

PDF Compressor Enterprise

Getting Started Guide

Version 7.4

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1. About this Document

This document is meant as short introduction to LuraTech PDF Compressor Enterprise. Only the most essential functions and settings are described in this abstract.

For that reason it cannot be used as substitute for the more detailed manual. Many specific options are not explained here.

We recommend reading this abstract as introduction to the first use of LuraTech PDF Compressor Enterprise. Answers to specific questions may be found in the manual or by contacting technical support.



2. Installation

Run the self-extracting installer and follow the installer instructions. The installer should be named `LT_PDFCE_Setup_<xXX>_v<N.N.NN.NNN>.exe`, where `xXX` corresponds to the system architecture, either “x86” or “x64” and `N.N.NN.NNN` corresponds to the product’s version number, e.g. 7.0.0.156.

Note: You need Administrator rights to install LuraTech PDF Compressor.

After installation LuraTech PDF Compressor runs in evaluation mode. This adds a visible watermark to all output pages.

System Requirements

Windows™ 32 Bit and 64 Bit, Vista / Windows 7 / Windows 8 / Windows Server 2008 / Server 2012

CPU: Intel / AMD or compatible x86- or x64 processors, single core and multi core processors supported

CPU Speed: Minimum 1 GHz, 2 GHz or more recommended

RAM: Minimum 1 GB per licensed processor core, 2 GB per core recommended, more than 2 GB for conversion of very large documents on 64 bit systems

Disk space required for installation: 1 GB

Microsoft™ .NET Framework 4.0

Note: These are minimum installation requirements. Required resources for production environments should be clarified with LuraTech.

Requirements of the Born Digital Conversion Option

The option for converting Born Digital documents has additional requirements. Please refer to the *PDF Compressor Enterprise Manual* for details.



3. Getting Started

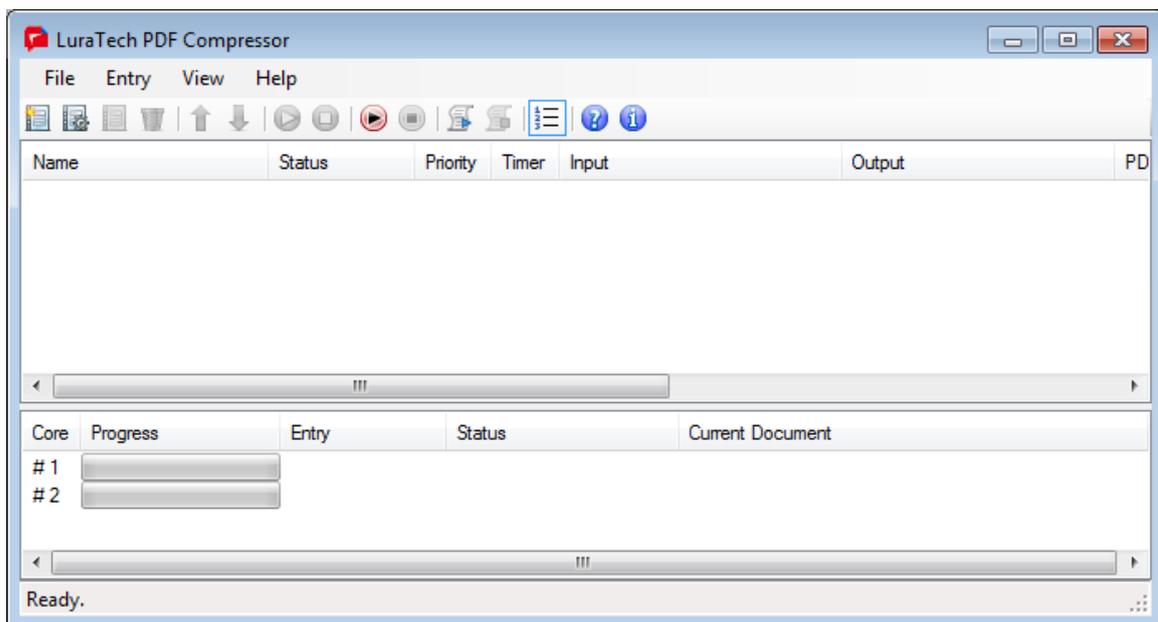
This section describes the basic steps to convert scanned document files to PDF files. More details can be found in the *PDF Compressor Enterprise Manual*.

Starting the GUI

To start the GUI, either double click the LuraTech PDF Compressor taskbar icon  or use the Windows™ start menu entry

LuraTech → *PDF Compressor Enterprise* → *PDF Compressor*.

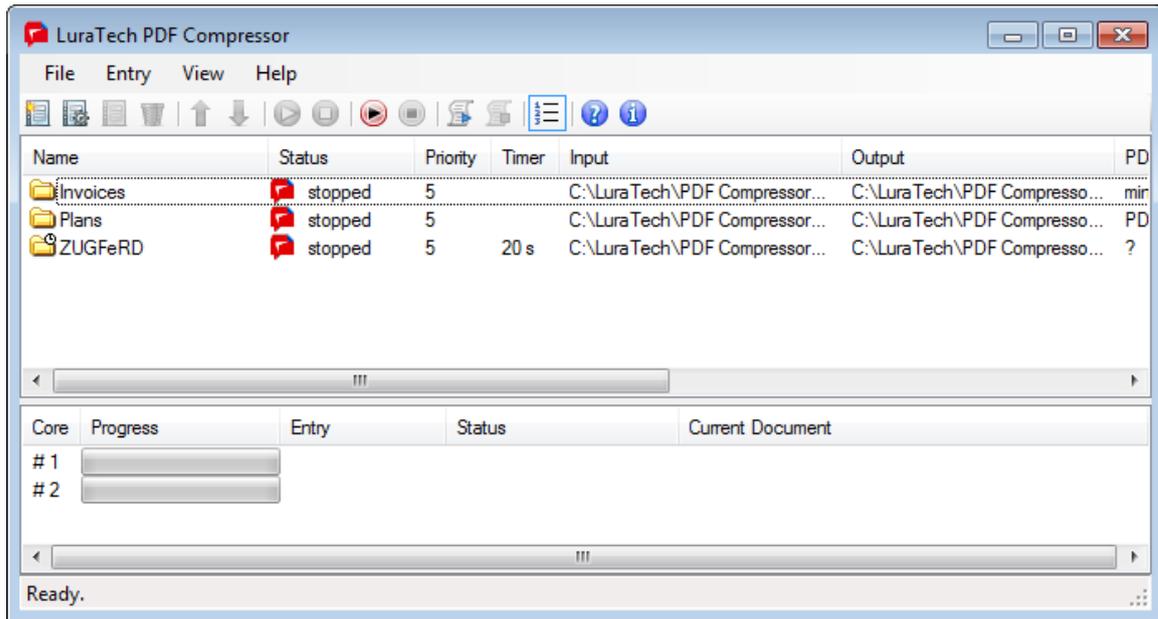
When you start the GUI for the first time you will see an empty list:



Adding Entries to the List

There are several ways to add new entries. The most straightforward one is opening the Windows™ Explorer and dragging & dropping a file or a folder onto the list window. The new entry will be set up to convert the given file (or all files within the given folder) to PDF. This output will be placed next to the corresponding input file.¹

¹ Changing the default properties can change this behavior. The explanations given here are related to the factory default settings.



