



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.

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)

- Adobe Reader X, XI and DC
- Ghostscript 9.05 – 9.50 (32-bit only)

Office Documents (Word, Excel, PowerPoint and Publisher)

- Microsoft Office 2003-2019

Outlook Message Files (*.msg)

- Microsoft Office 2003-2019

Visio Drawings (*.vsd)

- Microsoft Visio 2003-2016

HTML, Secure HTML and Web Archive Files

- Internet Explorer 8.0 – 11.0

TIFF, 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 – 9.50 (32-bit only)

Design Review Drawings (*.dwf)

- Autodesk Design Review 2012-2013, 2018

AutoCAD Drawings (*.dwg)

- Autodesk Design Review 2012 with DWG TrueView 2012
- Autodesk Design Review 2013 with DWG TrueView 2013
- Autodesk Design Review 2018 with DWG TrueView 2018

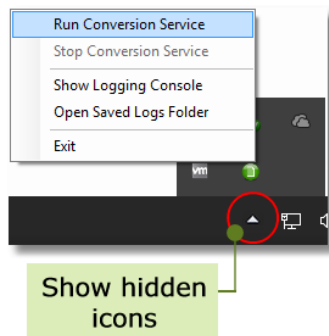


Use the System Tray Icon

Quickly access commands to start and stop the conversion service, and to view the logging console from the system tray icon in the bottom right of your screen.

If you don't see the Document Conversion Service icon, click on the small white arrow to show all system tray icons.

Clicking on the green icon  will show the menu.

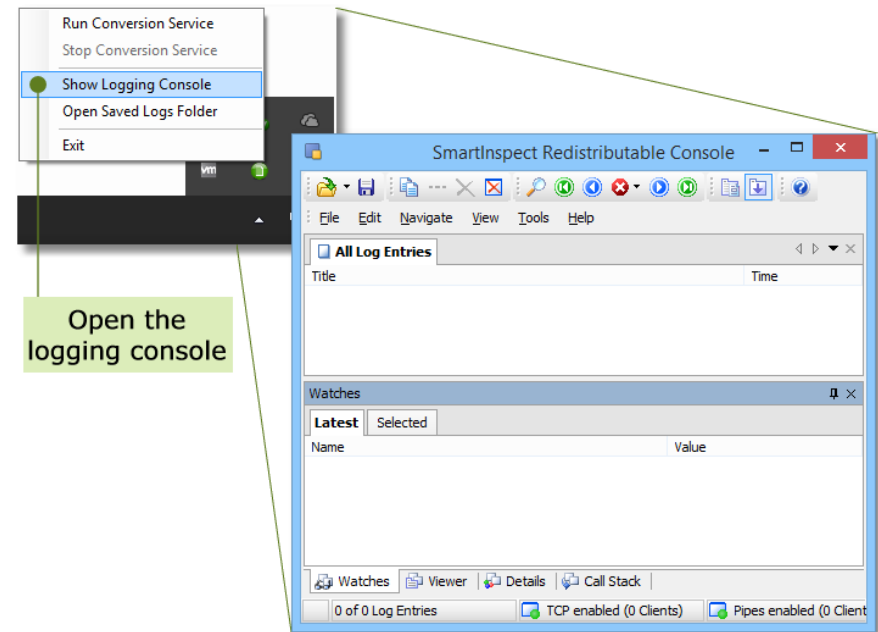


Open the Logging Console

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.

Open the console from the system tray 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.



