

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

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Tiff Converter Installation and Administration Guide, 10g Release 3 (10.1.3.3.0)
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Contributing Authors: Matt Hoffman, Eric Raney

Contributors: Brian Bergstrom, Alex Sanchez

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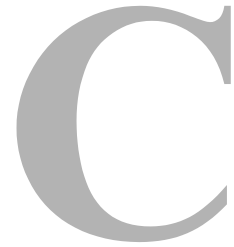
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INTRODUCTION

OVERVIEW

This section contains the following topics:

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

ABOUT THIS GUIDE





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

CONVENTIONS

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.

- ❖ 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. |

TIFF CONVERTER DOCUMENTATION

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

On-Line Help System

Tiff 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:

<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 Tiff 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:

`<refinery_install_dir>\weblayout\help\documentation\`

WHAT'S NEW

OVERVIEW

This section covers the following topics:

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

PRODUCT ENHANCEMENTS

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

- ❖ **Tiff Converter now installed using components for Inbound Refinery and Content Server**

Inbound Refinery has been redeveloped for version 10gR3. Inbound Refinery has the same 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. Tiff Converter has been redeveloped as component (TiffConverter) for Inbound Refinery and a corresponding support component (TiffConverterSupport) for Content Server.

- ❖ **New Administration Interface**

Tiff Converter has a new, web-based administration interface. The new interface leverages all Content Server interface features.

DOCUMENTATION ENHANCEMENTS

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

❖ **Reorganized Documentation Set**

The Tiff Converter documentation set has been reorganized and now contains the following documents:

- *Tiff Converter Installation and Administration Guide*—provides all information required to install, set up, and administer Tiff Converter version 10gR3 on a computer running Microsoft Windows.
- *DAM Conversion Products Release Notes*—provides the most current considerations for installing and administering all version 10gR3 Digital Asset Management (DAM) and conversion products, including Tiff converter.

❖ **Documentation Updated for Redeveloped Refinery and New Interface**

The Tiff Converter documentation set has been updated to cover the redeveloped refinery and the new administration interface.

TIFF CONVERTER OVERVIEW

OVERVIEW

This section covers the following topics:

- ❖ [About Tiff Converter](#) (page 3-2)
- ❖ [Tiff Converter Process Overview](#) (page 3-3)

ABOUT TIFF CONVERTER

Tiff Converter is a conversion add-on that is available for use with Inbound Refinery. Tiff Converter enables the following functionality specific to TIFF (Tagged Image File Format) files:

- ❖ Creation of a managed PDF file from a single or multiple-page TIFF file.
- ❖ Creation of a managed PDF file from multiple TIFF files that have been compressed into a single ZIP file.
- ❖ OCR (Optical Character Recognition) during TIFF-to-PDF conversion. This enables indexing of the text within checked-in TIFF files, so that users can perform full-text searches of these files.

Tiff Converter is supported on Windows only. For information on file formats and languages that can be converted by PdfCompressor, refer to the documentation provided by CVISION.



Important: Tiff Converter requires CVISION CVista PdfCompressor to perform TIFF-to-PDF conversion with OCR. PdfCompressor is not provided with Tiff Converter. You must obtain PdfCompressor from CVISION (<http://www.cvisiontech.com/cvistapdf.html>).

TIFF CONVERTER PROCESS OVERVIEW

Tiff Converter can process the following types of files:

- ❖ Single or multiple-page TIFF files (TIF or TIFF file extensions)
- ❖ Multiple TIFF files that have been compressed into a single zip file (TIFZ, TIZ, or ZIP file extensions)

When a TIFF file is checked into a content server, it is stored in the vault directory in its native format. If the file format is set up to be converted by an Inbound Refinery conversion filter (such as Tiff Converter), the content server checks for an active refinery (one that is not busy and is configured to accept the conversion). When the refinery accepts the job, the content server sends the conversion data and the file to be converted to the refinery. Inbound Refinery then calls the Tiff Converter add-on filter, which performs the actual conversion.

