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## Using PDF reDirect

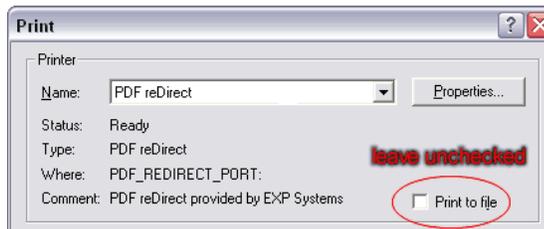
### Step 1



Select "Print" from your application (Word®, Excel®, etc.)

### Step 2 In the Print Dialog, Select the "PDF reDirect v2" Printer.

Do not choose to "Print to File", this option is to create printer files (.prn), not PDF files (.pdf).



### Step 3 Click on the "Print" Button.

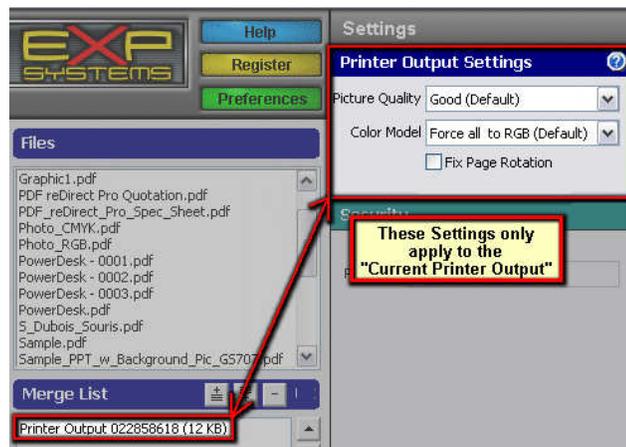
This will start the PDF reDirect program where you can choose where to create your PDF File.

### Step 4 The main PDF reDirect screen is displayed.

- Navigate to the drive and folder where you want to save your PDF File,
- To view the PDF before saving it to final destination:
  - A preview (thumbnail) of the PDF is shown in the lower right side of the window
  - Click the thumbnail to open the preview in the PDF Reader.

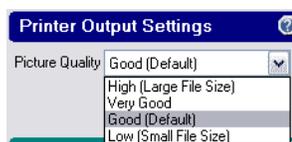
### Step 5 Changing Printer Output Settings

You can change various settings to optimize the quality and file size of your PDF. These settings only apply to the **current printer output** (ie the data just received from the printer, but not yet converted to a PDF). You cannot change these settings for a PDF file that has already been saved.



#### Picture Quality

You can reduce the file size by choosing a lower quality setting. This savings is achieved by down sampling high resolution pictures in your document to a lower resolution and by increasing the compression ratio for pictures. Viewing the PDF document at 100% zoom with Low Quality will maintain the original picture quality, but the details will be lost when zooming in.



*This setting will have no effect on documents which do not have pictures. Picture quality and resolution cannot be improved from the original picture. The resolution of the pictures are decreased to 150 dpi (Good setting) or 75 dpi (Low setting). The resolution of the original picture is maintained if you select High or Very Good settings.*



(click picture for full size version)

#### Color Model

- **Force all to RGB.** This option will force all objects to the RGB color model. This is the standard way of representing color objects and pictures and will keep pictures smaller. This is suitable for onscreen viewing and normal printing.
- **Keep CMYK objects.** This is used for output that will be printed eventually by a professional publishing company and requires that your source software outputs the color objects and pictures using the CMYK color model. By using this setting, you can keep this format intact which may be required by your publisher. This typically will yield greater color fidelity when printed.

#### Fix Page Rotation

- You can use this setting if the output shows up sideways.

### Step 6 Choose to Encrypt the PDF (optional)



- Select "Encrypt PDF File" to encrypt the PDF using a basic 40 bit encryption. Your PDF file will be protected and will not open unless the person opening the PDF can provide the correct password. Note: [a more secure 128 bit encryption](#) option as well as the ability to [lock a PDF](#) is only available in the Professional version.
- You will need to provide a password to save the encrypted PDF file. Later, the encrypted PDF will prevent any person who does not know this password from opening and reading the PDF.

### Step 7 Create the PDF File.

- Select the "View PDF after is has been created" checkbox to open the final PDF after is was created.
- Set the "view style" by selecting how you wish the PDF to appear when the PDF is opened in the future. You can:
  - have the PDF opened in a Window, or Full Screen
  - set the zoom level (100%, fit to width, or fit to Page)
- Click on the "Save" button.
- A progress indicator will let you know when your PDF is ready.

