

DOC™ RELEASE NOTES

Featuring gDoc Fusion and gDoc Creator

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gDoc Fusion and gDoc Creator v2.1.0

Release Notes

This document is the Release Note for gDoc Fusion and gDoc Creator v2.1.0.

The following information is available:

- [“Installation”, on page 3.](#)
- [“Additional information”, on page 5.](#)
- [“Known issues”, on page 6.](#)

For full information about how to use this application select the Contents item located under the Help menu. A gDoc User Guide is available under the Start menu Program Files or All Programs > Global Graphics.

If you would like more information about the products visit the web site which contains useful information, known issues and a knowledge base. See <http://www.globalgraphics.com/en/gdoc/>.

Installation

A single, easy to use installer is provided for gDoc which includes both gDoc Fusion and gDoc Creator. During the installation you are provided with various options:

- When you install gDoc you get the free PDF conversion and viewer application, and an evaluation version of gDoc Fusion which provides the easiest way to quickly create, join, and edit PDF, XPS and Word documents for sharing, printing or collaboration.
- gDoc Fusion can be activated to the full product at a later time *without* the need to re-install.
- You can choose to make gDoc Fusion your default PDF and XPS viewer in Internet Explorer.
- You can associate one or more file types with gDoc making it their default application.

Free conversion, viewer and evaluation mode—no license key provided

gDoc Creator is available to create PDF and XPS documents from any application, using the built-in configurations. If you have Microsoft Office installed, gDoc Fusion is fully integrated with Office 2003 and 2007. There is no time limit to the evaluation.

You may use gDoc Fusion as a free PDF/XPS file viewer where you can view and print your files. Or you can try all the features gDoc Fusion has to offer such as direct import of Microsoft Office documents and assembly of new documents. If you save or print these, the output will have a watermark in the background.

gDoc Fusion—full mode

Both gDoc Fusion and gDoc Creator are installed and fully featured with no watermarks on any saved output.

Note: The gDoc suite is a different set of products from the previously available Jaws PDF Suite. The gDoc suite can co-exist on the same computer as the Jaws PDF Suite without any cross product interference.

MSI installer

The Windows Installer provides installation, maintenance, and removal of software on Microsoft Windows systems. The installation is also packaged as “MSI files” and is provided so that system administrators can easily distribute the gDoc software. For more information on the MSI installer see gDoc technote 401 which is included as part of the MSI download package.

MSI and non-MSI installers must not be used on the same machine.

Therefore, installation performed using a non-MSI installer should be removed or repaired *only* using the non-MSI installer. Similarly, installation performed using an MSI installer should be removed or repaired *only* using the MSI installer.

Note: When using the MSI installer in silent mode no warnings are displayed with regard to low disk space. Therefore, you must ensure that the disk space requirements are met before running the installer.

Detecting previous installs

The installer will detect any previously installed version of a gDoc product and, if found, will display a prompt for you to repair or remove the previous install before continuing the installation.

The previously installed version must be uninstalled before you can continue with a new installation.

What you need

gDoc can be run on the following operating systems:

- Microsoft® Windows XP Home or Professional with Service Pack 2 or 3 (32-bit or 64-bit).
- Microsoft® Windows Vista® Home Basic, Home Premium, Business, Ultimate, or Enterprise with Service Pack 1 (32-bit or 64-bit).
- Microsoft® Windows Server® 2003 with Service Pack 2 (32-bit or 64-bit).
- Microsoft® Windows Server® 2008 (32-bit or 64-bit).
- Microsoft® Windows 7 Starter, Home Premium, Professional and Ultimate (32-bit or 64-bit).

Note: 64-bit Service Pack 1 is supported. However, you should configure your computer to receive automatic updates to ensure the latest updates from Microsoft are installed.

Note: The Microsoft XML Paper Specification Essentials Pack and Microsoft .NET Framework redistributable package is required when using gDoc on Windows XP and Windows Server 2003 operating systems. However, if these components are missing the gDoc installer will install them.

Note: German Windows XP operating systems require Microsoft .NET framework 3 or above. For more information see [“Installation issues”](#), on page 6.

The following system specifications are required:

- 1.3 GHz or faster processor.