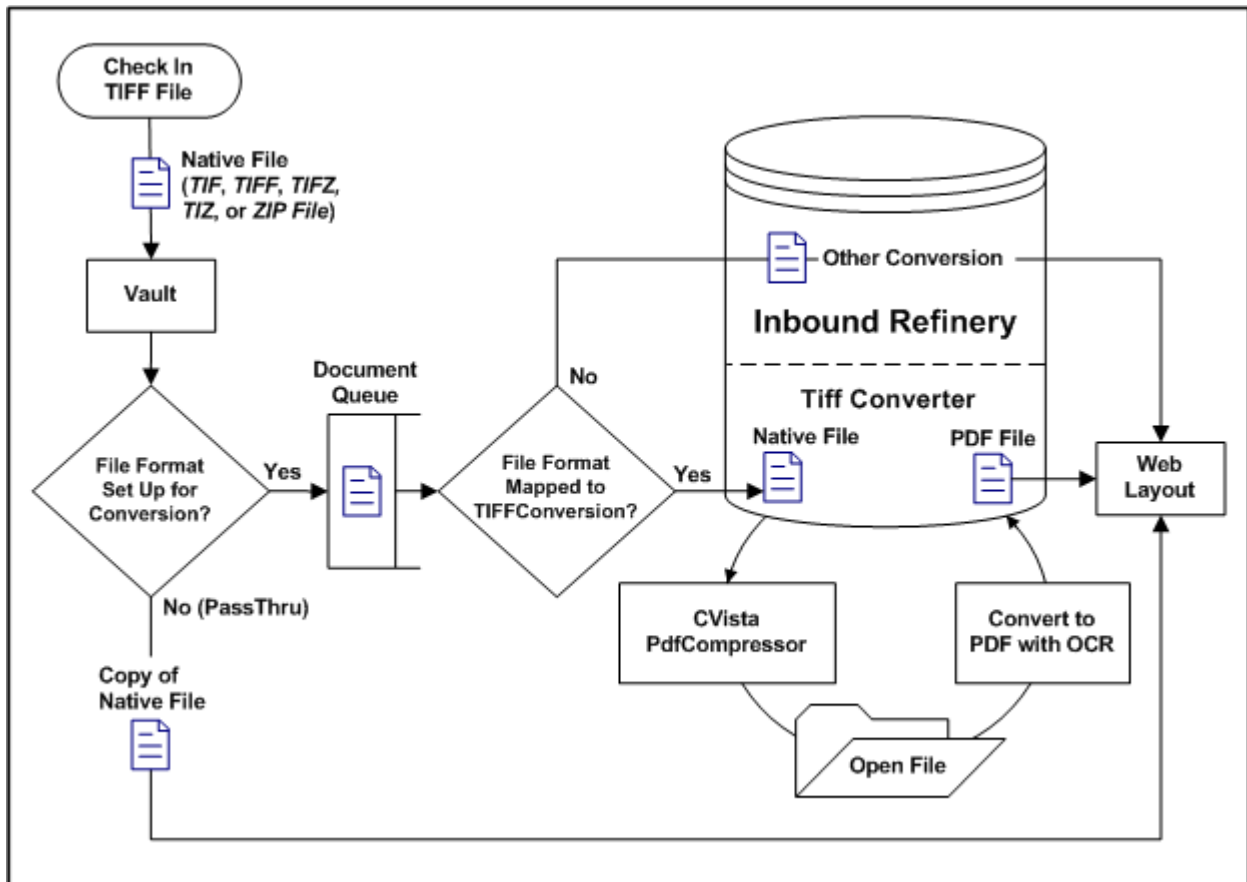
Tiff Converter is designed to use CVISION CVista PdfCompressor to convert the single-page TIFF file, multiple-page TIFF file, or zip file containing multiple TIFF files to a single Portable Document Format (PDF) file. During TIFF-to-PDF conversion, Optical Character Recognition (OCR), if configured and selected, is performed. This enables indexing of the text within checked-in TIFF files, so that Content Server users can perform full-text searches of these files.

The converted PDF files are stored in the content server's weblayout directory, which is the web-viewable file repository. The PDF files are then used as the primary web-viewable files for the content items in the content server.



Tech Tip: When viewing PDF files generated by Tiff Converter, use Adobe Acrobat Reader 6.0.1 or higher for the best results.

Figure 3-1 Tiff Converter process overview



The exact conversion process depends on the configuration of the content server, the refinery, Tiff Converter, and CVista PdfCompressor. For more information about configuring Tiff Converter after installation, see [Chapter 5 \(Configuring Tiff Converter Conversion Settings\)](#).

INSTALLING TIFF CONVERTER

OVERVIEW

This section covers the following topics:

- ❖ [Pre-Installation Tasks and Considerations](#) (page 4-2)
- ❖ [Installing CVISION's CVista PdfCompressor](#) (page 4-3)
- ❖ [Installing Tiff Converter](#) (page 4-4)
- ❖ [Uninstalling Tiff Converter](#) (page 4-6)
- ❖ [Updating Tiff Converter](#) (page 4-6)

