Product Info

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

⌐ Neevia Document Converter Pro

Download / Try It • Pricing / Buy Now • Client List

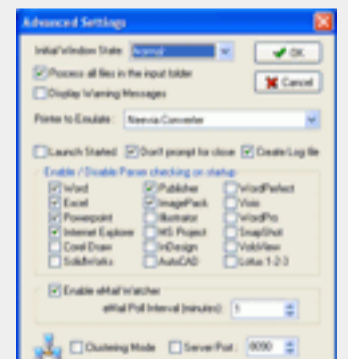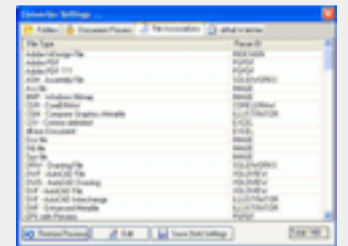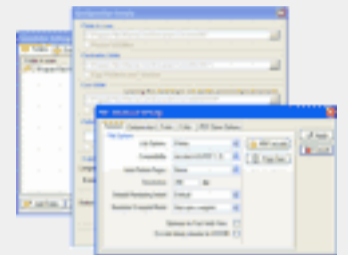Current version: **4.9.9** released on December 29, 2004 - view ChangeLog

| Features | Specifications | Product Comparison | FAQs |

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

Screenshots

Q: What is Neevia Document Converter Pro?
A: Neevia Document Converter is a high performance software product that dynamically converts HTML, Microsoft Office 2000, XP, 2003, Office 97, WordPerfect, PostScript and many other document types to PDF, PostScript, JPEG, TIFF, PNG, PCX and BMP. It operates in both a batch mode via directory or email scanning and in direct mode via a COM component.

Q: What file formats can be converted using Document Converter Pro?
A: Here is the complete list of supported file formats - http://neevia.com/pdf/supported.pdf.

Q: What are the main Document Converter Pro features?
A: Bellow are listed the main Document Converter Pro features:

- Multi-threaded conversion;
- Conversion scheduler;
- Unlimited number of conversions
- Failover and high performance clustering support - more info;
- No Adobe software required;
- Support for over 300 file types;
- Convert HTML with support for CSS, SSL, Java and Flash images;
- Convert to PDF, PostScript, TIFF (including Class F), BMP, PNG, PCX, JPEG;
- Convert MS Word hyperlinks/headings to pdf links/bookmarks;
- Convert MS Word form fields into PDF form fields;
- Font embedding, resolution, compression and multi-language support;
- PDF linearization (web optimization) support;
- 40/128 bits PDF encryption; Encrypt existing PDF files;
- Monitor and convert multiple input folders;
- Monitor and convert multiple eMail accounts;
- PDF merge and split functionality;
- Add watermark and stationery; Stamp existing PDF files;
- ActiveX object included for on the fly conversion;
- Run as Windows NT, 2000, XP, 2003 service;
- Optimized settings for press, print and screen output;

Q: Can Document Converter Pro preserve the hyperlinks and bookmarks in the original document?
A: Document Converter Pro can preserve the hyperlinks and bookmarks from Microsoft Word documents, converting headings to bookmarks, transforming table of contents, footnotes and indexes into PDF links, and configuring hyperlinks to launch the user's browser.

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 Document Converter Pro?
A: Neevia currently offers only the English version of Document Converter Pro.

[Top of Page]

:: Home   :: About Us   :: Products   :: Consulting   :: Support   :: Contact Us

Product Info

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

⇨ **Neevia Document Converter Pro**   **Download / Try It** • **Pricing / Buy Now** • **Client List**

Current version: **4.9.9** released on December 29, 2004 - view ChangeLog

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

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

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

Q: How is Document Converter Pro licensed?
A: Document Converter Pro is licensed per computer.

Q: How much does Document Converter Pro cost?
A: The cost of one license of Document Converter Pro is US$349. 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 Document Converter Pro?**
**A:** Yes, Neevia Technology offers a competitive site-licensing program for Document Converter Pro. 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.

