

PDF Converter Installation and Administration Guide  
10g Release 3 (10.1.3.3.0)

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PDF Converter Installation and Administration Guide, 10g Release 3 (10.1.3.3.0)  
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# INTRODUCTION

## OVERVIEW

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This section contains the following topics:

- ❖ [About This Guide](#) (page 1-1)
- ❖ [Conventions](#) (page 1-2)
- ❖ [PDF Converter Documentation](#) (page 1-3)

## ABOUT THIS GUIDE

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This guide provides all information required to install, set up, and administer PDF Converter version 10gR3 on a computer running either Microsoft Windows or UNIX.

## CONVENTIONS

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The following conventions are used throughout this guide:

- ❖ Forward slashes (/) are used to separate parts of an Internet address. For example, <http://www.google.com/maps>. A forward slash might or might not appear at the end of an Internet address.
- ❖ Backward slashes (\) are used to separate the levels in a path to a Windows server, directory, or file. For example, C:\ibr\refinery\. A backward slash will always appear after the end of a Windows server, directory, or file path.
- ❖ Forward slashes (/) are also used to separate the levels in a path to a UNIX server, directory, or file. For example, /usr/ibr/refinery.
- ❖ File names and file paths within text are indicated by the following convention: *<filename>* file in the *<path\_to\_directory>* directory.
- ❖ The notation *<refinery\_install\_dir>* is used to refer to the location of the main Inbound Refinery installation directory.
- ❖ The notation *<content\_server\_install\_dir>* is used to refer to the location of the main Content Server installation directory.
- ❖ Notes, technical tips, important notices, and cautions use these conventions:

Symbols	Description
	This is a note. It is used to bring special attention to information.
	This is a technical tip. It is used to identify information that can be used to make your tasks easier.
	This is an important notice. It is used to identify a required step or required information.
	This is a caution. It is used to identify information that might cause loss of data or serious system problems.



# PDF CONVERTER DOCUMENTATION

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PDF Converter comes with a comprehensive online Help system and a full set of PDF documentation.

## On-Line Help System

PDF Converter Help can be accessed from the Inbound Refinery administration interface or from the file system on the refinery computer:

- ❖ To view Help from the Inbound Refinery administration interface, click on a Help link.
- ❖ To start the Refinery Products Help system from the refinery computer file system, open the *wh\_start.htm* file located in the following directory:

**Windows**—*<refinery\_install\_dir>\weblayout\help\*

**UNIX**—*<refinery\_install\_dir>/weblayout/help*



**Note:** The Welcome link in the online Help system table of contents provides useful information on using the Help system.

## PDF Documentation

The PDF Converter documentation is also available as a set of PDF files. All of the PDF files are included with the Inbound Refinery software installation files. PDF files of guides are also installed along with the Inbound Refinery software:

- ❖ To view the PDF version of a guide from the Refinery Products Help system, click the PDF icon in the upper right-hand corner of any help page.
- ❖ To view the PDF files from the refinery computer file system, go to the following directory:

**Windows**—*<refinery\_install\_dir>\weblayout\help\documentation\*

**UNIX**—*<refinery\_install\_dir>/weblayout/help/documentation*



# WHAT'S NEW

## OVERVIEW

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This section covers the following topics:

- ❖ [Product Enhancements](#) (page 2-1)
- ❖ [Documentation Enhancements](#) (page 2-2)

## PRODUCT ENHANCEMENTS

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The following product enhancements have been made for PDF Converter version 10gR3:

- ❖ **PDF Converter Offered for Use with Choice of Distillers**  
PDF Converter is no longer distributed with a PostScript or optimization distiller engine. This allows for manual configuration with a variety of distiller engines, which you must obtain or purchase from the corresponding third-party software manufacturer. PDF Converter Basic is no longer offered.
- ❖ **PDF Converter now Inbound Refinery Component**  
Inbound Refinery has been redeveloped for version 10gR3. Inbound Refinery has the same basic functionality as in previous releases, however it is now based on Content Server. Amongst many other advantages, this enables the use of components for easier, faster patching and the development of conversion add-ons. PDF Converter has been redeveloped as component for Inbound Refinery.

- ❖ **New Administration Interface**  
PDF Converter has a new, web-based administration interface. The new interface leverages all Content Server interface features.
- ❖ **New Version of Outside In X**  
PDF Converter includes Outside In X 8.1.9, which can be used for PDF creation on Windows.

## DOCUMENTATION ENHANCEMENTS

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The following documentation enhancements have been made for PDF Converter version 10gR3:

- ❖ **Reorganized Documentation Set**  
The PDF Converter documentation set has been reorganized and now contains the following documents:
  - ***PDF Converter Installation and Administration Guide*** (this guide)—provides all information required to install, set up, and administer PDF Converter version 10gR3 on a computer running either Microsoft Windows or UNIX.
  - ***DAM and Conversion Products Release Notes***—provides the most current considerations for installing and administering all version 10gR3 Digital Asset Management (DAM) and conversion products, including PDF Converter.
- ❖ **Documentation Updated for Redeveloped Refinery and New Interface**  
The PDF Converter documentation set has been updated to cover the redeveloped refinery and the new administration interface.

# PDF CONVERTER OVERVIEW

## OVERVIEW

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This section covers the following topics:

- ❖ [About PDF Converter](#) (page 3-1)
- ❖ [PDF Conversion Process Overview](#) (page 3-2)

## ABOUT PDF CONVERTER

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PDF Converter is a conversion add-on that is available for use with Inbound Refinery. PDF Converter converts files to PDF (Portable Document Format), enabling users to view the files through standard web browsers with a PDF reader plugin (such as Adobe Acrobat Reader). There are three options for converting files to PDF:

- ❖ *Convert to PDF using third-party applications*—When running on Windows, PDF Converter can use several third-party applications to create PDF files of content items. In most cases, a third-party application that can open and print the file is used to print the file to PostScript, and then the PostScript file is converted to PDF using the configured PostScript distiller engine. In some cases, PDF Converter can use a third-party application to convert a file directly to PDF. When using this option, PDF Converter requires a PostScript distiller engine, a PostScript printer, and the third-party applications used during the conversion. For more information about file formats that can be converted using this option, see [Appendix A \(File Formats Converted to PDF Using Third-Party Applications\)](#).

- ❖ *Convert to PDF using OpenOffice*—When running on either Windows or UNIX, PDF Converter can use OpenOffice to convert some file types directly to PDF. When using this option, PDF Converter requires only OpenOffice. For more information about file formats that can be converted using this option, see [Appendix B \(File Formats Converted to PDF Using OpenOffice\)](#).
- ❖ *Convert to PDF using Outside In*—PDF Converter includes Outside In X, which can be used on Windows to create PDF files of some content items. Outside In X is used to print the files to PostScript, and then the PostScript files are converted to PDF using the configured PostScript distiller engine. When using this option, PDF Converter requires only a PostScript distiller engine. For more information about file formats that can be converted using this option, see [Appendix C \(File Formats Converted to PDF Using Outside In X\)](#).



**Important:** Third-party applications used in conversions, a PostScript distiller engine, and a PostScript printer are not provided with PDF Converter. You must obtain all third-party applications required for the conversions you want to perform, as well as a PostScript distiller engine and a PostScript printer of your choice.

## PDF CONVERSION PROCESS OVERVIEW

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PDF conversion occurs in one of two ways:

1. An application capable of opening the native file converts (or “prints”) the file to PostScript, which is then routed to the distiller engine and converted to PDF.
2. A PDF file is created from an application capable of opening the native file and outputting it directly to PDF.

In addition, there might be customized preconversion and postconversion steps. The converted PDF files can be delivered to a content server, which stores them in the *weblayout* directory, which is the web-viewable file repository. The PDF files are then used as the web-viewable files for the content server. The generated PDF files are also included in the content server’s full-text index.

The computer activity during the whole conversion process depends on how Inbound Refinery is set up and which conversion application is used. In some situations, conversion might take place entirely in the background, with no noticeable interaction. In others, files might be opened and printed to PostScript files, which are subsequently translated into PDF. In this case, applications and windows might be opened and closed automatically on the Inbound Refinery computer.

# INSTALLING PDF CONVERTER

## OVERVIEW

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This section covers the following topics:

- ❖ [Pre-Installation Tasks and Considerations](#) (page 4-2)
- ❖ [Overview of PDF Converter Installation and Setup](#) (page 4-3)
- ❖ [Installing PDF Converter](#) (page 4-4)
- ❖ [Installing a Distiller Engine](#) (page 4-7)
- ❖ [Installing the IDC PDF Converter Printer](#) (page 4-10)
- ❖ [Installing Third-Party Applications for PDF Conversion](#) (page 4-12)
- ❖ [Installing a PDF Reader Plugin on Client Computers](#) (page 4-19)
- ❖ [Uninstalling PDF Converter](#) (page 4-19)
- ❖ [Updating PDF Converter](#) (page 4-20)

## PRE-INSTALLATION TASKS AND CONSIDERATIONS

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Make sure that you read, understand and comply with each of the following tasks and considerations before installing PDF Converter:

- ❑ PDF Converter version 10gR3 requires Inbound Refinery version 10gR3. It might be possible to use PDF Converter with other versions of Inbound Refinery, however, Oracle, Inc. cannot guarantee that PDF Converter version 10gR3 will function correctly when it is not used with a Inbound Refinery version 10gR3 instance.
- ❑ PDF Converter version 10gR3 is supported on the same Windows and UNIX operating systems as Inbound Refinery version 10gR3. For more information, refer to the *Inbound Refinery Installation Guide*.
- ❑ PDF Converter requires the InboundRefinerySupport component on each content server that is an agent to the refinery. The InboundRefinerySupport component should have been installed with Inbound Refinery. For more information, refer to the *Inbound Refinery Installation Guide*.
- ❑ Be mindful of the user account that you use to install and run PDF Converter. The same user must be used to install Inbound Refinery and PDF Converter, install all required third-party applications, and run Inbound Refinery and PDF Converter.
- ❑ PDF Converter is not distributed with a distiller engine for PostScript to PDF conversion or PDF optimization. This enables manual configuration with a variety of distiller engines after installing PDF Converter on Windows, which you must obtain or purchase from the corresponding third-party software manufacturer. For details, see [Installing a Distiller Engine](#) (page 4-7).
- ❑ After installing PDF Converter on Windows, you must you must install a PostScript printer on the PDF Converter computer. For details, see [Installing the IDC PDF Converter Printer](#) (page 4-10).
- ❑ If OpenOffice will be used with PDF Converter to create PDF files on UNIX, the target computer for PDF Converter requires access to a running X Window System display server (X Server).
- ❑ Due to the technical nature of operating systems, web servers, and browsers, Oracle, Inc. cannot warrant compatibility with all versions and features of third-party products.



# OVERVIEW OF PDF CONVERTER INSTALLATION AND SETUP

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The following is an overview of the basic steps required to install and set up PDF Converter 10gR3 on a 10gR3 refinery:

1. Install and enable the PDFConverter and/or the OpenOfficeConversion components on the refinery. If you are installing on UNIX, you only need to install and enable the OpenOfficeConversion component (enabling the *Convert to PDF using OpenOffice* option, which is the only PDF conversion option supported on UNIX). If you are installing on Windows and want to use third-party applications or Outside In X to create PDF files, you must also install the PDFConverter component (enabling the *Convert to PDF using third-party applications* and *Convert to PDF using Outside In* options). For details, see [Installing PDF Converter](#) (page 4-4).
2. If you are installing on Windows and want to use third-party applications or Outside In X to create PDF files, you must obtain and install a PostScript distiller engine on the PDF Converter computer. For details, see [Installing a Distiller Engine](#) (page 4-7).
3. If you are installing on Windows and want to use third-party applications or Outside In X to create PDF files, you must install a PostScript printer on the PDF Converter computer. For details, see [Installing the IDC PDF Converter Printer](#) (page 4-10).
4. If you are installing on UNIX, you must obtain and install OpenOffice on the PDF Converter computer. If you are installing on Windows and want to use third-party applications other than OpenOffice to create PDF files, you must obtain and install those applications on the PDF Converter computer. For details, see [Installing Third-Party Applications for PDF Conversion](#) (page 4-12).
5. You must configure your content servers to send jobs to your refinery for PDF conversion. For details, see [Configuring Content Servers to Send Jobs to PDF Converter](#) (page 5-2).
6. You must configure your refinery conversion settings. This includes the following tasks:
  - [Setting Accepted Conversions](#) (page 5-2).
  - [Setting PDF Files as the Primary Web-Viewable Rendition](#) (page 5-3)
  - [Configuring Third-Party Application Settings](#) (page 5-5)
  - [Configuring Timeout Settings for PDF Conversions](#) (page 5-6)

## INSTALLING PDF CONVERTER

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PDF Converter is comprised of two separate components. Both components are installed on the refinery. The two components are:

- ❖ PDFConverter (refinery)
- ❖ OpenOfficeConversion (refinery)



**Important:** PDF Converter requires the InboundRefinerySupport component on each content server that is an agent to the refinery. The InboundRefinerySupport component should have been installed with Inbound Refinery. For more information, refer to the *Inbound Refinery Installation Guide*. It is imperative that the PDF Converter components are installed properly on the refinery and not on the content server. Should a reversal of the components occur, the PDF Converter will not work.

This section covers the following topics:

- ❖ [Installing PDF Converter Components Using Component Manager](#) (page 4-4)
- ❖ [Installing PDF Converter Components Using Component Wizard](#) (page 4-6)

### Installing PDF Converter Components Using Component Manager

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To install the PDF Converter components on a refinery using Component Manager, complete the following steps:

1. Open a new browser window.
2. Log into the content server or refinery that is running the Admin Server for the refinery as a system administrator.
3. Launch the Admin Server.
4. On the Content Admin Server page, click the button of the refinery where you want to install the PDF Converter components. The status page for the refinery is displayed.
5. In the option list for the refinery, click the **Component Manager** link. The Component Manager page is displayed.
6. Click the **Browse** button next to the **Install New Component** field.

7. Navigate to the PDF Converter components on the Inbound Refinery distribution media:
  - If you are installing on UNIX, you only need to install and enable the OpenOfficeConversion component (*OpenOfficeConversion.zip*). This enables the *Convert to PDF using OpenOffice* option, which is the only PDF conversion option supported on UNIX.
  - If you are installing on Windows and want to use third-party applications or Outside In X to create PDF files, you must also install the PDFConverter component (*PDFConverter.zip*). This enables the *Convert to PDF using third-party applications* and *Convert to PDF using Outside In* options.
8. Double-click on the component zip file or select the component zip file and click **Open**.
9. Click **Install**. An overview page is displayed providing a list of the items that will be installed.
10. Click **Continue**. All required files are now installed. This might take a few minutes.
11. After all files have been copied, a message is displayed stating that the component was uploaded and installed successfully.
12. Click the link to return to the Component Manager.
13. Select the component in the Disabled Components list and click **Enable**.
14. Repeat steps 6–13 if you want to install and enable another component.
15. In the option list for the refinery, click the **Start/Stop Content Server** link.
16. Click the restart button to restart the refinery.

## Installing PDF Converter Components Using Component Wizard

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To install the PDF Converter components on a refinery using Component Wizard, complete the following steps:

1. Start Component Wizard:
  - ❖ In Windows, choose **Start—Programs—Stellent Content Server—<refinery\_instance>—Utilities—Component Wizard**.
  - ❖ In UNIX, navigate to the <refinery\_install\_dir>/bin directory. At the command prompt, type `ComponentWizard`.

The Component Wizard main screen and the Component List screen are displayed.
2. Click **Install**. The Install dialog is displayed.
3. Click **Select** and navigate to the PDF Converter components on the Inbound Refinery distribution media:
  - If you are installing on UNIX, you only need to install and enable the `OpenOfficeConversion` component (*OpenOfficeConversion.zip*). This enables the *Convert to PDF using OpenOffice* option, which is the only PDF conversion option supported on UNIX.
  - If you are installing on Windows and want to use third-party applications or Outside In X to create PDF files, you must also install the `PDFConverter` component (*PDFConverter.zip*). This enables the *Convert to PDF using third-party applications* and *Convert to PDF using Outside In* options.
4. Double-click on the component zip file or select the component zip file and click **Open**. The Install list displays the files that will be installed.
5. Click **OK**. All required files are now installed. This might take a few minutes.
6. After all files have been copied, you are prompted to confirm enabling the component. Click **Yes**.
7. If you want to install and enable another component, choose **Options—Install** and repeat steps 3–6.
8. Close Component Wizard.
9. Restart the refinery.

## INSTALLING A DISTILLER ENGINE

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The purpose of PDF Converter is to convert files from their native format to the PDF file format. This is done to enable viewing of the file in a standard web browser, and to enable indexing of content whose native file format is not supported by some search engines used in a Content Server implementation (such as some e-mail formats).