PRE-INSTALLATION TASKS AND CONSIDERATIONS

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

- ❑ The TiffConverter component must be installed on a computer running the Microsoft Windows operating system. The TiffConverterSupport component may be installed on either a Windows or Unix system, as the refinery can service a content server running either operating system.
- ❑ Tiff Converter version 10gR3 requires Inbound Refinery version 10gR3. While it might be possible to use Tiff Converter with other versions of Inbound Refinery, Oracle, Inc. cannot guarantee that Tiff Converter version 10gR3 will function correctly when it is not used with a Inbound Refinery version 10gR3 instance.
- ❑ Tiff Converter version 10gR3 is supported on the same Windows operating systems as Inbound Refinery version 10gR3. For more information, refer to the *Inbound Refinery Installation Guide*.
- ❑ Tiff Converter is designed to use CVISION CVista PdfCompressor Professional Edition 3.1 to perform TIFF-to-PDF conversion with Optical Character Recognition (OCR). PdfCompressor must be obtained from CVISION (<http://www.cvisiontech.com/cvistapdf.html>).
- ❑ PdfCompressor must be installed on the Tiff Converter computer.
- ❑ Be mindful of the user account that you use to install and run Tiff Converter. The same user must be used to install all required third-party applications, install Inbound Refinery and Tiff Converter, and run Inbound Refinery and Tiff Converter.
- ❑ 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.

INSTALLING CVISION'S CVISTA PDFCOMPRESSOR

Tiff Converter 10gR3 is designed to use CVISION's CVista PdfCompressor Professional Edition 3.1 to perform TIFF-to-PDF conversion with OCR. When installing CVista PdfCompressor Professional Edition 3.1, consider the following tips and recommended settings:

- CVista PdfCompressor Professional Edition 3.1 must be installed on the same computer hosting the Inbound Refinery.
- CVista PdfCompressor Professional Edition must be purchased separately. It can be purchased from CVISION.
- CVista PdfCompressor DeskTop Edition will not work with Tiff Converter.
- CVista PdfCompressor must be installed using the same user login as used for the Inbound Refinery installation.
- When installing CVista PdfCompressor, complete a standard installation. This includes the installation of AFPL Ghostscript, which is provided with CVista PdfCompressor. For more information, refer to the CVISION documentation.

INSTALLING TIFF CONVERTER

The Tiff Converter is comprised of two separate components. One component is installed on the refinery and the other on the content server. The two components are:

- ❖ TiffConverter (refinery)
- ❖ TiffConverterSupport (content server)

These components are used in conjunction with a third-party PDF conversion program (CVision's CVista PdfCompressor) to properly effect tiff file conversions.



Important: It is imperative that the Tiff Converter components are installed properly on their respective refinery and content server instances (i.e., The TiffConverter component *must* be installed on the refinery, not on the content server). Should a reversal of the components occur, the Tiff Converter will not work.

This section covers the following topics:

- ❖ [Installing the Tiff Converter Components Using Component Manager](#) (page 4-4)
- ❖ [Installing the Tiff Converter Components Using Component Wizard](#) (page 4-5)

Installing the Tiff Converter Components Using Component Manager

To install the TiffConverter component using Component Manager, complete the following steps:

1. Open a new browser window and log into the content server or Inbound Refinery that is running the Admin Server for the refinery as a system administrator.
2. Launch the Admin Server.
3. On the Content Admin Server page, click the button of the refinery where you want to install the Tiff Converter component.

The status page for the refinery is displayed.

4. In the option list for the refinery, click the **Component Manager** link.
The Component Manager page is displayed.
5. Click the **Browse** button next to the **Install New Component** field.

6. Navigate to the TiffConverter component on the Inbound Refinery distribution media (*TiffConverter.zip*) select it, and close the file selection dialog.
7. Double click on the component zip file or select the component zip file and click **Open**.
8. Click **Install**. An overview page is displayed providing a list of the items that will be installed.
9. Click **Continue**. All required files are now installed. This might take a few minutes.
10. After all files have been copied, a message is displayed stating that the component was uploaded and installed successfully.
11. Click the link to enable the component and restart the refinery.

The status page for the refinery is displayed.

12. Click the restart button to restart the refinery.

To install the TiffConverterSupport component, complete the previous steps, installing instead the TiffConverterSupport component on each content server instance that is an agent to the refinery.

Installing the Tiff Converter Components Using Component Wizard

To install the TiffConverter component using Component Wizard, complete the following steps:

1. Start Component Wizard:
 - ❖ In Windows, choose **Start—Programs—Stellent Content Server—<refinery>—Utilities—Component Wizard**.

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 TiffConverter component on the Inbound Refinery distribution media (*TiffConverter.zip*).
4. Double-click on the zip file or 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. Close Component Wizard.
8. Restart the refinery.

To install the TiffConverterSupport component, complete the previous steps, installing instead the TiffConverterSupport component on each content server instance that is an agent to the refinery.



Note: For Content Servers hosted on UNIX, navigate to the `<install_dir>/bin` directory. At the command prompt, type `ComponentWizard`.

UNINSTALLING TIFF CONVERTER

To uninstall the Tiff Converter components, complete the following steps:

1. Disable and uninstall the TiffConverter (refinery) and TiffConverterSupport (content server) components using either Component Manager or Component Wizard.
2. Restart the refinery and each content server instance.
3. If desired, delete the following directories that are installed by these components:
 - `<refinery_install_dir>/custom/TiffConverter`
 - `<content_server_install_dir>/custom/TiffConverterSupport`
4. If desired, uninstall the third-party application (CVISION CVista PdfCompressor) used for Tiff conversion.

