



Quick Start Guide

Welcome to Document Conversion Service. This short guide will help you get the conversion service running and converting documents on your server.

What Do I Need?



- Minimum of 4 cores and 4GB of RAM is recommended for best performance for small to medium volumes of documents.
- A computer running a 64-bit version of Microsoft® Windows as listed in our [supported platforms](#) table.



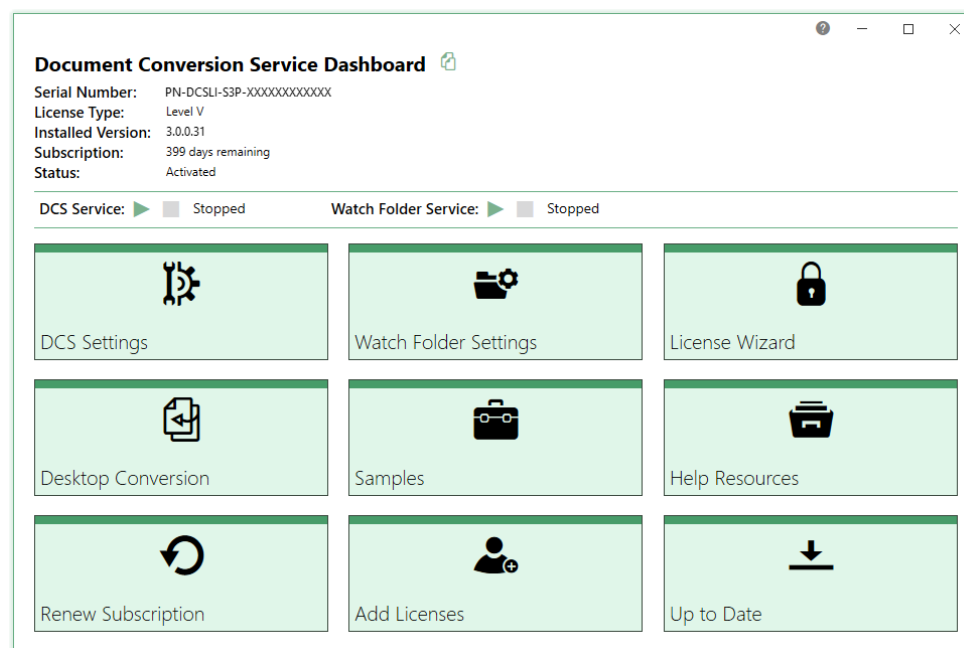
- An account with administrative privileges is needed to run the conversion service. Use an existing account or let the installation create the local DCSAdmin account.



- For file conversion to be performed properly, certain prerequisite applications also need to be installed and licensed as shown in the list on the next page.

The DCS Dashboard

The DCS Dashboard is your hub for all things Document Conversion Service and provides easy access to starting and stopping the conversion service. The DCS Settings section has quick links for editing the DCS configuration file and opening the logging console. Other dashboard tiles offer fast access to the Watch Folder Service, sample programs, video tutorials, and other help resources.



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Open the Logging Console

Monitor the conversion service and file throughput and troubleshoot service start up and conversion issues with live logging in this console or from saved log files. Do not leave the console open for extended periods of time.

Click the View Conversion Log tile in the dashboard's DCS Settings section to open the console. You can also go through the system tray icon menu item Show Logging Console.

