



PDF Converter 2.0

User Guide

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Our web site: <https://www.boostsolutions.com>

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1. Introduction

Product Introduction

SharePoint PDF Converter provides a quick and easy way to convert MS Office files or images to PDF, Doc and more; you also can combine multiple files into a single PDF file.

Product Feature List

- Convert MS Office files to PDF or TIFF
- Convert images (TIFF, PNG, JPG) to PDF
- Merge multiple files into a single PDF file
- Download a document or file as a PDF file
- Send a file to an email message as a PDF attachment
- Multiple output file types supported: PDF, Doc, Docx, CVS and TIFF

About this User Guide

This user guide is intended to instruct you on how to install/uninstall, configure and use SharePoint PDF Converter. For the latest copy of this user guide and other guides, please visit:

<https://www.boostsolutions.com/download-documentation.html>

2. Installation

2.1 Product Files

After you download and unzip the PDF Converter zip file from www.boostsolutions.com, you will find the following files:

Path	Descriptions
Setup.exe	A program that installs and deploys the WSP solution packages to the SharePoint farm.
EULA.rtf	The product End-User-License-Agreement.
PDF Converter_V2_User Guide.pdf	User guide for PDF Converter in PDF format.
Library\4.0\Setup.exe	The product installer for .Net Framework 4.0.
Library\4.0\Setup.exe.config	A file that contains the configuration information for the installer.
Library\4.6\Setup.exe	The product installer for .Net Framework 4.6.
Library\4.6\Setup.exe.config	A file containing the configuration information for the installer.
Solutions\Foundation\BoostSolutions.FoundationSetup15.1.wsp	A SharePoint solution package that contains Foundation files and resources for SharePoint 2013 or SharePoint Foundation 2013.
Solutions\Foundation\BoostSolutions.FoundationSetup16.1.wsp	A SharePoint solution package that contains Foundation files and resources for SharePoint 2016/2019/Subscription Edition.
Solutions\Foundation\Install.config	A file that contains the configuration information for the installer.
Solution\AsposeLibrary\BoostSolutions.CommonLibrarySetup15.2.wsp	A SharePoint solution package containing product fundamental files and resources for SharePoint 2013 or SharePoint foundation 2013.
Solution\AsposeLibrary\BoostSolutions.CommonLibrarySetup16.2.wsp	A SharePoint solution package containing product fundamental files and resources for SharePoint 2016/2019/Subscription Edition.

Solutions\AsposeLibrary\Install.config	A file containing the configuration information for the installer.
Solutions\DocumentConverter\BoostSolutions.PDFConverterSetup15.2.wsp	A SharePoint solution package that contains PDF Converter files and resources for SharePoint 2013 or SharePoint Foundation 2013.
Solutions\DocumentConverter\BoostSolutions.PDFConverterSetup16.2.wsp	A SharePoint solution package that contains PDF Converter files and resources for SharePoint 2016/2019/Subscription Edition.
Solutions\DocumentConverter\Install.config	A file that contains the configuration information for the installer.

2.2 Software Requirements

Before you install PDF Converter, ensure your system meets the following requirements:

SharePoint Server Subscription Edition

Operating System	Microsoft Windows Server 2019 Standard or Datacenter Microsoft Windows Server 2022 Standard or Datacenter
Server	Microsoft SharePoint Server Subscription Edition
Browser	Microsoft Edge Mozilla Firefox Google Chrome

SharePoint 2019

Operating System	Windows Server 2016 Standard or Datacenter Windows Server 2019 Standard or Datacenter
Server	Microsoft SharePoint Server 2019
Browser	Microsoft Internet Explorer 11 or greater Microsoft Edge Mozilla Firefox Google Chrome

SharePoint 2016

Operating System	Microsoft Windows Server 2012 Standard or Datacenter X64 Microsoft Windows Server 2016 Standard or Datacenter
Server	Microsoft SharePoint Server 2016 Microsoft .NET Framework 4.6
Browser	Microsoft Internet Explorer 10 or greater Microsoft Edge Mozilla Firefox Google Chrome

SharePoint 2013

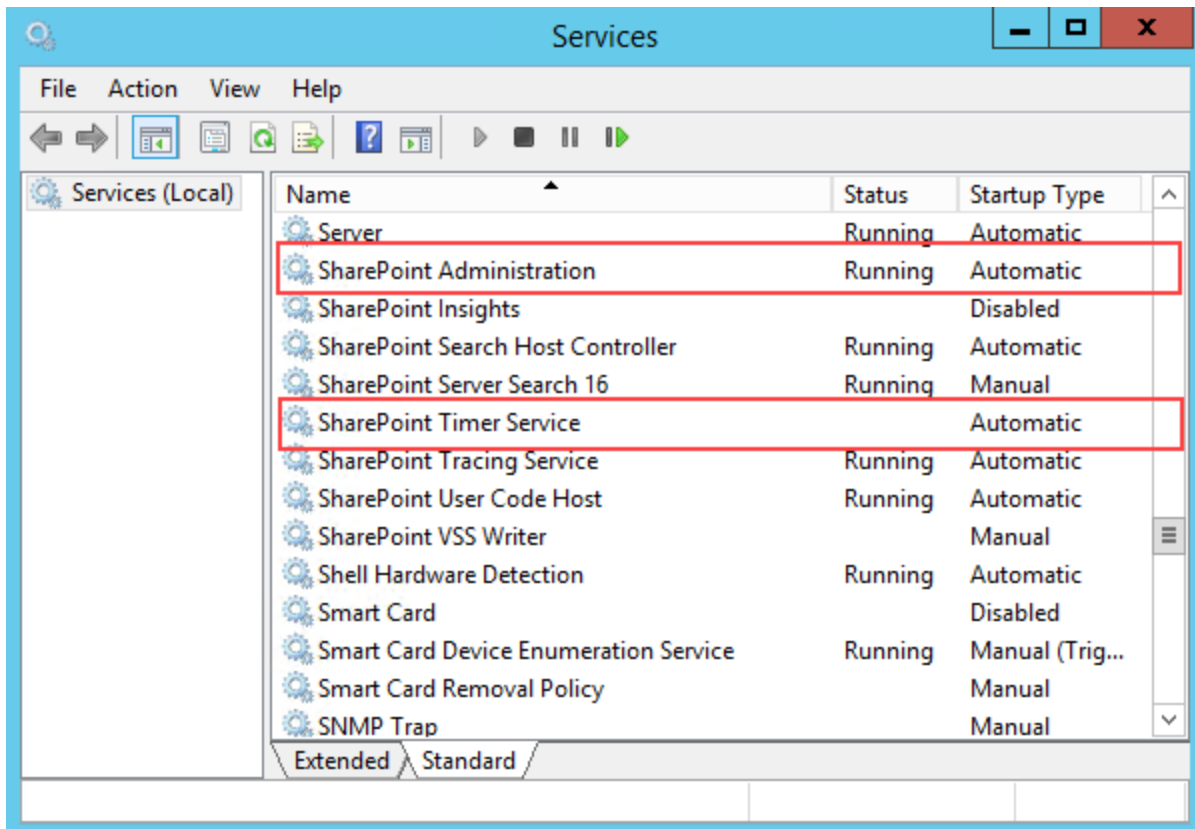
Operating System	Microsoft Windows Server 2012 Standard or Datacenter X64 Microsoft Windows Server 2008 R2 SP1
Server	Microsoft SharePoint Foundation 2013 or Microsoft SharePoint Server 2013 Microsoft .NET Framework 4.5
Browser	Microsoft Internet Explorer 8 or greater Microsoft Edge Mozilla Firefox Google Chrome

2.3 Installation

Follow these steps to install PDF Converter on your SharePoint servers.