UPDATING TIFF CONVERTER



Note: Updates from pre-10gR3 versions of Tiff Converter to version 10gR3 are not supported.

Existing Tiff Converter versions 10gR3 can be updated to a newer version 10gR3 build (upon availability). To update Tiff Converter functionality, complete the following steps:

1. For each refinery instance, disable and uninstall the TiffConverter component using either Component Manager or Component Wizard.
2. Restart the refinery.

3. Install and enable the new TiffConverter component. For details, see [Installing Tiff Converter](#) (page 4-4).
4. Restart the refinery.
5. For each content server instance, disable and uninstall the TiffConverterSupport component using either Component Manager or Component Wizard.
6. Restart the content server.
7. Install and enable the new TiffConverterSupport component. For details, see [Installing Tiff Converter](#) (page 4-4).
8. Restart the content server.

CONFIGURING TIFF CONVERTER CONVERSION SETTINGS

OVERVIEW

This section covers the following topics:

Tasks

- ❖ [Configuring Content Servers to Send Jobs to Tiff Converter](#) (page 5-2)
- ❖ [Setting Accepted Conversions](#) (page 5-8)
- ❖ [Changing Timeout Settings](#) (page 5-8)
- ❖ [Configuring CVista PdfCompressor](#) (page 5-9)

Interface

- ❖ [CVista PdfCompressor Options Page](#) (page 5-14)

CONFIGURING CONTENT SERVERS TO SEND JOBS TO TIFF CONVERTER

File formats and conversion methods are used in Content Server to define how content items should be handled by Inbound Refinery and the conversion add-ons, including Tiff Converter. Installing and enabling the TiffConverterSupport component on a content server adds three TIFFConversion options on the File Formats Wizard page.

For a content item to be processed by Tiff Converter, its file extension (e.g., TIF or TIFF) must be mapped to a format name that is associated with the TIFFConversion conversion method. The added conversion options for Tiff Converter are not automatically mapped; they must be mapped manually. Information on setting these mappings is covered in the following sections:

- ❖ [Using the File Formats Wizard](#) (page 5-2)
- ❖ [Using the Configuration Manager](#) (page 5-4)
- ❖ [Tips for Processing Zip Files](#) (page 5-6)

Using the File Formats Wizard

File formats and conversion methods for Tiff Converter can be managed in Content Server using the File Formats Wizard. To make changes, complete the following steps:

1. Make sure you are logged into Content Server as an administrator.
2. In the navigation menu, select **Administration—Refinery Administration—File Formats Wizard**.

The File Formats Wizard for *<server name>* page is displayed.

3. Select or clear the Tiff to PDF (tif, tiff), Compressed Tiff to PDF (tifz, tiz), and Compressed Tiff to PDF (zip) check boxes as desired.



Tech Tip: The tif and tiff file extensions are included in two places (for mapping to ImageThumbnail and for mapping to TIFFConversion). This can cause contention between the check boxes for "Create thumbnail only for selected graphics" and the check boxes for Tiff Converter. For example, if you have selected "Tiff to PDF" and then select "Create thumbnail only..." and click Update, "Tiff to PDF" will be disabled and tif/tiff will be re-mapped to ImageThumbnail. In this case you must reselect "Tiff to PDF" to remap tif/tiff to TIFFConversion (all the other graphics formats are left mapped to ImageThumbnail). If you experience any problems using the File Formats Wizard to map file extensions for Tiff Converter, use the Configuration Manager to manually view and edit all your mappings exactly. For details, see [Using the Configuration Manager](#) (page 5-4).

- ❖ **Tiff to PDF (tif, tiff)**—Selecting this check box maps the TIF and TIFF file extensions to the graphic/tiff file format and associates the graphic/tiff file format with the TIFFConversion conversion method. Thus, when TIF or TIFF files are checked into the content server, they will be processed by the refinery using Tiff Converter and converted to PDF with OCR. Clearing this check box sets the graphic/tiff file format to PASSTHRU, so that TIF and TIFF files are not processed by Tiff Converter.
 - ❖ **Compressed Tiff to PDF (tifz, tiz)**—Selecting this check box maps the TIFZ and TIZ file extensions to the graphic/tiff-x-compressed file format and associates the graphic/tiff-x-compressed file format with the TIFFConversion conversion method. Thus, when TIFZ or TIZ files are checked into the content server, they will be processed by the refinery using Tiff Converter and converted to PDF with OCR. Clearing this check box sets the graphic/tiff-x-compressed file format to PASSTHRU, so that TIFZ and TIZ files are not processed by Tiff Converter.
 - ❖ **Compressed Tiff to PDF (zip)**—Selecting this check box maps the ZIP file extension to the application/x-zip-compressed file format and associates the application/x-zip-compressed file format with the TIFFConversion conversion method. Thus, when ZIP files are checked into the content server, they will be processed by the refinery using Tiff Converter and converted to PDF with OCR. Clearing this check box sets the application/x-zip-compressed file format to PASSTHRU, so that ZIP files are not processed by Tiff Converter.
4. Click **Update** to save your changes.

