

FileConvert

User Guide

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Introduction to FileConvert

FileConvert is an easy-to-use, bulk-conversion utility for converting image files – like scans and faxes – into searchable PDF files. It can also convert to TXT or TIFF formats. FileConvert will watch specific folders for new files to convert, including subfolders. Its flexible jobs, scheduling, document separation, routing, and OCR options make FileConvert one of the most useful PDF converters available. At the same time, its clean, easy interface and helpful wizards make it user-friendly, even for non-technical users.

Here are some steps to help you get started with FileConvert:

Back Up Your Files!

While FileConvert does its best to take care of your files, some things are out of its control: Windows crashes, power outages, hardware failures, insufficient memory, network glitches, and incompatible file formats, just to name a few. FileConvert will try to back up every file it converts, but you should still have backups of your own.

Familiarize Yourself with FileConvert's Features

Read through FileConvert's [Feature Overview](#) to learn what FileConvert has to offer and how you can put it to use.

Set Up a Job

Look at the [Job Overview](#) to learn about the different kinds of jobs and then use the wizards to get your first job set up.

Having Trouble?

If you're having trouble with FileConvert, look over the [Troubleshooting](#) section for solutions to common problems.

Feature Overview

To help you get started using FileConvert, here is a list of key features:

Convert Image Files to Searchable PDF

FileConvert will convert image files (usually scanned documents or faxes) to searchable PDF format. This means that the new file will have a true image of the original, but it will also have embedded text that you can copy or use for keyword searches. Besides PDF, FileConvert will also convert files to TXT (plain text) or TIFF image format. You'll get to choose the output format when you set up your job.

Convert Existing Files

Maybe you have a hard drive full of old scans or faxes that need to be updated to searchable PDF. FileConvert will look through whole trees of folders for these old images and either convert them in-place, leaving a new searchable PDF where the old image file was, or put the converted file in a parallel folder tree, maintaining the folder layout of the source tree. [Learn more »](#)

Convert the Output of a Network Scanner or Fax

If your network scanner or fax server saves to file, as most do, FileConvert will watch for these new files and convert them to searchable PDF format. [Learn more »](#)

Integrated OCR

The key to making PDF files searchable is extracting actual text from the images. This is known as OCR, or *Optical Character Recognition*. FileConvert can silently run OCR as part of the conversion process.

Unfortunately, OCR is also the slowest part of a conversion. To give you better computer performance during working hours, FileConvert has flexible scheduling so you can run jobs only during off-hours or over the weekend. You still get the benefits of searchable PDF files without putting up with the slow-downs. [Learn more »](#)

Automatic Separation

FileConvert can automatically break up a single scan into individual files. This lets you scan a whole stack of documents in a single job, knowing that FileConvert will take care of splitting them up into separate files for you. [Learn more »](#)

Intelligent Naming & Routing

When you scan documents, you can include routing information that will tell FileConvert exactly where to save the files, what file format to use, and what filename to use. Clever use of FileConvert's intelligent routing can help you reduce the whole the scanning, conversion, and saving process down to a single button-press. [Learn more »](#)

Flexible Scheduling

FileConvert provides flexible scheduling options. Run a conversion job on demand, at a specific time each day, or even every minute. Different kinds of conversion jobs have different time requirements. FileConvert is designed to accommodate them all. You'll specify your scheduling preference when you create a job.

Job Priority

Need to slip a high priority job in at the top of the queue? FileConvert jobs have a priority setting so that the most crucial jobs get done first.

Detailed Status Reports

FileConvert will let you know exactly how your conversion jobs have gone. Detailed logs give you job overviews, including any errors or warnings, and tell you exactly which files were converted, right down to how files were separated and routed. You can see the logs anytime from the *Log* tab at the bottom of the FileConvert interface.

Job Types

FileConvert uses *conversion jobs*. A job is a set of preferences that tell FileConvert what to do – where to look for files to convert, what format to convert the files to, where to place the converted files, etc. A job may be a one-time operation, but more likely a job will be a routine that you run over and over, like regularly checking the network scanner for new scans. You will set up each of your conversion jobs and tell FileConvert how often to run them – every few minutes, hourly, daily, or maybe only when you tell it to. All of these options will be explained in the upcoming help topics.

Basic Conversion Jobs

The basic conversion job will search or monitor a folder for image files – image-only PDF files or TIFF images. FileConvert will convert these to searchable PDF and save them to a new location:

- FileConvert searches or watches a folder
- Subfolders can be ignored or included
- Image files are converted to searchable PDF and moved to a new location

Learn how to [set up a basic job »](#)

Custom Conversion Jobs

Custom conversion jobs give you flexibility to define exactly what you need:

- Convert a single folder or a whole folder tree
- Specify what file types to look for
- Have your converted files placed in a single folder, a parallel folder tree, or convert files in-place
- Choose your output file type and file naming scheme
- Select among a number of OCR options
- Assign job priority
- Select among various scheduling options

Learn how to [set up a custom conversion job »](#)

Basic Jobs

A basic conversion job will convert a folder of files to searchable PDF and save the converted files to another folder:

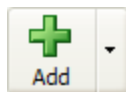
- FileConvert searches or watches a folder for image files (TIFF or PDF)
- Subfolders can be ignored or included
- Image files are converted to searchable PDF and moved to a new location

The classic use for a basic conversion job is a network scanner. Most network scanners save scans to a folder. FileConvert will watch this folder. Each new scan that arrives will get converted and moved to an output folder that you specify.

Setting Up a Basic Conversion Job

To create a basic conversion job:

1. Click the *Add* button on the main toolbar:



2. Select the option that says *Convert a folder of files to searchable PDFs*
3. Give the conversion job a name
4. Click *Next*
5. The wizard will help you complete these steps:
 - [Input Folder](#)
 - [Character Recognition \(OCR\)](#)
 - [Output Location](#)
 - [Backup Folder](#)
 - [Schedule](#)

Basic Job – Input Folder

A [basic conversion](#) watches a folder for new files. This step will help you select a folder to watch and file types to look for.

Folder Location

Browse to the folder you want to watch for new files. If you don't know what folder to select, here are some tips:

Network Scanner

Most network scanners will save new scans as files. Some will save to a network folder. Others save files to their own built-in drive. Check the instructions for your scanner. If your scanner wants to save files to its own drive, make sure that the drive is available on the network and that FileConvert can see it. If your scanner can save files to the network, set it to a folder that FileConvert will be able to see.

Fax Server

Some fax servers will save incoming faxes as files on the network. Check your fax server's instructions. If your fax server can save files to the network, set it to a folder that FileConvert will be able to see.

Global Inbox

You may use software that creates TIFF images or non-searchable PDF files – reports are a good example. You may also have a lot of desktop scanners and want your staff to save their scans into a common directory. This would save their computers from having to handle the conversion. Set up a single folder on the network to serve as a global inbox for all of these files. Then set FileConvert to watch this folder for new files.

