



Web



Choose a Page



WEB > GUIDES > PSPDFKIT SERVER

Fix PDF download issues with NGINX reverse proxy



PSPDFKit Server has been deprecated and replaced by [Document Engine](#). To migrate to Document Engine and unlock advanced document processing capabilities, refer to our [migration guide](#). Learn more about these enhancements on our [blog](#).

When you're using [Nginx](#) as a reverse proxy in front of Server, and PDF download using any available means ([Web SDK](#), [Web UI](#), or [Server API](#)) fails, make sure that the title of the document doesn't contain special, non-printable characters, e.g. escape codes.

To check if you're running into this issue, check the following:

- 1 Does the download directly through Server, bypassing Nginx, works correctly?
- 2 Does the download for documents with ASCII title works correctly?

If the answer to both of these questions is "yes", then you're likely seeing this issue.

To circumvent this, you need to re-upload the PDF file and provide a sanitized document title. You can pass a custom title on upload using the [Server API](#).

Was this helpful?



ASK AI

✓ YES

✗ NO

Questions? [Contact us](#)