Using the Configuration Manager

File formats and conversion methods for Tiff Converter can be managed in Content Server using the Configuration Manager. To make changes, complete the following steps:

1. Make sure you are logged into Content Server as an administrator.
2. In the navigation menu, select **Administration—Admin Applets**.
The Administration Applets for *<server name>* page is displayed.
3. Click **Configuration Manager**.
The Configuration Manager applet is started.
4. Open the **File Formats** tab.
5. If you want single, unzipped TIFF files (TIF and TIFF) to be processed by Tiff Converter, complete the following steps:
 - a. In the File Formats section, make sure the **graphic/tiff** file format has been added and associated with the **TIFFConversion** conversion method.



Important: The TIFFConversion conversion method is only available when the TiffConverterSupport component has been installed and enabled, and the content server has been restarted.

- b. In the File Extensions section, make sure the **tif** and **tiff** file extensions have been added and mapped to the **graphic/tiff** file format.
6. If you want TIFF files that have been compressed into a single TIFZ or TIZ file to be processed by Tiff Converter, complete the following steps:
 - a. In the File Formats section, make sure the **graphic/tiff-x-compressed** file format has been added and associated with the **TIFFConversion** conversion method.
 - b. In the File Extensions section, make sure the **tifz** and **tiz** file extensions have been added and mapped to the **graphic/tiff-x-compressed** file format.
7. If you want TIFF files that have been compressed into a single ZIP file to be processed by Tiff Converter, complete the following steps:
 - a. In the File Formats section, make sure the **application/x-zip-compressed** file format has been added and associated with the **TIFFConversion** conversion method.
 - b. In the File Extensions section, make sure the **zip** file extension has been added and mapped to the **application/x-zip-compressed** file format.



Tech Tip: Use care when setting up the zip file extension, as it might be used in multiple ways in your environment. For more information, see [Tips for Processing Zip Files](#) (page 5-6).

Tips for Processing Zip Files

The ZIP file extension might be used in multiple ways in your environment. For example, you might be checking in:

- ❖ Multiple TIFF files compressed into a single ZIP file that you want Tiff Converter to convert to a single PDF file with OCR.
- ❖ Multiple file types compressed into a single ZIP file that you do not want to process (the ZIP file should be passed through in its native format).

If you are using the ZIP file extension in multiple ways, Oracle recommends configuring the content server to allow the user to choose how ZIP files are processed at check in (also referred to as Allow override format on checkin). To enable this content server functionality, complete the following steps:

1. Using the Admin Server General Configuration page, enable the **Allow override format on checkin** setting and click **Save**.
2. Restart the content server.
3. Using the Configuration Manager, set up your file formats:
 - ❖ Map the **application/x-zip-compressed** file format to the **TIFFConversion** conversion method. This option can then be selected to send ZIP files containing TIFF files to Tiff Converter. For a description, enter “Zipped Tiff to PDF”.
 - ❖ Set up an alternate file format, for example called **application/zip-passthru**, mapped to **PassThru** for zipped files that should not be converted. For a description, enter “Zip Passthru”.



Note: The Content Check In Form page lists file formats by their description.

4. Map the **ZIP** file extension to the file format that will be used most commonly. This will be the default conversion method for ZIP files.
5. When a user checks in a ZIP file, the user can override the default conversion method by selecting any of the conversion methods you have set up.

Figure 5-2 Content Check In Form with format overrides for handling different types of ZIP files

Content Check In Form

Content ID: 001

Type: ADACCT - Acme Accounting Department

Title: Test_Compressed_TIFF_Files

Author: sysadmin sysadmin

Security Group: Public

Primary File: C:\Testdata\Docs\Documents.zip

Format: Zipped TIFF to PDF

Alternate File: Microsoft Visio Drawing

Format: Corel WordPerfect Document

Format: Microsoft Write Document

Format: Zipped TIFF to PDF

Revision: OpenOffice Calc Spreadsheet

Revision: OpenOffice Draw Document

Revision: OpenOffice Impress Presentation

Revision: OpenOffice Math Document


Revision: OpenOffice Writer Document


Comments: OpenOffice Writer Global Document

Comments: ZIP Passthru

Release Date: 3/10/07 4:41 PM

Expiration Date:

 **Important:** If you are using the upload applet to check in multiple files, the files are compressed into a single ZIP file before being checked in. In this case Oracle also recommends enabling Allow override format on checkin so that the user can choose how the ZIP file is processed when uploading multiple TIFFs.

