Product Info

Neevia Technology

"Changing the way people view, share and work with e-documents"

❖ Neevia docCreator   **Download / Try It** • **Pricing / Buy Now** • **Client List**

Current version: **2.5** released on December 7, 2004 - view ChangeLog

| Features | Specifications | Product Comparison | **FAQs** |

General | **Purchasing** | **Tech Support** | **Installing / Evaluating** | **Troubleshooting**

Q: What is Neevia docCreator?
A: Neevia docCreator is one of the most flexible COM (ActiveX) objects that can be used to create PDF, PostScript, EPS, TEXT, TIFF, JPEG, BMP, PCX, PNG, PSD and PCL-XL files from Active Server Pages, Visual Basic, VB.NET, Borland Delphi or any Windows NT, 2000, XP, 2003 application that supports ActiveX objects.

Q: How can I create PDF / Image files with docCreator?
A: To create a PDF / Image files with docCreator you have to integrate it into your application and use the print to PDF/Image capabilities.

Q: What are the main docCreator features?
A: Bellow are listed the main docCreator features:

- Multi-threaded conversion;
- Unlimited number of conversions;
- No Adobe software required;
- Distill PostScript/EPS files;
- Convert to PDF, PostScript, TIFF (including Class F), BMP, PNG, PCX, JPEG;
- Font embedding, resolution, compression and multi-language support;
- 40/128 bits PDF encryption support; Encrypt existing PDF documents;
- PDF merge and split functionality;
- Fill PDF forms;
- Add watermark and stationery; Stamp existing PDF files;
- ActiveX object included for on the fly conversion;
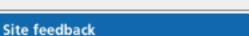- Optimized settings for press, print and screen output;

Q: What is PDF linearization?
A: PDF linearization is a way to optimize PDF files for more efficient viewing over the web. Pages are loaded faster and the user does not have to wait until the entire PDF file is uploaded by the browser.

Q: Does Neevia Technology offer different language versions of docCreator?
A: Neevia currently offers only the English version of docCreator.

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Q: How can I order docCreator?
A: You can purchase docCreator online at http://www.neevia.com or via the Neevia Technology Sales Department at sales@neevia.com.

Q: How is docCreator licensed?
A: docCreator is licensed per computer.

Q: How much does docCreator cost?
A: The cost of one license of docCreator is US$249. Discounted volume licensing is available - please see the complete pricelist or contact Neevia Technology Sales Department at sales@neevia.com for more details. We also offer discounted pricing for government and educational institutions.

Q: Is site licensing available for docCreator?
A: Yes, Neevia Technology offers a competitive site-licensing program for docCreator. Please contact Neevia Technology Sales Department at sales@neevia.com for more details on this type of licensing.

Q: What payment and delivery options do I have?
A: All Neevia products can be bought online or through a purchase order. The main delivery method is via download.

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Testimonials

❝❝ We started using Document Converter Pro in a project recently. The old solution, using Acrobat, required manual intervention every 2 - 3 days. Document Converter Pro has now been running uninterrupted for almost 4 weeks. This, combined with the excellent response I have had from your support team, makes me (and my client) extremely happy with your product & services. ❞❞

Philip Warner
Albatross Consulting Pty Ltd

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Q: What support is offered if I have any technical questions regarding docCreator?
A: Free support for the first year is available to all Neevia customers. Our support department can be reached by submitting a request to support@neevia.com. Telephone support is also available - to reach our support department call (954) 893-9343 - 9AM to 5PM EST.

Q: How long does it normally take to receive a response from the support department?
A: We will respond and solve all technical support issues within two business hours (9AM to 5PM EST). This response time may vary depending on the nature of each issue submitted.

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Q: How can I download an evaluation version of docCreator?
A: An evaluation version of docCreator can be downloaded from our website - http://neevia.com/download/product/?prodid=CR25.

Q: What are the limitations of the evaluation version?
A: The evaluation version is a fully functional copy of the licensed product. Files created using the evaluation version will contain a "trial" watermark on every page.

Q: Do I need to uninstall my trial version in order to install the full version after I purchase a license?
A: No. All you need to do is register the docCreator with the registration info sent to you after the purchase. This process is fully documented in the docCreator User's Manual.

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Q: I get an error message when trying to install docCreator. What should I do?
A: Here are the things you should consider:
1. Make sure that you are logged with the Administrator account;
2. Make sure that the Print Spooler service is started;
3. Reboot the computer and try the docCreator installer again;
4. If the steps above don't help try this: in windows go Start->Settings->Printers->Add a printer->install the Apple Color LW 12/660PS printer driver on your system, then reboot the computer and try the docCreator installer again.

Q: I get an error message when trying to call the StartPrinting method. What should I do?
A: Make sure that the user account you are calling docCreator from has printer management permissions (by default only local admins have this permission).
As a workaround you can use the docCreator DCOM interface (instead of the COM) and specify the user account it should run in:

- in your application add a reference to the docCreator DCOM library;
- type dcomcnfg in the command prompt and press Enter;
- find and select docCreator DCOM in the Applications list, then press the Properties button;

If you have windows 2003 then type dcomcnfg in the command prompt, expand the Component Services group, expand the Computers group, expand the My Computer group, expand the DCOM Config group, find and select the docCreator DCOM library->right mouse click->Properties.
- click the Identity tab. Check the "This user" checkbox, press Browse and specify the Administrator account;
- enter and re-enter the Administrator password;
- click the Security tab. Check the Use custom access permissions checkbox, press Edit and add the "Everyone" user account;
- check the "Use custom launch permissions" checkbox, press Edit and add the "Everyone" user account;
- reboot the computer;

Q: Everytime I call the StartPrinting / StopPrinting methods a print event is logged in the System log. How do I disable that?
A: If you want to stop monitoring the print events in the system log, add to the HKEY_LOCAL_MACHINE \SYSTEM\CurrentControlSet\Control\Print\Providers registry key the following entry:
Name: EventLog
Type: DWORD
Value: 0
There is no need to reboot, but you will have to stop and restart the Print spooler service.

Q: When converting PDF files the paper size in the output document is different from the original. How can I fix that?
A: By default, docCreator will set the page size to the MediaBox. Some PDF files, however, have a CropBox that is smaller than the MediaBox and may include white space, registration or cutting marks outside the CropBox. To force docCreator use the CropBox rather than the MediaBox set the following docCreator property UseCropBox=true.

Q: I'm trying to stamp a PDF file, however the stamp doesn't appear on the output document. What is wrong?
A: First make sure that the PDF file you are trying to stamp is not encrypted (password protected). If it's not make sure that StampX and StampY properties are within page size limits. Also try to set Watermark=0 - this will force docCreator to place the watermark / stationery on top of the page content (if the document you are trying to stamp has a non-transparent background and you set Watermark=1 the watermark will not be visible as it will be covered by the non-transparent background).

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