Running Jobs

To start a jobs select the desired entry and press the start button  on the toolbar. The status of the entry will change from *stopped* via *starting* to *working*, and back to *stopped* when the job is finished.

While the job is running, you can abort it by pressing the stop button  on the toolbar. It may take some seconds until the conversion has been aborted. Any incomplete PDF output file will be removed.

Removing List Entries

You can close the GUI without saving your current job list. The list will re-appear in exactly the same way when you open the GUI again². To remove an entry from the list, select it and press the delete button  on the toolbar.

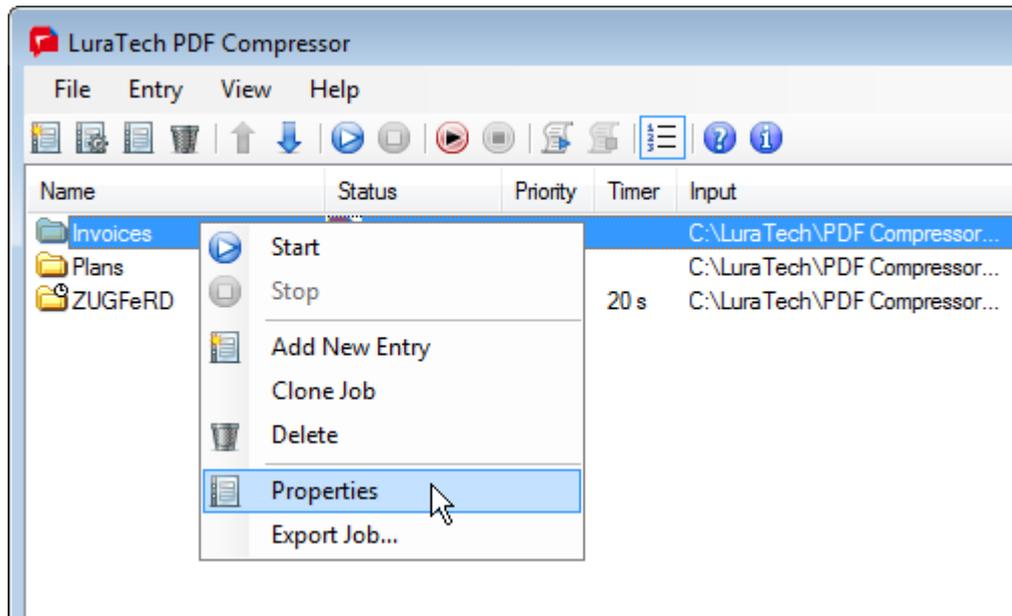
² The current list is instantly stored within the system to make it available to the underlying PDF Compressor service.



4. Setting up Job Entries

You can edit a job entry's properties once it has been added to the list. The properties dialog window can be opened by any of the following actions:

- Double-click the corresponding entry within the list.
- Use the right-click context menu associated with the list entry.

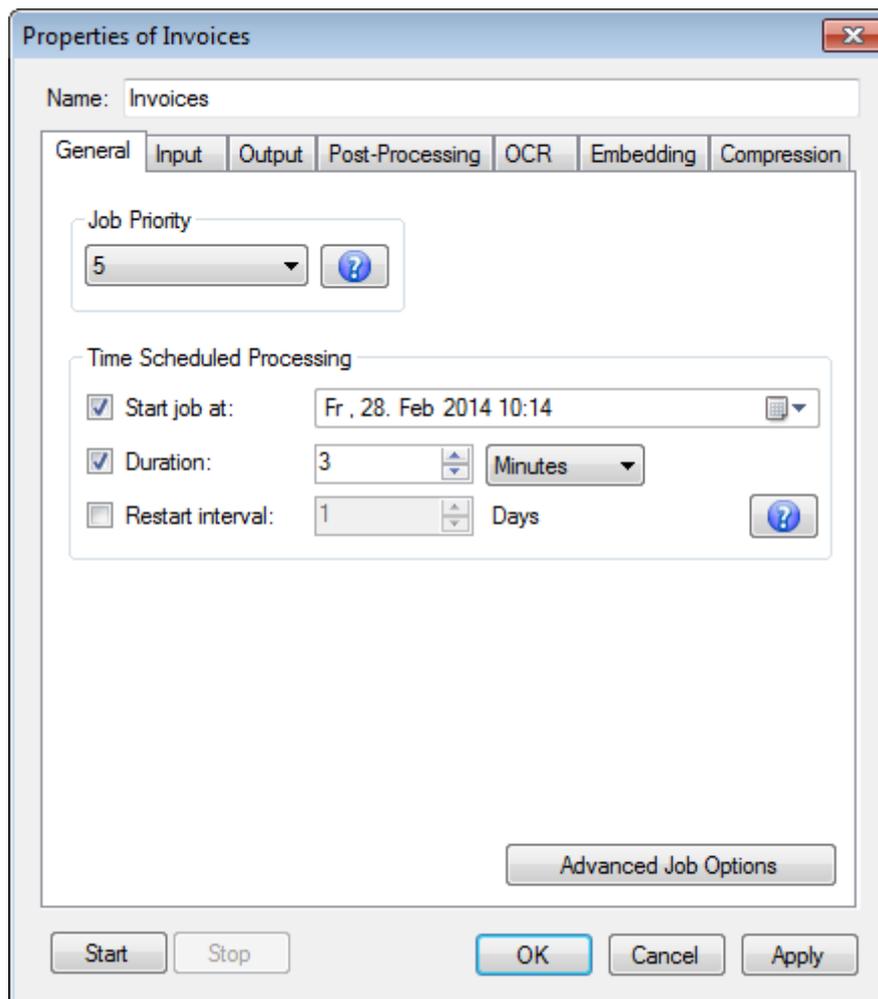


- Select the entry and use the toolbar's properties button .
- Select the entry and use the menu *Entry* → *Properties*.

Within the properties dialog you can change the name of the entry to make it easier for you to identify the corresponding job. The entry name is also used within the log file to identify information, warnings and errors.

Configuring General Job Properties

The *General* tab lets you configure general properties of the selected job. You can define the priority of the job here and can configure a delayed start and periodical stop and restart of the job.



The *Job priority* can be set to values from 1 (highest) to 10 (lowest). Lower numbers correspond to higher priority. This setting is only available when the menu *File* → *Priority Processing Order* is enabled. The toolbar button  can also be used to switch *Priority Processing* mode on and off³. Settings for *Time Scheduled Processing* are enabled by selecting their check boxes. The following parameters can then be set for a time-scheduled job:

1. The desired start time is entered in the *Start job at* field. You can either type in a date and time or pick it from the calendar widget, which appears when clicking on the arrow to the right of the entry. The job is then started at this point in time.
2. The **Duration** specifies the time span for which the job should run. You can select days, hours or minutes to specify the duration. Once this time has elapsed the job is stopped.
3. The *Restart interval* denotes a second time span, after which the stopped job is started again for the given duration. This value can only be given in days. Once the job has been started, such re-starts occur periodically, unless the configuration is changed.