 **Tech Tip:** When CVista PdfCompressor merges multiple TIFF files from a compressed ZIP file, the input files are added in lexicographic order according to the standard ASCII character set.

SETTING ACCEPTED CONVERSIONS

When installed on the refinery, the TiffConverter component adds the TIFFConversion option to the Conversion Listing page. This conversion option must be enabled for the refinery to perform conversions on items submitted by the content server.

CHANGING TIMEOUT SETTINGS

The timeout settings you use should reflect the processing time required for the size of TIFF files that you commonly check into the content server. This is highly variable depending on CPU power and TIFF complexity. To determine the appropriate timeout values for TIFF files, perform these tasks:

- ❖ Run and time several representative Tiff Converter jobs using CVista PdfCompressor alone (without the Inbound Refinery).
- ❖ Examine the document history information and evaluate the required processing time.
- ❖ Change your Tiff Converter timeout settings accordingly.



Note: Information about Tiff Converter timeouts is recorded in the Inbound Refinery and agent logs.

To configure timeout settings for Tiff to 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:
 - **Tiff to PDF Conversion**—the stage in which the original (native) TIFF file is converted to a Portable Document Format (PDF) file.

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.

CONFIGURING CVISTA PDFCOMPRESSOR

This section covers the following topics:

- ❖ [Changing PdfCompressor Settings](#) (page 5-9)
- ❖ [Configuring CVista PdfCompressor OCR Languages](#) (page 5-10)

Changing PdfCompressor Settings

These options are specific to CVista PdfCompressor. If the TiffConverter component is not installed, the CVista PdfCompressor Options are not available.

A parameter string to modify the PdfCompressor converter settings is entered by selecting **Conversion Settings—Third-Party Applications Settings** and setting the path to the location of the CVista PdfCompressor executable and entering parameter values in the parameters options text box.

To change the PdfCompressor settings, complete the following steps:

1. Login to the refinery.
2. Select **Conversion Settings—Third-Party Applications Settings**.
The Third-Party Application Settings page is displayed.
3. Select the **Options** button for CVista PdfCompressor. The [CVista PdfCompressor Options Page](#) is displayed.
4. Set the path to the location of the CVista PdfCompressor executable in the appropriate text box.
5. Enter the string of parameter values in the parameters option text box. A default option string is set upon installation of the TiffConverter component. See [Recommended CVista PdfCompressor Options](#) (page 5-9) for more information.
6. Click **Update** to save the settings.

Recommended CVista PdfCompressor Options

These recommended parameter strings should produce optimal results for each given scenario. If these settings do not produce the results that you desire, you will need to modify these strings by removing or appending settings. For more information on these and other available settings, refer to the online help provided with CVista PdfCompressor (especially Appendix A: Command-Line Flags for Compression).

Default CVista PdfCompressor Parameters - OCR Enabled

A default string is set when the TiffConverter component is installed; unless a string already exists (the string was set using a previous version of Tiff Converter). The default string has been optimized for typical PdfCompressor usage with OCR enabled:

```
-m -c ON -colorcomptype 2 -mrcquality 5 -mrcColorCompType 0  
-linearize -o -ocrmode 1 -ot 120 -qualityc 75 -qualityg 75  
-rscdwndpi 300 -rsgdwndpi 300 -rsbdwndpi 300 -cconc -ccong
```

CVista PdfCompressor Parameters- Horizontal and Vertical OCR Enabled

The following string can be used for typical usage with OCR and support OCR processing of both vertical and horizontal text in the same image (add `-ocrtwod`):

```
-m -c ON -colorcomptype 2 -mrcquality 5 -mrcColorCompType 0  
-linearize -o -ocrmode 1 -ot 120 -ocrtwod -lsize 25  
-qualityc 75 -qualityg 75 -rscdwndpi 300 -rsgdwndpi 300  
-rsbdwndpi 300 -cconc -ccong
```

CVista PdfCompressor Parameters - No OCR

The following string can be used for simple conversion (without OCR):

```
-m -c ON -colorcomptype 2 -mrcquality 5 -mrcColorCompType 0  
-linearize -qualityc 75 -qualityg 75 -rscdwndpi 300  
-rsgdwndpi 300 -rsbdwndpi 300 -cconc -ccong
```

Configuring CVista PdfCompressor OCR Languages

By default, CVista PdfCompressor uses an English OCR dictionary when performing OCR on TIFF files. However, CVista PdfCompressor can perform OCR on several other languages.

To set up multiple OCR languages and enable the user to choose the OCR language at check in, complete the following steps:



Important: Changes made in the CVista PdfCompressor user interface will not affect how CVista PdfCompressor functions when called by Tiff Converter.