Installation Preconditions

Before you start installing the product, please make sure these services are started on your SharePoint servers: **SharePoint Administration** and **SharePoint Timer Service**.



PDF Converter must be run on one front-end Web server in the SharePoint farm where **Microsoft SharePoint Foundation Web Application services** are running. Check **Central Administration** → **System Settings** for a list of servers running this service.

Required Permissions

To perform this procedure, you must meet either of the following requirements:

- Member of the local server's **Administrators** group.
- Member of the **Farm Administrators** group.

To install PDF Converter on SharePoint server

- a. Download the zip file (*.zip) of the product of your choice from the BoostSolutions website, then extract the file.
- b. Open the created folder and run the **Setup.exe** file.

Note If you cannot run the setup file, please right click the **Setup.exe** file and choose **Run as administrator**.

- c. A system check is performed to verify if your machine meets all the requirements for installing the product. After the system check is finished, click **Next**.
- d. Review and accept the End-User License Agreement and click **Next**.
- e. In the **Web Application Deployment Targets**, select the web applications you are going to install and click **Next**.

Note If you select **Automatically activate features**, the product features will be activated in the target site collection during the installation process. If you want to manually activate the product feature later, uncheck this box.

- f. Upon completion of the installation, details are displayed showing which web applications your product has been installed to. Click **Close**.

2.4 Upgrade

Download the latest version of our product and run the **Setup.exe** file.

In the **Program Maintenance** window, select **Upgrade** and click **Next**.

2.5 Uninstallation

If you want to uninstall the product, double-click the **Setup.exe** file.

In the **Repair or Remove** window, select **Remove** and click **Next**. Then the application will be removed.

2.6 Command Line Installation

The following instructions are for installing the solution files for PDF Converter in **SharePoint 2016** by using the SharePoint STSADM command line tool.

Required permissions

To use STSADM, you must be a member of the local Administrators group on the server.

Install PDF Converter on SharePoint Server

- a. Extract the files from the product zip pack to a folder on one SharePoint server.

- b. Open a command prompt and make sure your path is set with the SharePoint bin directory.

- **SharePoint 2016**

C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\16\BIN

- c. Add the solution files to SharePoint in the STSADM command line tool.

```
stsadm -o addsolution -filename BoostSolutions.PDFConverterSetup16.2.wsp
stsadm -o addsolution -filename BoostSolutions.CommonLibrarySetup16.2.wsp
stsadm -o addsolution -filename BoostSolutions.FoundationSetup16.1.wsp
```

- d. Deploy the added solution with the following command:

```
stsadm -o deploysolution -name BoostSolutions.PDFConverterSetup16.2.wsp -
allowgacdeployment -url [virtual server url] -immediate
stsadm -o deploysolution -name BoostSolutions.CommonLibrarySetup16.2.wsp -
allowgacdeployment -url [virtual server url] -immediate
stsadm -o deploysolution -name BoostSolutions.FoundationSetup16.1.wsp -allowgacdeployment
-url [virtual server url] -immediate
```

- e. Wait for the deployment to complete. Check the final status of the deployment with this command:

```
stsadm -o displaysolution -name BoostSolutions.PDFConverterSetup16.2.wsp
stsadm -o displaysolution -name BoostSolutions.CommonLibrarySetup16.2.wsp
stsadm -o displaysolution -name BoostSolutions.FoundationSetup16.1.wsp
```

The result should contain a <Deployed> parameter for which the value is TRUE.

- f. In the STSADM tool, activate the features.

```
stsadm -o activatefeature -name BoostSolutions.PDFConverter -url [site collection url] -force
stsadm -o activatefeature -name BoostSolutions.CommonLibrary -url [site collection url] -
force
```

Remove PDF Converter from SharePoint Servers

- a. Removal is initiated with the following command:

```
stsadm -o retractsolution -name BoostSolutions.PDFConverterSetup16.2.wsp -immediate -url  
[virtual server url]
```

```
stsadm -o retractsolution -name BoostSolutions.CommonLibrarySetup16.2.wsp -immediate -url  
[virtual server url]
```

- b. Wait for the removal to finish. To check the final status of the removal you can use the following command:

```
stsadm -o displaysolution -name BoostSolutions.PDFConverterSetup16.2.wsp
```

```
stsadm -o displaysolution -name BoostSolutions.CommonLibrarySetup16.2.wsp
```

The result should contain the <Deployed> parameter for which the value is FALSE and the <LastOperationResult> parameter with the RetractionSucceeded value.

- c. Remove the solution from the SharePoint solutions storage:

```
stsadm -o deletesolution -name BoostSolutions.PDFConverterSetup16.2.wsp
```

```
stsadm -o deletesolution -name BoostSolutions.CommonLibrarySetup16.2.wsp
```

To remove BoostSolutions Foundation from SharePoint servers.

The BoostSolutions Foundation is designed to provide a centralized interface to manage licenses for all BoostSolutions software from within SharePoint Central Administration. If are still using BoostSolutions product on your SharePoint server, DO NOT remove Foundation from the servers.

- a. Removal is initiated with the following command:

```
stsadm -o retractsolution -name BoostSolutions.FoundationSetup16.1.wsp -immediate -url  
[virtual server url]
```

- b. Wait for the removal to finish. To check the final status of the removal you can use the following command:

```
stsadm -o displaysolution -name BoostSolutions.FoundationSetup16.1.wsp
```

The result should contain the <Deployed> parameter for which the value is FALSE and the <LastOperationResult> parameter with the RetractionSucceeded value.


- c. Remove the solution from the SharePoint solutions storage:


```
stsadm -o deletesolution -name BoostSolutions.FoundationSetup16.1.wsp
```

2.7 Feature Activation

Activate Feature in Site Collection

By default, the application's features are automatically activated once the product is installed. You can also activate the product feature manually.

