

## Product Info

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#### Q: What is Neevia docuPrinter SDK?

**A:** docuPrinter SDK is a software development tool that can be used by developers and programmers to control docuPrinter LT, Pro or TSE and programmatically create PDF or Image files from their own applications.

#### Q: What file formats can docuPrinter SDK convert?

**A:** Any file that can be printed in MS Windows can also be converted **to PDF** or Image using docuPrinter SDK.

#### Q: What are the main docuPrinter SDK features?

**A:** Bellow are listed the main docuPrinter SDK features:

- Windows 95, 98, Me, NT4.0, 2000, XP, 2003;
- Create PDF, EPS, PostScript, TEXT, JPEG, TIFF, PNG, PCX, BMP, PSD and PCL-X files from any Windows application that supports printing;
- 40/128 bits PDF encryption (security) support;
- PDF linearization (fast web view) support;
- Font embedding, resolution and image compression support;
- Apply stationery and watermark;
- Customize the docuPrinter LT, Pro and TSE user interface;
- Multi-language support;
- Combine (merge) multiple documents into a single PDF file;
- Combine (merge) multiple documents into a single TIFF file;
- Control the docuPrinter Word macro for Enhanced PDF creation from Word;
- Control the docuPrinter PowerPoint macro for Enhanced PDF creation from PowerPoint

#### 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.

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### Neevia Technology

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

### Testimonials



“ I bought a new laptop and one of the software applications that I can't function without is docuPrinter LT ... so I bought another copy ... nice product ... great price. ”

John Overland  
Plymouth, MN

### Site feedback



If you have any comments or suggestions about our web site, please feel free to email them to [web@neevia.com](mailto:web@neevia.com).

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#### Q: How can I order docuPrinter SDK?

A: You can purchase docuPrinter SDK online at <http://www.neevia.com> or via the Neevia Technology Sales Department at [sales@neevia.com](mailto:sales@neevia.com).

#### Q: How is docuPrinter SDK licensed?

A: docuPrinter SDK is licensed per computer.

#### Q: How much does docuPrinter SDK cost?

A: The cost of one license of docuPrinter SDK is US\$30. Discounted volume licensing is available - please see the complete pricelist or contact Neevia Technology Sales Department at [sales@neevia.com](mailto:sales@neevia.com) for more details. We also offer discounted pricing for government and educational institutions.

#### Q: Is site licensing available for docuPrinter SDK?

A: Yes, Neevia Technology offers a competitive site-licensing program for docuPrinter SDK. Please contact Neevia Technology Sales Department at [sales@neevia.com](mailto: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



“ In the past our users had to have a lot of Adobe knowledge. After we purchased Document Converter Pro our users simply email their documents for conversion and they get them emailed back as PDF files. The whole PDF creation process got simplified greatly! ”

Michael Rederberg  
LTX Dynamics

### Site feedback



If you have any comments or suggestions about our web site, please feel free to email them to [web@neevia.com](mailto:web@neevia.com).

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#### **Q: What support is offered if I have any technical questions regarding docuPrinter SDK?**

**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](mailto: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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### Testimonials



“ We use Document Converter Pro for converting various document formats into PDF and have been impressed by the speed and flexibility of your application. More importantly for us it was the quality of the support we have received. From the first email our requests have been handled efficiently and promptly. The standard of service is excellent. ”

Alessandra Desandi  
CargoTrans SpA

### Site feedback



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#### **Q: How can I download an evaluation version of docuPrinter SDK?**

**A:** An evaluation version of docuPrinter SDK can be downloaded from our website - <http://neevia.com/download/product/?prodid=DP50SDK>.

#### **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 docuPrinter SDK with the registration info sent to you after the purchase. This process is fully documented in the docuPrinter SDK User's Manual.

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### Testimonials



“... I downloaded docuPrinter Pro and I am impressed with it. Now I can virtually eliminate the paper files that are stuffing every available space. Thank you so much for this wonderful program - the ease of use is incredible ...”

Scott Fistel  
Law Office of Fistel & Associates

### Site feedback



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#### Q: I get an error message when trying to install docuPrinter SDK. What should I do?

**A:** Here are the things you should consider:

1. Before installing docuPrinter SDK make sure that you have installed docuPrinter LT, Pro or TSE on the computer;
2. Make sure that the Print Spooler service is started;
3. Make sure that the user account you are installing docuPrinter SDK from has write access permissions to the HKEY\_LOCAL\_MACHINE\SOFTWARE registry key;
4. Reboot the computer and try the docuPrinter SDK installer again;

#### Q: The JPEG files that I create through docuPrinter SDK seem to be grayed. How can I improve that?

**A:** docuPrinter SDK allows you to set the "quality" of the output JPG/JPEG files. For that set the JPEGImageQuality property to a higher setting to improve image quality.

*NOTE: Adjusting the image quality to a higher setting can cause your JPEG file to become larger (in file size) so experiment to see which setting works best for your documents.*

#### Q: What should I change in the docuPrinter SDK configuration to create smaller PDF files?

**A:** Here are several things you can try (note that, by default, docuPrinter SDK is configured to create high-quality PDF files optimized for printing):

- a. Set the following docuPrinter SDK property OptimizePDFfor="screen".
- b. Set the following docuPrinter SDK property TrueTypeFontDownloadOption=1.

#### Q: When I'm trying to append (insert before) pages to an existing PDF document with docuPrinter SDK, I get an error message (or the resulting PDF file is blank). What should I do?

**A:** Make sure that the PDF document you are trying to append to is not encrypted or in use by some other application;

#### Q: I have Windows 98 and the PDF files that I create with docuPrinter SDK appear to be "jagged". What do I do?

**A:** To solve the problem download and install this docuPrinter add-in <http://www.neevia.com/prods/driver98.exe>.

#### Q: Why some of the PDF files created with docuPrinter SDK cannot be displayed in MacOS X Preview?

**A:** MacOS X Preview doesn't support PDF files with custom true type font encoding - Acrobat Reader for MacOS X displays this type of PDF documents without any problem. A simple workaround is to force docuPrinter to produce PDF files with type1 (PostScript) fonts inside which are fully supported by MacOS X Preview - for this set TrueTypeFontDownloadOption=1.

#### Q: When I print from Word through docuPrinter SDK and my page orientation is Landscape the resulting PDF gets rotated. What do I do?

**A:** Try to set the following docuPrinter SDK property PDFAutoRotatePages="PageByPage".

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“ In the past our users had to have a lot of Adobe knowledge. After we purchased Document Converter Pro our users simply email their documents for conversion and they get them emailed back as PDF files. The whole PDF creation process got simplified greatly! ”

Michael Rederberg  
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### Site feedback



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