Note: If the following method is used, language parameters should not be specified or passed to the refinery via the [CVista PdfCompressor Options Page](#).

1. Obtain the appropriate current language files by contacting CVISION:
 - ❖ A *lng* file is required for each language.
 - ❖ Czech, Polish, and Hungarian also require the *latin2.shp* file.
 - ❖ Russian also requires the *cyrillic.shp* file.
 - ❖ Greek also requires the *greek.shp* file.
 - ❖ Turkish also requires the *turkish.shp* file.
2. Place the CVISION language files in your CVista installation directory. The default location is *C:\Program Files\CVision\PdfCompressor x.x* (where *x.x* stands for the version number of PdfCompressor).
3. Make sure you are logged into content server as an administrator.
4. In the navigation menu, select **Administration—Admin Applets**.
The Administration Applets for *<server name>* page is displayed.
5. Click **Configuration Manager**.
The Configuration Manager applet is started.
6. Open the **Information Fields** tab.
7. If the OCRLang information field has been added, skip to Step 8. If it has not been added, complete the following steps:
 - a. In the Field Info section, click **Add**.
The Add Custom Info screen is displayed.
 - b. In the Field Name field, enter **OCRLang**. This will be a new information field for CVista language conversion options.



Important: You must enter this field name *exactly*.

- c. Click **OK**.
The Add Custom Info Field ‘OCRLang’ screen is displayed.
- d. In the Field Caption field, enter the descriptive caption you want displayed on the Content Check In Form page. For example, **OCR Language**.
- e. From the Field Type drop-down list, choose **Text**.
- f. Select the Enable Option List check box.
- g. From the Option List Type drop-down list, choose **Select List Validated**.
- h. In the Use option list field, enter **xOCRLangList**.

- i. Next to the Use Option List field, click **Edit**.
The Option List for 'xOCRLangList' screen is displayed.
- j. Enter the CVista OCR languages that you want to present as options. The following language names are valid options:



Important: You can use either the English language name or the native equivalent (if listed). However, you must enter the language options *exactly* as they appear in the following table.

| English | Native | | English | Native |
|-----------|------------|--|------------|-----------|
| Czech | - | | Italian | Italiano |
| Danish | Dansk | | Norwegian | Norsk |
| Dutch | Nederlands | | Polish | Polski |
| English | - | | Portuguese | Português |
| Finnish | Suomi | | Russian | - |
| French | Français | | Spanish | Español |
| German | Deutsch | | Swedish | Svenska |
| Greek | - | | Turkish | - |
| Hungarian | Magyar | | | |

- k. Select the Ignore Case check box.
 - l. Click **OK**.
 - m. In the Default Value field, enter the default OCR language option.
 - n. Click **OK** to save the settings and return to the Information Fields tab.
 - o. Click **Update Database Design**.
8. If the OCRLang Information field has been added, but you want to make changes to the languages option list and/or the default language, complete the following steps:
- a. In the Field Info section, select OCRLang and click **Edit**.
The Add Custom Info screen is displayed.

- b. Next to the Use Option List field, click **Edit**.
The Option List for 'xOCRLangList' screen is displayed.
 - c. Delete any CVista OCR languages that you are not using.
 - d. Click **OK**.
 - e. In the Default Value field, enter the default OCR language option.
 - f. Click **OK** to save the settings and return to the Information Fields tab.
9. Close the Configuration Manager applet. When a user checks in a TIFF file, the user can override the default OCR language by selecting any of the OCR languages you have set up.

Figure 5-3 Content Check In Form with format overrides for handling different OCR languages

The screenshot shows a web-based form for checking in a file. The form includes several fields and a list of OCR languages. The 'Primary File' field contains the path 'C:\Documents and Settings\Administra' and a 'Browse...' button. The 'Format' field is a dropdown menu currently showing 'English'. The 'Alternate File' field is empty with a 'Browse...' button. The 'Format' field is another dropdown menu showing 'Nederlands'. The 'Revision' field is empty. The 'Comments' field is empty. The 'OCR Language' field is a dropdown menu showing 'English'. The 'Release Date' field contains '11/21/03 1:01 PM'. The 'Expiration Date' field is empty. At the bottom of the form are three buttons: 'Check In', 'Reset', and 'Quick Help'. A list of OCR languages is displayed in a scrollable area, with 'Deutsch' selected and highlighted by a mouse cursor. The list includes: English, Czech, Dansk, Nederlands, Suomi, Français, Deutsch, Greek, Magyar, Italiano, and Norsk.

CVISTA PDFCOMPRESSOR OPTIONS PAGE

CVista PdfCompressor Options [quick help](#)

Path to CVista PdfCompressor executable file.

Parameters to pass to CVista PdfCompressor.