IMPORTANT: Folder permissions are important here. Make sure that FileConvert will have permission to create, read, save, and delete files from the folder it is watching.

Also Look in Subfolders

Select this option to have FileConvert also look in subfolders for files to convert. Otherwise it will only look in the input folder and ignore all subfolders.

File Types

Select the file types that FileConvert should watch for. It will ignore all other files. Most scanners and fax machines save *TIFF Images* or *PDF* files.

NOTE: FileConvert distinguishes between *image-only* PDF files and PDF files that already have text. Scans are image-only PDFs, meaning that they have a scanned image but don't have any text. FileConvert will only look for image-only PDFs. PDFs that already have text will get skipped. If you need to redo OCR for PDF files that have been converted before, set up a [custom conversion job](#).

Basic Job – OCR

When files in a [basic job](#) are converted, FileConvert can optionally perform *text recognition*, or [OCR](#) (Optical Character Recognition). OCR is by far the slowest part of the conversion process, but it is required for searchable PDF files.

If you don't need searchable files, consider skipping OCR.

Basic Job – Output Location

After files in a [basic job](#) get converted, FileConvert needs to know where to save them. There are two ways to tell FileConvert where a file should go: 1) in the job settings, or 2) with *separators* on a file-by-file basis.

Separators

[Separators](#) are special cover-sheets that you can place on top of documents to separate them automatically. Each time that FileConvert comes across a separator, it knows that a new document is starting. But separators have another function – document routing. Separators can carry information about *where* and *how* a document should be saved. By using separators, you can automatically "route" every document in the stack to its own location.

Separators are easy to create in FileConvert and even easier to use. [Learn more »](#)

Job Output Location


If you don't scan with separators, FileConvert needs to know where to save converted files. You define this as the *Output Location* for the job.

Where should FileConvert save documents?

You need to designate a folder where the converted files should go. It can be on any drive visible to FileConvert. Offices that use FileCenter often create a *Converted Files* drawer in a file cabinet. Your office may want to put a *Converted Files* folder on the network. The principle is to have a folder where everyone knows to look for their converted files.

How should FileConvert name documents?

Some network scanners allow you to name a document at the time you scan it. Fax servers may assign special names to faxes, names you would like to keep. To preserve the original name, select the *Keep original file name* option. The converted file will keep the same name as the original.

You can also provide a default filename. Every file that isn't handled by a separator will use this filename. Simply type in the name you want to use, like "Converted File". To get dynamic, more intelligent filenames, set up a [naming option](#). Naming options are filename rules that will generate filenames automatically. If you have already defined a naming option, select it from the drop-list. If you want to create a new naming option, click the wizard button .

What about naming conflicts?

FileConvert will never overwrite an existing file, even if there is a naming conflict. When a naming conflict happens, FileConvert will give the new file an increment. For example, suppose that the file "scan.pdf" already exists. FileConvert needs to place a new file, also called "scan.pdf", in the same folder. FileConvert will save the new file as "scan 01.pdf" to prevent a conflict. If another "scan.pdf" comes along later, FileConvert will save it as "scan 02.pdf", and so on.

Note that you can customize the format of the increment value.

Basic Job – Backup Location

Before it converts a file, FileConvert will always try to make a backup copy of the original. If there are errors in a conversion or if you want to re-do a conversion, you will want to have a copy of the original file. Also, no computer operation is fool-proof. Keeping backups is always a wise idea.

Specify a folder where FileConvert can put the backup copies. This folder should not be the source of any other conversion jobs, otherwise the backup copies will get converted. If you don't specify a backup folder, FileConvert will use the default backup folder (see [General Settings](#)). If you are having FileConvert also convert files in subfolders, FileConvert will duplicate the folder structure so that backup copies can be found in their original layout.

IMPORTANT: **The burden is on you** to ensure that you have reliable backups of your files. While FileConvert does its best to try to preserve your originals, these can easily be deleted or the backup may fail. *You should never rely on a single backup solution.*

Basic Job – Schedule

You have a lot of flexibility in scheduling your job. You can have the job run every few minutes, once a day, or once a week. Each time the scheduled interval comes around, FileConvert will search for new files to convert. You can also set the schedule to *Manual*. Manual jobs never run automatically. They will only run when you start them yourself.

You will notice that daily and weekly jobs have a *start time* and an *end time*. The job will begin at the start time and continue to search for new files until the end time. For weekly jobs, the end time can be on a different day. This lets a job run all weekend, for example.

If your start time is later than your end time, the job will begin at the start time, continue running past midnight, and end at the end time. For example, if your start time is 6:00 PM and your end time is 6:00 AM, the job will run through the night and end at 6:00 AM. This is useful when you want to have a job run after-hours, but not run during the day.

When the end time arrives, FileConvert will pause processing files for that job until it becomes active again (but it will continue processing files for other active jobs).

Scheduling Large Jobs

If your job has thousands of files in it, the biggest thing to be concerned about is how long it takes FileConvert to crawl through the source folder looking for files. This is potentially the most resource-intensive part of the conversion process and it can bog a computer down.

For large jobs, you should schedule FileConvert to search for files less frequently. For example, if you have FileConvert look for new files every minute, it's going to be continuously crawling your folders. It would be smarter to have it check for files just once or twice a day, and set the *Source File Limit per Run* at a reasonable level for what can be converted in that time frame (see [General Settings](#) for more information).

Custom Conversion Jobs

Custom conversion jobs give you flexibility over all of the job parameters and give you options which aren't available through the job wizard.

Setting Up a Custom Conversion Job

To create a custom conversion job:

1. Click the drop-arrow next to the *Add* button and select *Add Job*:



2. Complete each of these steps:
 - o [Source](#)
 - o [Destination](#)
 - o [OCR Options](#)
 - o [Schedule](#)

Custom Job – Source

With a [custom conversion job](#), FileConvert can search through a single folder or an entire drive/folder tree for new files to convert. FileConvert will be searching for specific file types, ignoring all of the others. This topic will help you configure the source parameters for your job.

Conversion Job Name

First, give your conversion job a unique name.

Source (Input)

You have two source options for your conversion job:

Process Files in Source Folder *(default)*

You will point FileConvert to the folder where your files are and let it look for files to convert.

Use the *Source Folder* field to select the folder where your files are. If you want to include all subfolders, select the *Also Convert Files in All Subfolders* option. If you don't include subfolders, only the folder you select will be searched.

IMPORTANT: Folder permissions are important here. Make sure that FileConvert will have permission to create, read, save, and delete files in the source folder(s).

Process Batch Files

With this option, you will feed FileConvert a list of files you want converted. The list must meet these criteria:

- Plain text file with a ".txt" extension
- One filename per line
- Give the complete path for each file
- The files can reside anywhere

Every time the job runs, FileConvert will look for a new text file and add every file in it to the queue. This is a good option if your files are managed by a database or another system. It's also a good option if you have thousands and thousands of files to convert – instead of having FileConvert recurse through your folders looking for files, which is slow and resource-intensive, you simply tell FileConvert what files you want converted.