[Top of Page]

Screenshots
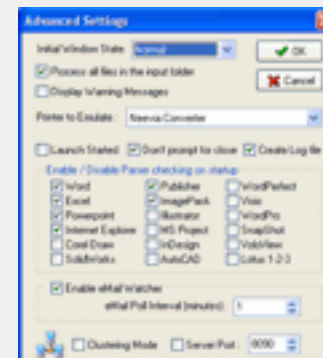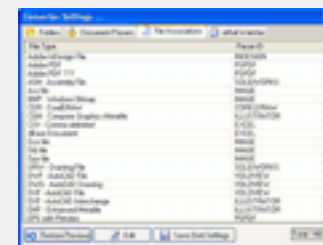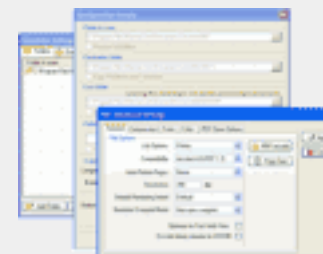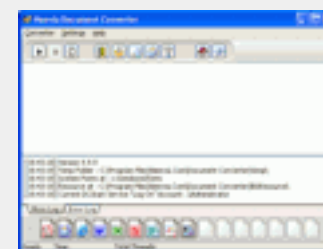
:: **Home**   :: **About Us**   :: **Products**   :: **Consulting**   :: **Support**   :: **Contact Us**

Product Info

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

⊳ Neevia Document Converter Pro   **Download / Try It** • **Pricing / Buy Now** • **Client List**

Current version: **4.9.9** released on December 29, 2004 - view ChangeLog

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

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

**Q: What support is offered if I have any technical questions regarding Document Converter Pro?**
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.

[Top of Page]

Screenshots
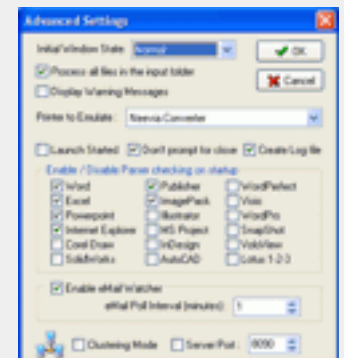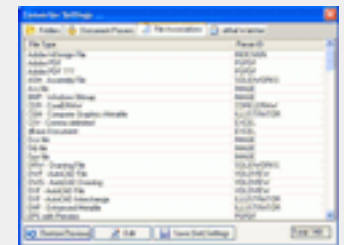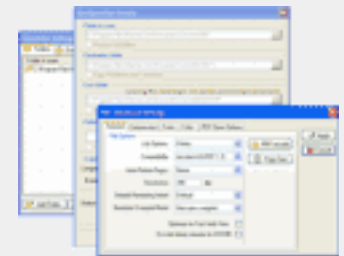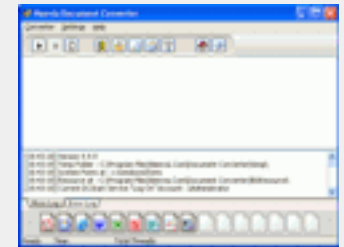
:: **Home** :: **About Us** :: **Products** :: **Consulting** :: **Support** :: **Contact Us**

Product Info

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

⊹ **Neevia Document Converter Pro**   **Download / Try It** • **Pricing / Buy Now** • **Client List**

Current version: **4.9.9** released on December 29, 2004 - view ChangeLog

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

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

Q: How can I download an evaluation version of Document Converter Pro?
A: An evaluation version of Document Converter Pro can be downloaded from our website - http://neevia.com/download/product/?prodid=DC49PRO.

**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 Document Converter Pro with the registration info sent to you after the purchase. This process is fully documented in the Document Converter Pro User's Manual.