When running on either Windows or UNIX, PDF Converter can use OpenOffice to convert some file types directly to PDF. When using this option, PDF Converter requires only OpenOffice; a distiller engine is not required. For more information about file formats that can be converted using this option, see [Appendix B \(\*File Formats Converted to PDF Using OpenOffice\*\)](#).

When running on Windows, there are two additional options for converting files to PDF:

- PDF Converter can use several third-party applications to create PDF files of content items. In most cases, a third-party application that can open and print the file is used to print the file to PostScript, and then the PostScript file is converted to PDF using the configured PostScript distiller engine. In some cases, PDF Converter can use a third-party application to convert a file directly to PDF. For details on file formats that can be converted to PDF using third-party applications, see [Appendix A \(\*File Formats Converted to PDF Using Third-Party Applications\*\)](#).
- PDF Converter includes Outside In X, which can be used on Windows to create PDF files of some content items. Outside In X is used to print the files to PostScript, and then the PostScript files are converted to PDF using the configured PostScript distiller engine. For details on file formats that can be converted to PDF using Outside In X, see [Appendix C \(\*File Formats Converted to PDF Using Outside In X\*\)](#).

Additional steps might be performed on the resultant PDF file after conversion, such as optimizing the PDF for a smaller file size and faster deployment.

A distiller engine is not provided with PDF Converter. You must obtain a distiller engine of your choice. The distiller engine you choose must be able to execute conversions via a command-line. The procedures in this section use AFPL Ghostscript as an example. This is a free, robust distiller engine that performs both PostScript to PDF conversion and optimization of PDF files during or after conversion.

To install a distiller engine, complete the following steps:

1. Make sure that the PDFConverter component has been installed on the refinery. For details, see [Installing PDF Converter](#) (page 4-4).
2. Log in to the PDF Converter computer. Be mindful of the user account that you use. The same user must be used to install Inbound Refinery and PDF Converter, install all required third-party applications, and run Inbound Refinery and PDF Converter.
3. Obtain and install a distiller engine on the PDF Converter computer. A freeware version of AFPL Ghostscript is available from the Internet at <http://www.ghostscript.com/awki>.
4. You can configure the your distiller engine settings using the Inbound Refinery administration interface:
  - a. Open a new browser window and log into the refinery.
  - b. Select **Conversion Settings—Third-Party Application Settings**. The Third-Party Application Settings page is displayed.
  - c. Click the Distiller Engine Options button. The [Distiller Engine Options Page](#) is displayed.
  - d. To use Ghostscript, complete the following steps:
    - Select the **Use Ghostscript** check box.
    - In the **Path to Ghostscript installation directory** field, enter the path to the main Ghostscript installation directory. For example: *c:/gs/gs8.54*
  - e. To use a different distiller engine, complete the following steps:
    - Clear the **Use Ghostscript** check box.
    - In the **Path to generic PostScript to PDF engine** field, enter the path to the executable or script file of the PostScript to PDF distiller engine. For example: *c:/gs/gs8.54/lib/ps2pdf14.bat*
    - In the **Parameters to pass to generic PostScript to PDF engine** field, enter the parameters to be passed to the PostScript to PDF distiller engine. This field is Idoc Script enabled. Different distillers have different parameter options.

For example, if the path to the distiller engine is *c:\utils\PostScript\distll.exe* and the distiller engine takes the parameters *[options <psPath> [<pdfPath>]*, at a command prompt you would enter *c:\utils\PostScript\distll.exe c:\temp\myspsFile.ps -optimize -1.3 -crop c:\temp\file.pdf*

To achieve this result through PDF Converter, you would set the following:

Path to generic PostScript to PDF engine:

*c:/utils/PostScript/distll.exe*

Parameters to pass to generic PostScript to PDF engine:

*<\$postscriptFile\$> -optimize -1.3 -crop <\$pdfFile\$>*

To achieve maximum flexibility, this entry uses the tokens *<\$postscriptFile\$>* for the PostScript file path and *<\$pdfFile\$>* for the output file. Consider these tokens as place holders and not actual path references.

- In the **Path to generic PDF optimization engine** field, enter the path to the executable or script file capable of optimizing PDF files.  
For example: *c:/gs/gs8.54/lib/pdfopt.bat*
- In the **Parameters to pass to generic PDF optimization engine** field, enter the parameters to be passed to the distiller engine during PDF optimization. This field is Idoc Script enabled. Different distillers have different parameter options.

For example, if the path to the distiller engine is *c:\utils\PostScript\opt.exe* and the distiller engine takes the parameters *[options <psPath> [<pdfPath>]*, at a command prompt you would enter *c:\utils\PostScript\opt.exe*

*c:\temp\myPDF.pdf c:\temp\file.pdf*

To achieve this result through PDF Converter, you would set the following:

Path to generic PDF optimization engine:

*c:/utils/PostScript/opt.exe*

Parameters to pass to generic PDF optimization engine:

*<\$pdfFile\$> <\$optimizedPdfFile\$>*

To achieve maximum flexibility, this entry uses the tokens *<\$pdfFile\$>* for the PostScript file path and *<\$optimizedPdfFile\$>* for the output file.

Consider these tokens as place holders and not actual path references.



**Note:** Ghostscript can also be configured using the “generic” PostScript to PDF engine and PDF optimization engine fields.

- f. Click **Update** to save your changes.

## INSTALLING THE IDC PDF CONVERTER PRINTER

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After installing PDF Converter on Windows, you must install a PostScript printer on the PDF Converter computer if you want to use third-party applications or Outside In X to create PDF files. To install the IDC PDF Converter Printer, complete the following steps:



**Important:** Make sure that the *Print Spooler* service is installed and running on the Inbound Refinery computer before attempting to install a printer. If this service is not installed and running, Microsoft Windows will not allow any printers to be installed.

1. Log in to the PDF Converter computer. Be mindful of the user account that you use. The same user must be used to install Inbound Refinery and PDF Converter, install all required third-party applications, and run Inbound Refinery and PDF Converter.
2. Close all other Windows programs.
3. Create a *c:\temp\* directory.
4. Launch the Windows Add Printer Wizard.
5. Click **Next** to continue.
6. Select the **Local printer attached to this computer** radio button, clear the **Automatically detect and install my Plug and Play printer** check box, and click **Next** to continue.
7. Select the **Create a new port** radio button, select **Local Port** from the drop-down menu, and click **Next** to continue.
8. Enter *c:\temp\idcoutput.ps* as the port name, and click **OK**. The *idcoutput.ps* file does not need to exist in the *temp* directory; it will be created by PDF Converter.
9. Click **Have Disk**.
10. Click **Browse**.
11. Navigate to the PostScript printer driver that you want to use. If you are using AFPL Ghostscript as your PostScript distiller engine, it is recommended that you use the AFPL Ghostscript printer driver that is installed with AFPL Ghostscript. Navigate to the *ghostpdf.inf* file located in the *<ghostscript\_install\_dir>\lib\* directory.  
Select the printer driver, and click **Open**.
12. Click **OK** to copy the printer files.
13. Click **Next** to continue. If you receive a message stating that driver is not digitally signed, this is not an issue; you can still continue.



14. Enter **IDC PDF Converter** for the printer name. The IDC PDF Converter printer can be set as your default printer, but it does not have to be. Click **Next** to continue.
15. Select the **Do not share this printer** radio button and click **Next** to continue.
16. Select the **No** radio button to not print a test page and click **Next** to continue.
17. Click **Finish** to install the printer. If you receive a message stating the printer has not passed Windows testing, click **Yes/Continue Anyway** to continue.
18. When the printer is installed, right-click on the IDC PDF Converter printer icon and select **Properties** to display the printer properties window.
19. On the General tab, make sure the printer is named IDC PDF Converter.
20. On the Sharing tab, make sure the *Not shared/Do not share this printer* radio button is selected.
21. On the Ports tab, make sure that the selected port is *c:\temp\idcoutput.ps*, and that it is specified as a Local Port. If the port has not been added, complete the following steps to add the port (the port only needs to be added once; if it was added correctly during the installation of the printer, it does not need to be added again):
  - a. Click **Add Port**.
  - b. In the list of available printer ports, select *Local Port*, and click **New Port**.
  - c. Specify *c:\temp\idcoutput.ps* as the port name, and click **OK**. The *c:\temp\* directory must exist, but the *idcoutput.ps* file will be created by PDF Converter.
  - d. Click **Close** to close the Printer Ports dialog.
22. On the Advanced tab, make sure the **Print directly to the printer** radio button is selected.
23. Click **Apply** to save any changes.
24. Click **OK** to close the printer properties window.

# INSTALLING THIRD-PARTY APPLICATIONS FOR PDF CONVERSION

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This section provides installation tips and settings for the following third-party applications that are supported for use with PDF Converter:

- ❖ [Considerations for All Applications](#) (page 4-12)
- ❖ [Adobe FrameMaker](#) (page 4-13)
- ❖ [Adobe InDesign CS2 \(4.0\)](#) (page 4-13)
- ❖ [Adobe Photoshop CS2 \(9.0\)](#) (page 4-13)
- ❖ [Corel WordPerfect](#) (page 4-14)
- ❖ [Microsoft Office](#) (page 4-14)
- ❖ [OpenOffice](#) (page 4-16)



**Note:** Only the installation tips and recommended settings for OpenOffice apply when PDF Converter is being run on UNIX.

## Considerations for All Applications

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The following installation tips and recommended settings apply to all third-party applications:

- When installing any third-party application, make sure that you are logged on as the same user used to install and run Inbound Refinery and its conversion add-ons. If you do not, conversion to PDF might fail; for example, because some of the conversion engines might not be able to locate the applications.
- If you do not use the recommended configuration settings for the third-party applications, the refinery process might time out.
- For a file to be converted automatically by PDF Converter, the third-party application used must be able to open the file without any user intervention. After completing the software installation, open the application and turn off any extra screens that start up before the application can be used, such as startup dialogs, tip wizards, or update notices. These cause the refinery process to time out. Password-protected files will also time out unless you enter a password before processing.

## Adobe FrameMaker

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The following installation tips and recommended settings apply to Adobe FrameMaker:

- Adobe FrameMaker+SGML is not supported.
- The version of FrameMaker on the refinery computer must be the same as the version used to create the FrameMaker files being processed, or the conversion will fail.
- Adobe FrameMaker must be installed on the refinery computer, using the same user login as used for the Inbound Refinery installation.
- When installing this software on the refinery computer, perform a typical installation.

## Adobe InDesign CS2 (4.0)

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The following installation tips and recommended settings apply to Adobe InDesign CS2:

- When installing this software on the refinery computer, perform a typical installation.

## Adobe Photoshop CS2 (9.0)

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The following installation tips and recommended settings apply to Adobe Photoshop CS2:

- Adobe Photoshop CS2 must be installed before Inbound Refinery, using the same user login as used for the Inbound Refinery installation.
- When installing this software on the refinery computer, make sure that you only install Photoshop, regardless of what Setup claims is required otherwise.
- Adobe Photoshop files cannot be converted to PDF using a French or German version of Photoshop. French and German files can be converted using an English version of Photoshop. This is due to errors in Adobe's Setup for the French and German Photoshop versions, which does not install some files that are required for conversion (these files are installed with the English version of Photoshop).

## Corel WordPerfect

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The following installation tips and recommended settings apply to Corel WordPerfect:

- ❑ When installing this software on the refinery computer, perform a typical installation.
- ❑ WordPerfect files created in versions prior to version 6 might not be processed effectively. Convert these files to a more recent version of WordPerfect before sending them to Inbound Refinery. Otherwise, they might time out.

## Microsoft Office

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This section covers the following topics:

- ❖ [Word, Excel, PowerPoint, and Publisher](#) (page 4-14)
- ❖ [Project](#) (page 4-15)
- ❖ [Visio](#) (page 4-15)



**Important:** To keep a conversion of a Microsoft Office file from timing out, all functions requiring user input should be disabled. These include password protection, security notifications, such as disabling of macros, and online access requests to show online content or participate in user feedback programs. For details on how to disable these and other similar features, refer to the Microsoft documentation for each product.

## Word, Excel, PowerPoint, and Publisher

The following installation tips and recommended settings apply to Microsoft Word, Excel, PowerPoint, and Publisher:

- ❑ When installing this software on the refinery computer, perform a custom installation. Install everything except Outlook. This is because Outlook, by default, creates a journal of all Microsoft Office file activities. As the journal grows, performance deteriorates. If Outlook is absolutely required, turn off the journaling function.
- ❑ When installing this software on Windows 2000 Server, make sure that Microsoft Snapshot is installed. To verify that Microsoft Snapshot is installed, search for the *snapview.ocx* file in the *C:\Program Files\Common Files\Microsoft Shared\Snapshot Viewer* directory. If you do not find the *snapview.ocx* file, install Microsoft Snapshot from the Microsoft Office media.
- ❑ Send the license information the first time you start any of the applications.

- ❑ Make sure that you turn off automatic spelling and grammar checking (**Options—Tools—Spelling & Grammar**). These features might cause unexpected pop-up windows to appear, which time out the refinery process.
- ❑ Make sure that you set the macro security to Low (**Options—Tools—Macro—Security—Security Level** tab). This means the applications will not prompt you to enable/disable macros when you open a file that contains macros. Unexpected pop-up windows like these might cause the refinery process to time out.
- ❑ Make sure that you turn off *Show content and links from Microsoft Online* on the **Tools—Options—General** tab under the Online category, and opt out of the Customer Experience Improvement Program on the **Tools—Options—General** tab under the Customer Feedback category. If you do not, these files might time out.

## Project

The following installation tips and recommended settings apply to Microsoft Project:

- ❑ When installing this software on the refinery computer, perform a typical installation.

## Visio

The following installation tips and recommended settings apply to Microsoft Visio:

- ❑ When installing this software on the refinery computer, perform a typical installation.
- ❑ All files should be set up so that the printer paper size and orientation matches the drawing page size and orientation. Otherwise, links will not be converted correctly (they will be placed in the wrong location). For example, if the printer paper is set to Letter/Landscape, the drawing page should also be set to Letter/Landscape.
- ❑ Visio files created using the Cross-Functional Flowchart template might cause a pop-up dialog to appear when Visio attempts to open the file, and thus the refinery process will time out unless this dialog is cleared manually on the refinery computer. To prevent this from happening, do not base files on the Cross-Functional Flowchart template. You can use OutsideIn to convert Visio files based on the Cross-Functional Flowchart template. However, please note that Visio hyperlinks are not converted by OutsideIn.
- ❑ Make sure that you turn off *Show content and links from Microsoft Online* on the **Tools—Options—General** tab under the Online category, and opt out of the Customer Experience Improvement Program on the **Tools—Options—General** tab under the Customer Feedback category. If you do not, these files might time out.

## OpenOffice

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The following installation tips and recommended settings apply to OpenOffice:

- ❑ The OpenOffice Listener must always be running on the Inbound Refinery computer, or PDF conversion will fail.
- ❑ When running OpenOffice on Windows, it is recommended that you configure an OpenOffice port in the *Setup.xcu* file and run the OpenOffice Quickstarter. The Quickstarter adds shortcuts to OpenOffice applications to your system tray and runs the OpenOffice Listener as a background process.
  - ❖ By default, the Quickstarter loads at system startup, and you should see the OpenOffice icon in your system tray. To start the Quickstarter, launch any OpenOffice application. The application can then be closed, and the Quickstarter will remain running.
  - ❖ To set the Quickstarter to load at system startup, right-click the OpenOffice icon in the system tray, and choose **Load OpenOffice.org During System Start-Up**.



**Note:** OpenOffice can be launched by Inbound Refinery running as a service on Windows XP, 2000, 2003. However, since you must be logged in to Windows to run the OpenOffice Listener, you must always be logged in to Windows when using OpenOffice for PDF conversion (even when running Inbound Refinery as a service).

- ❑ When running OpenOffice on UNIX, it is recommended that you configure an OpenOffice port in the *Setup.xcu* file and run soffice, which acts as the Listener. If desired, soffice can be used on Windows instead of the Quickstarter.
  - ❖ To start soffice, launch the *soffice.exe* file located in the following directory:  
**Windows:** <OpenOffice\_install\_dir>\program\  
**UNIX:** <OpenOffice\_install\_dir>/program
- ❑ To configure an OpenOffice port in the *Setup.xcu* file, complete the following steps:
  1. Open the *Setup.xcu* file in a text editor. This file is located in the following directory:  
**Windows:** <OpenOffice\_install\_dir>\share\registry\data\org\openoffice\  
**UNIX:** <OpenOffice\_install\_dir>/share/registry/data/org/openoffice
  2. Search for the element <node oor:name="Office">. This element contains several <prop/> elements.