File Types to Convert

Select the file types that FileConvert should convert. It will ignore all other files. Most scanners and fax machines save *TIFF Images* or *PDF* files. You'll typically want to select these two options.

TIFF

TIFF is the standard file format used by most scanners and imaging devices.

PDF

Some scanners and imaging devices are now creating PDF files. These files have an embedded image (picture) of the document, but no actual text. FileConvert will skip any PDF files that have actual text unless the *Redo PDFs that are Already Searchable* option is selected (see below).

JPEG

Most scanners and fax machines do not save JPEG files. JPEG is normally used for digital photos and high-resolution graphics. You will rarely want to select this option.

CAUTION: FileConvert cannot distinguish between JPEGs of documents and digital photos. If you select the JPEG option, **every** JPEG file will be converted. ONLY select the JPEG option if this is what you want.

Word

This option will convert any Microsoft Word files (.doc, .docx) to PDF. PDF is the only valid output type. No OCR will be performed, since these files already have real text.

NOTE: This option essentially "prints" your Word files to PDF. So the conversion will use whatever print preferences you have in place in Word. Also, Word **must** be installed on the machine where FileConvert is running.

Be very careful about selecting *Redo PDFs that are Already Searchable*. These are scans that have already been converted to searchable PDF before. If you select this option, FileConvert will strip out the old OCR text and replace it with new OCR text.

Specify a Backup Path

Before it converts a file, FileConvert will always try to make a backup copy of the original. If there are errors in a conversion or if you want to re-do a conversion, you will want to have a copy of the original file. Also, no computer operation is fool-proof. Keeping backups is always a wise idea.

Specify a folder where FileConvert can put the backup copies. This folder should not be the source of any other conversion jobs, otherwise the backup copies will get converted. If you don't specify a backup folder, FileConvert will use the default backup folder (see [General Settings](#)). If you are having FileConvert also convert files in subfolders, FileConvert will duplicate the folder structure so that backup copies can be found in their original layout.

IMPORTANT: The burden is on you to ensure that you have reliable backups of your files. While FileConvert does its best to try to preserve your originals, these can easily be deleted or the backup may fail. *You should never rely on a single backup solution.*

Custom Job – Destination

After files in a [custom conversion job](#) get converted, FileConvert needs to know where to save them. There are two ways to tell FileConvert where a file should go: 1) in the job settings, or 2) with *separators* on a file-by-file basis.

Separators

[Separators](#) are special cover-sheets that you can place on top of documents when you scan. Each time that FileConvert comes across a separator, it knows that a new document is starting. Besides separating documents, separators have another function – document routing. Separators can carry information about *where* and *how* a document should be saved. By using separators, you can automatically "route" every document in the stack to its own location.

Separators are easy to create in FileConvert and even easier to use. [Learn more »](#)

Destination Options

If you don't scan with separators, FileConvert needs to have a path where it can save converted files. Specify this in the job's *Destination* settings.

There are three destination options: 1) route files to a different folder, 2) keep the files where they are, or 3) specify advanced destination options.

Place Converted Files in a Destination Folder

Most of the time you'll want to put your converted files in a new folder. Think of the "inbox-outbox" metaphor: you pick up new files from an inbound scans folder, and place the converted files in a "converted files" folder.

If you select this option, you'll need to specify the destination (output) folder.

If you select the *Preserve Original Subfolder Structure* option (see below), FileConvert will give the destination folder the same subfolder layout as the source folder. In effect, you'll get a parallel tree of converted files.

Keep Files in Their Original Folders

You can choose to leave files where they are. FileConvert will convert them in-place.

IMPORTANT: If the output filename matches the input filename (for example, they're both PDF files), FileConvert will overwrite the original file. The original will still be backed up before the conversion, but it's **your responsibility** to make sure that you have a good backup of your files before you run a conversion job.

Use Advanced Destinations

With the *Use Advanced Destinations* option, you're given the same destination options that a separator uses. You would normally use this option if you wanted to send the converted file to

more than one folder or wanted to have some control over the filenames. To create an advanced destination:

1. Select the *Use Advanced Destinations* option
2. Click *Add* to create a new destination
3. Follow the instructions in [Add a Destination](#)

File Type

You need to specify a file format to convert your files to:

PDF

If you also run full OCR (which you'll specify under the *OCR Options* later), you'll get a *searchable* PDF file which has the image of the original file plus actual text embedded behind the image.

If you don't run full OCR, you'll get a PDF with an image of the original file but without any actual text. The file will look like the original, but you won't be able to search the file contents or copy/paste any text from the file.

TIFF

A *TIFF* file is an image-only format. It will not contain any searchable text, *even if you run full OCR*. If the input format is PDF, FileConvert will give you a TIFF image of the original file.

Text

The *Text* option produces a plain-text file with the OCR text from the original file. This is a text-only file with no font or style formatting.

IMPORTANT: If you select the *Text* option, you **MUST** run full OCR, otherwise your output files will be empty. You should also indicate how you want line/paragraphs broken up in the output file. You'll do this under the *OCR Options* later.

Other Options

Depending on what kind of destination you select, you may have some of these options available to you:

Preserve Original Subfolder Structure

If you select this option, FileConvert will preserve the folder structure of your source tree.

Delete Source Files

Select this option to have FileConvert delete the original file after the conversion. Note that if the input filename matches the output filename, the file will be overwritten, even if you don't delete the source file. So, for example:

- If the source file is a TIFF and the converted file is a PDF, you'll end up with two files if you don't delete the source file: the original TIFF and the converted PDF
- If the source file is a TIFF and the converted file is a PDF, you'll end up just a converted

PDF file if you delete the source file

- If the source file is a PDF and the converted file is a PDF, the converted file will overwrite the original, *regardless of whether you delete the source file*

Documents Routed by Separators are Also Routed to Conversion Job Destinations

As noted above, you can use separators to tell FileConvert where to save individual scans. Normally when you do this, FileConvert will NOT save the file to the job's destination folder. You can override this behavior by selecting *Documents Routed by Separators are Also Routed to Conversion Job Destinations*. This will save the converted file to *both* places.

Add a Destination

This topic will help you add a *destination*. Think of a *destination* as instructions for saving a file. A destination tells FileConvert:

- *Where* to save the file
- *How* to name the file
- *What* file format to use

[Separators](#) can include destinations for routing documents. [Custom conversion jobs](#) can also use destinations for saving converted files.


Step 1: Choose the Folder Where the Files Will be Placed

Select the folder where you want your converted files to be saved.

To organize the converted files by date, select the *Place Files in Dated Subfolder* option. This will sort your converted files in dated subfolders within the destination folder. Note that the dated subfolders are only created on days when files are saved to this destination. If no files are saved here on a certain day, there won't be a dated subfolder for that day.

The dated subfolder can have a few different date formats. Select the format you prefer on the *Date Format* list.