[Top of Page]

Screenshots
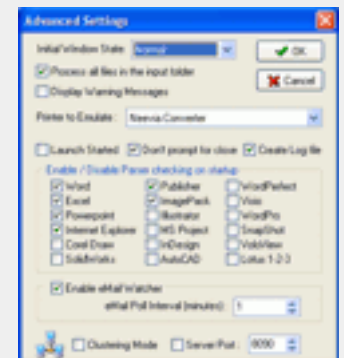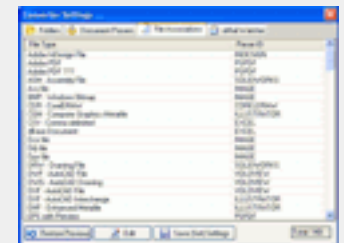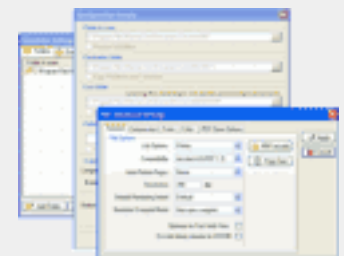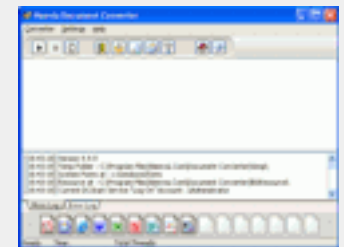
Product Info

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

Screenshots

⁑ **Neevia Document Converter Pro**   **Download / Try It** • **Pricing / Buy Now** • **Client List**

Current version: **4.9.9** released on December 29, 2004 - view ChangeLog

| Features | Specifications | Product Comparison | FAQs |

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

Q: I get an error message when trying to install Document Converter Pro. 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 Document Converter Pro 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 Document Converter Pro installer again.

Q: Document Converter Pro doesn't seem to detect MS Word (or some other application), however MS Word is installed on the computer. What can I do to fix that?
A: Here is what you should do:
1. In Document Converter go Settings->Advanced and make sure that MS Word checkbox is checked; If this doesn't help:
2. type dcomcnfg in the command prompt and press Enter;

- find and select the "Microsoft Word Document" 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 Microsoft Word Document->right mouse click->Properties.
- 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: I installed Document Converter Pro and it appears to constantly use more than 10% of the CPU resources, even when not converting documents. Is there any way I can decrease the CPU usage?
A: By default, Document Converter Pro is scanning the input folders continuously - so if you have a lot of subfolders/files, or some of your input folders are network drives/shares, or you have an antivirus software installed - the scanning can take some time and consume the CPU resources. What you can do is make Document Converter Pro scan the input folders once every 2 seconds - this should decrease the CPU usage. For that edit the dConverter.ini file and add this line ScanningDelay=2000 to the [MAIN] section (the interval is in milliseconds, 1 second=1000 milliseconds).

Q: When trying to run Document Converter Pro as windows service I get an "ERROR. CHECK SYSTEM PRINTER" error. What should I do?
A: Make sure that dcStart service is set to run in the Administrator or a member of the local Admins group user account (dcStart will not work in the LocalSystem account).

Q: When converting URL/HTML files I get a "parser timeout" error. What can I do to fix this?
A: By default, when converting url / html files, Document Converter Pro will try to disable JavaScript and other malicious content - this can cause Internet Explorer to crash and the conversion to timeout. To disable this Document Converter Pro feature, edit the dConverter.ini file and add this line EnableEvents=0 to the [EXPLORER] section.

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, Document Converter Pro 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 Document Converter Pro use the CropBox rather than the MediaBox, edit the dConverter.ini file and add this line UseCropBox=1 to the [PSPDF] section.

Q: How can I force Document Converter Pro to use the BoundingBox as paper size when converting EPS and PostScript files?
A: Edit the dConverter.ini file and add this line UseBoundingBox=1 to the [PSPDF] section.

[Top of Page]