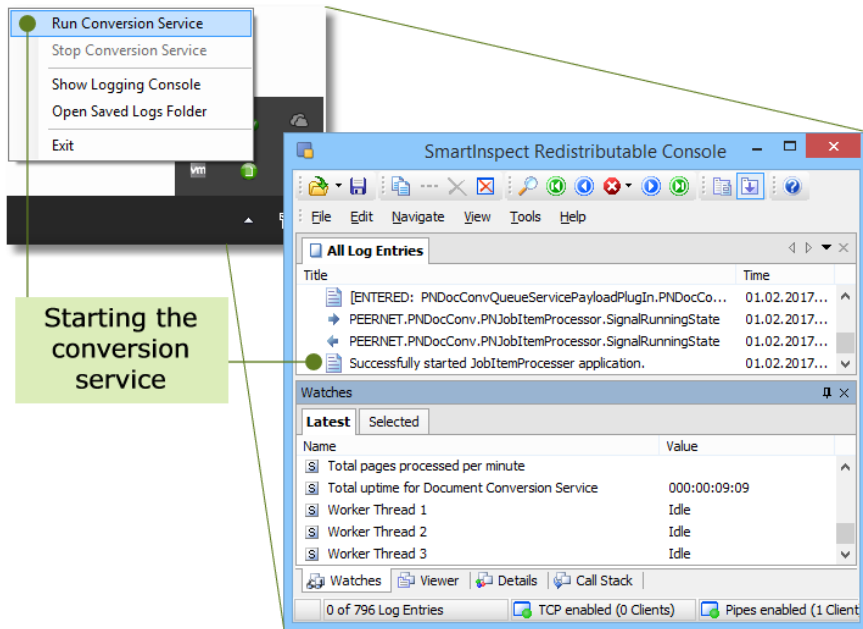


Start the Document Conversion Service

Start the document conversion service from 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 available. This is controlled by the CPU/Cores on your computer and the Document Conversion Service [license level](#) you have.

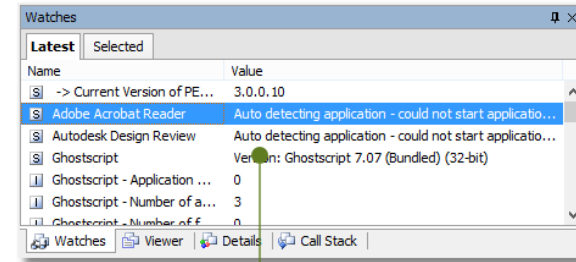
The *Successfully started JobItemProcessor application* message appears in the All Log Entries section when the service can start processing files.



How Can I Tell Everything is Running

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.



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 the running Document Conversion Service](#), install and license the application and start the service again.

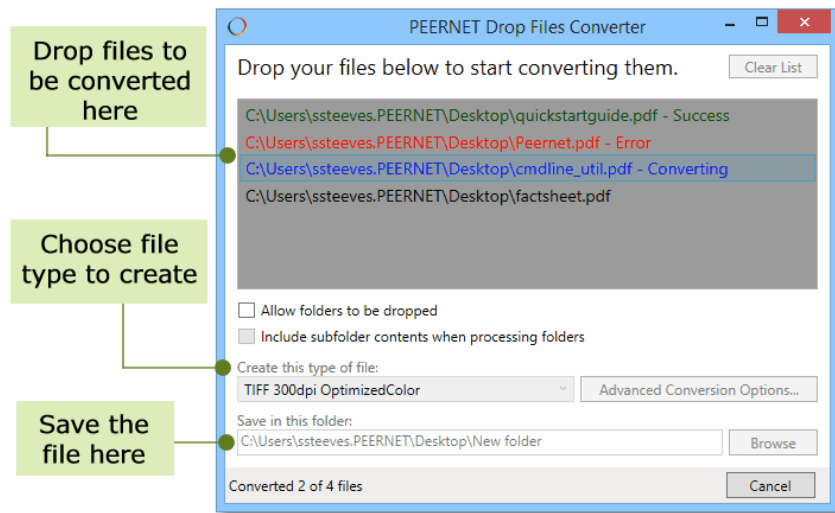


Convert a File

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 Programs - PEERNET Document Conversion Service 3.0 – Drop Files Converter. Drag files onto the gray drop area to start converting immediately.



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 the running 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
- the PDF file contains Javascript
- Adobe Reader is not installed and the built-in Ghostscript is used with a newer PDF file.