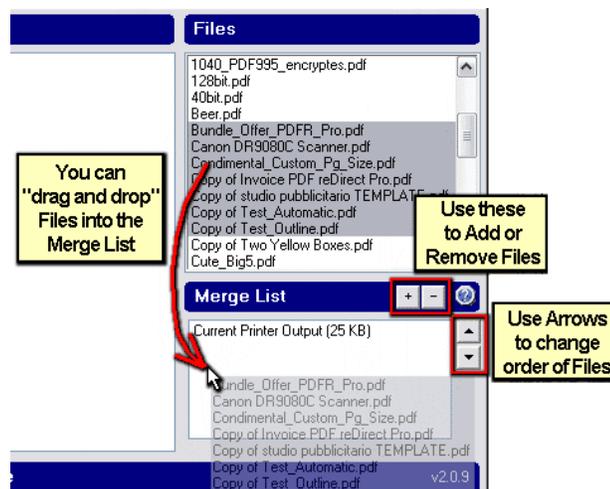
## Merging PDF Files

### Step 1 Start PDF reDirect Freeware

- Either via the "Print" menu of an application, or
- by starting it manually (from the Start Menu\Programs\PDF reDirect v2" [\[screenshot\]](#))

### Step 2 Merge PDF Files Together

- Drag additional PDF files (from different folders too) to the "Merge List" (see picture)
- Change the order of the PDF files by using the up and down buttons



### Step 3 Click "Save" to create the Merged PDF file.

- Note: The original PDF files are not deleted.
- You can choose to overwrite an existing file, even if it is in the Merge List.

## Preferences

### Preferences Preferences.

Click on this button to edit your general preferences for PDF reDirect Pro as follows:

- **PDF Overwrite:** You can choose to receive a warning if the program will overwrite an existing PDF file.
  - **Overwrite Existing File (No Warning).** Creates a new PDF and overwrites any file found with the same filename.
  - **Overwrite Existing File (Give Warning).** Creates a new PDF only if there is no file by that name that already exists. If such a file is found, the user is asked if he or she want to write over the existing file.
  - **Create New File with Sequence Number.** Creates a new PDF using the next sequence number using the format you specify: For example:
    - MyDocument.pdf <<< Original File
    - MyDocument - 0001.pdf
    - MyDocument - 0002.pdf, etc.
- **Conversion Engine.** You can use the following Postscript-to-PDF conversion engines. A conversion is required to convert the output of the virtual printer (in Postscript) to a PDF file. Both formats belong to Adobe and are very similar to one another.
  - **GNU Ghostscript** This engine is available as a free download under the GNU General Public License, which allows free use, and free copying and redistribution under certain conditions (including, in some cases, commercial distribution). This partial, non-modified version of this engine is installed during the installation of PDF reDirect Pro solely as a service to expedite the installation. You are entitled to a copy of the source code of this engine under the terms of this license. You are also entitled to the source code that PDF reDirect uses to control GNU Ghostscript. You can download them as follows:
    - Ghostscript Home Page: [\[HERE\]](#)
    - Most current Ghostscript Source Code: [\[HERE\]](#)
    - PDF reDirect Pro source code: [\[HERE\]](#)
  - **AFPL Ghostscript** You can use that engine if you prefer. Although this engine is a free download, there are restrictions that prevent its use. Please read the license carefully. More information is available [\[HERE\]](#).
  - **Distiller** If you have Adobe's Acrobat installed on your computer, you can use Distiller to perform the conversion process.
- **Language.** Use this to change the language of PDF reDirect Pro. Currently, English, Italian and French are supported. If you wish to create additional languages, you can download the Excel conversion file from our web site, in the download section. Please check with us by e-mail ([exp@exp-systems.com](mailto:exp@exp-systems.com)) before creating a new language file to see if someone is already creating the same one.