Configuring Input Data

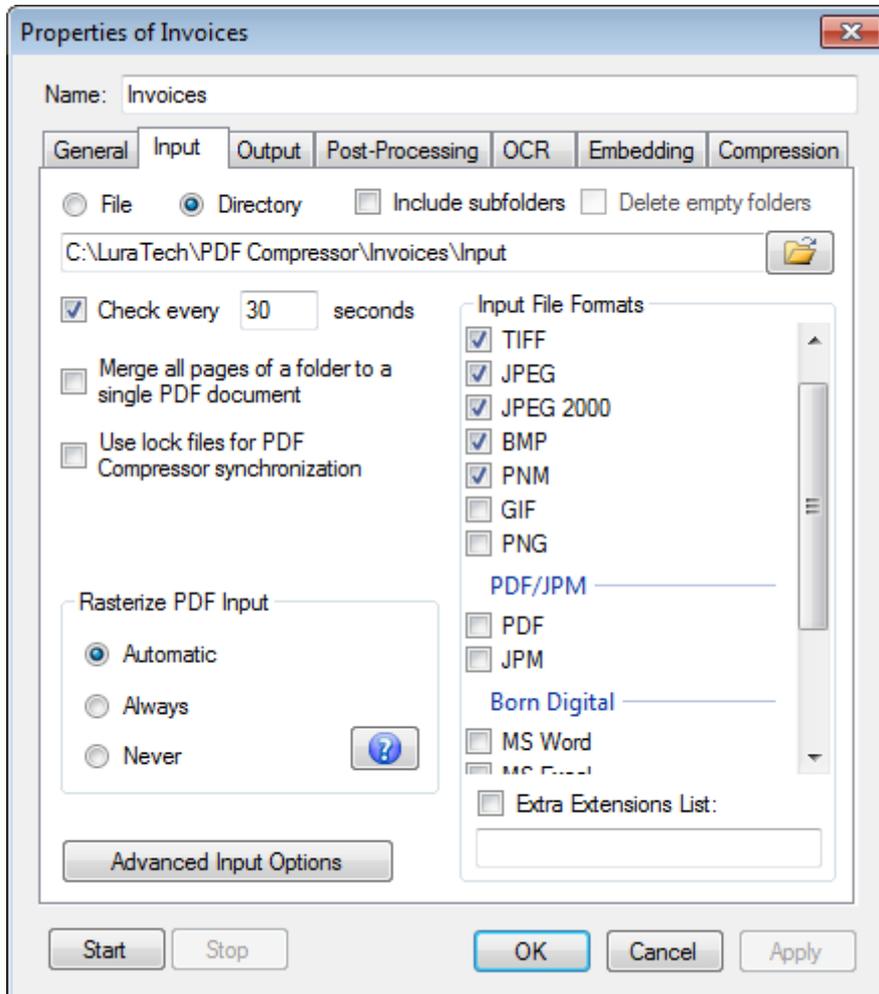
The *Input* tab lets you configure which input documents should be converted to PDF format. Currently TIFF, JPEG, JP2 (JPEG 2000), BMP, PNM, GIF, PNG, PDF and JPM (JPEG 2000 part 6)

³ All entries of the job list must be stopped to change the *Priority Processing* mode.



formats are accepted for input files. With the optional *Born Digital Module* additional input formats – such as Microsoft Office an Outlook E-Mail – can be converted.

Multipage TIFF and PDF files are recognized and converted to multipage PDF documents. Moreover you can set up input resampling to adjust the resolution of your data.



1. Choose *File* if you want to convert a single file, or *Directory* if you want to convert all files within the given folder⁴. The browse button  lets you select the file or directory⁵. You cannot use mapped network drives to specify the input file or directory. The underlying PDF Compressor Service has no knowledge on mapped network drives. Instead you can specify the network share using the syntax `\\host\share\dir`.
2. When *Directory* is selected, you have the following options:
 - a. Enable *Include subfolders* if the whole directory sub tree should be converted. Otherwise only files directly within the given folder will be processed.

⁴ Whenever you use the browse button, type in the path manually, or change it by drag & drop, PDF Compressor automatically checks, if the path represents a file or directory. Note that this checking might take some time, if the element is located on a net share.

⁵ The text edit window for the input path accepts file drag & drop: Just drag & drop a file or folder from the Windows™ Explorer into this window.



- b. Enable *Delete empty folders* if you have selected *Include subfolders* and want to clean up the input sub tree. This can be useful if you configure a setup that moves or deletes all processed input files. Once all files of the given job have been processed, the output folder will be examined and all empty subfolders will be deleted.
- c. Enable *Check every <number> seconds* to make the given folder a hot folder, i.e. to let the job check that folder frequently for newly generated files (e.g. by an external scanner or capture software). A job that has this options enabled will never stop automatically, since it keeps on monitoring the given folder. You have to stop it manually.
- d. Enable *Merge all pages* if all pages from all processed files of a folder should be converted to a single PDF output document. The output file will be named *<name_of_the_input_folder>.pdf*. The input files of a folder will be processed in alphabetical, case-sensitive order. This defines the page order of the output PDF.
This option can be used to merge pages from scanners that put numbered single page files (such as *page000.tif*, *page001.tif*, etc.) into a single folder.
- e. *Input file formats* can be selected from the given list. The format is derived from the file's extension. Note that different sets of file types are displayed in the *MRC compression*, *PDF optimization* and *PDF/A conversion* modes.
 - *TIFF* enables the conversion of **.tif* and **.tiff* files. Currently PDF Compressor supports bilevel, grayscale and RGB images. CMYK and CIELab color as well as palletized images are not supported yet.
 - *JPEG* enables the conversion of **.jpg* files.
 - *JP2* enables the conversion of JPEG 2000 files. The file extensions **.jp2*, **.jpf*, **.jpx*, **.j2k*, **.jpc* and **.j2c* are recognized.
 - *PDF* enables the conversion of PDF files. If *Always* is chosen under *Rasterize PDF Input* will be rasterized to the resolution specified on the *Advanced* tab of the *Advanced Input Options* dialog before applying the LuraTech MRC compression technique. If *Automatic* has been chosen for *Rasterize PDF Input*, PDF files may be rasterized, e.g. if conversion not PDF/A is not possible otherwise.
 - *BMP* enables the conversion of **.bmp* files. Palletized images as well as some exotic variants are not supported yet.
 - *PNM* enables the conversion of **.ppm* and **.pgm* files.
 - *GIF* enables the conversion of **.gif* files.
 - *PNG* enables the conversion of **.png* files.
 - The formats *MS Word*, *MS Excel*, *MS PowerPoint*, *E-Mail*, *MS Visio*, *OpenOffice Writer*, *OpenOffice Calc*, *OpenOffice Impress*, *MS Project*, *Text Files*, *GIF* and *PNG* are only available the *Born Digital conversion* option is installed. Any combination of these input document types can be converted to PDF or PDF/A. Refer to the **PDF Compressor Enterprise Manual** for details on *Born Digital conversion*.