Step 2: Choose File Naming Options

Type in the name that you want to use for these converted files. Every file that gets saved to this destination will use this filename. To get more dynamic, intelligent filenames, set up a [naming option](#). Naming options are filename rules that will generate filenames automatically. If you have already defined a naming option, select it from the drop-list. If you want to create a new naming option, click the wizard button .

What about Naming Conflicts?

FileConvert will never overwrite an existing file, even if there is a name conflict. When a name conflict happens, FileConvert will give the new file an increment. For example, suppose that the file "scan.pdf" already exists. FileConvert needs to place a new file, also called "scan.pdf", in the same folder. FileConvert will save the new file as "scan 01.pdf" to prevent a conflict. If another "scan.pdf" comes along later, FileConvert will save it as "scan 02.pdf", and so on. You can customize the format of the increment value by setting up a naming option.

Step 3: Choose the Format of the Saved Documents

Select the format that you want to convert the file to.

PDF

This option produces a PDF file with the original scanned image. If you also perform [OCR](#), or *Optical Character Recognition*, FileConvert will embed the OCR text behind the image – character-aligned with the original words – making the PDF file fully searchable/indexable

and letting you select/copy text from the scan.

TIFF Image

This format is an image of the original file. There is no actual text. The file will look like the original, but you won't be able to search its contents or copy any text from it. Most scanners and fax servers already save files as TIFF images. You might select the TIFF option if you only want FileConvert to separate and route your files but you want to keep them in TIFF format. FileConvert does not need to run OCR or convert to another format, so this is a very fast option.

Text

A text file only contains text extracted from the original image. It does not include the image itself. Text files are searchable, and you can edit them in any word processor. You might select this option if you only care about the text of the document and the formatting does not matter. FileConvert needs to run OCR to extract the text from the image, so this is a slow option.

Custom Job – OCR

Use the *OCR Options* section to set up the OCR behavior for your [custom conversion job](#).

OCR Options

These relate to how OCR will be performed.

Process Separators

FileConvert's *separators* are cover-sheets used to indicate where a new file should start and, optionally, where to save the file. Separators are recognized by special codes at the top of the page. If you select the *Process Separators* option, FileConvert will look for separators as it runs OCR.

NOTE: If you don't select an *Embed OCR Text* option, FileConvert will do a very rapid separator-only OCR that just looks at the top part of each page. This is much faster than standard OCR. You would want to do this if you only care about separating/routing your files and don't need searchable PDFs.

Auto-Rotate Pages *(Advanced Engine Only)*

Rotated pages will be flipped so that the text is upright. The most common case is landscape pages. Landscape pages usually have to be scanned as portrait, making the text sideways. *Auto-Rotate Pages* will detect that the text is running vertical and flip the page back to landscape so it's readable.

Embed OCR Text

If you are converting to PDF or running OCR on existing PDF files, the OCR text can be embedded in the PDF to make it indexable and searchable. The PDF file will still have the original scanned image, but it will also have text invisibly embedded on the pages. Use these options to determine if and how your OCR text will be embedded in the PDF:

Do Not Embed

The OCR text will not be embedded in the PDF file. The PDF will not be indexable or searchable. In other words, it will be an "image-only PDF".

Embed Word-Aligned

The OCR text will be embedded behind the scanned image. The words will be aligned behind their representation in the scan. With this option, you can actually "select" the words in the scan to copy them.

Embed at Top of Page

The OCR text will be clumped at the top of the page in one continuous, hidden paragraph. This is a good option if you don't care about selecting and copying text in the PDF. It results in slightly smaller PDF files.

OCR Engine

FileConvert can use a number of different OCR engines. Each engine has its own strengths and weaknesses:

Standard

This is a basic engine. Its biggest advantage is speed – the engine is very fast. Its accuracy is typically above 90%, high enough to make your documents searchable. It handles poor images gracefully, but its accuracy degrades as the image quality goes down. This engine only recognizes English characters. Also, it does not recognize rotated pages, meaning that all scanned images must have upright text.

Advanced

The advanced engine is somewhat slower than the standard engine, but its accuracy is much better – usually above 97%. This engine supports and automatically detects Danish, Dutch, English, French, German, Italian, Norwegian, Portuguese, Spanish, and Swedish. It handles light, dark, and dirty backgrounds quite well. It can recognize rotated pages.

Microsoft Office (MODI)

Microsoft Office 2003 and newer include *Microsoft Office Document Imaging*, or *MODI*. MODI includes a fast, capable OCR engine. The MODI engine is actually licensed from ScanSoft, the maker of OmniPage and PaperPort, so its performance is comparable to those engines. It does not recognize rotated pages.

IMPORTANT: These engines will only be available as options if they are detected on your system. FileConvert does not bundle or install any engine except for the *Standard* and *Advanced* engines.

Page Timeout

Some pages can cause the OCR engine to hang. To let the OCR engine move on past pages like these, you can specify a *page timeout*. If the engine hasn't been able to successfully OCR a page before the timeout lapses, it will give up and move on to the next page. Failed pages will be reported in the log.

Line Break Options

Use these options to tell FileConvert where to insert line breaks (hard returns) in the OCR text.

NOTE: These options are only relevant if you choose *Text* as the output file format. When you convert to PDF and embed hidden text, the OCR text will always be character-aligned behind the image.

By Paragraph

FileConvert will try to figure out where paragraphs end based on punctuation. For example, if a "." falls at the end of a line, it's probably the last sentence in the paragraph. FileConvert will insert two returns wherever it thinks a paragraph ends. If you choose this option, you should proofread your OCR text to make sure all of the line breaks were handled correctly.

By Line

FileConvert will preserve the original lines from the document. This means that wherever a line wraps in the document, FileConvert will insert a line break. FileConvert will not try to figure out paragraph endings.

None

FileConvert will not insert any line breaks. The OCR text will come out as one, continuous line of text.

Page Size when Converting from TIFF

When you're converting from TIFF to PDF, FileConvert needs to know what size to make the PDF pages. You have two options: force one page size, or base the page size on the dimensions and resolution of the original TIFF image.

NOTE: If you choose to base the PDF size on the dimensions of the original image, run some tests to make sure the results are what you want. Some scanners do not stamp the resolution correctly when they create TIFF files.

Conversion Job – Schedule

You have a lot of flexibility in scheduling [custom conversion jobs](#). You can have the job run every few minutes, once a day, or once a week. Each time the scheduled interval comes around, FileConvert will search for new files to convert. You can also set the schedule to *Manual*. Manual jobs never run automatically. They will only run when you start them yourself.

You will notice that daily and weekly jobs have a *start time* and an *end time*. The job will begin at the start time and continue to search for new files until the end time. For weekly jobs, the end time can be on a different day. This lets a job run all weekend, for example.

If your start time is later than your end time, the job will begin at the start time, continue running past midnight, and end at the end time. For example, if your start time is 6:00 PM and your end time is 6:00 AM, the job will run through the night and end at 6:00 AM. This is useful when you want to have a job run after-hours, but not run during the day.

When the end time arrives, FileConvert will pause processing files for that job until it becomes active again (but it will continue processing files for other active jobs).