A password protected or corrupt PDF file cannot be converted, however a PDF that contains Javascript can be converted using Adobe Reader by adding a [setting](#) to the [conversion profile](#).

If you want to use Ghostscript instead of Adobe Reader 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.

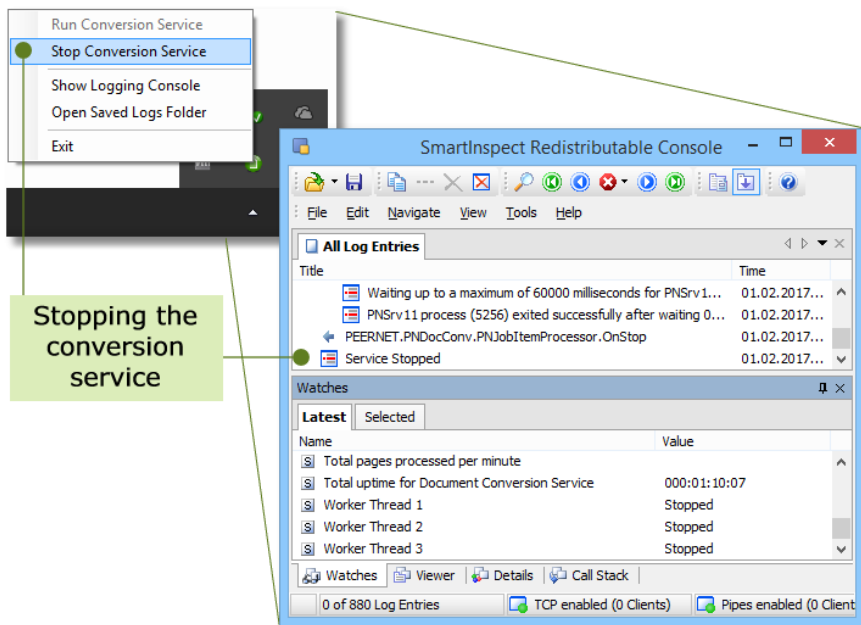


Stop the Document Conversion Service

Stop the document conversion service from 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.

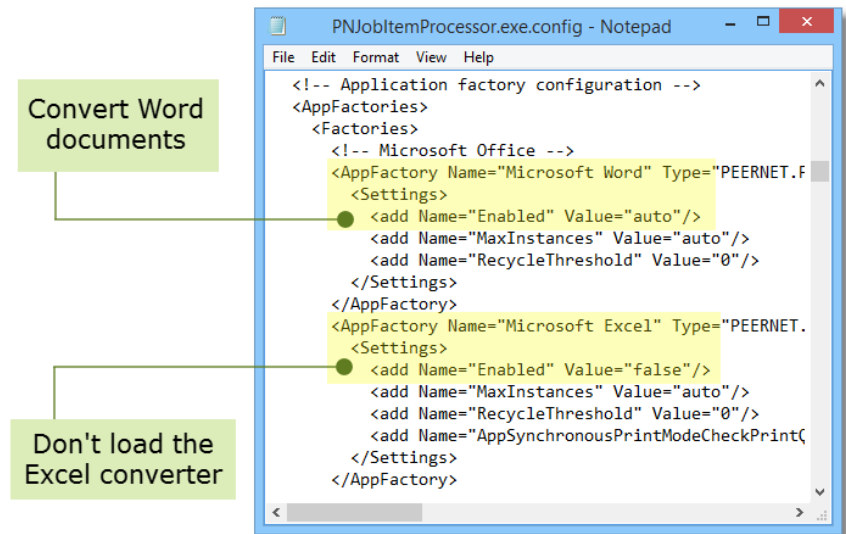


Reduce Start Up Time

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

Each converter has its own section in Document Conversion Service's configuration file. Open the configuration from Programs - PEERNET Document Conversion Service 3.0 – Edit DCS Configuration File.

Set the Enabled setting to *False* for converters you do not want to use and save the file. The conversion service must be restarted to pick up the applied changes.





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.