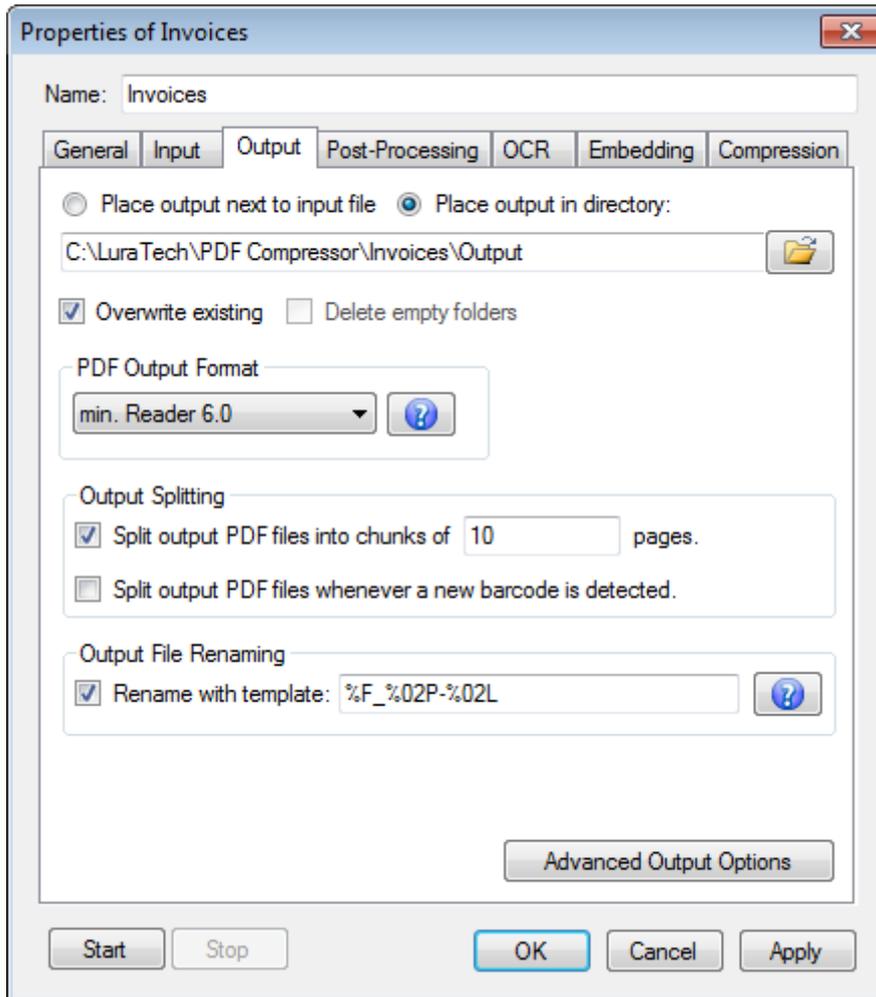


- *Extra Extensions List* serves to supply a list of additional file extensions to process. This entry is only enabled, when *Born Digital Conversion* is installed. The individual extensions entered must be separated by blank spaces.
4. The *Rasterize PDF Input* setting offers different modes for handling PDF input documents:
- a. *Automatic* is the default setting. In this mode PDF Compressor will automatically determine in which cases to convert typeset or vector contents of PDF input files into raster graphics. It will try to avoid such conversions, but will resort to them as a fallback option for documents that cannot be converted otherwise.
 - b. *Always* – this mode will convert all pages of all PDF input documents to raster graphics before compressing or converting them. For PDF input this mode is equivalent to the former MRC Compression mode.
 - c. With the *Never* setting the PDF Compressor will not try to rasterize any non-raster input. In this way you avoid unintentional conversion of typeset or vector content into raster graphics. On the other hand, this may result in failure to convert certain kinds of PDF input files to PDF/A.

Please note that with the *Automatic* or *Never* setting chosen, raster graphics already present in the input documents may still be resampled or compressed, if *Color image optimization* or *Bitonal image optimization* are selected on the *Compression* tab. (Such graphics may e.g. be scanned pages or large images inside a PDF document.)

Configuring Data Output

The *Output* tab lets you configure PDF output options including the exact version of PDF to generate and the location where generated PDF files are placed.



1. Select *Place output next to input file*, and the generated PDF file will be placed into the same directory as the input file.

Select *Place output in directory* and specify a folder by use of the browse button  to put the output somewhere else⁶.

2. *Overwrite existing* lets you select the behavior of PDF Compressor when it attempts to write an output file that is already present at the respective location: Either the output file will not be written (and you will find an error message in the log file) or the existing file will be overwritten.
3. Select *Delete empty folders* if you want to clean up the output directory sub tree. This option is only available if you select *Include subfolders* for the input processing.
4. The option *PDF Output Format* lets you choose the exact version of PDF to create.

LuraTech PDF Compressor can create PDF documents conforming with different versions of the PDF standard or different so-called conformance levels of PDF/A. These formats and their differences are briefly explained here.

The general recommended default is PDF/A-2u.

⁶ The text edit window for the output folder accepts file drag & drop: Just drag & drop a folder from the Windows™ Explorer into this window.



a. *Adobe™ Reader™ 5.0 (PDF 1.4)*

The decomposition of images into different layers and masks is supported in a usable way since Adobe™ Reader™ 5.0 (PDF 1.4). PDF documents produced by PDF Compressor require a viewer to support at least PDF 1.4 to be displayed properly.

b. *Adobe™ Reader™ 6.0 (PDF 1.5)*

Adobe™ Reader™ 6.0 (PDF 1.5) is able to handle JPEG 2000 image compression. If you choose this format, foreground and text color images of MRC compressed pages will be stored in JPEG 2000/Part1 format. This results in better image quality and smaller file sizes. But files created in this format require a viewer to support at least PDF 1.5 to be properly displayed.

c. *Adobe™ Reader™ 7.0 (PDF 1.6)*

The Adobe™ Reader™ 7.0 compatibility mode uses the same PDF features as for Adobe™ Reader™ 6.0 with the only exception that larger page sizes are supported. With Adobe™ Reader™ 6.0 compatibility the page size is limited to 200 by 200 inches. With Adobe™ Reader™ 7.0 compatibility there is no such limit.

d. *PDF/A-1a (ISO 19005-1)*

Same as PDF/A-1b, but with automatically inserted rudimentary tagging information to conform to basic requirements of PDF/A-1a.

e. *PDF/A-1b (ISO 19005-1)*

This is the basic compliance level of the original PDF/A document standard for long-term preservation. It is based on PDF 1.5 with further restrictions regarding e.g. metadata, encryption and transparency.

f. *PDF/A-2b (ISO 19005-2)*

PDF/A-2 is a revision of the original PDF/A-1 standard, allowing for some additional types of content, such as images compressed using JPEG2000 and other PDF/A files embedded as attachments.

g. *PDF/A-2u (ISO 19005-2)*

This is the general recommended default. The format is the same as PDF/A-2b with the additional advantage that all text within the PDF must have a consistent Unicode mapping.

h. *PDF/A-3b (ISO 19005-1)*

The PDF/A-3 standard is equivalent to PDF/A-2 with the only difference that it allows files of arbitrary type to be embedded as attachment to the PDF/A-3 documents.

i. *PDF/A-3u (ISO 19005-1)*

Corresponds to PDF/A-3b, again with the additional requirement for text within the PDF to have a consistent Unicode mapping.