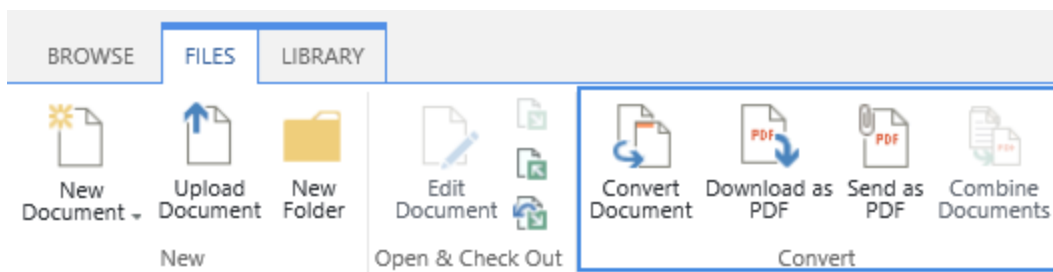
- a. Click **Settings**  and then click **Site Settings**.
- b. Under **Site Collection Administration**, click **Site collection features**.
- c. Find the application feature and click **Activate**. After the feature is activated, the Status column lists the feature as **Active**.

	BoostSolutions PDF Converter 2.2.1.424 Convert or merge MS Office files, images and other file types to PDF, DOC, TIFF and more. (Powered by BoostSolutions)	Deactivate	Active
---	---	------------	--------

3. How to Use PDF Converter

3.1 Introduction to Features

Once the PDF Converter feature is activated, the product's commands will be available in the document library ribbon. These commands are located in the **Files** -> **Convert** group.



Convert Document: Convert a document or file to another format, such as PDF, DOC, DOCX and TIFF format.

Download as PDF: Download a copy of a selected document or file as a PDF file to your computer.

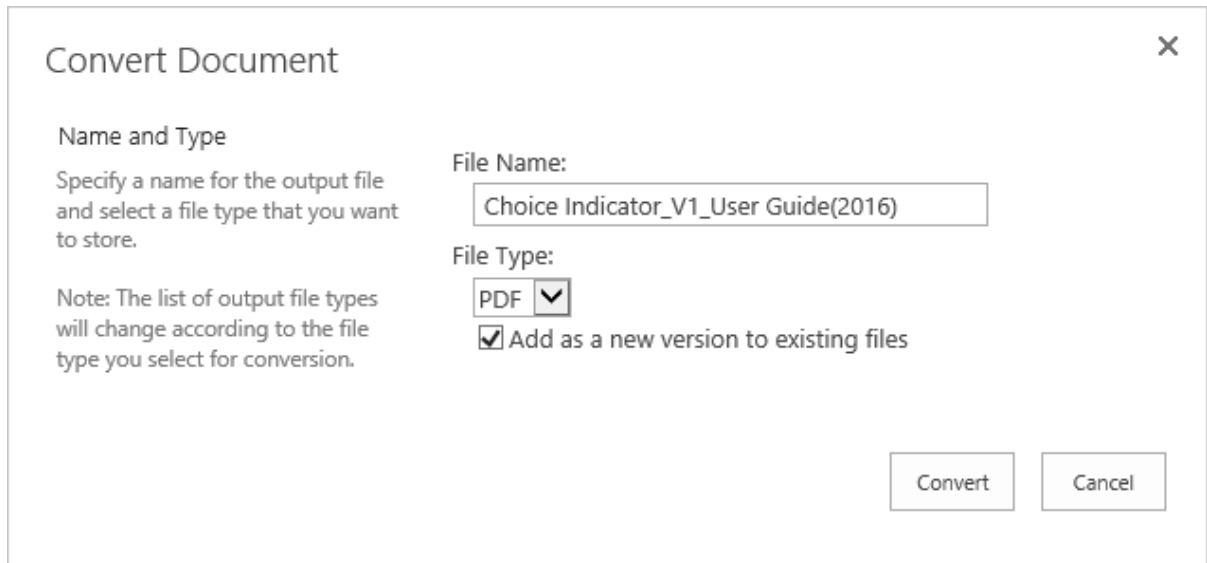
Send as PDF: Send a copy of the selected document or file in an email as a PDF attachment.

Combine Documents: Combine multiple documents or files into a single PDF file.

Note: To use PDF Converter, ensure you have at least the following permissions for documents or files: Add Items, Edit Items, and Open Items.

3.2 Convert Document

- a. In the document library, select a desired document and click the **Convert** command on the ribbon.
- b. A Convert Document dialog window will open as follows:



- c. Specify a file name and select a file type you want to convert. Specify whether to it add as a new version to existing files.

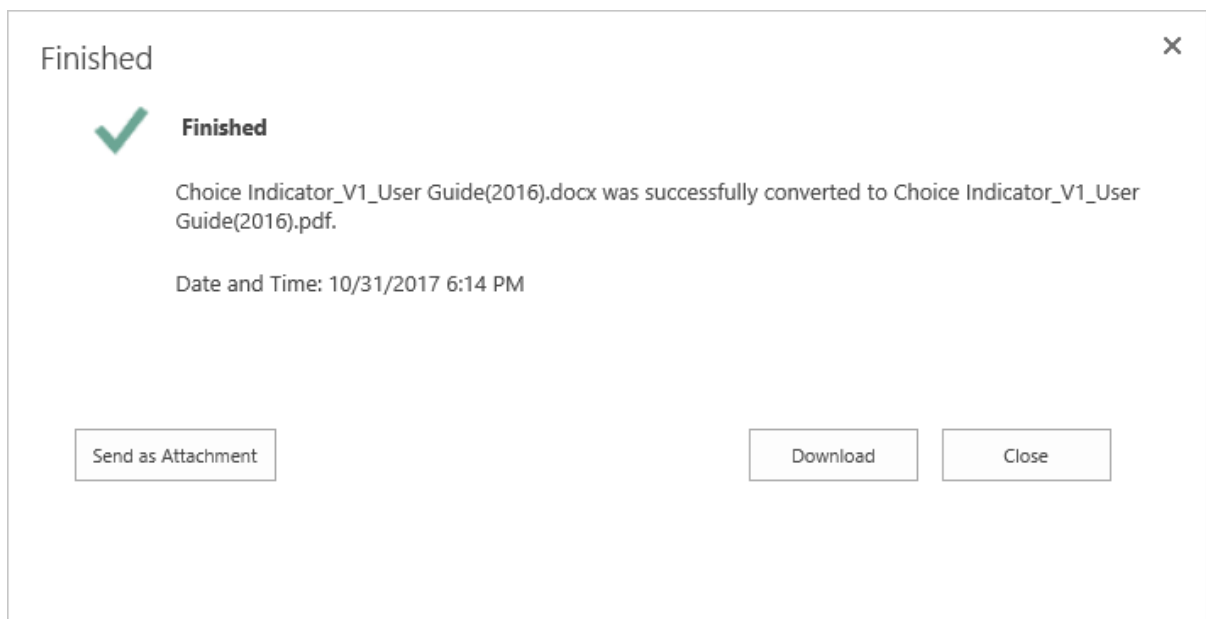
PDF Converter supports these file types that can convert to PDF: .doc, .docx, .xls, .xlsx, ppt, pptx, .psd, .tiff, .jpeg, .jpg, .png, .pdf, .msg, .vsdx, vsd.