Scheduling Large Jobs

If your job has thousands of files in it, the biggest thing to be concerned about is how long it takes FileConvert to crawl through the source folder looking for files. This is potentially the most resource-intensive part of the conversion process and it can bog a computer down.

For large jobs, you should schedule FileConvert to search for files less frequently. For example, if you have FileConvert look for new files every minute, it's going to be continuously crawling your folders. It would be smarter to have it check for files just once or twice a day, and set the *Source File Limit per Run* at a reasonable level for what can be converted in that time frame (see [General Settings](#) for more information).

Another option to consider for large jobs is using *Batch Files* to populate the queue instead of having FileConvert look for files to convert. See [Custom Job Source](#) for more information.

How to Run a Job

If you've set up a schedule for your job, FileConvert will run the job automatically according to the schedule, scanning for new files and converting them without any action on your part. FileConvert doesn't have to be open for this to work.

You can also run a job manually anytime you want. Here's how that works:

1. Select the job
2. Click *Run Job*
3. If you want to redo any files, do it from the *Source Log* tab (see [Redo Files; Source Log](#))
4. If you want to scan for new files, click *Scan for Source Files*

FileConvert will display a list of files that are ready to be converted. If you want to remove a file from the list, select it and click *Remove from Run*. The file will be skipped until the next time the job runs.

When you're ready to begin converting the files, click *Add to Queue*.

Once you've added the files to the queue, you can close FileConvert. FileConvert will continue converting the files in the background.

Redo Files; Source Log

FileConvert keeps track of files it has already converted in the *Source Log*. This keeps FileConvert from redoing files that have already been converted. You can view the source log:

1. Select the job
2. Click the *Source Log* link in the *Source* summary on the right
3. A list of files and their status will pop up

You can also see this list when you run a job manually:

1. Select the job
2. Click *Run Job*
3. Select the *Source Log* tab

You can use this list to see the status of files that have already been found, and redo files that FileConvert has already tried to convert.

Redoing Files

From the source log screen, you can select individual files to re-convert, or you can redo every file in the job.

Redo Specific Files

You redo individual files by changing their status to *New*. This tells FileConvert to convert the file again as if it had never seen the file before:

1. Select the file(s) in the list
2. To select a range of files, click the first file, hold down the *Shift* key, and select the last file; to select random files, hold down the *Ctrl* key as you click
3. Click *Process Again*

This will clear the status and treat the files like they're new.

Redo All Files

You can redo every file in the job. This is like starting over from the beginning. To do this, click the *Clear Log File* button. This will purge the job's history; every file that was previously converted will be converted again (provided it's still in the source folder).

Proceed with the Conversion

If you came into this list from the *Run Job* button, you can now switch back to the *Files to Queue* tab. If the files aren't showing up in the list, click *Scan for Source Files*. To proceed with the conversion, click *Add to Queue*.

Otherwise, just close the dialog and FileConvert will try to convert the files the next time it

processes the job.

View Source Log

You can view the actual source log. On the source log screen, look for the *Log File* link in the lower right-hand corner. If you click this link, it will open the log file in a text editor.

IMPORTANT: Don't change the source log unless you know what you're doing.

Optical Character Recognition

When you scan a document, you create an *image* file. Even though the image seems to have text, to the computer it is just a picture.

Optical character recognition (OCR) is a process which extracts text from a scanned image. It does this by looking for recognizable letters and words. A good OCR engine can pull the text out of a scanned image with excellent [accuracy](#).

Why Bother with OCR?

If your only concern is archiving paper documents as electronic files, OCR may not matter to you. But if you want to copy and paste text from a scan, or do a text search of the scan's contents, you will need OCR.

Where Does the OCR Text End Up?

If you convert your files to *PDF* format, FileConvert embeds the OCR text in the PDF file:

- The original scanned image of the document is on top
- The OCR text of the document is embedded invisibly behind
- Each word of OCR text is aligned behind the image of the word

FileConvert can also create a plain text file, which is *just* the unformatted OCR text without the original document image.

How Do I Turn On OCR?

When you set up your job, you'll be asked whether you want to include OCR as part of the process.

Can I Re-Run OCR?

You can redo OCR by re-converting the file. You'll need to set up a [custom conversion job](#). Under the *Source* option, set the input file type to *PDF* and select the *Redo PDFs That Are Already Searchable* option. PDF files which have OCR text will be re-converted. FileConvert will discard the old OCR text, re-run OCR, and embed the new text in the file.

What OCR engine is FileConvert using?

If you set up a [custom conversion job](#), you can choose among several OCR engines. See [OCR Options](#) for more information.

OCR Accuracy

OCR accuracy can be very good. Follow these guidelines to keep accuracy as high as possible.

Page Orientation

OCR requires that the page be upright. If your scanner always produces rotated pages, an [advanced conversion job](#) can turn them upright.

NOTE: Some OCR engines can handle rotated pages, but it degrades OCR speed.

Document Quality

One of the most important factors in OCR accuracy is the quality of the original document. Small fonts and rough, blurred characters will degrade OCR accuracy, as will stray marks and excessive "noise" or background patterns. The best accuracy will be achieved with a clean document which uses a 10-14 point font size. The common font faces – Times, Arial, and Courier – will have the highest recognition rates.

Image Resolution

For best accuracy, we recommend that you scan in *black and white* at *300 dpi*. Higher resolution will not greatly improve accuracy but it will increase the file size dramatically. It is not necessary to scan in color or gray scale, which both produce very large file sizes.

Black/White Threshold; Darkness

A very common cause of bad OCR accuracy is an image that is too light. When an image is too light, there can be gaps and holes in the characters. These gaps and holes make it very difficult for the OCR engine to figure out what the characters are. Increase the *black/white threshold* or *darkness* setting of your scanner until it produces an image with solid characters.

Conversely, an image that is too dark has very bold characters which bleed together, making it hard for the OCR engine to distinguish one character from the next. Decrease the *black/white threshold* or *darkness* setting of your scanner until it produces an image with solid but distinct characters.

OCR Engine

Your choice of OCR engine can make a difference both in OCR accuracy and speed. See [OCR Options](#) for more information.

Separators

The most efficient way to scan is to run whole stacks of documents through the scanner. But this puts all of the documents into one file, leaving the problem of how to separate the documents afterwards.

FileConvert solves this problem with *separators*. Separators are special pages that go between your documents when you scan. A separator shows FileConvert where a new document begins so that FileConvert can put the document in its own file.

Document separation is just the beginning. The real power of FileConvert's separators is in *autosaving* or *routing* files. Each separator can specify routing and filename information. Not only will FileConvert split the document into its own file, it will save the file wherever you want it to go. Using separators, it is possible to convert a large batch of files from the scanner and automatically save every file to a different location.

Office Mail Example

For example, an office has created a unique separator for each employee. They use these separators to automatically route the daily mail. This works well since they already had the goal of digitizing all inbound mail. When the daily mail comes in, the secretary sorts it with employee separators and then scans the entire stack in one batch.