5. *Output Splitting* can be activated in two ways:

- a. *Split output PDF files into chunks of <number> pages* lets you limit the number of pages output to a single PDF document. Instead of writing huge PDF documents with

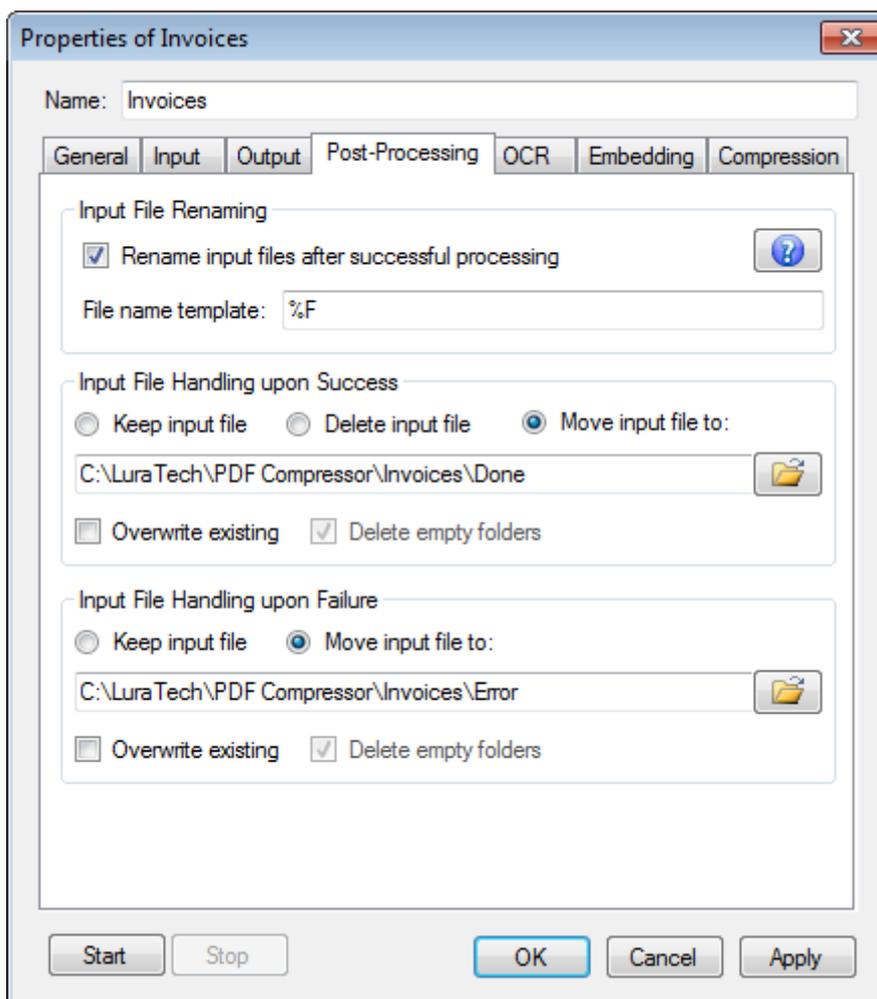


many pages, a series of output files can be created, each with the specified number of pages.

- b. *Split output PDF files when new barcode is detected* is only available when the barcode detection is turned on at the *OCR* tab. If enabled, this function splits the output into multiple documents, whenever a new barcode is detected on a page. (The next document begins with the first page that contains a new barcode.)
2. *Output File Renaming* can be used to customize the naming of PDF output files. The file name template is used to form the output file names. If Output Splitting is enabled you need to enter escape sequences to distinguish the output names of the different chunks. A typical example for page number based splitting is `%F_%P-%L`, where `%F` is substituted by the input file name, `%P` by the first page number within the chunk, and `%L` by the last page number. Press the help button  next to the entry for details and more examples.

Configuring Post-Processing

The *Post-Processing* tab lets you configure additional actions to be performed on input files once they have been processed.



1. *Rename input files* renames input files according to the given File name template. The help button  will display such a list within the PDF Compressor application.



2. The next two sections define the action on an input file either if the processing of the file was successful (a PDF document could be created), or if it failed (no PDF output). If the job has been aborted by the user before the processing of an input file has been finished, the input file will not be moved or deleted in any case (as a user abort is not considered a failure).

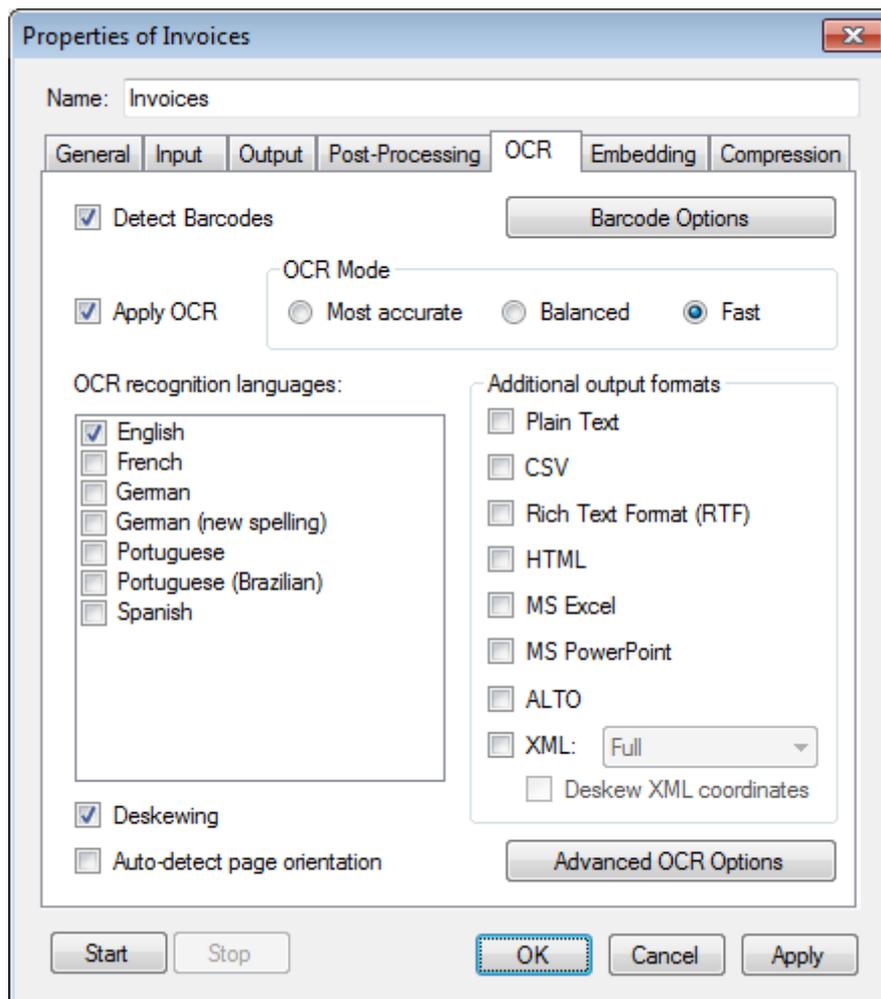
For *successfully* processed input files there are three options:

- a. *Keep input file*: The file is just left at its location, but may be renamed according to the *Rename input files* setting.
 - b. *Delete input file*: After the PDF file is generated, the input file is deleted. Files used as input for embedding as file, bookmarks, metadata or hidden text are also deleted in case the option *General input directory* and name modifier (%F) are used. Be careful with this option! If you note later, that the output PDF does not fit your needs, e.g. you need another quality, than you have lost your original data.
 - c. *Move input file to a folder*: Use the browse button  to select the destination directory where all successfully processed input files should go to⁷. In case the input directory is scanned recursively, a corresponding directory sub tree will be generated to hold the moved input files. Files used as input for embedding as file, bookmarks, metadata or hidden text are also moved in case the option *General input directory* and a name modifier (%F) are used.
 - *Delete empty folders*: This option is only available if you select *Move input file* and *Include subfolders* for the input processing. It will clean up the directory sub tree of the moved input files once a job has been finished (or a hot folder becomes idle).
3. For *failed* input files there are two options:
 - a. *Keep input file*: The file is just left at its location (no action on input file).
 - b. *Move input file to a folder*: Use the browse button  to select the destination directory where all failed input files should go to⁷. If the input directory is scanned recursively, a corresponding directory sub tree will be generated to hold the moved input files. Files used as input for embedding as file, bookmarks, metadata or hidden text are also moved in case the option *General input directory* and a name modifier (%F) are used.
 - *Delete empty folders*: This option is only available if you select *Move input file* and *Include subfolders* for the input processing. It will clean up the directory sub tree of the moved input files once a job has been finished (or a hot folder becomes idle).

Configuring OCR and Barcode Recognition

The *OCR* tab contains options for configuring the optional OCR – i.e. text recognition from raster input documents – and barcode recognition.

⁷ The text edit window for the move folder accepts file drag & drop: Just drag & drop a folder from the Windows™ Explorer into this window.



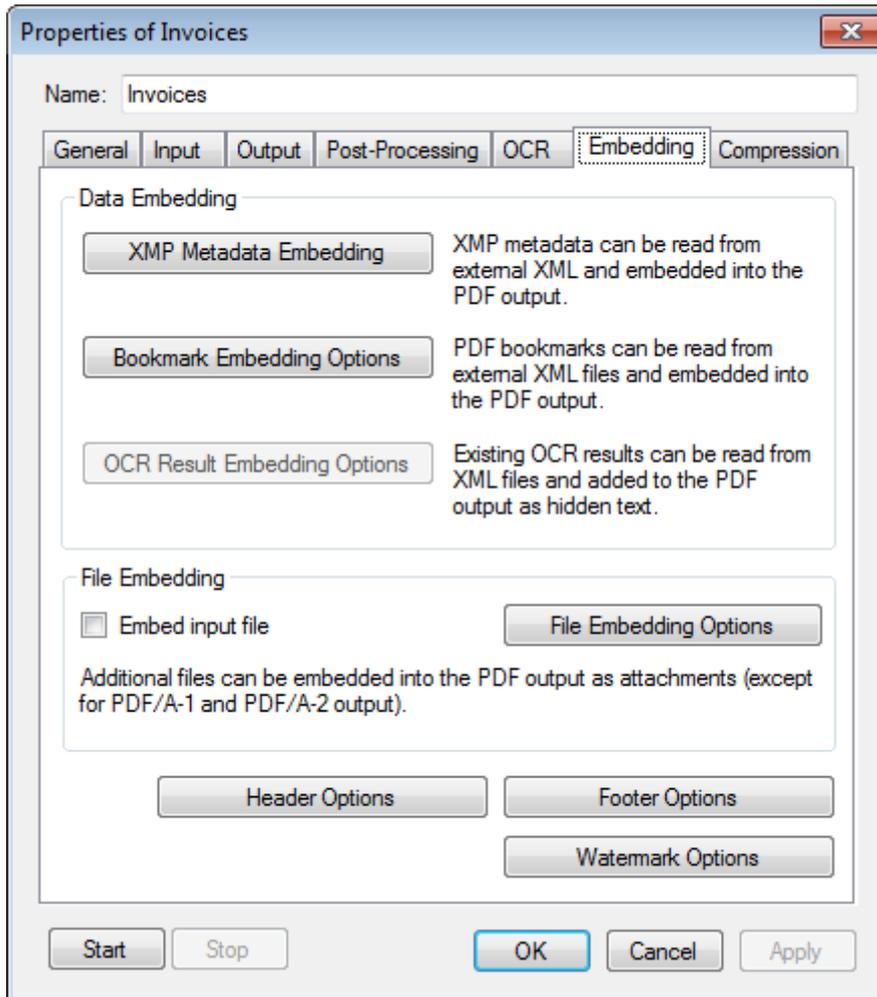
1. The *Mode* section lets you control the tradeoff between OCR recognition accuracy and speed.
 - a. *Most accurate* is the mode which gives the highest accuracy in character recognition. It should be used when the input image quality or resolution is low, and recognition time is not that critical.
 - b. *Balanced* is an intermediate mode between most accurate and fast mode.
 - c. *Fast* provides 2 – 2.5 times faster recognition speed at the cost of a moderately increased error rate (1.5 – 2 times more errors). On good print quality texts, the OCR engine makes an average of 1 – 2 errors per page, and such moderate increase in error rate can be tolerated in most cases.
2. Select the *OCR recognition languages* from the list. Text recognition will be more accurate if you select exactly those languages that appear in your documents. More languages are available upon request (please send email to info@luratech.com).
3. You may choose *Additional Output Formats* to export the OCR results in various formats in addition to the PDF output.
 - a. *Plain Text* exports OCR results as unformatted text (ANSI code page). File extension is *.txt. No auxiliary files.



- b. *CSV* exports OCR results as comma separated values in plain text (ANSI code page). This mainly makes sense when the input document contains tables that should be imported into some other application. File extension is *.csv. No auxiliary files.
 - c. *Rich Text Format* exports OCR results in Microsoft™ RTF format (to be opened with Microsoft™ Word™). File extension is *.rtf. No auxiliary files.
 - d. *HTML* exports OCR results in HTML format. File extension is *.htm. Embedded images are stored as auxiliary files with naming convention <output-name>-<image-number>.jpg.
 - e. *MS Excel* exports OCR results in Microsoft™ Excel™ format. File extension is *.xls. No auxiliary files.
 - f. *MS PowerPoint* exports OCR results in Microsoft™ PowerPoint™ format. File extension is *.ppt. An auxiliary directory <output-name>_files is created. It contains various files used by the PowerPoint document.
 - g. *ALTO* exports OCR results in the open XML standard ALTO (Analyzed Layout and Text Object).
 - h. *XML* exports OCR results in XML format. File extension is *.xml. The XML style can be chosen from the list next to the *XML* option.
 - i. *Full* – all possible XML attributes will be written (large XML files)
 - ii. *Simplified* – some optional attributes will be suppressed (smaller XML files)
 - iii. *Word-level* – detailed character related information is suppressed. The recognized text is set as direct content of the formatting element. Resulting XML files are very small (much smaller than *simplified*), they are human readable and easier to post process.
 - iv. *Line-level plain* – similar to *word-level*, but without any formatting information.
 - v. *ABBYY* – corresponds to the default XML format written by the FineReader Engine. Contents are written as lines of text surrounded by additional XML formatting tags.
 - vi. *ABBYY extended* – corresponds to the full range of paragraph, line and character attributes and formatting information available in the ABBYY XML format, but without word or character recognition variants.
4. Enable *Deskewing* if you want the OCR engine to deskew (align) your pages.
 5. *Auto-detect page orientation* rotates the page images in steps of 90 degrees to ensure that the text is correctly oriented. This is a useful feature when pages have been scanned with wrong orientation, but it only works for raster input documents or PDFs which have been rasterized.