The list of output file types will change according to the file type you select for conversion. This table outlines the file type selected and its corresponding output file type:

Input File Type	Output File Type	Note
DOC	PDF, TIFF	
DOCX	PDF, TIFF, DOC	
XLS	PDF, TIFF, CSV	Converts a datasheet to one page in a PDF file. Multiple datasheets will be converted to multiple PDF files.
XLSX	PDF, TIFF, XLS, CSV	Converts a datasheet to one page in a PDF file. Multiple datasheets will be converted to multiple PDF files.
PPT	PDF, TIFF	
PPTX	PDF, TIFF, PPT	
PSD	PDF, TIFF	
TIFF	PDF	
JPG	PDF, TIFF	

JPEG	PDF, TIFF	
PNG	PDF, TIFF	
PDF	DOC, TIFF, DOCX	
MSG	PDF, TIFF	
VSDX	PDF, TIFF	
VSD	PDF, TIFF	

- d. Click **Convert**.
- e. A message will inform you when the conversion is completed.



- f. You can choose to send the file as an email attachment or download it to your computer.

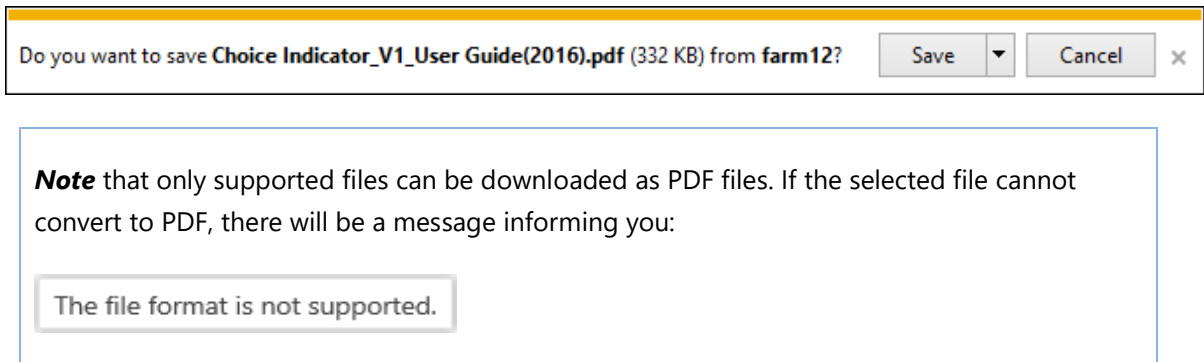
Note that the "Send as Attachment" function only works in Internet Explorer. And if you encounter the "Failed to Load Outlook" error message, please [read this](#).

3.3 Download as PDF

This feature enables you to convert a document or file to a PDF file and download it to your computer.

To accomplish this task:

- a. Select a document or file in the document library and click the Download as PDF button.
- b. A dialog box will appear as follows:



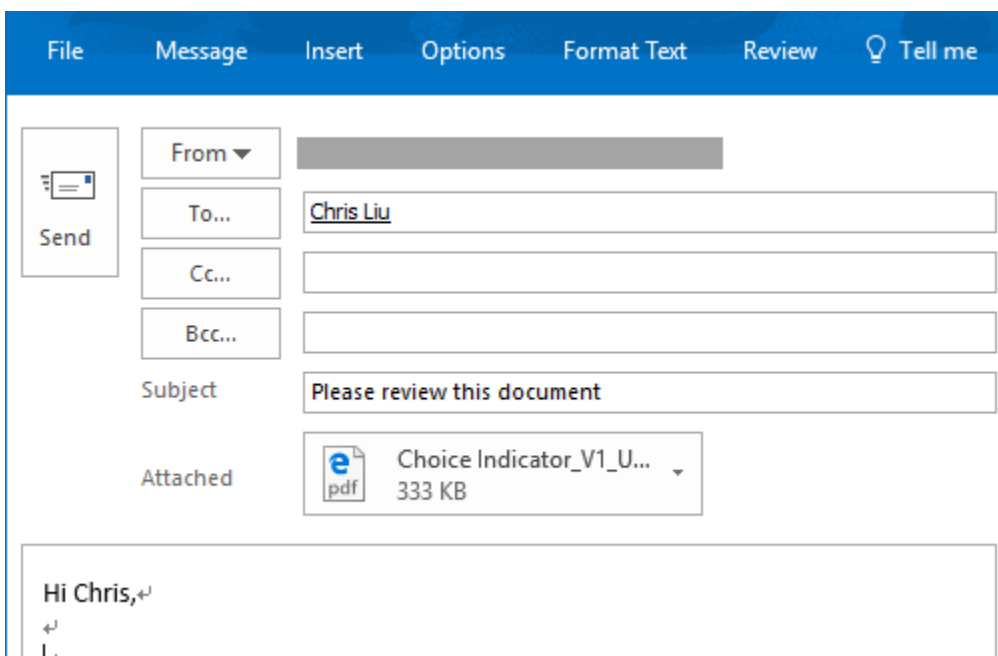
- c. Click the **Save** button to download the PDF file to your local computer.

3.4 Send as PDF

This feature enables you to convert a document or file to a PDF file and attach it to an email. Note that this function only works in Internet Explorer.

To accomplish this task:

- a. Select one document or file in a document library and click the **Send as PDF** command.
- b. The PDF file will be attached in an email.



If you encounter the “Failed to Load Outlook” error message, please [read this](#).

- c. Compose the email and send it.

3.5 Combine Documents

This feature enables you merge multiple documents or files into a single PDF file in a document library.