- **Startup Directory** allows you to select a different startup directory if you prefer. You can choose from the following options:
  - **Desktop (default).** This feature does not work properly on Windows NT (see the FAQ for details)
  - **Last Accessed Folder** automatically takes you to the last folder that you saved a file to.
  - **My Documents** shows the "My Documents" folder of the currently logged user. Note that this selection may cause a slight pause with Win XP SP1 as the directory is being read into memory. This selection does not work for Windows 95, 98 & ME users: simply use "Custom" and set the path to "C:\Windows\My Documents"
  - **Custom** allows you to specify any path you want (example: G:\Temp\PDF\_Files). To view the full path selected, simply place the mouse over the dropdown control momentarily: a box will appear which will show the complete path.

- **Version** allows you to read about the History and License of PDF reDirect Pro. Click on "Check Web for Updates" to see if an update is an available for download and installation.

- **Debug.** If you experience a problem, you can have PDF reDirect Pro create log files which you can then submit to EXP Systems for review. Make sure that you repeat the problem with the log turned ON before submitting a Bug Report. Once you have, click on the "Submit Bug Report" button. Normally, you should keep logging turned OFF.

## System Requirements

**Operating System** Windows® 95/98/ME/2000/XP/Server2000/Server2003  
requires Internet Explorer v5.0 Minimum

<b>Minimum Processor</b>	266MHz for Windows® 95
	400MHz for Windows® 98/ME
	500 MHz for Windows® 2000/XP
<b>Minimum Memory</b>	32MB for Windows® 95
	64MB for Windows® 98/ME/NT/2000
	128MB for Windows® XP
<b>PDF Viewing Software</b>	 Adobe Reader 7.0 (free download)
	 Older Versions of Adobe Reader (free download)

## Un-installation

- Step 1** Navigate to the Control Panel and select "Add or Remove Programs"
- Step 2** Locate the "PDF reDirect" entry in the list and select "Remove"
- Step 3** Follow the instructions to remove PDF reDirect.

## Installation FAQ

### Do I need to remove PDF reDirect v1.x first when upgrading to PDF reDirect Professional?

No. you can have both PDF reDirect v1.x and PDF reDirect v2.x or PDF reDirect Pro v2.x installed on the same computer at the same time.

### Do I need to remove PDF reDirect v2 first when upgrading to PDF reDirect Professional v2?

No. Start PDF reDirect v2, then click on the "PDF reDirect Professional" button, then click on the "Activate Pro Version" button. You can try PDF reDirect Pro for 90 days after the initial install of PDF reDirect v2.

### Is there a way "push" PDF reDirect to a network user?

Yes. Corporations can use the "quiet/silent" installation tool. It should be available for download from the web site on the download page by the time you read this. If not, contact us by e-mail. Note that the script provides no visual feedback to the user of success or failure. It is best if installation is performed right after a fresh boot, particularly if upgrading. If this is a fresh install, then the installation is likely to be trouble-free. Remote "pushing" of the software can be accomplished either by modifying the bootup script, or by using special software such as Computer Associate's "Remote Control". The installation must be done from an account with privileges that allow installation of a new printer, printer driver, printer port and a printer port monitor. Typically, the "administrator" account is used.

### Installation on Windows Server (Windows Terminal Services)

PDF reDirect v2 is compatible with Windows Terminal Services, but must be installed in a manner that ensures that it will be available to all your users. Please refer to your Windows Server documentation for complete details. We have successfully demonstrated compatibility by installing from an administrator account and using the "Add and Remove Programs" Control panel to install PDF reDirect. If you attempt to install the program simply by running the installation program, the installation will succeed, but your users will not be able to use the program.

### Installation on Citrix

Although PDF reDirect v2 "should" technically be compatible in the Citrix environment. We have had two users who have attempted installation, and have not reported any difficulties. As we do not have a Citrix license, we cannot at this time make compatibility claims.

### Can I use PDF reDirect on more than one computer?

Yes. You can install PDF reDirect v2 on any number of computers, provided the computers are your legal property.

### The installation fails.

#### New Installation

Check with your IT department: do you have the privileges necessary to add new printers, printer drivers and/or print monitors or printer ports? This is necessary for Windows 2000 and XP. In the addition, the print spooler service (spoolsv.exe) must be running to install printers successfully.

You might be able to find additional information in the error log. The error log is called "Installation\_Error\_Log.txt" and will be located either in:

1. the same folder as the installation program, or
2. the root directory of your drive ("C:") if the installation is run from a read-only media such as a CD-ROM.