3. Insert the following `<prop/>` element on the same level as the existing elements, as the first element:

```
<prop oor:name="ooSetupConnectionURL" oor:type="xs:string">
<value>socket,host=localhost,port=8100;urp;</value>
</prop>
```

This configures OpenOffice to provide a socket on port 8100, where it will serve connections via the UNO remote protocol (URP). Be careful to block port 8100 for connections from outside your network in your firewall. Using port 8100 is recommended. However, it might be necessary to adjust the port number if port 8100 is already in use on your machine. In this case, replace 8100 in the element with the port number that you want to use.

4. After making changes to the *Setup.xcu* file, stop and restart the Quickstarter (Windows) or soffice (UNIX or Windows).
- ❑ As an alternative to configuring an OpenOffice port in the *Setup.xcu* file and then running the OpenOffice Quickstarter (Windows) or soffice (UNIX or Windows), you can launch soffice from the command line with parameters. However, these settings only apply to the current session. To launch soffice from the command line with parameters, complete the following steps:
    1. Open a command window and navigate to the following directory:
      - Windows:** `<OpenOffice_install_dir>\program\`
      - UNIX:** `<OpenOffice_install_dir>/program`
    2. Enter the following command:
 

```
soffice "-accept=socket,port=8100;urp;"
```
  - ❑ To verify that OpenOffice is listening on the specified port, open a command window and enter one of the following commands:

```
netstat -a
netstat -na
```

An output similar to the following shows that OpenOffice is listening:

```
TCP <Hostname>:8100 <Fully qualified hostname>: 0 Listening
```

- ❑ To configure Inbound Refinery to use OpenOffice, complete the following steps:
  1. Inbound Refinery requires several OpenOffice .jar files for use during OpenOffice conversions. Copy the following OpenOffice .jar files from the `<OpenOffice_install_dir>/program/classes/` directory to the `<refinery_install_dir>/custom/OpenOfficeConversion/classes/openofficejars/` directory:
    - classes.jar
    - java\_uno.jar
    - juh.jar
    - jurt.jar
    - jut.jar
    - ridl.jar
    - sandbox.jar
    - unoil.jar
    - xt.jar
  2. If you did not use port 8100 when modifying the OpenOffice *Setup.xcu* file, complete the following steps:
    - a. In the Inbound Refinery administration interface, select **Conversion Settings—Third-Party Application Settings**. The Third-Party Application Settings page is displayed.
    - b. Click the **Options** button for OpenOffice. The [OpenOffice Options Page](#) is displayed.
    - c. In the *Port to Connect to the OpenOffice Quickstarter Listener* field, enter the port that you used when modifying the OpenOffice *Setup.xcu* file.
    - d. Click **Update**.
  3. Restart the refinery.



## INSTALLING A PDF READER PLUGIN ON CLIENT COMPUTERS

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A PDF reader plugin (such as Adobe Acrobat Reader) must be installed on all client computers used to view PDF files generated by PDF Converter through the content server web interface.

It is recommended that you install Adobe Acrobat Reader 6.0.1 or higher on all client computers for the best results when viewing PDF files generated by PDF Converter. You can download Acrobat Reader from the Internet at <http://www.adobe.com/products/acrobat/readstep2.html>.



**Important:** Adobe Acrobat Reader 6.0 is unable to print a PDF when a filename and URL has more than 256 characters. URLs in workflow and subscription email notifications can easily exceed 256 characters.

When you have Adobe Acrobat Reader 6.0 installed and try to print a PDF with a filename and URL that has more than 256 characters, the document will not print and the following message is displayed: *Could not start print job*.

Adobe has fixed this problem in Adobe Acrobat Reader 6.0.1. Download and install Adobe Acrobat Reader 6.0.1 or higher to solve this problem.

## UNINSTALLING PDF CONVERTER

---

To uninstall PDF Converter, complete the following steps:

1. Disable and uninstall the PDFConverter and OpenOfficeConversion components using either Component Manager or Component Wizard.
2. Restart the refinery.
3. If desired, delete the following directories that are installed by these components:
  - `<refinery_install_dir>/custom/OpenOfficeConversion`
  - `<refinery_install_dir>/custom/PDFConverter`
4. If desired, you can uninstall third-party applications used for conversion.

## UPDATING PDF CONVERTER

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An existing PDF Converter version 10gR3 can be updated to a newer version 10gR3 build. Updates from pre-10gR3 versions of PDF Converter to version 10gR3 are not supported. To update PDF Converter, complete the following steps:

1. Disable and uninstall the PDFConverter and OpenOfficeConversion components using either Component Manager or Component Wizard.
2. Restart the refinery.
3. Install and enable the new PDFConverter and OpenOfficeConversion components. For details, see [Installing PDF Converter](#) (page 4-4).
4. Restart the refinery.

# CONFIGURING PDF CONVERTER CONVERSION SETTINGS

## OVERVIEW

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This section covers the following topics:

### **Tasks**

- ❖ [Configuring Content Servers to Send Jobs to PDF Converter](#)
- ❖ [Setting Accepted Conversions](#)
- ❖ [Setting PDF Files as the Primary Web-Viewable Rendition](#)
- ❖ [Configuring Third-Party Application Settings](#)
- ❖ [Configuring Timeout Settings for PDF Conversions](#)
- ❖ [Setting Margins When Using Outside In X](#)

### **Interface**

- ❖ [PDF Options Page \(page 5-8\)](#)
- ❖ [Distiller Engine Options Page \(page 5-10\)](#)
- ❖ [Word Options Page \(page 5-13\)](#)
- ❖ [Excel Options Page \(page 5-16\)](#)
- ❖ [PowerPoint Options Page \(page 5-18\)](#)

- ❖ [Visio Options Page](#) (page 5-20)
- ❖ [InDesign Options Page](#) (page 5-22)
- ❖ [OpenOffice Options Page](#) (page 5-23)

## CONFIGURING CONTENT SERVERS TO SEND JOBS TO PDF CONVERTER

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File extensions, file formats, and conversions are used in Content Server to define how content items should be processed by Inbound Refinery and its conversion add-ons. You must configure each content server to send files to refineries for conversion. When a file extension is mapped to a file format and a conversion, files of that type will be sent for conversion when they are checked into the content server. You can configure your file extension, file format, and conversion mappings in your content servers using either the File Formats Wizard or the Configuration Manager.

All conversions required for PDF Converter are available by default in Content Server. For more information about configuring file extensions, file formats, and conversions in your content servers, refer to the *Inbound Refinery Administration Guide*.

## SETTING ACCEPTED CONVERSIONS

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Conversions available in the content server should match those available in the refinery. When a file format is mapped to a conversion in the content server, files of that format will be sent for conversion upon checkin. One or more refineries must be set up to accept that conversion. You set the conversions that the refinery will accept and queue maximums on the Conversion Listing page. All conversions required for PDF Converter are available by default in both Content Server and Inbound Refinery. For more information about setting accepted conversions, refer to the *Inbound Refinery Administration Guide*.

## SETTING PDF FILES AS THE PRIMARY WEB-VIEWABLE RENDITION

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To set PDF files as the primary web-viewable rendition, complete the following steps:

1. Log into the refinery.
2. Select **Conversion Settings—Primary Web Rendition**. The Primary Web-Viewable Rendition page is displayed.
3. Select one or more of the following conversion methods:
  - ❖ **Convert to PDF using Third-Party Applications**—when running on Windows, PDF Converter can use several third-party applications to create PDF files of content items. In most cases, a third-party application that can open and print the file is used to print the file to PostScript, and then the PostScript file is converted to PDF using the configured PostScript distiller engine. In some cases, PDF Converter can use a third-party application to convert a file directly to PDF. For more information about file formats that can be converted using this option, see [Appendix A \(File Formats Converted to PDF Using Third-Party Applications\)](#). When using this option, PDF Converter requires the following:
    - A PostScript distiller engine. For details, see [Installing a Distiller Engine \(page 4-7\)](#).
    - A PostScript printer. For details, see [Installing the IDC PDF Converter Printer \(page 4-10\)](#).
    - The third-party applications used during the conversion. For details, see [Installing Third-Party Applications for PDF Conversion \(page 4-12\)](#).
  - **Convert to PDF using OpenOffice**—when running on either Windows or UNIX, PDF Converter can use OpenOffice to convert some file types directly to PDF. For more information about file formats that can be converted using this option, see [Appendix B \(File Formats Converted to PDF Using OpenOffice\)](#). When using this option, PDF Converter requires only OpenOffice. For details, see [OpenOffice \(page 4-16\)](#).
  - **Convert to PDF using Outside In**—PDF Converter includes Outside In X, which can be used on Windows to create PDF files of some content items. Outside In X is used to print the files to PostScript, and then the PostScript files are converted to PDF using the configured PostScript distiller engine. For more information about file formats that can be converted using this option, see [Appendix C \(File Formats Converted to PDF Using Outside In X\)](#). When using this option, PDF Converter requires only a PostScript distiller engine. For details, see [Installing a Distiller Engine \(page 4-7\)](#).

Inbound Refinery will attempt to convert each incoming file based on the native file format. If the format is not supported for conversion by the first selected method, Inbound Refinery will check to see if the next selected method supports the format, and so on. Inbound Refinery will attempt to convert the file using the first selected method that supports the conversion of the format.

For example, consider that you select both the *Convert to PDF using third-party applications* option and the *Convert to PDF using Outside In* option. You then send a Microsoft Word file to the refinery for conversion. Since the Microsoft Word file format is supported for conversion to PDF using a third-party application (Microsoft Word), Inbound Refinery will attempt to use the *Convert to PDF using third-party applications* method to convert the file to PDF as the primary web-viewable rendition. If this method fails, Inbound Refinery will not attempt the *Convert to PDF using Outside In* method. However, if you send a JustWrite file to the refinery for conversion, this file format is not supported for conversion to PDF using the *Convert to PDF using third-party applications* method, so Inbound Refinery will check to see if this format is supported by the *Convert to PDF using Outside In* method. Since this format is supported by Outside In, Inbound Refinery will attempt to convert the file to PDF using Outside In.

4. Click **Update** to save your changes.
5. When using the Convert to PDF using Third-Party Applications method or the Convert to PDF using Outside In method, click the corresponding **PDF Web-Viewable Options** button. The [PDF Options Page](#) is displayed.
6. Set your PDF options, and click **Update** to save your changes.

# CONFIGURING THIRD-PARTY APPLICATION SETTINGS

---

To change third-party application settings, complete the following steps:

1. Log into the refinery.
2. Select **Conversion Settings—Third-Party Application Settings**. The Third-Party Application Settings page is displayed.
3. Click the **Options** button for the third-party application. The corresponding options page is displayed. The following third-party application options pages are specific to PDF Converter:
  - [Distiller Engine Options Page](#)
  - [Word Options Page](#)
  - [Excel Options Page](#)
  - [PowerPoint Options Page](#)
  - [Visio Options Page](#)
  - [InDesign Options Page](#)
  - [OpenOffice Options Page](#)
4. Change the third-party application options.
5. Click **Update** to save your changes.

## CONFIGURING TIMEOUT SETTINGS FOR PDF CONVERSIONS

---

To configure timeout settings for PDF file generation, complete the following steps:

1. Log into the refinery.
  2. Select **Conversion Settings—Timeout Settings**. The Timeout Settings page is displayed.
  3. Enter the **Minimum (in minutes)**, **Maximum (in minutes)**, and **Factor** for the following conversion operations:
    - **Native to PostScript**—the stage in which the original (native) file is converted to a PostScript (PS) file.
    - **PostScript to PDF**—the stage in which the PS file is converted to a Portable Document Format (PDF) file.
    - **FrameMaker to PostScript**—these values apply to the conversion of Adobe FrameMaker files to PS files.
    - **PDF to Post Production**—the stage in which any processing is performed after the file has been converted to PDF format.
- For more information about how timeout settings are calculated and examples, refer to the *Inbound Refinery Administration Guide*.
4. Click **Update** to save your changes.



## SETTING MARGINS WHEN USING OUTSIDE IN X

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PDF Converter includes Outside In X version 8.1.9. When using Outside In X to convert graphics to PDF, you can set the margins for the generated PDF from 0–4.23 inches or 0–10.76 cm. By default, PDF Converter uses 1-inch margins on the top, bottom, right, and left.

To adjust these margins, complete the following steps:

1. Use a text editor to open the *intradoc.cfg* file located in the `<refinery_install_dir>/bin` directory.
2. Change the following settings:
  - `OIXTopMargin=`
  - `OIXBottomMargin=`
  - `OIXLeftMargin=`
  - `OIXRightMargin=`
3. To change the margin units from inches to centimeters, set `OIXMarginUnitInch=false`.
4. Save your changes to the *intradoc.cfg* file.
5. Restart the refinery.

## PDF OPTIONS PAGE

**PDF Options** [quick help](#)

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- Enable Secondary Native to PostScript Conversion
- Enable Fast Web View (Optimize) for PDF Files
- Include Document Content Information in PDF
- Use Information From MS Office Documents When Available

The PDF Options page enables you to set options for converting files to PDF. Access this page by selecting **Conversion Settings—Primary Web Rendition**, selecting either the Convert to PDF using Third-Party Applications method or the Convert to PDF using Outside In method, and clicking the corresponding **PDF Web-Viewable Options** button.

Feature	Description
Enable Secondary Native to PostScript Conversion check box	Specifies whether PDF Converter can use an alternate conversion if it is defined. This enables conversion of most documents even if the third-party application is misbehaving or missing.

Feature	Description
Enable Fast Web View (Optimize) for PDF Files check box	<p>Specifies whether PDF files should be optimized for fast web viewing. Optimization removes graphics and text that appear multiple times in the content, and replaces them with pointers to the first instance. Optimization allows you to begin viewing the first pages of a PDF before the entire PDF is downloaded.</p> <p>When this check box is selected, PDF Converter attempts to optimize all PDF files, including all generated and checked-in PDF files. To do so, you must integrate PDF Converter with a distiller engine capable of optimizing PDF files (such as AFPL Ghostscript). For detailed information about integrating PDF Converter with distiller engines, see <a href="#">Installing a Distiller Engine</a> (page 4-7).</p>
Include Document Content Information in PDF check box	<p>Specifies whether document content information (information about the document) should be included in the PDF. The document content information can be obtained using two methods:</p> <ul style="list-style-type: none"> <li>• From the content information provided at check-in (from the content server information fields). This includes the Title (dDocTitle), Subject (dDocName; the Content ID), Author, (dDocAuthor), and Keywords. This is the default method for all file types except Microsoft Office files.</li> <li>• For Microsoft Office Documents, from the native Microsoft Office file. This includes the Title, Subject, Author, and Keywords. This is the default for Microsoft Office files only.</li> </ul>
Use Information From MS Office Documents When Available check box	<p>For Microsoft Office files only, specifies whether the document content information should be obtained from the native Microsoft Office file, or from the content server information fields.</p>
Update button	<p>Saves changes to settings.</p>
Reset button	<p>Reverts to the last saved settings.</p>

## DISTILLER ENGINE OPTIONS PAGE

**Distiller Engine Options** [quick help](#)

Use Ghostscript

Path to Ghostscript installation directory.

Path to generic PostScript to PDF engine.

Parameters to pass to generic PostScript to PDF engine.

Path to generic PDF optimization engine.

Parameters to pass to generic PDF optimization engine.

Access this page by selecting **Conversion Settings—Third-Party Application Settings** and clicking the **Options** button for the Distiller Engine. For more information on installing and configuring a distiller engines, see [Installing a Distiller Engine](#) (page 4-7).