FileConvert is watching the output of the network scanner. When the new scan appears, FileConvert pulls out each piece of mail into a separate file and forwards it to the network folder for the right employee. Once the secretary presses the *start* button on the scanner, the whole process plays out automatically.

How Do I Create Separators?

Separators are easy to create and print right inside of FileConvert. [Learn how »](#)

Are There Separators That *Only* Separate?

There are two kinds of separators:

Generic Separators

Generic separators only have one purpose: separating documents. They do not have any auto-saving or routing rules. [Learn more »](#)

Standard Separators

Standard separators have a number of features and options, like fixed-length page separation, filename rules, selectable conversion formats, etc. [Learn more »](#)

When Does Separation Happen?

FileConvert will process a file's separators when it converts the file. It works through the file page-by-page and splits off new files as it runs across separators.

Some users may wonder how [delayed OCR](#) affects separators. The answer is that it doesn't. A file will get split up during the initial conversion run. Delayed OCR will then be run on each of the files that were spun off from the original.

However, you will find that [advanced conversion jobs](#) have an option to ignore separators. If for some reason you need to delay separator processing until another job, you can use this option.

The Generic Separator

The system-defined Generic Separator only has one purpose: to separate documents. It does not have any options like a [standard separator](#).

The generic separator always appears at the top of the list in the [Separators Dialog](#). It cannot be deleted or modified. To print a copy of the generic separator, select it from the list and click *Print*.

Where Will the Separated Documents Go?

Every [conversion job](#) has an output location. That's where documents with generic separators will be saved. The filename preferences for the job will be used to name the file. This may be the *original filename*, in which case the separated document will keep the same name as the original file, or you may have specified a default filename to use with that job.

What about Naming Conflicts?

FileConvert will never overwrite an existing file, even if there is a name conflict. When a name conflict happens, FileConvert will give the new file an increment. For example, suppose that the file "scan.pdf" already exists. FileConvert needs to place a new file, also called "scan.pdf", in the same folder. FileConvert will save the new file as "scan 01.pdf" to prevent a conflict. If another "scan.pdf" comes along later, FileConvert will save it as "scan 02.pdf", and so on.

Standard Separators

Standard separators have two functions: 1) separate documents, and 2) automatically save the documents based on options that you define. This topic describes each of the options available in a separator.

You will create, print and manage your separators from the [Separators Dialog](#). The options below apply when you create or edit a separator.

Separator Name

Each separator must have a unique name. Try to use a name that is as descriptive as possible. This will help you recognize the separator after it's printed.

Separator Destinations

Separators must have at least one *destination*. A destination is a set of options for auto-saving a document. These options include a file path, flexible filename rules, optional date stamping, and an output format.

A separator can have more than one destination. When the separator is processed, the document will be saved to every destination on the separator.

To add a destination, click the *Add* button under the list of destinations in the *Add Separator* dialog. Then follow the instructions in [Add a Destination](#).

Begin a New Document Every ___ Pages

A single separator can be used to automatically separate a whole stack of documents at fixed page intervals. For example, suppose that you scan a whole stack of documents at once. Every document in the stack is exactly 3 pages long. If you put a single separator at the beginning of the stack, you can have FileConvert separate the output file into individual files every three pages.

To enable this functionality, select the option *Automatically Begin New Document Every ___ Pages* and enter the number of pages in each document.

To use this separator:

- Put it at the *beginning* of the stack
- Only insert it *once*
- It will affect every document following it
- It will remain in effect until the end of the file, or until FileConvert encounters another separator

Choose among Destinations ...

If a separator has more than one destination, FileConvert can print the separator as a check-list of destinations. Each destination is an *option* you can select by marking it. After you scan with

this kind of separator, FileConvert will only route to the destination(s) that you've marked.

To enable this functionality, select the option *Choose among Destinations by marking on printed Separator*.

To use this separator:

- Set up each choice as a destination in the separator
- Print the separator
- Note that each destination begins with: (-)
- On the printed separator, mark the destination(s) you want to use by putting a short vertical line through the hyphen
- Scan

IMPORTANT: To mark a destination, your goal is just to destroy the hyphen ("-"). A short vertical line through the hyphen is all it takes. A small "x" through the hyphen will also work. But it's critical that your mark **not touch the parentheses** and **not extend above or below the parentheses**.

The Separators Dialog

Create, print, and manage your separators in the *Separators* dialog. This dialog lists all of your active separators. Access the dialog from the *Tools* menu > *Separators*, or from the *Separators* button:



Add a Separator

To define a new separator, click the *Add* button. This will display the *Add Separator* dialog. All of the separator options are explained in [Standard Separators](#).

Edit a Separator

To change the settings of an existing separator, select it and click the *Edit* button. Note that you won't have to reprint the separator, even if you change its settings.

Print a Separator

Quickly print any separator on the list by selecting it and clicking the *Print* button. To print a few different separators at the same time, click the *Print Multiple* button and follow the instructions for the [Print Multiple Separators](#) dialog.

Delete a Separator

To delete a separator, select it on the list and click the *Delete* button. This will permanently delete the separator definition and rules. You should also destroy the printed separator so that you won't use it accidentally.

NOTE: Once a separator has been deleted, it will be treated like a [generic separator](#) if you accidentally use it.

Print Multiple Separators

Use the *Print Multiple Separators* dialog to print more than one separator at a time. This feature is available in the [Separators Dialog](#) > *Print Multiple* button.

Put a checkmark next to each separator that you want to print. For convenience, you can also use the *Select All* and *Deselect All* links below the list of separators.

Next click the *Print* button. This will present a standard print dialog, where you can select the printer you want to use and how many copies of each separator you want to print. Note that if you print more than one copy, *each* of the separators will be printed that many times.

Click *Close* when you are finished printing.

Naming Options

You can give your converted files dynamic filenames by using *naming options*. Naming options let you form a filename out of *fields*, or dynamic, changing pieces of information.

Using Naming Options

Naming options can be used in [basic conversion jobs](#), [custom conversion jobs](#), and in [separators](#). When it's time for FileConvert to save a converted file, FileConvert looks at the naming option for the job/separator to decide what the filename should be.

Creating and Managing Naming Options

Create and manage your naming options from the [Naming Options Dialog](#).

Naming Options Dialog

Create and manage your [naming options](#) from the *Naming Options* dialog. This dialog is available from the FileConvert *Tools* menu > *Naming Options*.

Naming Option List

The *Naming Options* dialog shows your naming options, along with some basic information about each one:

Name/Expression

The first column shows the filename with its fields.

Increment

If the filename includes an auto-incrementer, it will show in the *Increment* column.

Example

The *Example* column shows how the filename might look after the fields have been populated. This is a "friendly view" of the naming option. Note that this is just an example. It is *not necessarily* what the filename will end up being.

Owner

You are allowed to edit or delete any naming option that has *User* as the *Owner*. Naming options owned by *Sys* have been defined by the system administrator on your network and cannot be changed.