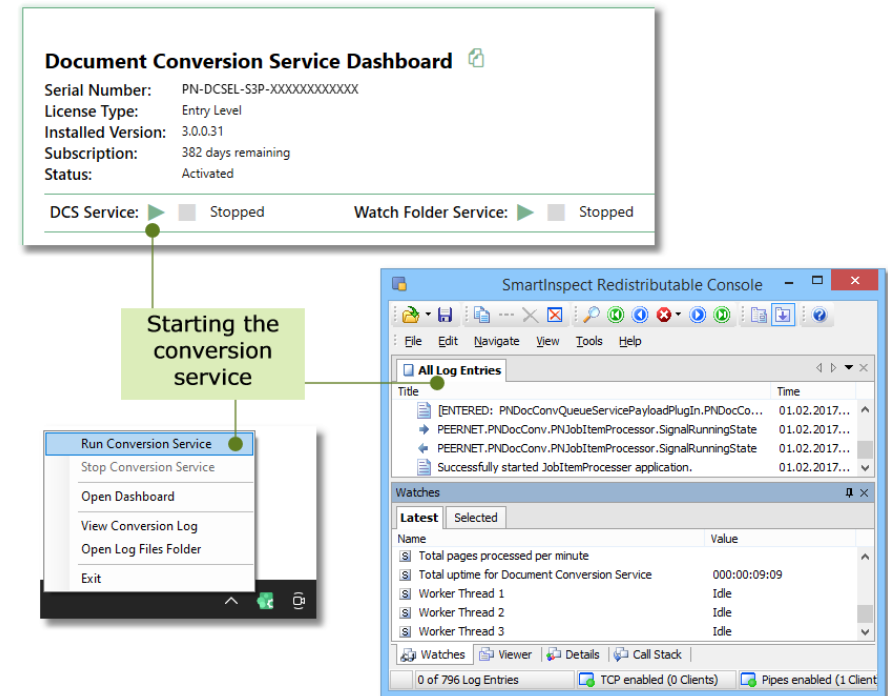
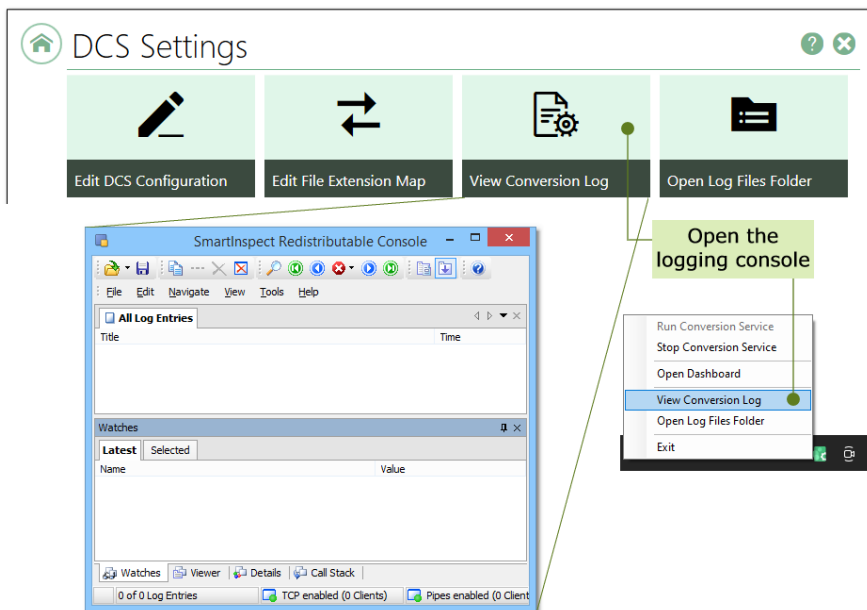
The top section, All Log Entries, will display messages from the conversion service. In the bottom Watches panel you will be able to see which converter applications have started, what is being converted by the conversion threads and other conversion statistics.

Start the Document Conversion Service

At the top of the DCS Dashboard click the green play icon (▶) to start Document Conversion Service, or use the Run Conversion Service menu item in the system tray icon's menu.

Messages will appear in the logging console as the service starts. The *Worker Threads* in the Watches panel shows the auto-detected number of conversion threads calculated from the CPU/Cores on your computer and your DCS [license level](#).

The *Successfully started JobItemProcessor application* message appears in the All Log Entries section when the service can start processing files.



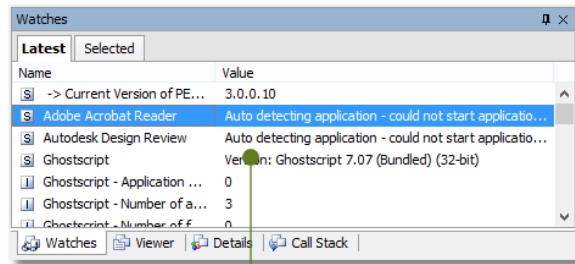
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How Can I Tell Everything is Running

Our Microsoft® Office, Adobe® Reader and other applications used by our converters are auto-detected and their status displayed in the Watches panel.

If these applications are missing, or did not start, this panel will show this with an error message. Additional error messages are logged in the All Log Entries panel.



Missing applications will fail to load

The most common reason why a converter does not start is that the prerequisite application is not installed or it is installed and not licensed. If this is the case, [stop Document Conversion Service](#), install and license the application and start the service again.