Feature	Description
Use Ghostscript check box	Select this check box to use Ghostscript as your distiller engine. Clear this check box if you want to use a different distiller engine.
Path to Ghostscript installation directory field	This field is active only when the Use Ghostscript check box is selected. Specify the path to the main Ghostscript installation directory. For example: <i>c:/gs/gs8.54</i>

Feature	Description
Path to generic PostScript to PDF engine field	<p>This field is active only when the Use Ghostscript check box is cleared. Enter the path to the executable or script file of the PostScript to PDF distiller engine.</p> <p>For example: <i>c:/gs/g8.54/lib/ps2pdf14.bat</i></p>
Parameters to pass to generic PostScript to PDF engine field	<p>This field is active only when the Use Ghostscript check box is cleared. Enter the parameters to be passed to the PostScript to PDF distiller engine. This field is Idoc Script enabled.</p> <p>For example, if the path to the distiller engine is <i>c:\utils\PostScript\distll.exe</i> and the distiller engine takes the parameters [<i>options &lt;psPath&gt; [&lt;pdfPath&gt;]</i>], at a command prompt you would enter</p> <pre>c:\utils\PostScript\distll.exe c:\temp\myspsFile.ps -optimize -1.3 -crop c:\temp\file.pdf</pre> <p>To achieve this result through PDF Converter, you would set the following:</p> <p>Path to generic PostScript to PDF engine: <i>c:/utils/PostScript/distll.exe</i></p> <p>Parameters to pass to generic PostScript to PDF engine: <i>&lt;\$postscriptFile\$&gt; -optimize -1.3 -crop &lt;\$pdfFile\$&gt;</i></p> <p>To achieve maximum flexibility, this entry uses the tokens <i>&lt;\$postscriptFile\$&gt;</i> for the PostScript file path and <i>&lt;\$pdfFile\$&gt;</i> for the output file. Consider these tokens as place holders and not actual path references.</p>
Path to generic PDF optimization engine field	<p>This field is active only when the Use Ghostscript check box is cleared. Enter the path to the executable or script file capable of optimizing PDF files.</p> <p>For example: <i>c:/gs/g8.54/lib/pdfopt.bat</i></p>

Feature	Description
<p>Parameters to pass to generic PDF optimization engine field</p>	<p>This field is active only when the Use Ghostscript check box is cleared. Enter the parameters to be passed to the distiller engine during PDF optimization. This field is Idoc Script enabled.</p> <p>For example, if the path to the distiller engine is <i>c:\utils\PostScript\opt.exe</i> and the distiller engine takes the parameters <i>[options &lt;psPath&gt; [&lt;pdfPath&gt;]</i>, at a command prompt you would enter</p> <pre>c:\utils\PostScript\opt.exe c:\temp\myPDF.pdf c:\temp\file.pdf</pre> <p>To achieve this result through PDF Converter, you would set the following:</p> <p>Path to generic PDF optimization engine: <i>c:/utils/PostScript/opt.exe</i></p> <p>Parameters to pass to generic PDF optimization engine: <i>&lt;\$pdfFile\$&gt; &lt;\$optimizedPdfFile\$&gt;</i></p> <p>To achieve maximum flexibility, this entry uses the tokens <i>&lt;\$pdfFile\$&gt;</i> for the PostScript file path and <i>&lt;\$optimizedPdfFile\$&gt;</i> for the output file. Consider these tokens as place holders and not actual path references.</p>
<p>Update button</p>	<p>Saves changes to settings.</p>
<p>Reset button</p>	<p>Reverts to the last saved settings.</p>

## WORD OPTIONS PAGE

**Word Options** [quick help](#)

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- Process Word URL Links
- Support Relative URL Links
- Process Word mailto Links
- Process Document Bookmarks
- Process Table of Contents to PDF Bookmarks
- Process Heading Styles to PDF Bookmarks
- Use Unicode Signatures to Create PDF Bookmarks (required for double-byte characters)
- Process Document Links to Footnotes and Endnotes
- Process Document Comments to PDF Notes
- Process Word UNC Links
- Print Document with Word Markup (requires Word XP or later)

Access this page by selecting **Conversion Settings—Third-Party Application Settings** and clicking the **Options** button for Microsoft Word.

Feature	Description
Process Word URL Links check box	Specifies whether links to absolute URLs (for example, <i>http://www.company.com</i> ) in Microsoft Word documents should be converted to the corresponding links in the generated PDF files.

Feature	Description
Support Relative URL Links check box	Specifies whether relative URL links (for example, <i>../../../portal.htm</i> ) should be converted to links in the generated PDF files. When enabled, PDF Converter opens each Microsoft Word document, sets the Hyperlink Base (or “Web Root”) in the document, saves and closes the document, and then reopens the document for conversion to PDF. This ensures that all relative links in the document are converted to the proper absolute links. Word 2000 and above seems to generate the Hyperlink Base automatically as soon as you start entering relative links in a document, but Word 97 does not seem to do this.
Process Word mailto Links check box	Specifies whether links to e-mail addresses (for example, <i>mailto:support@company.com</i> ) in Microsoft Word documents should be converted to the corresponding links in the generated PDF files.
Process Document Bookmarks check box	Specifies whether bookmarks in Microsoft Word documents should be converted to the corresponding links in the generated PDF files.
Process Table of Contents to PDF Bookmarks check box	Specifies whether tables of contents in Microsoft Word documents should be converted to bookmarks (navigation tree) in the generated PDF files. <b>Note:</b> The Process Table of Contents to PDF bookmarks option is only available if the Process Heading Styles to PDF Bookmarks option is not selected. Otherwise it is grayed out. In Microsoft Word documents, either the table of contents or all headings can be processed and converted to PDF bookmarks, but not both.



Feature	Description
Process Heading Styles to PDF Bookmarks check box	<p>Specifies whether the standard heading styles in Microsoft Word documents (Heading 1, Heading 2, and so forth) should be converted to bookmarks (navigation tree) in the generated PDF files.</p> <p><b>Note:</b> The Process heading styles to PDF bookmarks option is only available if the Process Table of Contents to PDF Bookmarks option is not selected. Otherwise it is grayed out. In Microsoft Word documents, either all headings or the table of contents can be processed and converted to PDF bookmarks, but not both.</p>
Use Unicode Signatures to Create PDF Bookmarks (required for double-byte characters) check box	<p>Specifies whether the Unicode character coding format should be used when creating PDF Bookmarks. Unicode uses 16 bits, which means that non-ASCII characters can be used in the PDF Bookmarks. This is required for Microsoft Word documents that use double-byte characters in Word Headings. If cleared, PDF Bookmarks are created with ASCII characters.</p>
Process Document Links to Footnotes and Endnotes check box	<p>Specifies whether links to footnotes and endnotes in Microsoft Word documents should be converted to links in the generated PDF files.</p>
Process Document Comments to PDF Notes check box	<p>Specifies whether comments added to Microsoft Word documents should be converted to notes in the generated PDF files.</p>
Process Word UNC Links check box	<p>Specifies whether UNC links in Microsoft Word documents should be converted to corresponding links in the generated PDF files.</p>
Print Document with Word Markup check box	<p>Specifies whether markups in Microsoft Word documents should be included in the generated PDF files (requires Word XP or later).</p>
Update button	<p>Saves changes to settings.</p>
Reset button	<p>Reverts to the last saved settings.</p>



**Note:** For more information about the conversion of Word files to PDF, including the conversion of hyperlinks, see [Chapter 6 \(Converting Microsoft Office Files to PDF\)](#).

## EXCEL OPTIONS PAGE

**Excel Options** [quick help](#)

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Process Excel URL Links

Process Excel mailto Links

Process Excel UNC Links

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Advanced Excel Options

Support Relative URL Links and Reselect Worksheet Cell

Access this page by selecting **Conversion Settings—Third-Party Application Settings** and clicking the **Options** button for Microsoft Excel.

Feature	Description
Process Excel URL Links check box	Specifies whether links to external URLs (for example, <i>http://www.company.com</i> ) in Microsoft Excel spreadsheets should be converted to hyperlinks in the generated PDF files.
Process Excel mailto Links check box	Specifies whether links to e-mail addresses (for example, <i>mailto:support@company.com</i> ) in Microsoft Excel documents should be converted to the corresponding links in the generated PDF files.
Process Excel UNC Links check box	Specifies whether UNC links in Microsoft Excel documents should be converted to corresponding links in the generated PDF files.

Feature	Description
Support Relative URL Links and Reselect Worksheet Cell check box	Specifies whether relative URL links (for example, <code>../../../portal.htm</code> ) should be converted to links in the generated PDF files. When enabled, PDF Converter opens each Microsoft Excel document, sets the Hyperlink Base (or “Web Root”) in the document, saves and closes the document, and then reopens the document for conversion to PDF. This ensures that all relative links in the document are converted to the proper absolute links. Excel 2000 and above seems to generate the Hyperlink Base automatically as soon as you start entering relative links in a document, but Excel 97 does not seem to do this.
Update button	Saves changes to settings.
Reset button	Reverts to the last saved settings.



**Note:** For more information about the conversion of Excel files to PDF, including the conversion of hyperlinks, see [Chapter 6 \(Converting Microsoft Office Files to PDF\)](#).

## POWERPOINT OPTIONS PAGE

**Powerpoint Options** [quick help](#)

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- Process PowerPoint Hyperlinks
- Process PowerPoint mailto Links
- Process PowerPoint Links to Internal Slides
- Process PowerPoint UNC Links

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Advanced PowerPoint Link Options

- Support Relative URL Links

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Advanced PowerPoint Format Options

- Convert in PowerPoint "Slides" format
- Convert in PowerPoint "Notes" format
- Convert in PowerPoint "Hand-out" format

Access this page by selecting **Conversion Settings—Third-Party Application Settings** and clicking the **Options** button for Microsoft PowerPoint.

Feature	Description
Process PowerPoint Hyperlinks check box	Specifies whether hyperlinks in PowerPoint presentations should be converted to hyperlinks in the generated PDF files.
Process PowerPoint mailto Links check box	Specifies whether links to e-mail addresses (for example, <i>mailto:support@company.com</i> ) in PowerPoint documents should be converted to the corresponding links in the generated PDF files.

Feature	Description
Process PowerPoint Links to Internal Slides check box	Specifies whether links to other slides within the same PowerPoint presentation should be converted to hyperlinks in the generated PDF files.
Process PowerPoint UNC Links check box	Specifies whether UNC links in PowerPoint documents should be converted to corresponding links in the generated PDF files. <b>Note:</b> PowerPoint links can only be processed if PowerPoint presentations are converted in the Slides format.
Support Relative URL Links check box	Specifies whether relative URL links (for example, <i>../../../portal.htm</i> ) should be converted to links in the generated PDF files. When enabled, PDF Converter opens each Microsoft PowerPoint document, sets the Hyperlink Base (or “Web Root”) in the document, saves and closes the document, and then reopens the document for conversion to PDF. This ensures that all relative links in the document are converted to the proper absolute links. PowerPoint 2000 and above seems to generate the Hyperlink Base automatically as soon as you start entering relative links in a document, but PowerPoint 97 does not seem to do this.
Convert in PowerPoint "Slides" format radio button	Specifies that PowerPoint presentations should be converted to the Slides format, which means that each page contains one slide (without any associated notes).
Convert in PowerPoint "Notes" format radio button	Specifies that PowerPoint presentations should be converted to the Notes format, which means that each page contains one slide with any associated notes. <b>Note:</b> This option can only be selected if none of the options for converting PowerPoint links are selected.
Convert in PowerPoint "Hand-out" format radio button	Specifies that PowerPoint presentations should be converted to the Hand-out format, which means that each page contains multiple slides. (They only show the slides; they do not include any associated notes.) <b>Note:</b> This option can only be selected if none of the options for converting PowerPoint links are selected.

Feature	Description
Update button	Saves changes to settings.
Reset button	Reverts to the last saved settings.



**Note:** For more information about the conversion of PowerPoint files to PDF, including the conversion of hyperlinks, see [Chapter 6 \(Converting Microsoft Office Files to PDF\)](#).

## VISIO OPTIONS PAGE

**Visio Options** [quick help](#)

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Process Visio URL links

Process Visio mailto Links

Process internal Visio links


Process Visio UNC Links

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Process Visio by Printing with Fit to Page

Access this page by selecting **Conversion Settings—Third-Party Application Settings** and clicking the **Options** button for Microsoft Visio.

Feature	Description
Process Visio URL links check box	Specifies whether links to both absolute URL links (for example, <i>http://www.company.com</i> ) and relative URL links (for example, <i>../../././portal.htm</i> ) in Microsoft Visio drawings should be converted to hyperlinks in the generated PDF files.

Feature	Description
Process Visio mailto Links check box	Specifies whether links to e-mail addresses (for example, <i>mailto:support@company.com</i> ) in Microsoft Visio documents should be converted to the corresponding links in the generated PDF files.
 <b>Important:</b> Microsoft Visio does not store hyperlinks in the same manner as other Microsoft Office documents. It is therefore important to make sure that all URL and mailto links are created in Visio with the full prefix: <i>http://</i> for URL links and <i>mailto:</i> for mailto links. Failure to use the appropriate prefix may result in the link failing to convert properly.	
Process internal Visio links check box	Specifies whether links within a Visio drawing should be converted to hyperlinks in the generated PDF files.
Process Visio UNC Links check box	Specifies whether UNC links in Microsoft Visio documents should be converted to corresponding links in the generated PDF files.
Process Visio by Printing with Fit to Page check box	Specifies whether a Visio drawing should be scaled to fit on the printer's page size or allowed to print using the drawing's actual size (which can cause some of the drawing to be printed off the page and therefore not included in the PDF).
Update button	Saves changes to settings.
Reset button	Reverts to the last saved settings.



**Note:** For more information about the conversion of Visio files to PDF, including the conversion of hyperlinks, see [Chapter 6 \(Converting Microsoft Office Files to PDF\)](#).

## INDESIGN OPTIONS PAGE

**InDesign Options** [quick help](#)

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- Update Links to External Files Before Converting InDesign (external paths must be accessible)
- Create a 1.4 version PDF from InDesign
- Create a PDF with Internal Thumbnails from InDesign
- Process Internal InDesign Bookmarks to PDF Bookmarks
- Process InDesign URL Links

Access this page by selecting **Conversion Settings—Third-Party Application Settings** and clicking the **Options** button for Adobe InDesign. For more information on installing and configuring Adobe InDesign, see [Adobe InDesign CS2 \(4.0\)](#) (page 4-13).

Feature	Description
Update Links to External Files Before Converting InDesign check box	Specifies whether links to external files are updated before the InDesign document is converted to PDF (external paths must be accessible).
Create a 1.4 version PDF from InDesign check box	Specifies whether InDesign should set the PDF version to 1.4.
Create a PDF with Internal Thumbnails from InDesign check box	Specifies whether InDesign should create page thumbnails within the PDF for each document.



Feature	Description
Process Internal InDesign Bookmarks to PDF Bookmarks check box	Specifies whether bookmarks in InDesign documents should be converted to bookmarks (navigation tree) in the generated PDF files.
Process InDesign URL Links check box	Specifies whether links to external URLs (for example, Internet websites) should be converted to hyperlinks in the generated PDFs.
Update button	Saves changes to settings.
Reset button	Reverts to the last saved settings.

## OPENOFFICE OPTIONS PAGE

**OpenOffice Options** [quick help](#)

Address to Connect to the OpenOffice Listener

Port to Connect to the OpenOffice Listener

Access this page by selecting **Conversion Settings—Third-Party Application Settings** and clicking the **Options** button for OpenOffice. For more information on installing and configuring OpenOffice, see [OpenOffice](#) (page 4-16).

Feature	Description
Address to Connect to the OpenOffice Listener field	If you want to override the default address to connect to the OpenOffice Quickstarter Listener, specify the address in this field. The default address is localhost.

## Configuring PDF Converter Conversion Settings

Feature	Description
Port to Connect to the OpenOffice Listener field	If you want to override the default port to connect to the OpenOffice Quickstarter Listener, specify the port in this field. The default port is 8100.
Update button	Saves changes to settings.
Reset button	Reverts to the last saved settings.

# CONVERTING MICROSOFT OFFICE FILES TO PDF

## OVERVIEW

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This section covers the following topics:

- ❖ [About Converting Microsoft Office Files to PDF](#) (page 6-2)
- ❖ [Converting Microsoft Word Files to PDF](#) (page 6-3)
- ❖ [Converting Microsoft Excel Files to PDF](#) (page 6-4)
- ❖ [Converting Microsoft PowerPoint Files to PDF](#) (page 6-6)
- ❖ [Converting Microsoft Visio Files to PDF](#) (page 6-8)
- ❖ [Using Relative versus Absolute Links in Office Documents](#) (page 6-10)
- ❖ [Updating the MSOfficeConverter.exe](#) (page 6-12)

## ABOUT CONVERTING MICROSOFT OFFICE FILES TO PDF

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When running on Windows, PDF Converter can use Microsoft Office to convert Microsoft Office files to PDF files. The following Microsoft Office versions are supported:

- ❖ Microsoft Office 2000
- ❖ Microsoft Office XP (2002)
- ❖ Microsoft Office 2003
- ❖ Microsoft Office 2007



**Note:** Support for Microsoft Office 2007 excludes support for Microsoft Project 2007.

Please note the following important general considerations:

- ❖ If you are using Microsoft Office 2000, it is strongly recommended that you download and install Service Pack 1 or 2. If you are using Microsoft Office XP (2002), it is strongly recommended that you download and install Service Pack 1. The Service Packs can be downloaded from the Microsoft website at <http://www.microsoft.com/downloads/>
- ❖ Microsoft Office is used to convert Microsoft Office files to PDF when the *Convert to PDF Using third-party applications* option is selected on the Primary Web-Viewable Rendition page.
- ❖ PDF Converter can convert a number of special features in Microsoft Office files into links in the generated PDF files. You set the conversion options for Microsoft Office files using the Third-Party Application Settings page.
- ❖ To keep a conversion of a Microsoft Office file from timing out, all functions requiring user input should be disabled. These include password protection, security notifications, such as disabling of macros, and online access requests to show online content or participate in user feedback programs. For details on how to disable these and other similar features, refer to the Microsoft documentation for each product.
- ❖ If a Microsoft Office file was converted to a PDF file successfully, but one or more links in the file could not be converted to links in the PDF file, the conversion status of that file is set to Incomplete. To prevent this from happening, you can set `AllowSkippedHyperlinkToCauseIncomplete=False` in the *intradoc.cfg* configuration file located in the `<refinery_install_dir>\bin\` directory.