Configuring File and Data Embedding

The *Embedding* tab of the *Properties* dialog lets you configure options for several types of embedding files or supplementary data into your PDF output files.



The three buttons under *Data Embedding* serve to configure the embedding three different kinds of supplementary data in your PDF output files.

All three kinds of data – XMP metadata, PDF bookmarks and XML OCR results – are read from files containing XML of a corresponding dialect. The XML encoding must be UTF-8.

The *File Embedding* group of the *Embedding* tab lets you configure options for adding files as attachments to your PDF output files.

1. Select *Embed input file* to embed the original source file(s) into your output PDFs.
2. Clicking on *File Embedding Options* brings up the following dialog with more configuration settings.

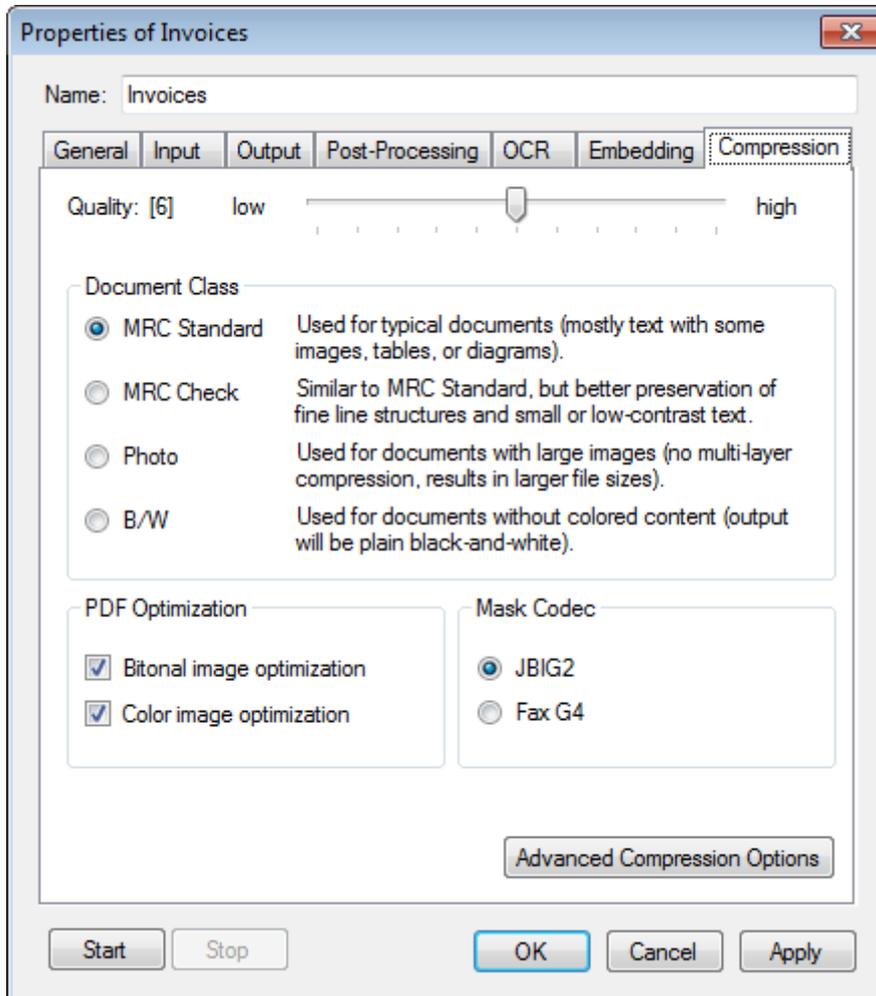
The *Header Options* and *Footer Options* buttons let you configure additional text that is added to each output PDF page. This can be used to add labels, e.g. “Draft”, page numbers, date and time of the conversion, and other information. The given text can be customized concerning font, font face, color size and position.

The *Watermark Options* button displays a dialog which lets you add an additional image (e.g. a company logo) to each of the output pages. The position, size, scaling and transparency can be specified for the image to add.



Configuring Document Compression

The *Compression* tab lets you configure the options for the image compression. These include the overall quality setting, adoption to special input document types and other options.



1. *Quality*: A higher quality value results in higher PDF image quality, but PDF file sizes will increase. A lower quality value corresponds to higher image compression ratios and thus to smaller file sizes.
2. *Document Class*: You can use different classes to optimize the compression results for specific input document types:
 - a. *MRC Standard* should be used for all purpose input documents. This is the default setting.
 - b. *MRC Check* should be used to obtain better quality if the input document contains a lot of fine structures like lines, thin graphical drawings, etc.
 - c. *Photo* turns off the segmentation into layers. Everything is put into the background image layer. This should be only used if your input is of image type: no or only few text and/or graphics.



- d. *B/W* (black & white) turns off image color. Your documents are stored in black and white color, as if they had been transmitted by a b/w fax machine.
3. *PDF Optimization*: Optimization is done by recoding bitonal and/or color images with more efficient compression algorithms. Such optimization will be performed, unless you set the *Rasterize PDF Input* setting to *Always* (compare **Configuring Input Data**, p. 8).
 - a. Enable *Bitonal image optimization* to apply recoding of bitonal images using advanced JBIG2 compression.
 - b. Enable *Color image optimization* to apply recoding of color images found within the PDF document. The color images will be analyzed and, depending on their size and resolution, be replaced by an MRC compressed version (JPEG 2000, if Reader™ 6.0 or 7.0 or PDF/A-2 or PDF/A-3 compatibility has been chosen). The compression options described above apply here, too.
4. *Mask Codec*: You can choose between *JBIG2* and *Fax G4* compression for the text mask. Fax G4 uses lossless image compression, whereas JBIG2 can be used for lossless and lossy compression.

Importing and Exporting Job settings

The settings of all entries within a job list can be exported to a file or restored from a file by use of the menus:

File → *Export job list*

File → *Import job list*

File → *Append job list* (imports a job list by appending its entries to the current list)