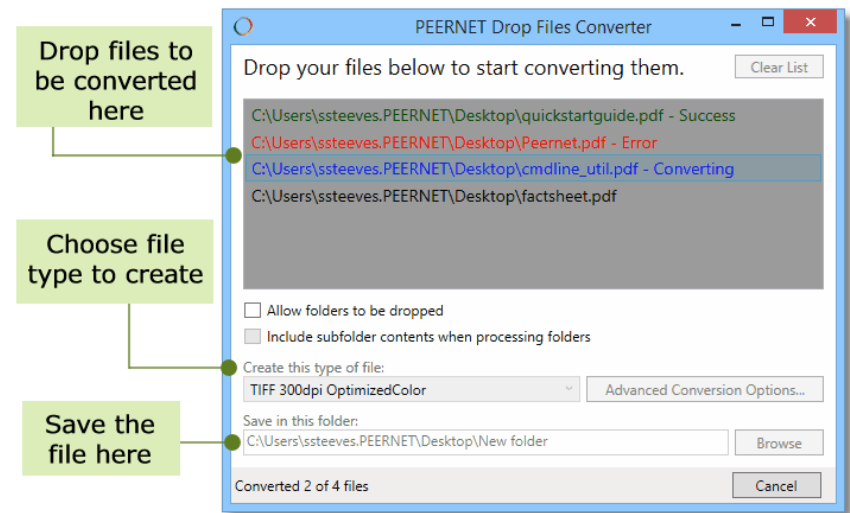
Convert a File

Use the included desktop applications, Drop Files Converter and Convert File to convert files interactively and see Document Conversion Service in action.

Command line utilities, a Watch Folder service for monitoring and converting multiple folders of files and a .NET utility library are also provided with their own quick start guides to help you integrate document conversion into your business needs.

Open the Drop Converter utility from the DCS Dashboard - go to Desktop Conversion - Convert Files and Folders to open the Drop Files Converter application.

Drag files onto the gray drop area to start converting immediately.



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What If The File Fails to Convert?

The most common reason for a file to fail to convert is that the [prerequisite application](#) used by Document Conversion Service to perform the conversion is not installed and/or licensed.

If this is the case, [stop Document Conversion Service](#), install the application, license it if needed, and try again.

PDF Documents

PDF documents in particular can fail for a few reasons:

- the PDF is password protected
- a corrupt or invalid PDF file
- Adobe Reader is not installed and the built-in Ghostscript is used with a newer PDF file.

A password protected PDF file cannot be converted without supplying the password. PDF files that are corrupt can also fail to convert. Document Conversion Service tries to auto-repair PDF files where possible. You can also try using the Adobe Reader or Ghostscript converters instead of the Adobe PDF - Built-in converter.

If you want to use Ghostscript to convert your PDF files, we recommend installing the latest version and configuring Document Conversion Service to use the [updated version](#).

Run Application as DCSAdmin

In rare cases the conversion problem can be resolved by logging in as the DCSAdmin account, opening and closing that document's required application as that user, and then logging out.

Still Not Converting?

Our Support Team is always available to help you troubleshoot any conversion issues; just [contact us](#) and we'll be happy to help.

Stop the Document Conversion Service

At the top of the DCS Dashboard, click the green stop icon (■) to stop Document Conversion Service, or use the Stop Conversion Service menu item in the system tray icon's menu.

Adding or updating an application used by Document Conversion Service requires a restart to pick up the changes as the conversion service configuration is only read at the beginning when it first starts. Stopping the conversion service before applying any operating system updates is also recommended.

The image shows the Document Conversion Service Dashboard and the SmartInspect Redistributable Console. The dashboard displays the following information:

- Serial Number:** PN-DCSEL-S3P-XXXXXXXXXXXX
- License Type:** Entry Level
- Installed Version:** 3.0.0.31
- Subscription:** 382 days remaining
- Status:** Activated
- DCS Service:** Running (indicated by a green square icon)
- Watch Folder Service:** Stopped (indicated by a grey square icon)

A green box labeled "Stopping the conversion service" points to the green stop icon in the dashboard and the "Stop Conversion Service" menu item in the system tray icon's menu.

The SmartInspect Redistributable Console shows the following log entries:

Title	Time
Waiting up to a maximum of 60000 milliseconds for PNSrv1...	01.02.2017...
PNSrv11 process (5256) exited successfully after waiting 0...	01.02.2017...
PEERNET.PNDocConv.PNJobItemProcessor.OnStop	01.02.2017...
Service Stopped	01.02.2017...

The console also shows a table of watches:

Name	Value
Total pages processed per minute	
Total uptime for Document Conversion Service	000:01:10:07
Worker Thread 1	Stopped
Worker Thread 2	Stopped
Worker Thread 3	Stopped