#### Upgrading from an older version

Did you close all programs before upgrading? Typically, an open program that was used recently to print from to PDF reDirect will cause the Windows Print Spooler Service to "lock" access to the PDF reDirect printer, and will not permit the upgrade to proceed. You can either stop all programs and re-start the Print Spooler Service, or you can re-boot and re-attempt installation right afterwards. Either way seems to work well.

### The installation Fails (Error 50 or 170).

This error usually occurs during the installation of the printer port which is part of the virtual printer installation. It is installed through a Windows Service called the "Print Spooler" service. That service can occasionally "lockout" access to add or remove printers, port monitors and ports if it thinks that it is "busy". This may occur (for example) if you printed a document prior to the installation, particularly if the application used for printing is still open.

Your best bet for success is to ensure that all applications are closed before installation. If the error re-occurs, then restarting the "Print Spooler" service is usually effective. If you do not know how to restart a Windows Service, then the easiest way to achieve that goal is to shutdown and restart the computer. Once the computer has re-started, attempt to install PDF reDirect at that point: it should now work.

### The installation Fails (Error 3008).

Error 3008 mean "The specified print monitor is currently in use". This error implies to me that you have an older version of PDF reDirect already installed, and that you are trying to upgrade. Assuming that this is the case, these are the things you can try to resolve this problem:

1. Make sure that all applications are closed before performing the installation. It ensures that the Windows Printer Spooler is in a mode that allows the installation of printers.
2. If the above does not work, it is very effective to "re-start" the Windows Print Spooler. I am not sure you can do this on the "Home" version of Windows XP. However, in XP Pro, you would go through the Control Panel >>> Administrative tools >>> Services. In there, look for the "Print Spooler" service. Click the "STOP" button, and then click the "PLAY" button. Once done, re-attempt the installation.
3. **Easiest Solution.** Finally, you can also try installing right after a reboot of Windows. Often, this fixes most installation woes.

### The installation Fails (Error 1801).

Officially, Microsoft says that Error 1801 means "The printer name is invalid", but provides no other explanation. We have traced this problem to two possible reasons:

1. **You have insufficient privileges**
  - o You do not have write access to the print monitor part of the registry. In fact, one user who experienced this problem thought he had "administrator" privileges, but his IT department had restricted his account in such a way that writing to the "Monitors" section of the Printer Registry was restricted. This was resolved by fixing his privileges.
2. **There is a conflict**
  - o There may be a 3rd party port monitor that may have come with a printer currently installed, or which was installed in the past, but improperly removed. The following products are believed to cause the 1801 error:
    - PrimoPDF
    - HP6122 printer driver
    - Funk Software Proxy Host
  - o By removing the offending product, Some users were able to install PDF reDirect successfully. They were also able to re-install the offending product afterwards. However, in some instances, they found that the Port Monitor of the offending product remained even after removal, and they had to manually edit the registry to remove the Port Monitor entry. **WARNING!** Editing the registry can cause your computer to fail. Proceed only at your own risk: **EXP Systems LCC assumes no liability if you decide to edit your registry.** It is strongly recommended you make a backup of your registry before continuing any further.
  - o Open the registry with RegEdit and navigate to:
    - HKEY\_LOCAL\_MACHINE/  
System/  
CurrentControlSet/  
Control/  
Print/  
Monitors/
  - o Look for a registry key for the offending product. Delete the entry, and reboot. PDF reDirect should now install properly.
  - o Re-install the offending product (if applicable)

## FAQ

### How do I activate the free Professional Trial?

When in PDF reDirect v2 Window, click on the "PDF reDirect Professional" button.

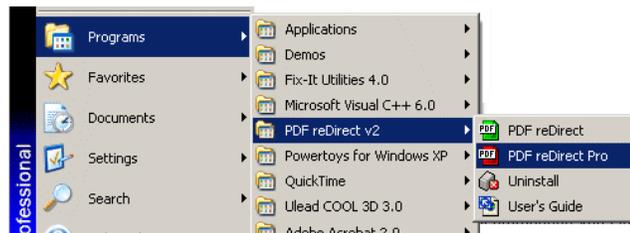


In the promotion screen that appears, click on the "Activate Pro Now" button.



### Where is the program icon to run PDF reDirect?

An icon was created during installation in your Start Menu as follows: Start\Programs\PDF reDirect v2



### Does PDF reDirect contain any "spyware"?

No.