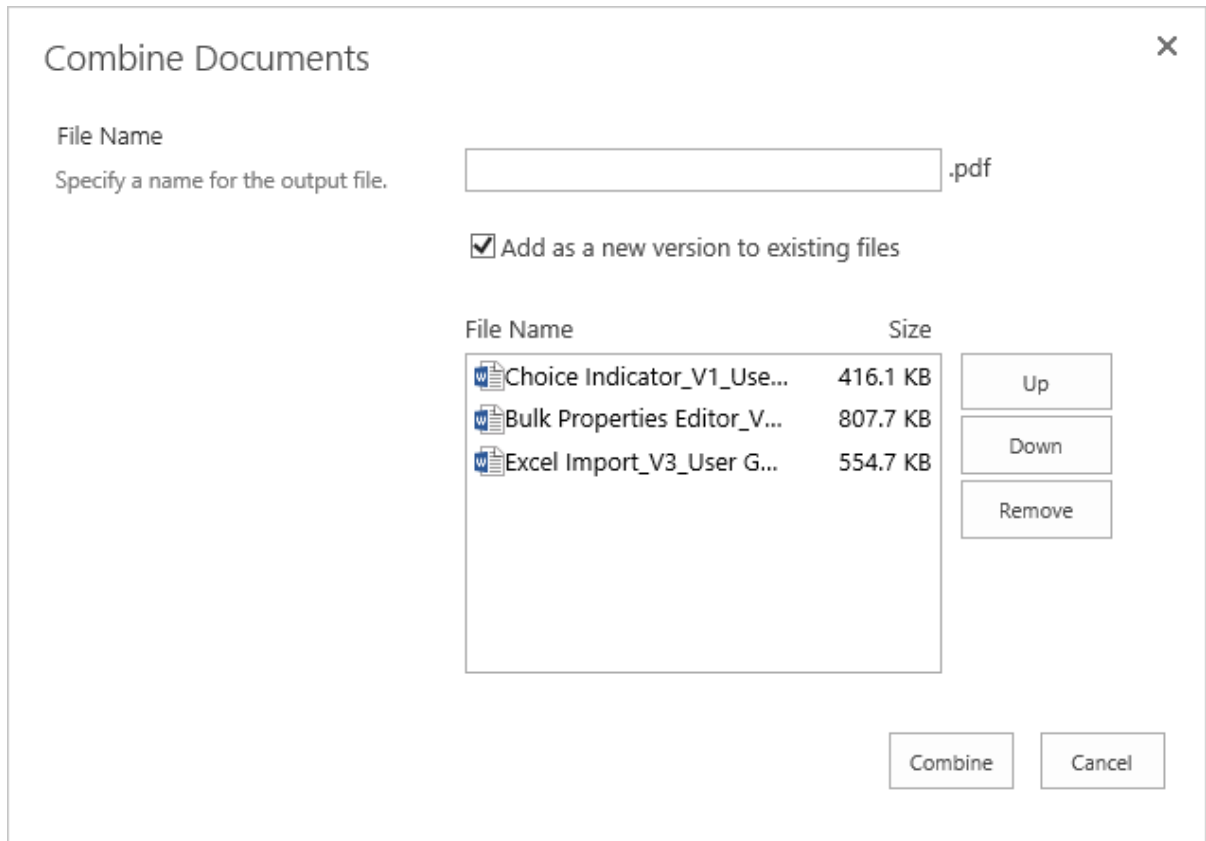
To accomplish this task:

- a. Enter a document library, select at least two documents and click **Combine Documents** under the **Document** tab.

Tip

To combine documents in a folder, just select the folder and the documents nested in the folder and subfolders will be combined.

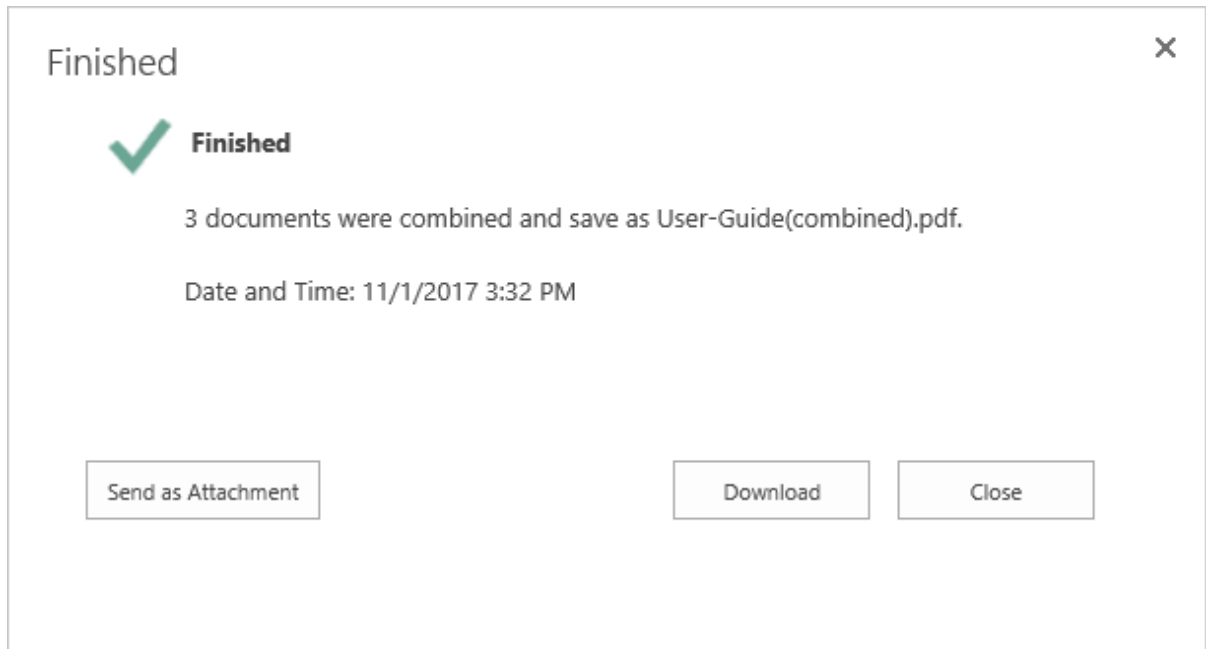
- b. A Combine Documents dialog window will appear as follows:



- c. Specify a name for the output file, and decide whether to add it as a new version to existing files.

Click **Up** or **Down** to change the document order in the output file. If you want to remove the document, click **Remove**.

- d. Click **Combine**.
- e. A message will inform you when the documents have combined successfully.

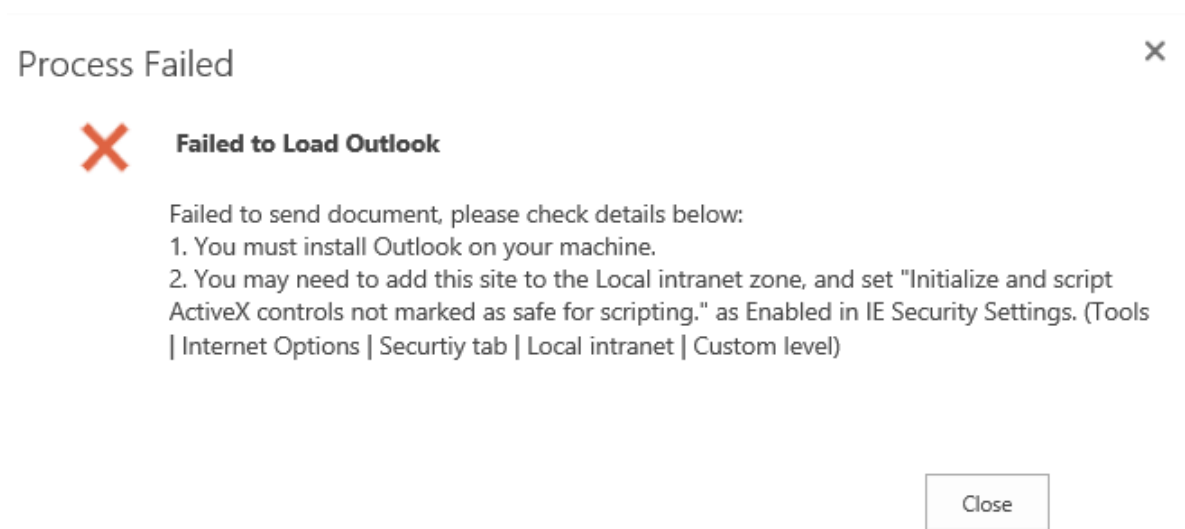


- f. You can choose to send the file as an attachment in an email or download it to your computer.