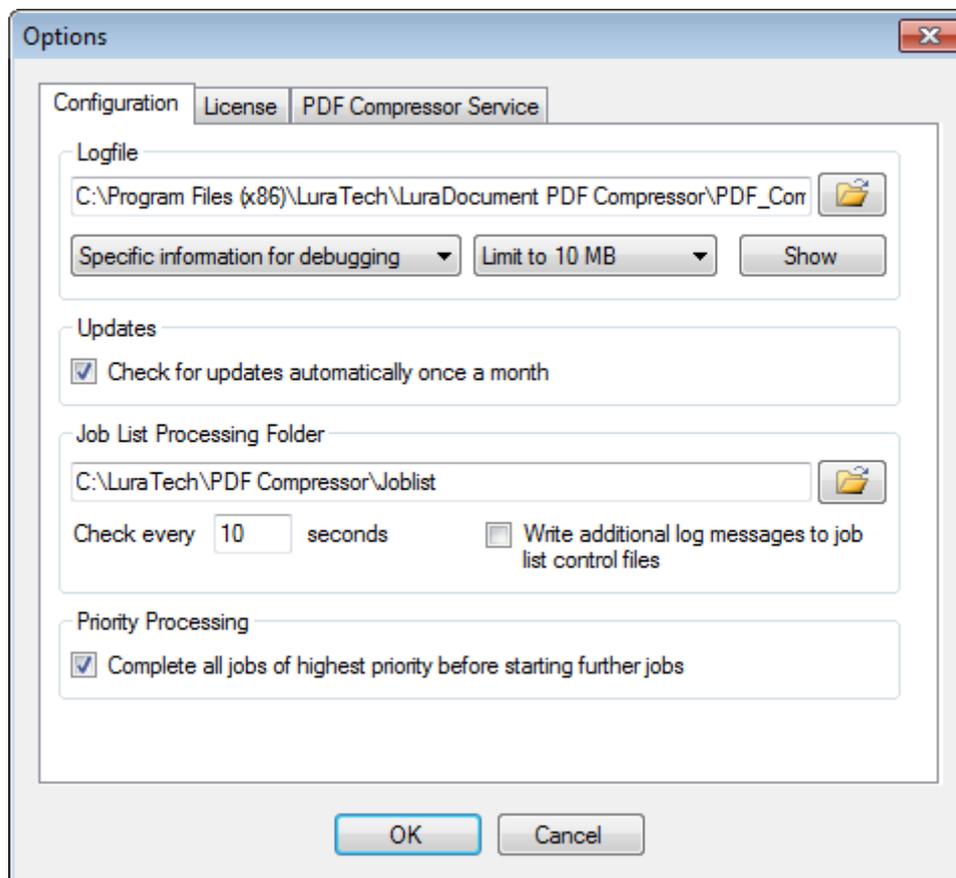
This can be used for backup purposes. *Append job list* can be used to merge multiple jobs lists into a single list.

Settings of a single job can be exported by right-clicking on the job entry and selecting *Export Job...* from the context menu.



5. Administration and Licensing

Administration and license management can be performed via the *File* → *Options* menu. The *Options* dialog has several tabs which are described in the following sub sections.



General Configuration Settings

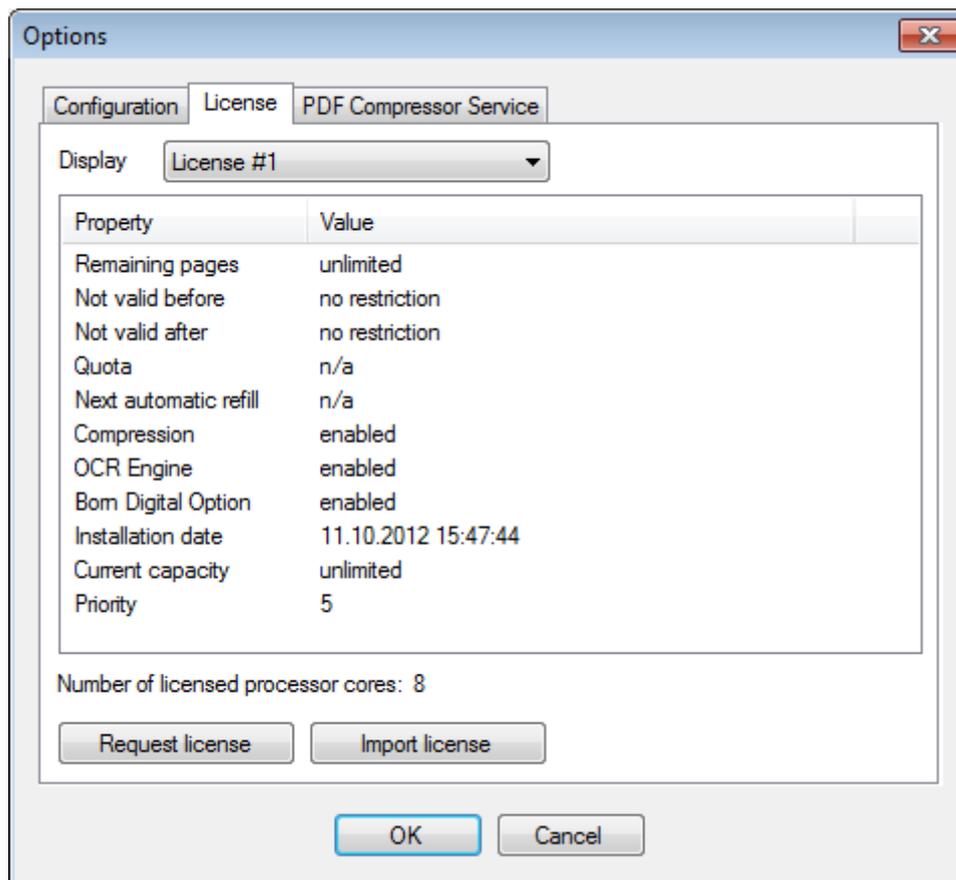
The section *Logfile* of the *Options* dialog lets you configure PDF Compressor's logging system.

The *File* → *Options...* menu lets you configure to *Check for updates automatically once a month*. If this function is enabled, PDF Compressor will contact the LuraTech server once a month to get update information. If a newer version is available, an *Update Information* dialog box will be displayed.

The *Job List Processing Folder* is only relevant for full automatic processing in joblist processing mode. This mode can be used to integrate PDF Compressor Enterprise into other workflows. Please have a look at the ***PDF Compressor Enterprise Manual*** for more information.

Managing Licenses

When the LuraTech PDF Compressor is installed for the first time, it is running in evaluation mode, which causes all output document pages to contain a visible watermark. OCR is possible in evaluation mode, but you are not allowed to output the OCR results in additional formats such as XML, HTML, etc.



The purchased PDF Compressor application includes a license (Server = unlimited, Basic = limited to a certain number of pages, Advanced = limited to a certain number of pages per year). You have to order the license by email. This is done as follows:

1. Use the *Request license* button so save a license request file, e.g. as *request.txt*.
2. Send the file *request.txt* via email to license@luratech.com.
3. We reply by sending a license file *license.txt*.
4. Use the *Import License* button to open the file *license.txt*.

After that you will see the number of remaining pages (which can be *unlimited*), and the license capacity within the *Options* dialog. For a limited license the number of remaining pages will decrease when you generate PDF output. PDF Compressor will stop creating further PDF output once the count reaches zero. In that case you must order a new license to continue.

Depending on the purchased license born digital conversion can be enabled or disabled. The current status is shown in the *License* section of the *Options* dialog.

The *Number of licensed processor cores* is shown in the *License* section of the *Options* dialog. You can configure the actually used number of processor cores (up to the licensed maximum) in the *PDF Compressor Service* section of the *Options* dialog.

Note: Your license is bound to a single installation. If you plan to port your installation to another computer, to recover your installation from a backup after system crash, or to reinstall Windows™, please contact support@luratech.com to get advice before the de-installation of PDF Compressor or reinstallation of your operating system.



6. Support and Contact

If you incur any problems installing or using LuraTech PDF Compressor Enterprise you can contact LuraTech's support via e-mail. Please always include the following information:

1. The version number of LuraTech PDF Compressor Enterprise, e.g. 7.0.0.184. This number is shown in the "About..." dialog available through the  button in the main window's toolbar.
2. The computer's operating system, e.g. Windows 8.
3. A description of the error and the logfile as specified under *File* → *Options* → *Log file*.

Please send all support requests to: support@luratech.com

You can find further information and contact data on our web page: <http://www.luratech.com>

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