### My virus program says that PDF reDirect contains a virus.

**We take virus protection seriously.** To protect you, all the files that make up PDF reDirect and the installation file are checked for viruses before being made available for download. The anti-virus program we use is NOD32, one of the best (and fastest) anti-virus programs. The log of the anti-virus program is made available on the forum for your review. You can find out about NOD 32 here:

- NOD32 home page: <http://www.eset.com>
- PC Magazine Review: <http://www.pcmag.com/article2/0,1759,1720842,00.asp>

Some anti-virus programs are overly sensitive. We have had the following experiences with the following anti-virus vendors in the past that were resolved:

- **EZ-Armor** reported a virus in 2004 which was cleared simply by re-compiling the program.
- **Kaspersky** was reporting a virus. We submitted PDF reDirect to their labs and they agreed that they were experiencing a "false-positive" problem, and they updated their definition file to remove their error on 16 Nov 05.
- **F-Secure** was also reporting a false-positive in mid-2005. The latest definition file has corrected this error
- **Norton Anti-virus** was also reporting a virus. Although they never replied to our e-mail, the new definition file (21 Oct 05) has fixed the "false-positive" problem.

If your anti-virus program reports a problem, please inform us immediately and send a copy of the "suspect file" to the manufacturer of your anti-virus program. They can manually confirm whether the file does include a virus (it should not), or that their virus definition file has an error.

### I would like to see a new feature.

We are continuously adding additional features to PDF reDirect. Please let us know what you want to see by: sending us an e-mail at [exp@exp-systems.com](mailto:exp@exp-systems.com)

### Does PDF reDirect slow down my computer?

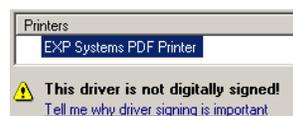
No. There are no programs running in the background. PDF reDirect only runs when you select to print to the PDF reDirect printer.

### Why does my Firewall request my permission to give access to PDF reDirect to the network?

There are two instances when this may occur.

Access Request	What is happening
 <p><b>ZoneAlarm Alert</b></p> <p>Do you want to allow Spooler SubSystem App to access the local network?</p>	During the installation process, the Windows print spooler service (spool.exe) is enumerating all of the installed printers as part of the installation of a new printer including checking for network printers. Denying or allowing access will not affect using PDF reDirect.
 <p><b>ZoneAlarm Alert</b></p> <p>Do you want to allow Install PDF.exe to access "file://C:/WINDOWS/System32/PDF reDirect/PDF_Help.htm"?</p>	This occurs at the completion of the installation program and is a bug either in the Firewall software or the installation program. The PDF reDirect readme file (this file) is an HTML document located on your hard drive, and yet you may be asked for your permission to open it. Choosing "No" will prevent the readme file from being opened. It is still accessible by clicking manually on the help icon after the installation has completed.

### Why is PDF reDirect not digitally signed?



As stated by Microsoft, digitally signed software have been tested for compatibility with Microsoft Windows operating systems through the use of Microsoft-provided testing procedures. This process is expensive and thus would make it impossible for us to release PDF reDirect as freeware.

### Is PDF reDirect compatible with the new Windows XP SP2?

PDF reDirect was tested with Windows XP SP2 and found to be compatible.

- When running the installation program for the first time on a Windows XP machine with SP2, you may see the following warning because the installation software does not have a Digital Certificate.
- Despite the warning, be assured that PDF reDirect contains no adware and no spyware of any kind. Please contact us should you have any questions or concerns.



### Do you have a help desk I can call?

Not at this time.

- You can contact us at [exp@exp-systems.com](mailto:exp@exp-systems.com) for one-on-one help. Our goal is to provide a response within 24 hours. Preference is given to registered users of PDF reDirect Professional.
- Alternatively, you can use the online [forum](#) to ask a question or to view updated information.

### Can PDF reDirect be setup as a server printer?

Yes. PDF reDirect can be used in the Windows Terminal Services environment.

### Can PDF reDirect be setup as a shared printer?

No.

### Do I need to change any printer settings?

Probably not. PDF reDirect provides reasonable default settings for most applications.

### The default startup folder "My Documents" does not work.

**This is a known bug for Windows 95, 98 and ME users.** Selecting "My Documents" as the default startup path will default to the "Desktop". To work around this problem, choose "custom" startup path, and select the following folder: "C:\My Documents".

### Does PDF reDirect use Ghostscript?

PDF reDirect v2 supports the following Postscript-to-PDF conversion engines.