Note that the "Send as Attachment" function only works in Internet Explorer. And if you encounter the "Failed to Load Outlook" error message, please [read this](#).

3.6 Fix the "Failed to Load Outlook" Issue

When sending documents as an attachment, you may encounter the "Fail to Load Outlook" error message as follows:

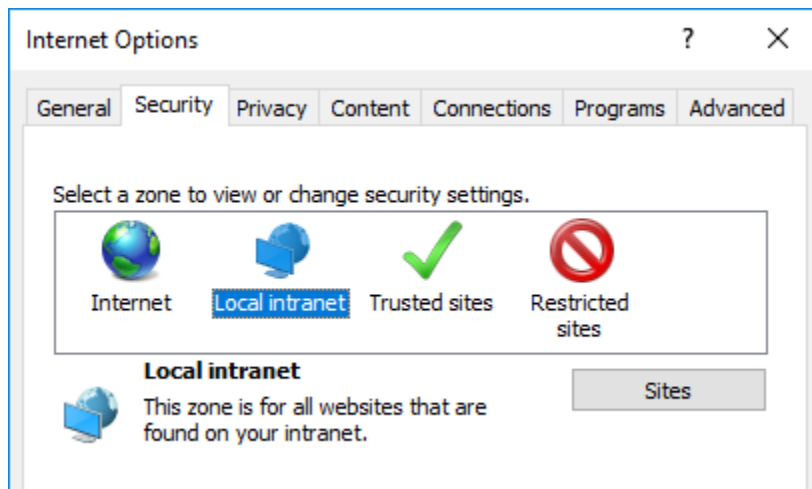


This issue may be caused by the following:

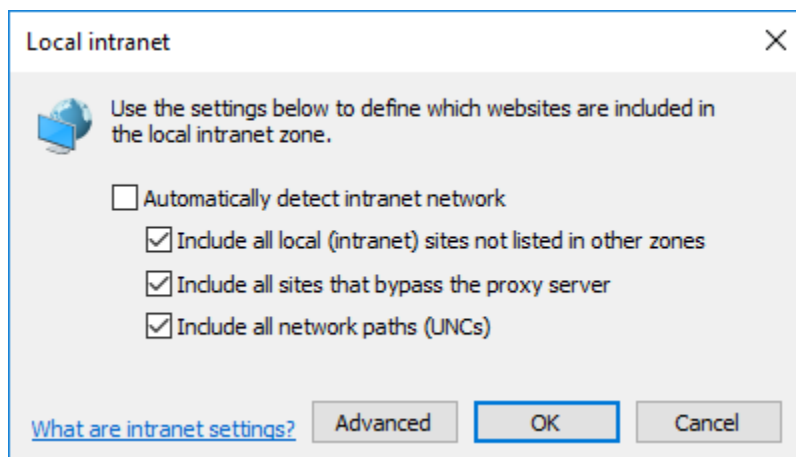
- Microsoft Outlook is not installed.
- Internet Explorer Security Settings are not properly configured.

Follow these steps to configure your Internet Explorer Security Settings:

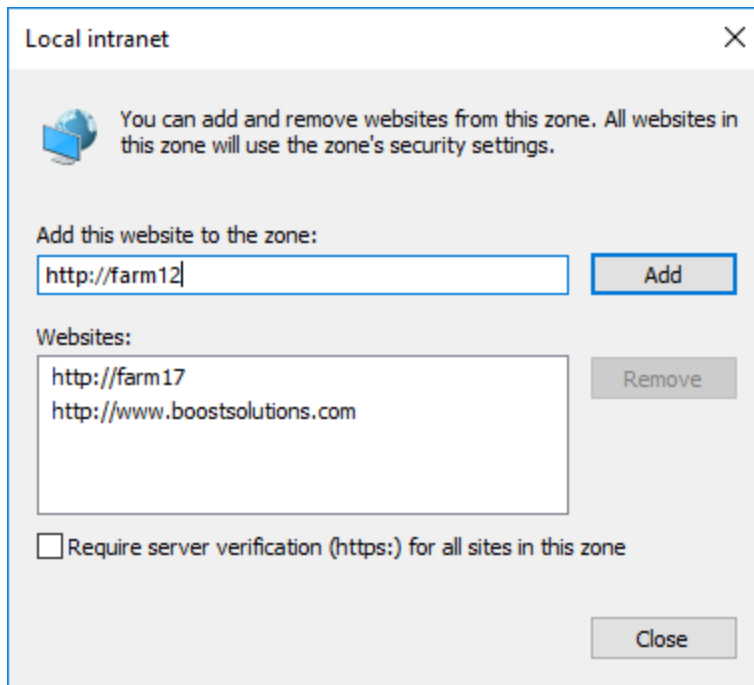
- a. Open your SharePoint site in Internet Explorer and then open the **Internet Options | Security** dialog.



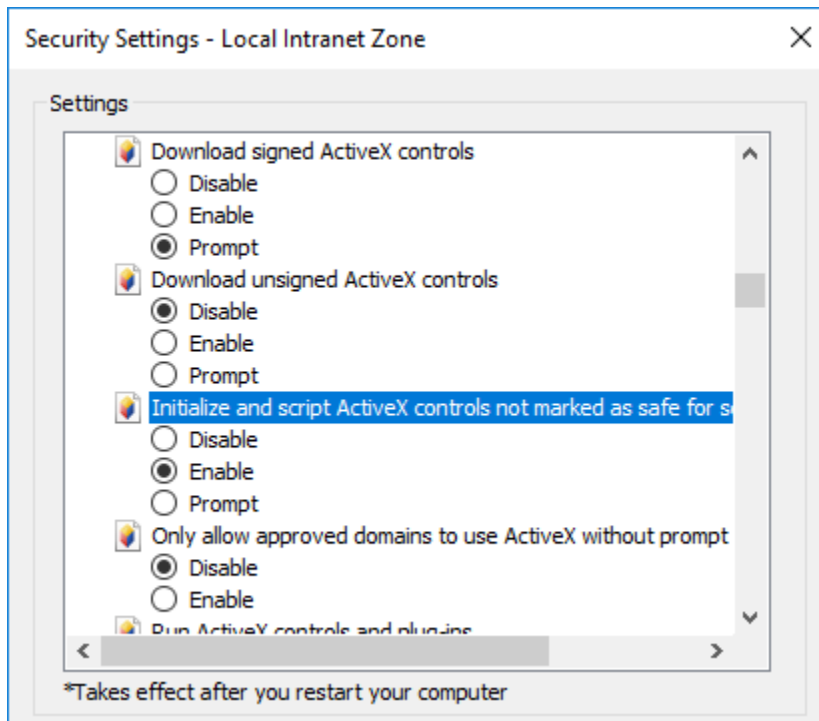
- b. Select **Local intranet** and click **Sites**.
- c. In the local intranet dialog, click **Advanced**.