# CONVERTING MICROSOFT WORD FILES TO PDF

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Consider the following when running PDF Converter on Windows and using Microsoft Word to convert Word files to PDF:

- ❖ Any information in a Word file that is outside of the document's print area will not be converted to PDF.
- ❖ Password-protected files will time out unless you enter a password before processing.
- ❖ On Word 2003, make sure that you turn off *Show content and links from Microsoft Online* on the **Tools—Options—General** tab under the Online category, and opt out of the Customer Experience Improvement Program on the **Tools—Options—General** tab under the Customer Feedback category. If you do not, these files might time out.
- ❖ Options for the conversion of Word hyperlinks to PDF can be found on the [Word Options Page](#).
- ❖ The following types of hyperlinks in Word files can be converted to PDF:
  - Absolute URL links (for example, *http://www.company.com*). You can also use links that specify targets on the page (for example *http://idvm001/ibr/portal.htm#target*). Note that in order to be processed as an absolute URL link, Word must return the *http://* prefix as a part of the link. All supported versions of Microsoft Word automatically enforce this rule.
  - Relative URL links (for example, *../..../portal.htm*). Note that these links do not contain any server name or protocol prefix. The Reader simply attempts to open the file referenced by the link relative to the file you are currently viewing. Office applications, including Word, often mishandle the relative link address unless a hyperlink base is set (Word tries to help by converting the address to an absolute path). To work around this, you can select the *Support Relative URL Links* option on the Word Options panel. When *Support Relative URL Links* is selected, the hyperlink base is set before the links are processed.
  - Mailto links (links to e-mail addresses; for example *mailto:support@company.com*). Note that in order to be processed as an e-mail link, Word must return the *mailto:* prefix as a part of the link. All supported versions of Microsoft Word automatically enforce this rule.
  - Table of Contents links (converted to bookmarks in the generated PDF file).
  - Bookmarks (internal links to auto-generated or author-generated bookmarks).
  - Standard heading styles (Heading 1, Heading 2, etc., which are converted to bookmarks in the generated PDF file).

- Links to footnotes and endnotes.
- UNC path links (for example, `\\server1\c\TestDocs\MSOfficeXP\word\target.doc`). This option is not currently available on the Word Options panel. To enable this functionality, you must set the `ProcessWordUncLinks=true` variable in the refinery connection's `intradoc.cfg` file (`refinery_install_dir\connections\<connection_name>\intradoc.cfg`). In general, UNC paths have no relevance in a web browser; a UNC path is not a URL. Therefore, the PDF **must be opened outside of the web browser** for UNC path links to be resolved correctly. If you are using UNC path links, you might want to configure the Reader on client computers to open PDF files outside the browser.
- ❖ Hyperlinks in text boxes are not converted.
- ❖ Hyperlinked AutoShapes and objects (for example, pictures or WordArt objects) located in tables are not converted.
- ❖ Hyperlinks in nested tables (that is, tables inserted within other tables) can be converted as long as the tables are not inserted in the first line of the document. When nested tables are inserted in the first line of the document, any hyperlinks in the nested tables are not converted properly.
- ❖ You might notice in some generated PDF files that the "hotspot" for a hyperlink is sometimes slightly off from the actual text (within a character or two). To date there are no known problems related to this occurrence, and there is currently no solution.

## CONVERTING MICROSOFT EXCEL FILES TO PDF

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Consider the following when running PDF Converter on Windows and using Microsoft Excel to convert Excel files to PDF:

- ❖ Any information in an Excel file that is outside of the document's print area will not be converted to PDF.
- ❖ Password-protected files will time out unless you enter a password before processing.
- ❖ On Excel 2003, make sure that you turn off *Show content and links from Microsoft Online* on the **Tools—Options—General** tab under the Online category, and opt out of the Customer Experience Improvement Program on the **Tools—Options—General** tab under the Customer Feedback category. If you do not, these files might time out.

- ❖ Due to implementation issues within Excel, and to a lesser extent the MSOfficeConverter.exe, there are some limitations on how Excel hyperlinks are processed. To understand these issues, some background information on how Excel workbooks are printed to PostScript is helpful. An Excel workbook cannot be printed to PostScript in one step (if that was done, page layout options would be ignored and the resulting PDF would not resemble the workbook). Instead, each worksheet is printed to PostScript individually. The worksheets are then combined to produce a single PDF file. PDF Converter copies (by the MSOfficeConverter) the multiple PostScript files into a single PostScript file, and the large PostScript file is converted to PDF.
- ❖ Options for the conversion of Excel hyperlinks to PDF can be found on the [Excel Options Page](#).
- ❖ Only external hyperlinks are converted to PDF links. This is because, in the current implementation, it is impossible (or extremely difficult) to know which page of the generated PDF file will contain the target of an internal link (bookmark).
- ❖ Only the following types of hyperlinks in Excel files can be converted to PDF:
  - Absolute URL links (for example, *http://www.company.com*). You can also use links that specify targets on the page (for example *http://idvm001/ibr/portal.htm#target*). Note that in order to be processed as an absolute URL link, Excel must return the *http://* prefix as a part of the link. All supported versions of Microsoft Excel automatically enforce this rule.
  - Relative URL links (for example, *../..../portal.htm*). Note that these links do not contain any server name or protocol prefix. The Reader simply attempts to open the file referenced by the link relative to the file you are currently viewing. Office applications often mishandle the relative link address unless a hyperlink base is set (Excel tries to help by converting the address to an absolute path). To work around this, you can set the `ExcelSetInfoAndReopen=true` variable in the refinery connection's *intradoc.cfg* file (*refinery\_install\_dir\connections\<connection\_name>\intradoc.cfg*).
  - Mailto links (links to e-mail addresses; for example *mailto:support@company.com*). Note that in order to be processed as an e-mail link, Excel must return the *mailto:* prefix as a part of the link. All supported versions of Microsoft Excel automatically enforce this rule.



**Note:** The Excel Options panel does not have separate settings for URL links and mailto links. If the *Process Excel URL Links* option is selected, absolute URL links, relative URL links, and mailto links are all converted to PDF.

- UNC path links (for example, `\\server1\c\TestDocs\MSOfficeXP\word\target.doc`). This option is not currently available on the Excel Options panel. To enable this functionality, you must set the `ProcessExcelUncLinks=true` variable in the refinery connection's *intradoc.cfg* file (*refinery\_install\_dir\connections\<connection\_name>\intradoc.cfg*). In general, UNC paths have no relevance in a web browser; a UNC path is not a URL. Therefore, the PDF **must be opened outside of the web browser** for UNC path links to be resolved correctly. If you are using UNC path links, you might want to configure the Reader on client computers to open PDF files outside the browser.
- ❖ Hyperlinks are only converted if they are located in cells. Hyperlinks in text boxes, WordArt objects, and so forth are not converted. In the generated PDF file, the “hotspot” for the link is the cell that contains the link.
- ❖ When using PDF Converter and converting links on multiple pages, links are placed correctly up until there is a page with no links. After that point the links get misplaced. For example, if a workbook prints to nine pages, as long as there is at least one link on every page, all links will be converted correctly. However, if there are no links on page six, links on page seven through nine will be off by one page.
- ❖ The Scaling on the Page Setup for the worksheet must be set to *Adjust to: ### % normal size* (and not “Fit to Page”). Further, the closer to 100% the scale is set, the better your results will be.

## CONVERTING MICROSOFT POWERPOINT FILES TO PDF

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Consider the following when running PDF Converter on Windows and using Microsoft PowerPoint to convert PowerPoint files to PDF:

- ❖ Any information in a PowerPoint file that is outside of the document's print area will not be converted to PDF.
- ❖ Password-protected files will time out unless you enter a password before processing.
- ❖ On PowerPoint 2003, make sure that you turn off *Show content and links from Microsoft Online* on the **Tools—Options—General** tab under the Online category, and opt out of the Customer Experience Improvement Program on the **Tools—Options—General** tab under the Customer Feedback category. If you do not, these files might time out.
- ❖ Options for the conversion of PowerPoint hyperlinks to PDF can be found on the [PowerPoint Options Page](#).



- ❖ PowerPoint has two types of links: *Hyperlinks*, which behave the same in all Office applications, and *Action Settings*. The MSOfficeConverter.exe supports the following Action Settings: Hyperlink to: Next Slide, Previous Slide, and URL. All other links should be inserted as hyperlinks.
- ❖ The following types of hyperlinks in PowerPoint files can be converted to PDF:
  - Absolute URL links (for example, *http://www.company.com*). You can also use links that specify targets on the page (for example *http://idvm001/ibr/portal.htm#target*). Note that in order to be processed as an absolute URL link, PowerPoint must return the *http://* prefix as a part of the link. All supported versions of Microsoft PowerPoint automatically enforce this rule.
  - Relative URL links (for example, *.././././portal.htm*). Note that these links do not contain any server name or protocol prefix. The Reader simply attempts to open the file referenced by the link relative to the file you are currently viewing. Office applications often mishandle the relative link address unless a hyperlink base is set (PowerPoint tries to help by converting the address to an absolute path). To work around this, you can set the `PowerPointSetInfoAndReopen=true` variable in the refinery connection's *intradoc.cfg* file (*refinery\_install\_dir\connections\<connection\_name>\intradoc.cfg*).
  - Mailto links (links to e-mail addresses; for example *mailto:support@company.com*). Note that in order to be processed as an e-mail link, PowerPoint must return the *mailto:* prefix as a part of the link. All supported versions of Microsoft PowerPoint automatically enforce this rule.
  - Bookmarks (internal links to auto-generated or author-generated bookmarks).



**Note:** The PowerPoint Options panel does not have separate settings for URL links, mailto links, and bookmarks. If the *Process PowerPoint Hyperlinks* option is selected, absolute and relative URL links, mailto links, and bookmarks are all converted to PDF.

- UNC path links (for example, *\\server1\c\TestDocs\MSOfficeXP\word\target.doc*). This option is not currently available on the PowerPoint Options panel. To enable this functionality, you must set the `ProcessPowerPointUncLinks=true` variable in the refinery connection's *intradoc.cfg* file (*refinery\_install\_dir\connections\<connection\_name>\intradoc.cfg*). In general, UNC paths have no relevance in a web browser; a UNC path is not a URL. Therefore, the PDF **must be opened outside of the web browser** for UNC path links to be resolved correctly. If you are using UNC path links, you might want to configure the Reader on client computers to open PDF files outside the browser.

- ❖ PowerPoint hyperlinks can only be processed if PowerPoint presentations are converted in the Slides format.
- ❖ It is technically possible to have a link on an object (for example, a text box) over a link on an individual line of text. Because of the way the PDF is assembled, only the link on the object will be active in the generated PDF file. Logically, any given spot in a PDF can only be assigned one action; so the “top” action is performed.

## CONVERTING MICROSOFT VISIO FILES TO PDF

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Consider the following when running PDF Converter on Windows and using Microsoft Visio to convert Visio files to PDF:

- ❖ Any information in a Visio file that is outside of the document’s print area will not be converted to PDF.
- ❖ Visio files created using the Cross-Functional Flowchart template might cause a pop-up dialog to appear when Visio attempts to open the file, and thus the refinery process will time out unless this dialog is cleared manually on the refinery computer. To prevent this from happening, do not base files on the Cross-Functional Flowchart template. You can use Outside In to convert Visio files based on the Cross-Functional Flowchart template. However, please note that Visio hyperlinks are not converted by Outside In.
- ❖ Password-protected files will time out unless you enter a password before processing.
- ❖ On Visio 2003, make sure that you turn off *Show content and links from Microsoft Online* on the **Tools—Options—General** tab under the Online category, and opt out of the Customer Experience Improvement Program on the **Tools—Options—General** tab under the Customer Feedback category. If you do not, these files might time out.
- ❖ Options for the conversion of Visio hyperlinks to PDF can be found on the [Visio Options Page](#).
- ❖ The following types of hyperlinks in Visio files can be converted to PDF:
  - Absolute URL links (for example, *http://www.company.com*). You can also use links that specify targets on the page (for example *http://idvm001/ibr/portal.htm#target*). Visio does not enforce some of the hyperlink rules that are enforced by other Office applications. Therefore, the author of the Visio document must use the *http://* prefix as a part of the link. If the prefix is not found, the link will be converted as a relative URL link; this will

likely not produce the link in the PDF as desired. Without the author applying this prefix, there is no way for the conversion engine to distinguish the link from relative and mailto links.

- Relative URL links (for example, `../../../../portal.htm`). Note that these links do not contain any server name or protocol prefix. The Reader simply attempts to open the file referenced by the link relative to the file you are currently viewing. Visio only provides limited support for relative URL links; this is because Visio itself does not store hyperlinks as well as other Office applications. Visio fails to return the correct address to the conversion engine; this is not a flaw in the conversion engine. For example, a relative hyperlink `../../../../portal.htm` will convert successfully. However, a relative link to `mytestPage.asp?param1=123?param2=abc` will not be returned to the conversion engine correctly.
- Mailto links (links to e-mail addresses; for example `mailto:support@company.com`). Visio does not enforce some of the hyperlink rules that are enforced by other Office applications. Therefore, the author of the Visio document must use the `mailto:` prefix as a part of the link. If the prefix is not found, the link will be converted as a relative URL link; this will likely not produce the link in the PDF as desired. Without the author applying this prefix, there is no way for the conversion engine to distinguish the link from absolute and relative links.
- Bookmarks (internal links to auto-generated or author-generated bookmarks). When *Process internal Visio links* is selected on the Visio Options panel, all internal document links to other sheets are included in the generated PDF.



**Important:** For proper conversion of internal hyperlinks in Visio 2003, you must clear the address field when creating the hyperlink. By default, the address field is populated with the file name of the file in which the link occurs. If this is not cleared, the link is converted as a link to the original file and prompts the user to download the original file when the link is clicked.

- UNC path links (for example, `\\server1\c\TestDocs\MSOfficeXP\word\target.doc`). This option is not currently available on the Visio Options panel. To enable this functionality, you must set the `ProcessVisioUncLinks=true` variable in the refinery connection's `intradoc.cfg` file (`refinery_install_dir\connections\<connection_name>\intradoc.cfg`). In general, UNC paths have no relevance in a web browser; a UNC path is not a URL. Therefore, the PDF **must be opened outside of the web browser** for UNC path links to be resolved correctly. If you are using UNC path links, you might

want to configure the Reader on client computers to open PDF files outside the browser.

- ❖ All Microsoft Visio files should be set up so that the printer paper size and orientation matches the drawing page size and orientation. Otherwise, links will not be converted correctly (they will be placed in the wrong location). For example, if the printer paper is set to Letter/Landscape, the drawing page should also be set to Letter/Landscape.
- ❖ In the generated PDF file, the “hotspot” for a Visio hyperlink is a square that encompasses the shape; even if the shape itself is not a square.

## USING RELATIVE VERSUS ABSOLUTE LINKS IN OFFICE DOCUMENTS

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Both relative and absolute hyperlinks can be converted to PDF in Word, Excel, PowerPoint, and Visio files.

Example absolute link:

<http://machine/ucm/groups/public/documents/addacct/000123.pdf>

Example relative link:

..\addacct\000123.pdf

When creating links, absolute and relative links each have advantages and disadvantages. Absolute links are easy to copy and paste, however, relative links can eliminate issues if the content server is migrated to a new machine or if the IP address and DNS names change; relative links will always be relative to the location of the web viewable file for the document you are checking in.

To use relative links in Word, Excel, PowerPoint, and Visio documents, complete the following steps:



**Important:** This procedure applies to PDF Converter with Microsoft Office installed, using the *Convert to PDF using third-party applications* option. This procedure does not apply to configurations using PDF Converter on UNIX or configurations using Inbound Refinery without PDF Converter.

1. Log into the refinery.
2. Select **Conversion Settings—Third-Party Application Settings**. The Third-Party Application Settings page is displayed.