- **GNU Ghostscript** This engine is available as a free download under the GNU General Public License, which allows free use, and free copying and redistribution under certain conditions (including, in some cases, commercial distribution). This partial, non-modified version of this engine is installed during the installation of PDF reDirect Pro solely as a service to expedite the installation. You are entitled to a copy of the source code of this engine under the terms of this license. You are also entitled to the source code that PDF reDirect uses to control GNU Ghostscript. You can download them as follows:
  - Ghostscript Home Page: [\[HERE\]](#)
  - Most current Ghostscript Source Code: [\[HERE\]](#)
  - PDF reDirect Pro source code: [\[HERE\]](#)
- **AFPL Ghostscript** You can use that engine if you prefer. Although this engine is a free download, there are restrictions that prevent its use. Please read the license carefully. More information is available [\[HERE\]](#).
- **Distiller** If you have Adobe's Acrobat installed on your computer, you can use Distiller to perform the conversion process.

### I am trying to convert a large document to a PDF file.

- PDF reDirect has been tested to work correctly with PDF files up to 50 MB in size and up to 350 pages (mostly text).
- Large documents with pictures and up to 180 pages have been demonstrated to work correctly.
- Some customers have reported having difficulty printing extremely large documents. Particularly large files may exceed the capacity of the Windows Virtual Memory at which point the creation of the PDF file may either fail, or progress extremely slowly.
- PDF conversion speed and success will depend on the speed of your processor (faster is better) and the amount of RAM you have installed.

### My output is rotated sideways

PDF reDirect attempts to auto-rotate each page individually based on the orientation of the text. If this occurs, choose "Fix Page Rotation" in the Printer Output Settings.

## Incompatibility List

### General

Some applications do not support all printer driver features. Usually the application simply ignores the feature, but in rare cases, a printing error may occur. As of 1/4/04, we had not received any report of such problems.

### Printing all Excel Sheets in one PDF

Microsoft has written a report on this problem (for Excel 97, but it also applies to Excel 2000 and Excel 2003). The Microsoft article is located here: <http://support.microsoft.com/default.aspx?scid=kb;en-us:166274&Product=xlw>

Basically, you have to make sure that all the worksheets in the workbook are set to the same resolution (ie same dpi = "dots-per-inch"). To do so:

- Select all of your worksheets, then
- Select File -> Page Setup.
- On the Page tab there is a dropdown at the bottom of the screen that says "Print Quality": make sure it is set to 300 dpi.
- Save your file.
- Select "Print" and the PDF should now contain the selected worksheets all in one document.

### PageMaker

**The problem:** PDF files generated when using Adobe Pagemaker have colors with a different saturation (shade) than what was displayed on the screen. An example is shown [HERE](#)

**The solution** (tested successfully on Pagemaker 5.0 and 7.0): PageMaker uses the Postscript Printer Description file (.PPD) from its own directory rather than use the one associated with the printer in the Windows Directory. This file describes the capabilities of a postscript printer. To fix the problem, download the following PPD [\[PDF\\_RDR.PPD\]](#) and place it in the PPD folder of the PageMaker Directory. The exact location of this Directory for Pagemaker 7.0 can vary from computer to computer. For a standard installation, the folder is:

"C:\Program Files\Adobe\PageMaker 7.0\RSRC\USENGLSH\ppd4"

When printing from PageMaker, make sure that "PDF reDirect" is the selected printer, and that the "PDF reDirect Virtual Printer" is also selected as the PPD file. This will fix the problem as shown [HERE](#)

### CorelDraw 8

**The Problem:** In CorelDraw 8, text which has an outline will not display the outline in the correct location on the page.

**The Workaround:** Either do not use outline on text, or convert the text to "curves" [CTRL+Q] before printing to a PDF File. A sample of this problem and the workaround is shown in this PDF file [HERE](#)

### MS Office 2003 (Word, Excel, etc...)

**The Problem:** The preview image does not appear (but the PDF is created properly).

**The Workaround:** Ensure that no drawing object has partial transparency (ie 1% to 99%). Use this workaround only if having a preview picture is important to you.

### Fineprint PDF Factory

PDF reDirect will not work if the Fineprint PDF Factory printer driver is also installed.

### PDF995

PDF reDirect is compatible with PDF995, but the reverse is not true. PDF reDirect will cease to work after using PDF995. You will need to reboot your computer to be able to use PDF reDirect again.