- d. Click **Add** to add the current SharePoint site to a local intranet zone and then close the dialog to save all the changes you have made.



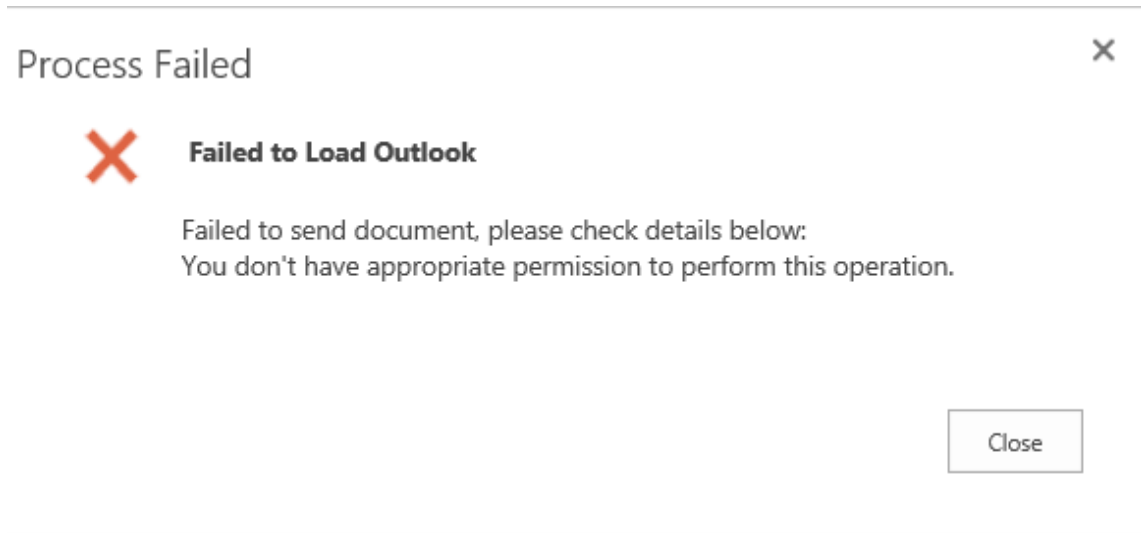
- e. Next, in the **Internet Options | Security** dialog, click **Custom Level....**
- f. In the **Security Settings – Local Intranet Zone** dialog, locate the **Initialize and script ActiveX controls not marked as safe for scripting** and select **Enable**.



- g. Click **OK** to save all the changes and close the Internet Options dialog.

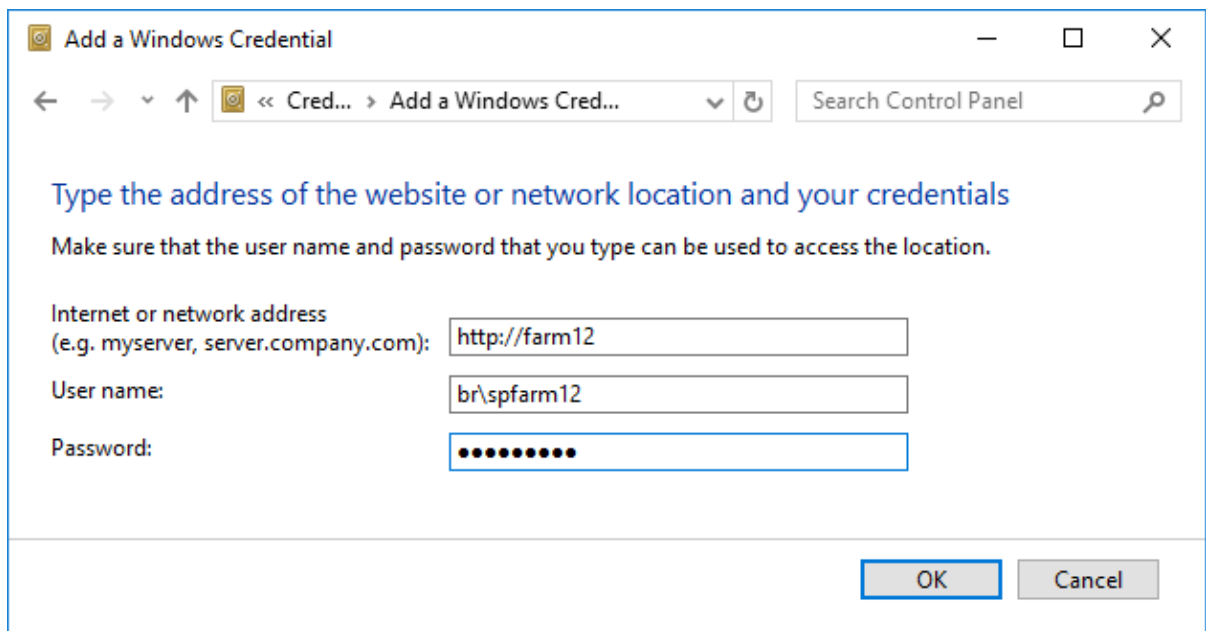
- h. Select the document and click **Send as PDF** again.

If you still encounter the "Failed to Load Outlook" error message, follow the steps below.



This issue is caused by having insufficient permissions on your local computer. To solve this issue you need to add a windows credential on your local computer.

- a. Open **Control Panel | Credential Manager** on your computer.
- b. Click **Add a Windows credential**. In the Add a Windows Credential window, fill in the user credentials and click **OK** to save the settings.



Internet or network address: Enter the SharePoint server name or IP address.

User Name: Enter the user login name.

Password: Enter the password.

- c. Click **OK** to save the settings.
- d. Enter your document library and select a document. Click **Send as PDF**. The document will be converted and added as an email attachment.

3.7 Supported Document Libraries

PDF Converter supports almost all libraries in SharePoint, including:

Document Library, Asset Library, Dashboard Library, Form Library, Report Library, Picture Library and My Site Document Library

4. Technical Limitations

PDF Converter has the following limitations:

- PDF Converter does not work on encrypted documents or files.
- If the font in the document is not supported by SharePoint server, the font will be converted to the default font.

5. Troubleshooting & Support

Troubleshooting FAQ:

<https://www.boostsolutions.com/general-faq.html#Show=ChildTitle9>

Contact Info:

Product & Licensing Inquires: sales@boostsolutions.com

Technical Support (Basic): support@boostsolutions.com

Request a New Product or Feature: feature_request@boostsolutions.com

Appendix: License Management

You can use PDF Converter without entering any license code for a period of 30 days from when you first use it.

To use the product after expiration, you will need to purchase a license and register the product.