Sort Order

There are two ways to sort your naming options – alphabetically or manually. To do manual sorting, deselect the *Sort Alphabetically* option, then use the *Up* and *Down* buttons to move your naming options around.

Note that this sort order will be used *everywhere* that you use naming options.

Add, Edit and Delete

Edit and delete your naming options right from this list. To create a new naming option, just click the *Add* button. Then [follow these instructions »](#)

Naming Options & FileCenter

FileCenter also features naming options. To help you be consistent in your file naming, FileCenter and FileConvert both share the same naming options. The only difference is that some of FileCenter's fields are not valid in FileConvert. These fields won't be available in FileConvert, and any naming option that uses these fields will be hidden in FileConvert.

Add a Naming Option

Add naming options from the [Naming Options Dialog](#), or on-the-fly using the naming option wizard button. This topic describes the available options.

The Filename Expression

The heart of a naming option is the *Expression* field. This is where you format the filename with text and fields. Creating a filename expression can be as simple as typing in some text:

```
Engagement Letter  
IRS Form SS-4  
Monthly Newsletter
```

But the real power of naming options is in the dynamic fields. Whenever FileConvert saves a file using a naming option, the fields will be resolved to text, like a date stamp, a FileCenter drawer name, or an incremter to avoid filename conflicts. For example, notice how these naming options might look when turned into filenames:

```
«FOLDER Drawer Name» Engagement Letter  
Robert Johnson Engagement Letter  
  
«DATE mmmm» Monthly Newsletter  
August Monthly Newsletter
```

Inserting Fields

FileConvert makes it as painless as possible to insert fields. Just follow these steps:

1. Position the cursor where the field belongs in the *Expression*.
2. Select the field you want in the *Field Type* list
3. Select any options you want in the *Field Option* list (there might not be any)
4. Click the *Insert Field into Expression* button.

This will insert your properly-formatted field into the expression. Feel free to add text before or after the field, cut and paste the field into a different part of the expression, and insert more fields. With dates, you can even modify the date format right inside of the field, if you know what you are doing.

To remove a field from the expression, just delete it using your keyboard. You can also clear the entire expression using the *Clear Entire Expression* link or just the increment portion of the expression using the *Clear Increment* link.

Available Fields

For more information on the fields and their options, see [Naming Expression Fields](#).

Example

As you build your filename, the *Example* area shows you how the filename might look after the

fields have been populated. It populates the fields with sample data to give you a very user-friendly way of seeing the filename expression. Use the example to check the spacing between the elements of your filename.

Save as a Naming Option for Future Use

If you are creating this naming option on-the-fly, you can choose to save the naming option for future use. This will let you come back later and modify the naming option, or re-use it in other places.

Naming Option Fields

This topic describes the fields that are available when you create a [naming option](#).

Original Filename

When you are converting a file, you may want to keep the file's original name or use the original name as part of a new filename. The *Original Filename* field will let you use the original filename in your naming option.

Note that the original filename does *not* include the path or the file extension. For example, if a file is named *c:\files\letter.doc*, the original file name will be *letter*.

Folder Name

You can use a file's *Parent Folder* as part of the filename. This is the *destination* folder, or in other words, the output folder where the converted file is going to be saved. Sometimes this folder name has useful name information in it. For example, suppose that you name your folders after clients:

```
c:\clients\Johnson  
c:\clients\Mitchell  
c:\clients\Santos
```

You can get the client name from the parent folder name. In the examples above, the parent folders would be "Johnson", "Mitchell", and "Santos".

You can reference parent folders up to three levels deep:

```
c:\...\Parent 3\Parent 2\Parent 1\File.doc
```

FileCenter Folder Names

If FileCenter is installed on the same computer as FileConvert, you can also use FileCenter drawer and folder names as naming option fields. For example:

```
c:\cabinet\Johnson\Trusts
```

This path has a drawer name (*Johnson*) and a folder name (*Trusts*).

If the converted file will be saved into a FileCenter cabinet, you can use the target drawer name and the names of its subfolders as fields. This is a useful way to obtain a client or matter name/number. For example, if you use one drawer for each client, the drawer name will contain the client name. If, on the other hand, the first folder in a drawer contains the client name, you may be more interested in using that folder as a field.

The *Drawer Name* field option will give you the target drawer name. Folder names are supported up to three levels deep, and can be referenced either from the point of view of a drawer or from the point of view of a file:

```
Drawer\Level 1\Level 2\Level 3\File.doc
Drawer\Parent 3\Parent 2\Parent 1\File.doc
```

If a referenced drawer or folder does not exist or if FileConvert can't resolve the name (for example, there is no *Level 3* folder), the field will be ignored.

Date

A *Date* field will insert the current date, with flexible formatting options. A list of common formats is provided. If you don't see the format you want, insert any date format and customize it manually using any of these formatting codes.

Characters	Meaning
d	Day of month without a leading 0
dd	Day of month with a leading 0
m	Month as a number without a leading 0
mm	Month as a number with a leading 0
mmm	Abbreviated month name
mmm	Full month name
yy	Two-digit year
yyyy	Four-digit year

You can use spaces, commas, and dashes between the date elements and arrange the date elements in any order you want. Feel free to omit any date element. For example, you may only want the current month or the current year.

NOTE: You cannot use a forward slash "/" in your date formats. This is an illegal character in file and folder names.

Auto Increment

Use an *Increment* to avoid filename conflicts when multiple files with the same name will end up in the same folder. An auto increment will automatically add a counter to the end of the filename. For example, if a folder will contain many files called *Report.doc*, using an increment will save them as *Report 01.doc*, *Report 02.doc*, *Report 03.doc*, etc.

There are a few different increment formats available. When you insert an increment, it shows up after the expression. An increment cannot be customized or edited. To clear it from the expression, click the *Clear Increment* link.

What If a Field Can't Be Resolved?

Sometimes a field can't be resolved to a value, either because of a syntax error in the field or because there is no value (such as "Level 3 Folder Name" when there isn't a level 3 folder). When a field can't be resolved, it will be ignored.

General Settings

The *General* settings control various aspects of the user interface as described below. Access these settings from the *Tools* menu > *Settings* > *General* option.

Warn of Potential Conflicts

It is possible to create jobs or separators that will conflict with each other, or worse, create endless conversion loops. FileConvert will warn you of potential problems. To disable these warnings, deselect the *Warn of Potential Conflicts* option.

Default Actions

The *Add* and *Edit* buttons on the toolbar have multiple options. To see these options, click the drop-arrow next to the button:



You can set the button to run one of these options when you click the button directly. Set the button's default action with the *Default Button Action* settings.

Default Add Button Action

Choose whether the *Add* button will display a wizard to help you create a basic job, or whether it will display the options for *advanced conversion jobs*. [About the job types »](#)

Default Edit Button Action

Choose whether you will edit conversion jobs in a wizard or in the advanced job options.