3. Click the **Options** button for the third-party application. The corresponding options page is displayed.
4. Select the option to support relative URL links:
  - [Word Options Page](#)—**Support Relative URL Links** check box
  - [Excel Options Page](#)—**Support Relative URL Links and Reselect Worksheet Cell** check box
  - [PowerPoint Options Page](#)—**Support Relative URL Links** check box
  - [Visio Options Page](#)—**Process Visio URL links** check box
5. Click **Update** to save your changes.
6. Use relative links, instead of absolute links, when authoring documents. It is important to understand that these links will be relative to the location of the web viewable file for the document you are checking in:

**Example 1: Relative linking with the same document type and security**

Let's say you wanted to create a link to document 000123. If the document was checked into security group "public" and document type "adacct", this document has a web viewable URL of:

`http://machine/ucm/groups/public/documents/adacct/000123.pdf`

Now if you check document 000456 into the same security group and document type, its web viewable URL would be:

`http://machine/ucm/groups/public/documents/adacct/000456.pdf`

Since the URL path is identical to 000123, your relative URL link in the document for 000456 would only need to be:

`000123.pdf`

**Example 2: Relative linking to a different document type**

Using the same document names, if you checked document 000456 into the same security group but a different document type, its web viewable URL would look like:

`http://machine/ucm/groups/public/documents/adcorp/000456.pdf`

This means that your relative URL link needs to go up one directory and then into "adacct" to find 000123.pdf. So the relative URL link would be:

`..\adacct\000123.pdf`

**Example 3: Relative linking to a different document security**

Now if you also change the security group of document 000456, its web viewable URL would look like:

`http://machine/ucm/groups/secure/documents/adcorp/000456.pdf`

This means that the relative URL link will need to go up three directories and then back down to 000123.pdf. So the relative URL link would be:

```
..\..\public\adacct\000123.pdf
```

7. Check the documents into the content server. When converting the documents to PDF, the refinery will create links relative to the location of the web viewable file for each document you are checking in.

## UPDATING THE MSOFFICECONVERTER.EXE

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The *MSOfficeConverter.exe* executable file is the element of PDF Converter that controls the conversion of Microsoft Office documents to PostScript files. This file is located in the `<refinery_install_dir>\custom\PDFConverter\bin\win32\` directory. The *MSOfficeConverter.exe* file is sometimes updated to address conversion issues with Microsoft Office files. To update the *MSOfficeConverter.exe* to a newer version, complete the following steps:

1. To check the version of the *MSOfficeConverter.exe* you have installed, locate the file in Windows Explorer and choose Properties from the right-click pop-up menu. Version information is available on the version tab.
2. Obtain the current *MSOfficeConverter.exe* file from support.
3. Open the patch zip archive and locate the *MSOfficeConverter.exe* file.
4. Stop the refinery.
5. On the Refinery computer, navigate to the `<refinery_install_dir>\custom\PDFConverter\bin\win32\` directory and rename the existing *MSOfficeConverter.exe* file to a different name to create a backup file (for example, *MSOfficeConverterOLD.exe*).
6. Place a copy of the new *MSOfficeConverter.exe* file into the `<refinery_install_dir>\custom\PDFConverter\bin\win32\` directory.
7. Restart the refinery. You do not need to restart the content server for this change to take effect.

# TROUBLESHOOTING PDF CONVERTER PROBLEMS

## OVERVIEW

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This section covers the following topics:

- ❖ [Troubleshooting Process for PDF Conversion Issues](#) (page 7-2)
- ❖ [Common Conversion Issues](#) (page 7-3)
- ❖ [PDF Converter Installation Issues](#) (page 7-4)
- ❖ [PDF Converter Setup and Run Issues](#) (page 7-6)
- ❖ [PDF Display Issues](#) (page 7-13)

## TROUBLESHOOTING PROCESS FOR PDF CONVERSION ISSUES

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The vast majority of PDF conversion issues fall into one of the following categories:

- ❖ When a file is checked into the content server, a PDF is not generated.
- ❖ A PDF is generated, but there are problems with the output.

When troubleshooting PDF conversion issues, you should first try to identify if the issue is related to just one specific file, all files of that type, or all files. For example, if you are having problems converting a Microsoft Excel document to PDF, try checking in other Microsoft Excel documents; preferably files that are smaller and less complex. If the problem is specific to a single file, the problem is most likely related to something within the file itself, such as file corruption, file setup and formatting, and so forth.

If a PDF is not generated when a file is checked into the content server, complete the following basic troubleshooting steps:

1. Look at the Inbound Refinery and agent logs and identify which step of the conversion process failed (printing to PostScript, PostScript to PDF conversion, etc.). For more information about viewing Inbound Refinery and agent logs and enabling verbose logging for agents, refer to the *Inbound Refinery Administration Guide*.
2. If the file is timing out during conversion, first try checking in another, smaller, less complex file of the same type. If multiple files are timing out, adjust your timeout values and re-submit the files for conversion. For more information about configuring timeout values, refer to the *Inbound Refinery Administration Guide*.
3. If the file is failing to print to PostScript, try printing the file to PostScript manually. Most failure to print to PostScript issues are related to the following possible causes:
  - The IDC PDF Converter printer is not installed.
  - The IDC PDF Converter printer is not named or set up properly.

For more information about installing and configuring the IDC PDF Converter printer, see [Installing the IDC PDF Converter Printer](#) (page 4-10).

4. If the file is printing to PostScript successfully but failing to convert to PDF, again first try checking in another, smaller, less complex file of the same type. If the problem is not specific to a single file, or you cannot identify a problem within the files that is causing the conversion to fail, the problem is most likely related to the distiller engine that you are using. For more information about installing and configuring a distiller engine, see [Installing a Distiller Engine](#) (page 4-7).



If a PDF is generated but there are problems with the output (bad hyperlinks, problems with fonts or graphics, etc.), the following possible causes are common:

- ❖ If the file is a Microsoft Office document, the most current Microsoft Office Conversion Engine is not being used. For more information, see [Updating the MSOfficeConverter.exe](#) (page 6-12).
- ❖ If the file is a Microsoft Office document, Microsoft Office 97 is being used. For more information, see [Chapter 6 \(Converting Microsoft Office Files to PDF\)](#).

## COMMON CONVERSION ISSUES

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Content items are often converted incorrectly, or not at all, for the following reasons:

- ❖ **Information within the document is outside of the document's print area**— Depending on the native application used to create the document and how your system is set up, a document is sometimes printed to a PostScript file, and the PostScript file is then converted to PDF. Therefore, any information in the document that is outside of the document's print area will not be included in the generated PDF.
- ❖ **PDF Converter is trying to convert a file that is not appropriate for the conversion engine**—For example, if a file from an application other than Microsoft Word has the extension *doc*, the document is opened in Microsoft Word, which is not correct. The conversion will then fail.
- ❖ **The third-party application that is used for conversion starts up with items that require user interaction, such as startup dialogs, tip wizards, or update notices**— This prevents PDF Converter from processing and converting the files correctly, and the conversion will time out. Always make sure that you turn off all such features before using a third-party application for conversion purposes.
- ❖ **The Inbound Refinery's Java Virtual Machine (JVM) is frozen**—This is usually associated with failed attempts to convert invalid file formats. Restarting Inbound Refinery will usually fix this problem.
- ❖ **PDF Converter did not have enough time to process the file**—You can detect this by filtering for the conversion status *PassThru* in Repository Manager. You can also look at the Inbound Refinery and agent log files. Prevent future occurrences of this problem by increasing the appropriate conversion factor on the Timeout Settings page in the Inbound Refinery administration interface.

- ❖ **The content item was converted correctly but you cannot view the generated PDF file in Adobe Acrobat or Acrobat Reader.** You might be using an old Acrobat version. In order to ensure that you can view all generated PDF files correctly, you should always use the latest version of Adobe Acrobat or Adobe Acrobat Reader. For details, see [Installing a PDF Reader Plugin on Client Computers](#) (page 4-19).
- ❖ **A Microsoft Office file and a hyperlink within that file does not convert correctly.** It is possible that the hyperlink is not formatted correctly or is not supported by PDF Converter. For details, see [Chapter 6 \(Converting Microsoft Office Files to PDF\)](#).

## PDF CONVERTER INSTALLATION ISSUES

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The following are symptoms of PDF Converter installation issues:

- ❖ [Printer Installation Error: ‘Can’t run 16-bit Windows program’](#) (page 7-4)

### Printer Installation Error: ‘Can’t run 16-bit Windows program’

When installing the IDC PDF Converter printer, the installer fails. A dialog box is displayed labeled “Can't run 16-bit Windows program,” containing an error message similar to the following:

Cannot find file C:\DOCUME~1\ADMINI~1\LOCALS~1\Temp\pft9D~tmp\ Setup.exe (or one of its components). Check to ensure the path and filename are correct and that all required libraries are available.



**Tech Tip:** This symptom applies to other 16-bit install programs, such as some versions of the SUN JAVA Virtual Machine.

Possible Causes	Solutions
<p>The install program is a 16-bit program and requires 8.3 file system support. When installing Inbound Refinery you chose to disable 8.3 file system support. Thus, 16-bit programs can no longer find folders and files that contain spaces or special characters and are greater than 8 characters.</p>	<p>Enable 8.3 system support on the Inbound Refinery computer. For details, see <a href="#">Enabling 8.3 System Support</a> below.</p> <p>Additional information can be found in the various Microsoft resources available to the public. 8.3-compliant file and folder names are listed in the Microsoft Knowledgebase article Q100108 under FAT Naming Convention.</p>

### ***Enabling 8.3 System Support***

To enable 8.3 system support, complete the following steps:

1. On the Inbound Refinery computer, change the `temp` and `tmp` System Environment variables to a newly-created folder that conforms to the 8.3 naming convention (for example, `C:\Temp`). The 16-bit program file must also be run from a folder that complies with the 8.3 limitations. These limitations are listed in the Microsoft Knowledgebase article Q100108 under FAT Naming Convention.
2. In the Windows Start menu, choose **Run**.
3. Type *regedit* and click **OK**.
4. In the registry editor, navigate to the `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\File System\` directory.
5. Right-click on `NtfsDisable8dot3NameCreation` and select **Modify**.
6. Change the `NtfsDisable8dot3NameCreation` value from 1 to 0 (Base Hexadecimal).
7. Click **OK**.
8. Restart the Inbound Refinery computer.

## PDF CONVERTER SETUP AND RUN ISSUES

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The following are symptoms of PDF Converter setup and run issues:

- ❖ [PDF Converter Won't Process Any Files](#) (page 7-6)
- ❖ [Missing IDC PDF Printer](#) (page 7-7)
- ❖ [Error: 'Unable to convert. The printer 'IDC PDF Converter' is not installed'](#) (page 7-7)
- ❖ [Error: 'Unable to convert. The printer 'IDC PDF Converter' is not printing to 'c:/temp/idcoutput.ps'.'](#) (page 7-8)
- ❖ [Conversions Keep Timing Out](#) (page 7-8)
- ❖ [Microsoft Word Files Won't Convert](#) (page 7-9)
- ❖ [Microsoft Excel Files Won't Convert](#) (page 7-10)
- ❖ [Microsoft PowerPoint Files Won't Convert](#) (page 7-11)
- ❖ [Microsoft Visio Files Won't Convert](#) (page 7-12)
- ❖ [FrameMaker Files Won't Convert](#) (page 7-12)
- ❖ [WordPerfect Files Won't Convert](#) (page 7-13)

### PDF Converter Won't Process Any Files

PDF Converter has been installed, but no files are being converted.

Possible Causes	Solutions
File formats and conversion methods not set up for file type in the content server.	Use the File Formats Wizard or Configuration Manager in the content server to set up the file formats and conversion methods for PDF conversion. For more information, refer to the <i>Inbound Refinery Administration Guide</i> .

## Missing IDC PDF Printer

The IDC PDF Printer is missing from the list of local printers and documents are stuck in GENWWW. Rebooting the server did not resolve the issue.

Possible Causes	Solutions
The “Print Spooler” service might not be running.	<p>This service ensures that all installed printers are available, including the IDC PDF Printer. Check in the Windows services console (accessible under Control Panel—Administrative Tools—Services) to make sure this service is running and set to start automatically. If the service is not running, the PDF Converter will not be able to locate and use the IDC PDF Printer and documents will be stuck in GENWWW. With the startup type of the “Printer Spooler” service set to “Automatic,” this service will start every time the computer boots.</p> <p>After starting the “Print Spooler” service, you can use Repository Manager to resubmit the documents stuck in GENWWW. Assuming that there are no other conversion issues, the system should now be able to convert documents to PDF successfully.</p>

## Error: ‘Unable to convert. The printer 'IDC PDF Converter' is not installed’

PDF Converter is not converting any files to PDF, and the following error message appears in the Inbound Refinery log:

```
Unable to convert. The printer 'IDC PDF Converter' is not installed.
```

Possible Causes	Solutions
The IDC PDF Converter printer is not installed.	Install the IDC PDF Converter printer. For details, see <a href="#">Installing the IDC PDF Converter Printer</a> (page 4-10).

## Error: 'Unable to convert. The printer 'IDC PDF Converter' is not printing to 'c:/temp/idcoutput.ps'.'

PDF Converter is not converting any files to PDF, and the following error appears in the Inbound Refinery log:

Step MSOfficeToPostscript forced conversion failure passthru by conversion engine with error: "Unable to convert. The printer 'IDC PDF Converter' is not printing to 'c:/temp/idcoutput.ps'."

Possible Causes	Solutions
The IDC PDF Converter printer is not printing to the correct port.	Make sure the IDC PDF Converter printer is set to print to the correct port. The default port is <i>c:/temp/idcoutput.ps</i> . For details, see <a href="#">Installing the IDC PDF Converter Printer</a> (page 4-10). The default port can be changed by adding the <code>PrinterPortPath</code> variable to the <i>intradoc.cfg</i> file located in the <code>&lt;refinery_install_dir&gt;\bin\</code> directory and specifying the port path. In this case, the IDC PDF Converter printer should be set to print to the port specified in the <i>intradoc.cfg</i> file.

## Conversions Keep Timing Out

PDF Converter conversions keep timing out.

Possible Causes	Solutions
Files are password protected.	Password-protected files will bring up a dialog window during conversion, which will cause the conversion to time out if the dialog is not cleared manually. Remove password protection from files before checking them in.
Your timeout settings are not sufficient.	Adjust your timeout settings. For more information about configuring timeout values, refer to the <i>Inbound Refinery Administration Guide</i> .

## Microsoft Word Files Won't Convert

Microsoft Word files fail to convert.

Possible Causes	Solutions
Automatic spell checking and grammar checking are causing the conversions to time out.	Make sure that you turn off the Excel options to perform spell checking and grammar checking automatically.
You are using Word 97 and macro virus protection is causing the conversions to time out.	Make sure that you turn off the Word option to perform macro virus protection.
You are using Word 2000 or 2002 and your security level is too high and is causing the conversions to time out.	Make sure that you set the Word security level to <i>low</i> . This means that Word will not prompt you to enable/disable macros when you open a file that contains macros.
You are using Word 2003 and the Customer Experience Improvement Program is causing the conversions to time out.	Make sure that you turn off <i>Show content and links from Microsoft Online</i> on the <b>Tools—Options—General</b> tab under the Online category, and opt out of the Customer Experience Improvement Program on the <b>Tools—Options—General</b> tab under the Customer Feedback category.



**Note:** For more information about converting Microsoft Word files, see [Converting Microsoft Word Files to PDF](#) (page 6-3).

## Microsoft Excel Files Won't Convert

Microsoft Excel files fail to convert.

Possible Causes	Solutions
Automatic calculations are causing the conversions to time out.	Make sure that you turn off the Excel option to perform calculations automatically.
Automatic spell checking and grammar checking are causing the conversions to time out.	Make sure that you turn off the Excel options to perform spell checking and grammar checking automatically.
You are using Excel 97 and macro virus protection is causing the conversions to time out.	Make sure that you turn off the Excel option to perform macro virus protection.
You are using Excel 2000 or 2002 and your security level is too high and is causing the conversions to time out.	Make sure that you set the Excel security level to <i>low</i> . This means that Excel will not prompt you to enable/disable macros when you open a file that contains macros.
You are using Excel 2003 and the Customer Experience Improvement Program is causing the conversions to time out.	Make sure that you turn off <i>Show content and links from Microsoft Online</i> on the <b>Tools—Options—General</b> tab under the Online category, and opt out of the Customer Experience Improvement Program on the <b>Tools—Options—General</b> tab under the Customer Feedback category.



**Note:** For more information about converting Microsoft Excel files, see [Converting Microsoft Excel Files to PDF](#) (page 6-4).



## Microsoft PowerPoint Files Won't Convert

Microsoft PowerPoint files fail to convert.

Possible Causes	Solutions
Automatic spell checking and grammar checking are causing the conversions to time out.	Make sure that you turn off the PowerPoint options to perform spell checking and grammar checking automatically.
You are using PowerPoint 97 and macro virus protection is causing the conversions to time out.	Make sure that you turn off the PowerPoint option to perform macro virus protection.
You are using PowerPoint 2000 or 2002 and your security level is too high and is causing the conversions to time out.	Make sure that you set the PowerPoint security level to <i>low</i> . This means that PowerPoint will not prompt you to enable/disable macros when you open a file that contains macros.
You are using PowerPoint 2003 and the Customer Experience Improvement Program is causing the conversions to time out.	Make sure that you turn off <i>Show content and links from Microsoft Online</i> on the <b>Tools—Options—General</b> tab under the Online category, and opt out of the Customer Experience Improvement Program on the <b>Tools—Options—General</b> tab under the Customer Feedback category.