Finding License Information

- a. Enter Central Administration, and click **BoostSolutions Software** on the Quick Launch.
- b. On the BoostSolutions Software page, click **License Management Center**.
- c. In the **BoostSolutions License Management Center** page, click **Download License Information**, choose a license type and download the information (Server Code, Farm ID or Site Collection ID).

Download License Information

Download the license type information and send to sales@boostsolutions.com to get license.

Choose a license type

Server License
Server Code: 24edc5f10a7f4ca091bbc0fab63d3eaab468c3b17
b5c44ee96d9b8e595000357

Farm License
Farm ID: {24edc5f1-0a7f-4ca0-91bb-c0fab63d3eaa}
Number of Users: 8 user(s)

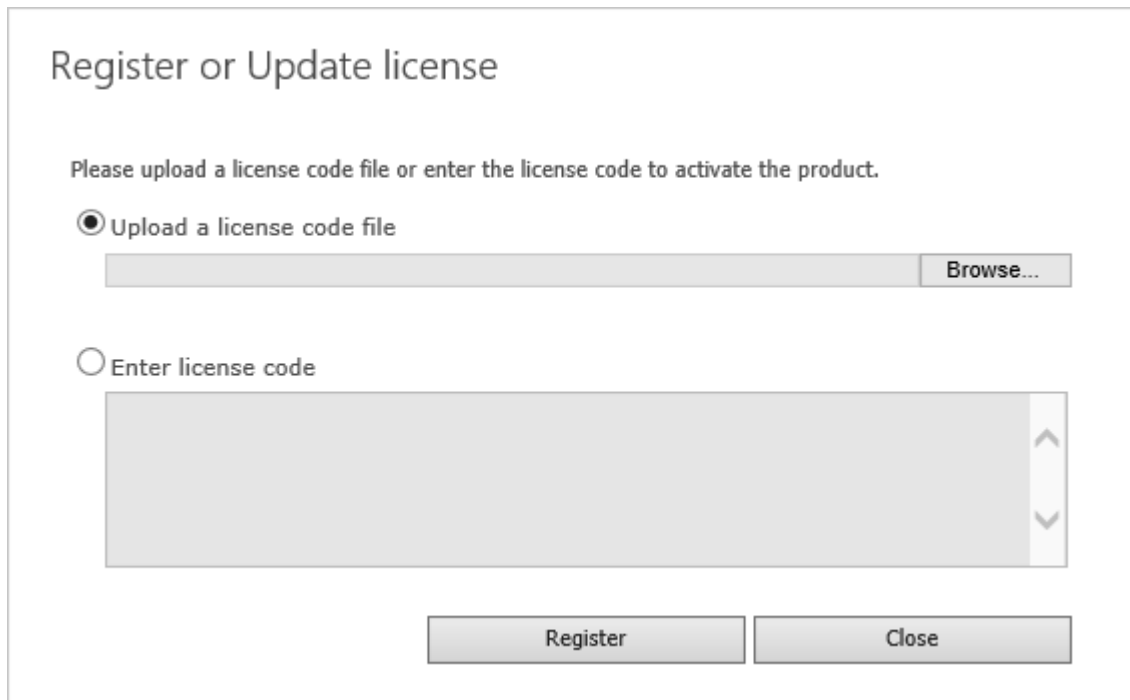
Site Collection License
Site Collection ID: Select a site collection
Site Collection:

In order for BoostSolutions to create a license for you, you need to send us your SharePoint environment identifier (Note: different license types need different information). A server license needs a server code; a Farm license needs a farm ID; and a site collection license needs a site collection ID.

- d. Send the above information to us (sales@boostsolutions.com) to generate a license code.

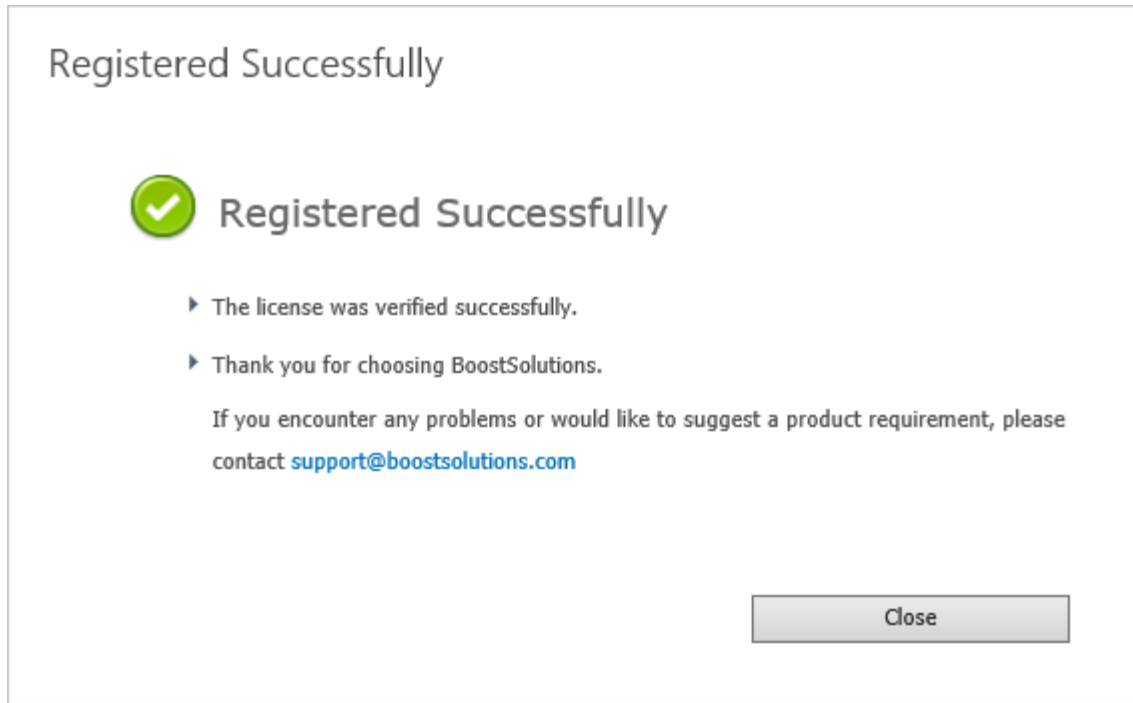
License Registration

- a. When you receive a product license code, enter the **License Management Center** page.
- b. Click **Register** on the license page and a **Register or Update license** window will open.



The screenshot shows a dialog box titled "Register or Update license". Inside the dialog, there is a heading "Please upload a license code file or enter the license code to activate the product." Below this heading, there are two radio button options. The first option, "Upload a license code file", is selected. Below this option is a text input field with a "Browse..." button to its right. The second option, "Enter license code", is unselected. Below this option is a large text area with a vertical scrollbar on the right side. At the bottom of the dialog, there are two buttons: "Register" and "Close".

- c. Upload the license file or enter the license code and click **Register**. You will get confirmation that your license has been validated.



For more details on license management, see [BoostSolutions Foundation](#).