Remove Old Logs

FileConvert keeps very detailed logs which record file-by-file information about conversion jobs. These logs can get large over time. We recommend that you have FileConvert clean up old logs periodically. The default is to delete old log information after 3 months. You can adjust this interval to fit your conversion load and log needs.

Default Backup Directory

FileConvert will try to back up every original file before conversion. You can assign a different backup folder to each job when you set up the job, or you can let FileConvert back up the files to its default folder. This folder is defined by the *Default Backup Directory* option.

Source File Limit per Run

If your source folder has thousands of files in it, FileConvert can bog down looking for files. The *Source File Limit per Run* option solves this by stopping after a certain number of files have been found.

For example, suppose your source folder has 25,000 files in it. You've set your file limit at 5,000 files. The first time the job runs, it will find the first 5,000 files. The second time it runs, it will return the second 5,000 files, and so on.

Your goal is to strike a balance between how often your job runs and how many files you can reasonably convert in that time period. There's no point in building up a backlog in the queue thousands of files deep.

Number of Concurrent Threads *(FileConvert Professional)*

FileConvert can run conversions in multiple threads. When it's running multi-threaded, it will concurrently convert one document per thread. You can specify the number of threads you want FileConvert to use. This number should not exceed the number of processors on your machine, or performance will degrade. For example, with a dual-core machine, you could run up to two threads, meaning that FileConvert will simultaneously convert two documents at a time.

NOTE: Multithreaded conversions are only compatible with the *Advanced* OCR engine.

Separator Settings

Separator preferences are available from the *Tools* menu > *Settings* > *Separators* option.

Use Custom Location for Separator Data File

Normally, separators will only be recognized on the machine where they were created because the separator data file is kept with the rest of FileConvert's local settings. However, in an office environment you may want to be able to share separators between users. For this to work, the users need to share a common separator data file so that separators created by one user are available to the other users.

To share separators, select the *Use Custom Location for Separator Data File* option and select a folder on the network where the shared separator file should be stored. This location must be visible to every user that will share separators.

NOTE: You'll need to set this option for every user that will share separators. Also, there is a chance that if two users are updating separators at the same time, one user's changes could be lost. Be wary of having multiple users changing separators at the same time.

Keep Separators in Destination Documents

Normally, FileConvert will strip separators from documents when it performs separation. However, you may want to leave the separator sheets in the files for auditing purposes or otherwise. Selecting *Keep Separations in Destination Documents* will keep FileConvert from removing the separator sheets.

Troubleshooting

This topic describes some of the errors you might encounter.

Skipped Files

If FileConvert encounters a file that it can't convert, it will note an error in the logs and give the file a *Skipped* status. FileConvert may skip a file for any of these reasons:

- The file is corrupt
- The file has incompatible PDF features
- The file format isn't supported
- The file is encrypted or secured by a password
- The PDF file already has OCR text
- The PDF file is text-based

When FileConvert skips a file, it won't try to convert the file again. But you can force FileConvert to try again:

1. Select the job
2. Click the *Run Job* button
3. A dialog will pop up listing files that FileConvert has found to convert
4. Select the *All Files* option at the top of the dialog to display all files found by FileConvert
5. Locate the file in the list; it will be grayed out and have a status of *Skipped*
6. Select the file
7. Click *Mark as New*

This will clear the file's status and treat it as a new file. To proceed with the conversion, click *Add to Queue*. Otherwise just close the dialog and FileConvert will try to convert the file the next time it processes the job.

Network Drives

We recommend that you map network drives to a local drive letter instead of accessing them through their network name/address.

Permission Issues

FileConvert must have network and share *read*, *write*, *modify*, *create*, and *delete* rights for the:

- source drive
- source folder(s)
- source file(s)
- backup drive
- backup folder(s)
- target drive
- target folder(s)

If FileConvert lacks the proper rights, any of the following could happen:

- No files get converted (source *read* rights)
- The source files never get deleted (source *delete* rights)
- The same files get converted over and over (source *create* and *delete* rights)
- The source files disappear but the converted files never show up (target *create* and *write* rights)
- No backups are made (backup *create* and *write* rights)

Duplex Documents Don't Separate Properly

If you scan with a duplex scanner and separators and you find that your documents aren't separating properly, try using *duplex separators*. Duplex separators are something that you print yourself. Just print the same separator on both sides of the paper.

Overlapping Jobs

When two jobs touch on the same folder(s), FileConvert may give you a warning or it may disable one of the jobs. Here are some common problems and how FileConvert handles them:

Same Input Folder

Suppose that *Job A* and *Job B* both have the same input folder(s) and both look for the same file types. Since these jobs are directly competing with each other, FileConvert will disable *Job B*.

Overlapping Jobs

Suppose that *Job B*'s input folder(s) are within *Job A*'s input folders, and both jobs look for the same file types. Since some of *Job A*'s input folders are covered by another job, *Job A* will ignore those folders.

Example: *Job A* covers "c:\office" and all of its subfolders. *Job B* covers "c:\office\scans". Both jobs are looking for TIFF images to convert. Because *Job B* is handling "c:\office\scans", *Job A* will ignore that folder, but will still handle the rest of the folders in "c:\office".

Converting a Backup Folder

Suppose that *Job B* is set to convert *Job A*'s backup folder. *Job B* will be disabled.

Example: *Job A* backs up its originals to "c:\backups". However, *Job B*'s input folder is also "c:\backups". Because *Job B* could change *Job A*'s backup files, it will be disabled.

Job Chains

Suppose that *Job A*'s output folder is *Job B*'s input folder. This is a chain, since documents get passed along from one job to the next. There is nothing inherently wrong with this, but it can introduce a risk of creating a loop (see next item). FileConvert may give you a warning if it detects a chain that could turn into a loop.

Example: *Job A* converts files and places them in "c:\office". *Job B*'s input folder is also "c:\office". This isn't a problem unless *Job B* passes its converted files back into *Job A*'s input folder.

Job Loops

Suppose that *Job A*'s output folder is *Job B*'s input folder. Likewise, *Job B*'s output folder is *Job A*'s input folder. This is a loop. FileConvert will not stop you from creating a loop, but

realize that it could lead to a never ending conversion run.

Example: *Job A* watches "c:\TIFF" for new TIFF files. It converts them to image-only PDF and outputs them to "c:\PDF". *Job B* watches "c:\PDF" for new image-only PDF files. It converts them to TIFF and outputs them to "c:\TIFF". This creates a loop. A new file will be endlessly converted back and forth from TIFF to PDF and passed back and forth between the folders.

Uninstallation

Uninstall FileConvert from your computer's *Add/Remove Programs* option in the *Control Panel*:

1. From the Windows *Start* menu, select *Control Panel*
2. Select the *Add or Remove Programs* option
3. Locate *FileConvert* in the list of programs
4. Select *Change/Remove* and follow the prompts to uninstall FileConvert

Contact Us

Please don't hesitate to contact us for sales or support assistance. Our contact information is available from the FileConvert *Help* menu > *About FileConvert*.