**Note:** For more information about converting Microsoft PowerPoint files, see [Converting Microsoft PowerPoint Files to PDF](#) (page 6-6).

## Microsoft Visio Files Won't Convert

Microsoft Visio files fail to convert.

Possible Causes	Solutions
You are using Visio 2003 and the Customer Experience Improvement Program is causing the conversions to time out.	Make sure that you turn off <i>Show content and links from Microsoft Online</i> on the <b>Tools—Options—General</b> tab under the Online category, and opt out of the Customer Experience Improvement Program on the <b>Tools—Options—General</b> tab under the Customer Feedback category.



**Note:** For more information about converting Microsoft Visio files, see [Converting Microsoft Visio Files to PDF](#) (page 6-8).

## FrameMaker Files Won't Convert

FrameMaker files fail to convert.

Possible Causes	Solutions
The files are structured FrameMaker files.	Structured FrameMaker files will most likely fail to convert. A dialog box is displayed when a structured FrameMaker file is opened, which will cause the conversion to time out unless the dialog box is cleared manually.



**Note:** For more information about converting Adobe FrameMaker files, see [Adobe FrameMaker](#) (page 4-13).

## WordPerfect Files Won't Convert

WordPerfect files fail to convert.

Possible Causes	Solutions
The files are old WordPerfect files.	WordPerfect files created in versions prior to version 6 might not be processed effectively. Convert these files to a more recent version of WordPerfect before checking them in.



**Note:** For more information about converting Corel WordPerfect files, see [Corel WordPerfect](#) (page 4-14).

## PDF DISPLAY ISSUES

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The following are symptoms of display issues for PDF files generated by PDF Converter:

- ❖ [Blank PDF files in Internet Explorer](#) (page 7-14)
- ❖ [Blank PDF files in Netscape Navigator 4.x](#) (page 7-15)
- ❖ [Error: 'File does not begin with '%PDF-''](#) (page 7-15)
- ❖ [PDF Files Don't Open Within Browser Window](#) (page 7-16)
- ❖ [Internal Thumbnails Not Displayed Properly When Viewing PDF Files Using Adobe Acrobat Reader](#) (page 7-17)

## Blank PDF files in Internet Explorer

When attempting to open PDF files in Microsoft Internet Explorer, a blank PDF file is displayed.

Possible Causes	Solutions
An old version of Adobe Acrobat Reader is being used that does not support in-place activation.	See <a href="http://support.microsoft.com/default.aspx?scid=http://support.microsoft.com:80/support/kb/articles/q177/3/21.asp&amp;NoWebContent=1">http://support.microsoft.com/default.aspx?scid=http://support.microsoft.com:80/support/kb/articles/q177/3/21.asp&amp;NoWebContent=1</a> .
The security level for this zone is set to High in Internet Explorer 4.0, 4.01, or 5.	
Ratings are enabled in Internet Explorer 3.02, or the safety level is set to <i>High</i> .	
The PDF file is being served from an early version of some Web servers (such as Microsoft Internet Information Server version 2.0).	
You have a slow connection, the server has a high load, or the PDF file is very large.	
You are running a version of Internet Explorer earlier than Internet Explorer 5.5.	
The ActiveX control is corrupt. For Adobe Acrobat Reader 4 to use in place activation with Internet Explorer, the <i>Pdf.ocx</i> and <i>Pdf.tlb</i> files must be present in the <code>&lt;acrobat_install_dir&gt;\Program Files\Adobe\Acrobat 4.0\Acrobat\ActiveX\</code> directory.	See <a href="http://www.adobe.com/support/">http://www.adobe.com/support/</a>

## Blank PDF files in Netscape Navigator 4.x

When attempting to open PDF files in Netscape Navigator 4.x, a blank PDF file is displayed.

Possible Causes	Solutions
The link refers to a file path (for example, <i>file:///ServerName/Folder/File.pdf</i> ) rather than a URL (for example, <i>http://www.server.com/folder/filename.pdf</i> ).	See <a href="http://www.adobe.com/support/">http://www.adobe.com/support/</a>
The PDF file is on a network server.	
Navigator is configured to use your Acrobat viewer as a plug-in.	

## Error: 'File does not begin with '%PDF-'

When attempting to open a PDF file in a web browser, you receive the following error message:

"...File does not begin with '%PDF-'"

Possible Causes	Solutions
The PDF file has an .mme file extension rather than a .pdf file extension.	See <a href="http://www.adobe.com/support/">http://www.adobe.com/support/</a>
	See <a href="http://www.planetpdf.com/mainpage.asp?WebPageID=304">http://www.planetpdf.com/mainpage.asp?WebPageID=304</a>

## PDF Files Don't Open Within Browser Window

When viewing PDF files generated by PDF Converter through a web browser, the PDF files do not open within the browser window.

Possible Causes	Solutions
Settings in Adobe Acrobat Reader or Acrobat.	In Acrobat Reader or Acrobat, make sure the Preferences are set for <i>Web Browser Integration/Display PDF in Browser</i> . The exact setting depends of version of Acrobat Reader or Acrobat that you are using.

## Problems Printing PDFs Using Adobe Acrobat Reader 6.0

When you try to print a PDF, the document will not print and the following message is displayed: *Could not start print job*.

Possible Causes	Solutions
You have Adobe Acrobat Reader 6.0 installed. Adobe Acrobat Reader 6.0 is unable to print a PDF when a filename and URL has more than 256 characters. URLs in workflow and subscription email notifications can easily exceed 256 characters.	Adobe has fixed this problem in Adobe Acrobat Reader 6.0.1. Download and install Adobe Acrobat Reader 6.0.1 or higher to solve this problem.

## Internal Thumbnails Not Displayed Properly When Viewing PDF Files Using Adobe Acrobat Reader

When you view a PDF file, internal thumbnails (thumbnails of the pages within the PDF file) do not display properly. They might display with poor quality, display as grey rectangles, or not display at all.

Possible Causes	Solutions
<p>You are using Adobe Acrobat Reader 5 or 6, and the PDF file is being byte served from the web server.</p> <p>As of Acrobat 5, internal thumbnails can be embedded in the PDF by the creating application, or the viewing application can attempt to create thumbnails dynamically from the rendered pages.</p> <p>If the thumbnail is being generated in Acrobat Reader dynamically, the PDF is being byte served from the web server, and the internal thumbnails are not embedded in the PDF, certain versions of Reader might not be able to render the internal thumbnails properly. This is because the full image data for a given page is on the web server and not available on the client to render the thumbnail image.</p> <p>It is also possible that certain versions of Acrobat Reader might not display internal thumbnails for any PDF that are byte served from the web server.</p>	<p>Use Acrobat Reader 7 or higher. This issue appears to be fixed in Acrobat Reader 7.</p> <p>Configure the application that is creating your PDFs (your PostScript to PDF distiller engine or other third-party application) to embed internal thumbnails.</p> <p>Disable byte serving of PDF files on the web server.</p>







# FILE FORMATS CONVERTED TO PDF USING THIRD-PARTY APPLICATIONS

When running on Windows, PDF Converter can use several third-party applications to create PDF files of content items. In most cases, a third-party application that can open and print the file is used to print the file to PostScript, and then the PostScript file is converted to PDF using the configured PostScript distiller engine. In some cases, PDF Converter can use a third-party application to convert a file directly to PDF.

The *Convert to PDF using third-party applications* option is selected on the Primary Web-Viewable Rendition page. For details, see [Setting PDF Files as the Primary Web-Viewable Rendition](#) (page 5-3). When using this option, PDF Converter requires the following:

- ❖ A PostScript distiller engine. For details, see [Installing a Distiller Engine](#) (page 4-7).
- ❖ A PostScript printer. For details, see [Installing the IDC PDF Converter Printer](#) (page 4-10).
- ❖ The third-party applications used during the conversion. For details, see [Installing Third-Party Applications for PDF Conversion](#) (page 4-12).

The following table lists the common file formats that can be converted to PDF using third-party applications on Windows. Please note the following important considerations:

- ❖ Third-party applications used in conversions, a PostScript distiller engine, and a PostScript printer are not provided with PDF Converter. You must obtain all third-party applications required for the conversions you want to perform, as well as a PostScript distiller engine and a PostScript printer of your choice.
- ❖ All third-party applications necessary to convert a file must be installed on the PDF Converter computer.
- ❖ Only the listed common file formats are supported for conversion. Conversion of additional file formats might be possible, however, the results cannot be guaranteed.
- ❖ Only the listed versions of each third-party application are supported for use with PDF Converter. Conversion using other versions of the third-party applications might be possible, however, the results cannot be guaranteed.
- ❖ Only conversion of listed file formats using the listed third-party applications is supported. Conversion of some file formats using an alternate third-party application might be possible (for example, conversion of Corel WordPerfect files using Microsoft Word), however, the results cannot be guaranteed.
- ❖ Inbound Refinery 10gR3 is supported only on English operating systems, and only an English administration interface is provided. Non-English files can be converted by PDF Converter as long as the language is supported by the 3rd-party application and the 3rd-party application is installed and configured on an English operating system to open and display the non-English file properly. For example, PDF Converter can convert German Microsoft Word files as long as Microsoft Word is installed on a supported English Windows operating system and Microsoft Word is configured with the necessary files to open and display German Word files properly. Other third-party application/operating system language combinations are possible, however, the results of these conversions cannot be guaranteed.
- ❖ All listed file formats are supported for conversion to PDF, however, Outside In Image Export cannot create thumbnails from all of these native file formats. If you want to ensure that thumbnails will be created for all file formats, clear the *Create Thumbnail Image from the Native Vault File* check box on the Inbound Refinery Thumbnail Options screen. When files are converted by PDF Converter and this check box is cleared, Outside In Image Export will create thumbnails from the generated web-viewable PDF files (instead of the native files), and therefore should be able to produce thumbnails for all files.

Common file formats that can be converted to PDF	Supported 3rd-party applications for conversion	Windows versions launched by a service on
Adobe FrameMaker <sup>*1</sup> <i>.fm</i> <i>.mif</i> <i>.book</i>	Adobe FrameMaker 7.0	2003
Adobe InDesign <i>.indd</i> <i>.indt</i>	Adobe InDesign CS2	None
Adobe PageMaker <i>.pm#</i> <i>.pt#</i> <i>.p65</i>	Adobe InDesign CS2	None
Adobe Photoshop <i>.psd</i> <i>.eps</i>	Adobe Photoshop CS2 <sup>*2</sup>	XP, 2000 (SP 4)
Corel WordPerfect <i>.wp</i> <i>.wp#</i> <i>.wpd</i>	Corel WordPerfect 11	XP, 2000, 2003
Microsoft Excel <i>.xls</i> <i>.xlt</i> <i>.xlw</i> <i>.xlsx</i>	Microsoft Excel (Office) 2000, 2002, 2003, 2007	XP, 2000, 2003, 2007
Microsoft Powerpoint <i>.ppt</i> <i>.pot</i> <i>.pps</i> <i>.ppa</i> <i>.pptx</i>	Microsoft Powerpoint (Office) 2000, 2002, 2003, 2007	XP, 2000, 2003, 2007

File Formats Converted to PDF Using Third-Party Applications

<b>Common file formats that can be converted to PDF</b>	<b>Supported 3rd-party applications for conversion</b>	<b>Windows versions launched by a service on</b>
Microsoft Project <i>.mpp</i>	Microsoft Project (Office) 2000, 2002, 2003	2003
Microsoft Publisher <i>.pub</i>	Microsoft Publisher (Office) 2000, 2002, 2003, 2007	2003, 2007
Microsoft Snapshot <i>.snp</i>	Microsoft Snapshot (Office) 2000, 2002, 2003, 2007	None
Microsoft Visio <i>.vsd</i> <i>.vst</i> <i>.vdx</i> <i>.vtx</i>	Microsoft Visio (Office) 2000, 2002, 2003, 2007	XP, 2000, 2003, 2007
Microsoft Word <i>.doc</i> <i>.dot</i> <i>.docx</i> <i>.dotx</i>	Microsoft Word (Office) 2000, 2002, 2003, 2007	XP, 2000, 2003, 2007
Microsoft Write <i>.wri</i>	Microsoft Word (Office) 2000, 2002, 2003, 2007	XP, 2000, 2003, 2007

Common file formats that can be converted to PDF	Supported 3rd-party applications for conversion	Windows versions launched by a service on
OpenOffice Calc <i>.xlc</i> <i>.stc</i>	OpenOffice 2.1 * <sup>3</sup>	XP, 2000, 2003
OpenOffice Draw <i>.xdl</i> <i>.std</i>		
OpenOffice Impress <i>.xli</i> <i>.sti</i>		
OpenOffice Math <i>.xlm</i>		
OpenOffice Writer/ Writer Global <i>.xwt</i> <i>.stx</i>		
QuarkXPress <i>.qxd</i> <i>.qxt</i>	Adobe InDesign CS2	None
Rich Text Format <i>.rtf</i>	Microsoft Word (Office) 2000, 2002, 2003, 2007	XP, 2000, 2003, 2007

Common file formats that can be converted to PDF	Supported 3rd-party applications for conversion	Windows versions launched by a service on
StarOffice Calc <i>.sxc</i> <i>.stc</i> <i>.sdc</i>	OpenOffice 2.1 <sup>*3</sup>	XP, 2000, 2003
StarOffice Draw <i>.sxd</i> <i>.std</i> <i>.sda</i> <i>.sdd</i>		
StarOffice Impress <i>.sxi</i> <i>.sti</i> <i>.sdd</i>		
StarOffice Math <i>.sxm</i> <i>.smf</i>		
StarOffice Writer/ Writer Global <i>.sxw</i> <i>.stx</i> <i>.sdw</i> <i>.vor</i>		
Text <i>.txt</i>	Microsoft Word (Office) 2000, 2002, 2003, 2007	XP, 2000, 2003, 2007

\*1 Adobe FrameMaker+SGML is not supported.

\*2 Adobe Photoshop CS2 requires manual configuration. For details, see [Adobe Photoshop CS2 \(9.0\)](#) (page 4-13).

\*3 OpenOffice can be launched by Inbound Refinery running as a service on Windows XP, 2000, 2003. However, since you must be logged in to Windows to run the OpenOffice

Listener, you must always be logged in to Windows when using OpenOffice for PDF conversion (even when running Inbound Refinery as a service).



**Important:** For important installation tips and recommended settings related to these third-party applications, see [Installing Third-Party Applications for PDF Conversion](#) (page 4-12).





# FILE FORMATS CONVERTED TO PDF USING OPENOFFICE

When running on either Windows or UNIX, PDF Converter can use OpenOffice to convert some file types directly to PDF. The *Convert to PDF using OpenOffice* option is selected on the Primary Web-Viewable Rendition page. For details, see [Setting PDF Files as the Primary Web-Viewable Rendition](#) (page 5-3).

When using this option, PDF Converter requires only OpenOffice. For details, see [OpenOffice](#) (page 4-16).

The following table lists the common file formats that can be converted to PDF using OpenOffice on either Windows or UNIX. Please note the following important considerations:

- ❖ OpenOffice is not provided with PDF Converter. You must obtain OpenOffice.
- ❖ OpenOffice must be installed on the PDF Converter computer.
- ❖ Only the listed common file formats are supported for conversion. Conversion of additional file formats might be possible, however, the results cannot be guaranteed.
- ❖ Only the listed versions of OpenOffice are supported for use with PDF Converter. Conversion using other versions of OpenOffice might be possible, however, the results cannot be guaranteed.
- ❖ Only conversion of listed file formats using OpenOffice is supported. Other conversions might be possible, however, the results cannot be guaranteed.

- ❖ Inbound Refinery 10gR3 is supported only on English operating systems, and only an English administration interface is provided. Non-English files can be converted by PDF Converter as long as the language is supported by OpenOffice and OpenOffice is installed and configured on an English operating system to open and display the non-English file properly. Other operating system language combinations are possible, however, the results of these conversions cannot be guaranteed.
- ❖ All listed file formats are supported for conversion to PDF, however, Outside In Image Export cannot create thumbnails from all of these native file formats. If you want to ensure that thumbnails will be created for all file formats, clear the *Create Thumbnail Image from the Native Vault File* check box on the Inbound Refinery Thumbnail Options screen. When files are converted by PDF Converter and this check box is cleared, Outside In Image Export will create thumbnails from the generated web-viewable PDF files (instead of the native files), and therefore should be able to produce thumbnails for all files.

