there are two possible paths where the files (**linkcreation.dotm** and **SaveAsAdobePDF.ppam**) responsible can be found.
  - a. Path 1 - **/Library/Group Containers/UBF8T346G9.Office/User Content/Startup/Word (for LinkCreation.dotm) or Powerpoint (for SaveAsAdobePDF.ppam)**
  - b. Path 2 - **Macintosh HD/Library/Application Support/Microsoft/User Content/Startup/Word (for LinkCreation.dotm) or Powerpoint (for SaveAsAdobePDF.ppam)**
3. Once you find the files, close any Office applications you may be using and move both files to Trash.
4. Reopen Word and under Templates and Add-ins, ensure that linkcreation.dotm is not anywhere in the list.
5. Do the same with PowerPoint, ensuring that SaveAsAdobePDF.ppam does not appear. If it does, remove it manually.

Again, this will alleviate the issue for a while, but those folders will eventually repopulate with the same files, and the process will have to be repeated, however I hope this information will save you all a bit of time.