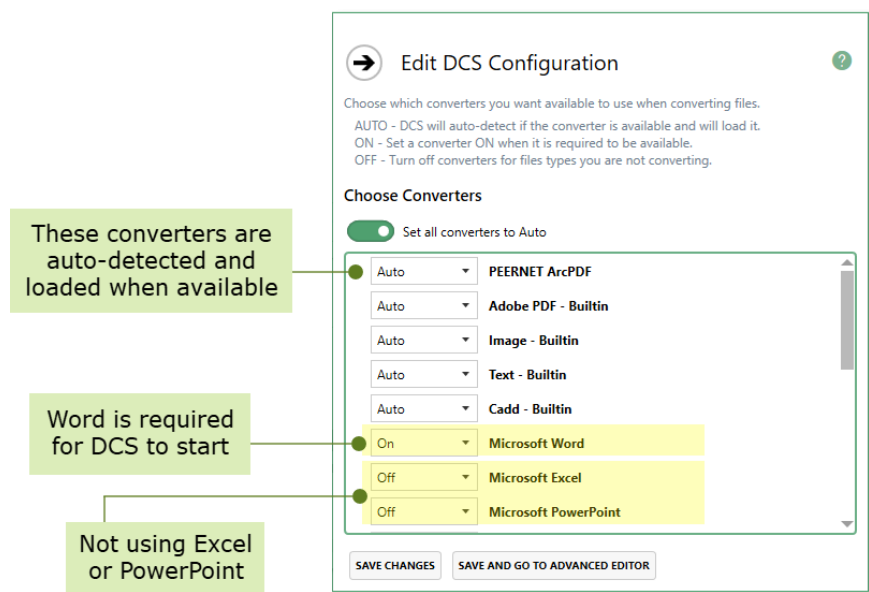
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Reduce Start Up Time

Reduce the conversion service start up time by disabling any auto-detected converters for formats you aren't converting.

From the DCS Dashboard, go to DCS Settings, then click the Edit DCS Configuration to change what converters are loaded upon startup. When finished, click Save Changes to update. The conversion service must be restarted to pick up the applied changes.



Required Applications

The most commonly requested documents for conversion and the application needed, if any, to perform the conversion are listed below. Some files can be converted by more than one application. If your file type is not here, see our [complete list](#) of supported conversions.

Adobe PDF Documents (*.pdf)

- No application needed, a built-in converter is included.
- Optional - Adobe Reader X, XI and DC, 32-bit only
- Optional - Ghostscript 9.05 – 10.03.1 (32-bit only)

Office Documents (Word, Excel, PowerPoint and Publisher)

- Microsoft Office 2003-2021, Office 365

Outlook Message Files (*.msg)

- Microsoft Office 2003-2021, Office 365

Visio Drawings (*.vsd)

- Microsoft Visio 2003-2016

HTML, Secure HTML and Web Archive Files

- Internet Explorer 8.0 – 11.0

TIFF, HEIC, WebP, AVIF, BMP, JPEG and other Image Formats

- No application needed, built-in.

Microsoft XPS Files

- No application needed, built-in.

Postscript Files (*.ps, *.eps)

- Ghostscript 9.05 – 10.03.1 (32-bit only)

Design Review Drawings (*.dwf, dwfx)

- No application needed, a built-in converter is included.
- Optional - Autodesk Design Review 2012-2013, 2018

AutoCAD Drawings (*.dwg)

- Autodesk Design Review with DWG TrueView (2012, 2013, 2018)



Next Steps with DCS

Watch Folder Conversion

Monitor any number of folders for documents to convert with the included Watch Folder Service utility. The [Watch Folder Quick Start Guide](#) introduces you to setting up folders, handling large volumes of files and running custom commands and other handy features. Perfect for companies with a small to medium volume of daily conversions on a single server.

Clustered Watch Folder for Large Data

For larger companies with a need to convert an existing, very large volume of data, or a large volume of files daily, multiple installations of Document Conversion Service and the included Watch Folder service can provide high-performance clustering and fail over protection with load-balancing and 100% conversion stability. The [Clustered Watch Folder Conversion Quick Start](#) shows how easy it is to set up.

Client Server Conversion Quick Start Guide

See how easy it is to setup client-server, or remote, conversion with Document Conversion Service. Remote conversion allows one or more client applications on separate computers to convert files by 'talking' to a server computer, where the actual file conversion takes place. Read through the [Client Server Conversion Quick Start Guide](#) to see how this can work for your company.

Command Line Tools Guide

For Java programmers and adding conversion into scheduled tasks, batch files, or any program that can call an external program, command line tools for converting files and folders are included. If this is what you are looking for, the [Command Line Tools Quick Start Guide](#) will get you started.

.NET API Utility Quick Start Guide

With the included .NET library you can add document conversion directly into your own programs with as little as a single line of code. Have a look at the sample programs provided or follow the steps in the [.NET API Utility Quick Start Guide](#).

Our Support Team is Here to Help

Not sure where to go from here? Have questions? Our support team is always available to help you choose the correct solution for your conversion needs. Please [contact us](#) and we'll be in touch via e-mail, telephone or web meeting to help answer your questions.