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

| Feature | Description |
|---|---|
| Path to CVista PdfCompressor executable file. | The full path name to the CVista PdfCompressor executable. |
| Parameters to pass to CVista PdfCompressor | Parameters to configure CVista PdfCompressor for Tiff-to-PDF conversion. See the documentation provided with the CVista PdfCompressor for information regarding parameter usage/values. For recommended settings see Changing PdfCompressor Settings (page 5-9) |
| Update button | Saves changes to settings. |
| Reset button | Reverts to the last saved settings. |

TROUBLESHOOTING TIFF CONVERTER PROBLEMS

OVERVIEW

This section covers the following topics:

- ❖ [Installation Problems](#) (page 6-2)
- ❖ [General Conversion Problems](#) (page 6-3)
- ❖ [CVista PdfCompressor Conversion Problems](#) (page 6-5)
- ❖ [PDF Thumbnailing and Viewing Problems](#) (page 6-5)

INSTALLATION PROBLEMS

The following table lists common problems with installing Tiff Converter, possible causes, and solutions.

| Problem | Possible Causes | Solutions |
|--|---|--|
| Refinery or content server won't start after Tiff Converter components are installed | Wrong component installed on content server/refinery. | Uninstall the components and reinstall the components on the correct location. |

GENERAL CONVERSION PROBLEMS

The following table lists general Tiff Converter conversion problems, possible causes, and solutions.

| Problem | Possible Causes | Solutions |
|--|---|--|
| TIFF files are not being converted (they are being passed through in their native format). | File formats and conversion methods for Tiff Converter have not been set up properly in Content Server. | Set up file formats and conversion methods for Tiff Converter. For details, see Configuring Content Servers to Send Jobs to Tiff Converter (page 5-2). |
| | The conversions are taking too long, and Tiff Converter is timing out. | Change your Tiff Converter timeout settings. For details, see Changing Timeout Settings (page 5-8). |
| | Tiff Converter is failing to launch CVista PdfCompressor. | Ensure that the PdfCompressor path is correct. For details, see Configuring CVista PdfCompressor (page 5-9). |
| Zipped TIFF files are not being processed by Tiff Converter when they are checked in. | File formats and conversion methods for Tiff Converter have not been set up properly in Content Server. | Change how zip files are processed. For details, see Tips for Processing Zip Files (page 5-6). |

| Problem | Possible Causes | Solutions |
|--|--|--|
| <p>The TIFF Conversion conversion method is not available in the Content Server Configuration Manager.</p> | <p>The TiffConverterSupport component has not been uploaded and enabled.</p> | <p>Upload and enable the TiffConverterSupport component using either the Component Wizard or the Component Manager. This component is included on the Inbound Refinery distribution media.</p> |
| | <p>The TiffConverterSupport component is enabled, but Content Server has not been restarted.</p> | <p>Restart Content Server.</p> |

CVISTA PDFCOMPRESSOR CONVERSION PROBLEMS

The following table lists common conversion problems when using CVISION CVista PdfCompressor, possible causes, and solutions.

| Problem | Possible Causes | Solutions |
|--|---|---|
| Tiff Converter is failing to launch CVista PdfCompressor. | The path to the <i>CVista PdfCompress.exe</i> is incorrect. | Ensure that the PdfCompressor path is correct. For details, see Configuring CVista PdfCompressor (page 5-9). |
| I have used the CVista PdfCompressor user interface to change conversion settings, but this has had no effect on how TIFF files are being processed. | Changes made in the CVista PdfCompressor user interface will not affect how CVista PdfCompressor functions when called by Tiff Converter. | Change the CVista PdfCompressor configuration settings using the Inbound Refinery user interface. For details, see Configuring CVista PdfCompressor (page 5-9). |
| CVista PdfCompressor is only performing OCR on English text. | By default, CVista PdfCompressor uses only an English OCR dictionary. Other OCR languages must be set up. | Set up multiple OCR languages for CVista PdfCompressor. For details, see Configuring CVista PdfCompressor OCR Languages (page 5-10). |

PDF THUMBNAILING AND VIEWING PROBLEMS

The following table lists common problems with creating thumbnails for and viewing the PDF files that are generated by Tiff Converter, possible causes, and solutions.

| Problem | Possible Causes | Solutions |
|--|--|---|
| No thumbnails are being created for PDF files generated by Tiff Converter. | Thumbnailing is not enabled in Inbound Refinery. | Enable thumbnailing in Inbound Refinery. For details, refer to the <i>Inbound Refinery Administration Guide</i> . |

| Problem | Possible Causes | Solutions |
|---|---|--|
| When viewing PDF files generated by Tiff Converter in Adobe Acrobat Reader, there are lines or other artifacts on the screen. | Acrobat Reader 4 is being used to view the files. | When viewing PDF files generated by Tiff Converter, use Adobe Acrobat Reader 6.0.1 or higher for the best results. |



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ZLIB LICENSE

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

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Jean-loup Gailly jloup@gzip.org

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