Common file formats that can be converted to PDF	Supported 3rd-party applications for conversion
Adobe Photoshop <i>.psd</i> <i>.eps</i>	OpenOffice 2.1 <sup>*1</sup>
Microsoft Excel <i>.xls</i> <i>.xlt</i> <i>.xlw</i>	OpenOffice 2.1 <sup>*1</sup>
Microsoft Powerpoint <i>.ppt</i> <i>.pot</i> <i>.pps</i> <i>.ppa</i>	OpenOffice 2.1 <sup>*1</sup>
Microsoft Word <i>.doc</i> <i>.dot</i>	OpenOffice 2.1 <sup>*1</sup>

Common file formats that can be converted to PDF	Supported 3rd-party applications for conversion
OpenOffice Calc <i>.sxc</i> <i>.stc</i>	OpenOffice 2.1 <sup>*1</sup>
OpenOffice Draw <i>.sxd</i> <i>.std</i>	
OpenOffice Impress <i>.sxi</i> <i>.sti</i>	
OpenOffice Math <i>.sxm</i>	
OpenOffice Writer/Writer Global <i>.sxw</i> <i>.stx</i>	
Rich Text Format <i>.rtf</i>	OpenOffice 2.1 <sup>*1</sup>

Common file formats that can be converted to PDF	Supported 3rd-party applications for conversion
StarOffice Calc <i>.sxc</i> <i>.stc</i> <i>.sdc</i>	OpenOffice 2.1 <sup>*1</sup>
StarOffice Draw <i>.sxd</i> <i>.std</i> <i>.sda</i> <i>.sdd</i>	
StarOffice Impress <i>.sxi</i> <i>.sti</i> <i>.sdd</i>	
StarOffice Math <i>.sxm</i> <i>.smf</i>	
StarOffice Writer/Writer Global <i>.sxw</i> <i>.stx</i> <i>.sdw</i> <i>.vor</i>	
Text <i>.txt</i>	OpenOffice 2.1 <sup>*1</sup>

<sup>\*1</sup> OpenOffice can be launched by Inbound Refinery running as a service on Windows XP, 2000, 2003. However, since you must be logged in to Windows to run the OpenOffice Listener, you must always be logged in to Windows when using OpenOffice for PDF conversion (even when running Inbound Refinery as a service).



**Important:** For important installation tips and recommended settings related to OpenOffice, see [Installing Third-Party Applications for PDF Conversion](#) (page 4-12).



# FILE FORMATS CONVERTED TO PDF USING OUTSIDE IN X

## OVERVIEW

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PDF Converter includes Outside In X, which can be used on Windows to create PDF files of some content items. Outside In X is used to print the files to PostScript, and then the PostScript files are converted to PDF using the configured PostScript distiller engine.

The *Convert to PDF using Outside In* option is selected on the Primary Web-Viewable Rendition page. For details, see [Setting PDF Files as the Primary Web-Viewable Rendition](#) (page 5-3). When using this option, PDF Converter requires only a PostScript distiller engine. For details, see [Installing a Distiller Engine](#) (page 4-7).

This section lists the file formats that can be converted to PDF using Outside In X on Windows. The file formats are organized into the following categories:

- ❖ [Word Processing Formats](#) (page C-2)
- ❖ [Desktop Publishing Formats](#) (page C-4)
- ❖ [Database Formats](#) (page C-5)
- ❖ [Spreadsheet Formats](#) (page C-6)
- ❖ [Presentation Formats](#) (page C-7)
- ❖ [Graphic Formats](#) (page C-8)
- ❖ [Compressed Formats](#) (page C-11)
- ❖ [E-mail Formats](#) (page C-11)
- ❖ [Other Formats](#) (page C-13)

## WORD PROCESSING FORMATS

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The following word processing file formats can be converted:

<b>File formats</b>	<b>Versions</b>
ANSI Text	7 & 8 bit
ASCII Text	7 & 8 bit
DEC WPS Plus (DX)	Versions through 3.1
DEC WPS Plus (WPL)	Versions through 4.1
DisplayWrite 2 & 3 (TXT)	All versions
DisplayWrite 4 & 5	Versions through 2.0
EBCDIC	All versions
Enable	Versions 3.0, 4.0, and 4.5
First Choice	Versions through 3.0
Framework	Version 3.0
Hangul	Versions 97 and 2002
IBM FFT	All versions
IBM Revisable Form Text	All versions
IBM Writing Assistant	Version 1.01
JustSystems Ichitaro	Versions 4.x–6.x, 8.x–13.x, and 2004
JustWrite	Versions through 3.0
Legacy	Versions through 1.1
Lotus AMI/AMI Professional	Versions through 3.1
Lotus Manuscript	Version 2.0
Lotus Word Pro (non-Windows)	Versions SmartSuite 97, Millennium, and Millennium 9.6 (text only)
Lotus Word Pro (Windows)	Versions SmartSuite 96 and 97, Millennium, and Millennium 9.6

<b>File formats</b>	<b>Versions</b>
MacWrite II	Version 1.1
MASS11	Versions through 8.0
Microsoft Rich Text Format (RTF)	All versions
Microsoft Word (DOS)	Versions through 6.0
Microsoft Word (Mac)	Versions 4.0–2004
Microsoft Word (Windows)	Versions through 2007
Microsoft WordPad	All versions
Microsoft Works (DOS)	Versions through 2.0
Microsoft Works (Mac)	Versions through 2.0
Microsoft Works (Windows)	Versions through 4.0
Microsoft Windows Write	Versions through 3.0
MultiMate	Versions through 4.0
Navy DIF	All versions
Nota Bene	Version 3.0
Novell Perfect Works	Version 2.0
Novell/Corel WordPerfect (DOS)	Versions through 6.1
Novell/Corel WordPerfect (Mac)	Versions 1.02 through 3.0
Novell/Corel WordPerfect (Windows)	Versions through 12.0
Office Writer	Versions 4.0–6.0
OpenOffice Writer (Windows & UNIX)	OpenOffice versions 1.1 and 2.0
PC-File Letter	Versions through 5.0
PC-File+ Letter	Versions through 3.0
PFS:Write	Versions A, B, and C
Professional Write (DOS)	Versions through 2.1
Professional Write Plus (Windows)	Version 1.0

<b>File formats</b>	<b>Versions</b>
Q&A (DOS)	Version 2.0
Q&A Write (Windows)	Version 3.0
Samna Word	Versions through Samna Word IV+
Signature	Version 1.0
SmartWare II	Version 1.02
Sprint	Versions through 1.0
StarOffice Writer	Versions 5.2 (text only) and 6.x–8.x
Total Word	Version 1.2
Unicode Text	All versions
UTF-8	All versions
Volkswriter 3 & 4	Versions through 1.0
Wang PC (IWP)	Versions through 2.6
WordMARC	Versions through Composer Plus
WordStar (DOS)	Versions through 7.0
WordStar (Windows)	Version 1.0
WordStar 2000 (DOS)	Versions through 3.0
XyWrite	Versions through III Plus

## DESKTOP PUBLISHING FORMATS

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The following desktop publishing file formats can be converted:

<b>File formats</b>	<b>Versions</b>
Adobe FrameMaker (MIF)	Versions 3.0, 4.0, 5.0, 5.5, and 6.0 and Japanese 3.0, 4.0, 5.0, and 6.0 (text only)



# DATABASE FORMATS

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The following database file formats can be converted:

<b>File formats</b>	<b>Versions</b>
Access	Versions through 2.0
dBASE	Versions through 5.0
DataEase	Version 4.x
dBXL	Version 1.3
Enable	Versions 3.0, 4.0, and 4.5
First Choice	Versions through 3.0
FoxBase	Version 2.1
Framework	Version 3.0
Microsoft Works (Windows)	Versions through 4.0
Microsoft Works (DOS)	Versions through 2.0
Microsoft Works (Mac)	Versions through 2.0
Paradox (DOS)	Versions through 4.0
Paradox (Windows)	Versions through 1.0
Personal R:BASE	Version 1.0
R:BASE 5000	Versions through 3.1
R:BASE System V	Version 1.0
Reflex	Version 2.0
Q & A	Versions through 2.0
SmartWare II	Version 1.02

## SPREADSHEET FORMATS

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The following spreadsheet file formats can be converted:

<b>File formats</b>	<b>Versions</b>
Enable	Versions 3.0, 4.0, and 4.5
First Choice	Versions through 3.0
Framework	Version 3.0
Lotus 1-2-3 (DOS & Windows)	Versions through 5.0
Lotus 1-2-3 (OS/2)	Versions through 2.0
Lotus 1-2-3 Charts (DOS & Windows)	Versions through 5.0
Lotus 1-2-3 for SmartSuite	Versions 97–Millennium 9.6
Lotus Symphony	Versions 1.0, 1.1, and 2.0
Mac Works	Version 2.0
Microsoft Excel Charts	Versions 2.x–7.0
Microsoft Excel (Mac)	Versions 3.0–4.0, 98, 2001, 2002, 2004, and v.X
Microsoft Excel (Windows)	Versions 2.2 through 2007
Microsoft Multiplan	Version 4.0
Microsoft Works (Windows)	Versions through 4.0
Microsoft Works (DOS)	Versions through 2.0
Microsoft Works (Mac)	Versions through 2.0
Mosaic Twin	Version 2.5
Novell Perfect Works	Version 2.0
PFS:Professional Plan	Version 1.0
Quattro Pro (DOS)	Versions through 5.0 (text only)
Quattro Pro (Windows)	Versions through 12.0 (text only)
SmartWare II	Version 1.02

<b>File formats</b>	<b>Versions</b>
StarOffice/OpenOffice Calc (Windows and UNIX)	StarOffice versions 5.2–8.x and OpenOffice versions 1.1 and 2.0 (text only)
SuperCalc 5	Version 4.0
VP Planner 3D	Version 1.0

## PRESENTATION FORMATS

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The following presentation file formats can be converted:

<b>File formats</b>	<b>Versions</b>
Corel/Novell Presentations	Versions through 12.0
Harvard Graphics (DOS)	Versions 2.x and 3.x
Harvard Graphics (Windows)	Windows versions
Freelance (Windows)	Versions through Millennium 9.6
Freelance (OS/2)	Versions through 2.0
Microsoft PowerPoint (Windows)	Versions 3.0–2007
Microsoft PowerPoint (Mac)	Versions 4.0–v.X
StarOffice/OpenOffice Impress (Windows and UNIX)	StarOffice versions 5.2 (text only) and 6.x–8.x (full support) and OpenOffice versions 1.1 and 2.0 (text only)

## GRAPHIC FORMATS

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The following graphic file formats can be converted:

<b>File formats</b>	<b>Versions</b>
Adobe Photoshop (PSD)	All versions
Adobe Illustrator	Versions 7.0 and 9.0
Adobe FrameMaker graphics (FMV)	Vector/raster through 5.0
Adobe Acrobat (PDF)	Versions 1.0, 2.1, 3.0, 4.0, 5.0, 6.0, and 7.0 (including Japanese PDF)
Ami Draw (SDW)	Ami Draw
AutoCAD Interchange and Native Drawing formats (DXF and DWG)	AutoCAD Drawing Versions 2.5–2.6, 9.0–14.0, 2000i, and 2002
AutoCAD Drawing	Versions 2.5–2.6, 9.0–14.0, 2000i and 2002
AutoShade Rendering (RND)	Version 2.0
Binary Group 3 Fax	All versions
Bitmap (BMP, RLE, ICO, CUR, OS/2 DIB & WARP)	All versions
CALS Raster (GP4)	Type I and Type II
Corel Clipart format (CMX)	Versions 5–6
Corel Draw (CDR)	Versions 3.x–8.x
Corel Draw (CDR with TIFF header)	Versions 2.x–9.x
Computer Graphics Metafile (CGM)	ANSI, CALS NIST version 3.0
Encapsulated PostScript (EPS)	TIFF header only
GEM Paint (IMG)	All versions
Graphics Environment Mgr (GEM)	Bitmap and vector
Graphics Interchange Format (GIF)	All versions
Hewlett Packard Graphics Language (HPGL)	Version 2

<b>File formats</b>	<b>Versions</b>
IBM Graphics Data Format (GDF)	Version 1.0
IBM Picture Interchange Format (PIF)	Version 1.0
Initial Graphics Exchange Spec (IGES)	Version 5.1
JBIG2	JBIG2 graphic embeddings in PDF files
JFIF (JPEG not in TIFF format)	All versions
JPEG (including EXIF)	All versions
Kodak Flash Pix (FPX)	All versions
Kodak Photo CD (PCD)	Version 1.0
Lotus PIC	All versions
Lotus Snapshot	All versions
Macintosh PICT1 & PICT2	Bitmap only
MacPaint (PNTG)	All versions
Micrografx Draw (DRW)	Versions through 4.0
Micrografx Designer (DRW)	Versions through 3.1
Micrografx Designer (DSF)	Windows 95, version 6.0
Novell PerfectWorks (Draw)	Version 2.0
OS/2 PM Metafile (MET)	Version 3.0
Paint Shop Pro 6 (PSP)	Windows only, versions 5.0–6.0
PC Paintbrush (PCX and DCX)	All versions
Portable Bitmap (PBM)	All versions
Portable Graymap (PGM)	No specific version
Portable Network Graphics (PNG)	Version 1.0
Portable Pixmap (PPM)	No specific version
Postscript (PS)	Levels 1–2
Progressive JPEG	No specific version

<b>File formats</b>	<b>Versions</b>
Sun Raster (SRS)	No specific version
StarOffice/OpenOffice Draw (Windows and UNIX)	StarOffice versions 5.2–8.x and OpenOffice versions 1.1 and 2.0 (text only)
TIFF	Versions through 6
TIFF CCITT Group 3 & 4	Versions through 6
Truevision TGA (TARGA)	Version 2
Visio (preview)	Version 4
Visio	Versions 5, 2000, 2002, and 2003
WBMP	No specific version
Windows Enhanced Metafile (EMF)	No specific version
Windows Metafile (WMF)	No specific version
WordPerfect Graphics (WPG & WPG2)	Versions through 2.0
X-Windows Bitmap (XBM)	x10 compatible
X-Windows Dump (XWD)	x10 compatible
X-Windows Pixmap (XPM)	x10 compatible

## COMPRESSED FORMATS

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The following compressed file formats can be converted:

File formats	Versions
GZIP	
LZA Self Extracting Compress	
LZH Compress	
Microsoft Binder	Versions 7.0–97 (conversion of files contained in the Binder file is supported only on Windows)
UUEncode	
UNIX Compress	
UNIX TAR	
ZIP	PKWARE versions through 2.04g

## E-MAIL FORMATS

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The following e-mail file formats can be converted:

File formats	Versions
Microsoft Outlook Folder (PST)	Microsoft Outlook Folder and Microsoft Outlook Offline Folder files versions 97, 98, 2000, 2002, and 2003
Microsoft Outlook Message (MSG)	Microsoft Outlook Message and Microsoft Outlook Form Template versions 97, 98, 2000, 2002, and 2003
MIME	MIME-encoded mail messages. For details, see <a href="#">MIME Support Notes</a> (page C-12).

## ***MIME Support Notes***

The following is detailed information about support for MIME-encoded mail message formats:

- ❖ MIME formats, including:
  - EML
  - MHT (Web Archive)
  - NWS (Newsgroup single-part and multi-part)
  - Simple Text Mail (defined in RFC 2822)
- ❖ TNEF Format
- ❖ MIME encodings, including:
  - base64 (defined in RFC 1521)
  - binary (defined in RFC 1521)
  - binhex (defined in RFC 1741)
  - btoa
  - quoted-printable (defined in RFC 1521)
  - utf-7 (defined in RFC 2152)
  - uue
  - xxe
  - yenc

Additionally, the body of a message can be encoded several ways. The following encodings are supported:

- ❖ Text
- ❖ HTML
- ❖ RTF
- ❖ TNEF
- ❖ Text/enriched (defined in RFC1523)
- ❖ Text/richtext (defined in RFC1341)
- ❖ Embedded mail message (defined in RFC 822). This is handled as a link to a new message.



**Note:** The attachments of a MIME message can be stored in many formats. All supported attachment types are processed.



## OTHER FORMATS

---

The following other file formats can be converted:

File formats	Versions
Executable (EXE, DLL)	
HTML	Versions through 3.0 (with some limitations)
Macromedia Flash	Macromedia Flash 6.x, Macromedia Flash 7.x, and Macromedia Flash Lite (text only)
Microsoft Project	Versions 98–2003 (text only)
MP3	ID3 information
vCard, vCalendar	Version 2.1
Windows Executable	
WML	Version 5.2
XML	Text only
Yahoo! Instant Messenger	Versions 6.x and 7.x



## D

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\* zlib.h -- interface of the 'zlib' general purpose compression library  
version 1.2.3, July 18th, 2005

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