- A minimum of 512 MB of RAM.
- A minimum of 250 MB of available hard-disk space.
- A minimum of 1024 x 768 screen resolution.
- The following are recommendations:
- Dual-core processor.
- 1 GB or more of RAM.

Optional items:

- Internet Explorer 7.0 or 8.0.
- Microsoft Office 2003 or Office 2007.

For more information see [“Installation issues”](#), on page 6.

Install gDoc

Before installing gDoc make sure all other applications are closed especially Microsoft Office and Internet explorer.

If you have a license key make sure it is available because you will have to enter it again when you upgrade. If you already have a version installed, the installer will successfully upgrade your previous version.

1. Double-click the gDoc executable suitable for your platform to start the gDoc installer wizard.

Note: The gDoc installer installs both gDoc Fusion and gDoc Creator. The license key you enter determines whether the applications are fully enabled or in evaluation mode.

Firewall warnings

It is normal for your local firewall software to detect and ask if you want to let gDoc connect to the Internet. This is normal and required for product updates and registration. Please answer “Yes” when prompted.

Similarly, your local firewall may detect an alarm condition when a file is sent to gDoc Creator for conversion for the first time. It is safe to accept the option that will allow gDoc to continue, for example, Allow or Unblock.

Entering your license key

The best way to enter your license key is to use copy and paste.

After entering your license key you must re-start gDoc so that the watermarks are disabled.

Additional information

This section provides some additional information about gDoc Fusion.

Low memory error message

If memory on your system is running low gDoc Fusion will display the following message:

```
The system is running low on memory. In-progress operations may have been cancelled.
It is suggested that you save your work to a new file, and exit the application.
Attempting to continue work could result in failure or data corruption.
```

You should save your work and exit the application. Before restarting gDoc Fusion it is recommended that you free up as much memory as possible by closing other open applications.

Redaction implementation

gDoc Fusion provides the ability to redact selected text or specific areas in a document. The application also features the capability to “find and redact” text. In some documents images and vector art can appear as text and will not be found by a “find and redact” search. Please ensure you review your output carefully after saving a redacted document to validate that the items you marked for redaction have been found and redacted.

gDoc Creator shortcut keys

The following keyboard shortcuts for gDoc Creator have been implemented.

Ctrl + O and Alt + O	Launches the File open dialog.
Ctrl + C and Alt + C	Closes the application window.
Ctrl + I and Alt + I	Opens a converted document in gDoc Fusion.
Ctrl + K and Alt + K	Opens the Preferences dialog.
Ctrl + X + 1 and Alt + X + 1	Expands/contracts the Convert Format pane.
Ctrl + X + 2 and Alt + X + 2	Expands/contracts the Details pane.

Known issues

While every attempt is made to produce software of high quality the Global Graphics’ test team have identified the following issues:

- [“Installation issues”, on page 6.](#)
- [“Microsoft Add-in issues”, on page 7.](#)

Installation issues

Please note the following installation issues:

- gDoc products need certain prerequisites which are installed by the gDoc installer see [“What you need”, on page 4.](#) If you have trouble installing gDoc under Windows XP Service Pack 2, make sure all updates to that service pack have been applied. If this does not resolve the issue, we recommend updating to Windows XP Service Pack 3.
- German Windows XP operating systems require Microsoft .NET framework 3 or above. This is not installed by the gDoc Fusion installer. Therefore, you should install this from the Microsoft web site before attempting to install gDoc Fusion.

- When running the MSI installer on a German operating system you may not be warned about any missing prerequisites, in particular, Microsoft .NET framework 3 or above.

Microsoft Add-in issues

- When creating files using the Microsoft Excel Add-in, the hyperlink boxes are not always aligned with the hyperlink text.

The Excel application calculates the row height depending on the current font and size with a random cell padding value. This calculation is dependent on the font used and as a result it varies across different fonts. In the current Excel Add-in implementation, the hyperlink box calculation is based on the cell's position, the font's height and width plus a value to fit the position of the rectangle.

This calculation works for some rows and columns, but not all. In some cases, the cell position is beyond the page size. As a result the hyperlink rectangle position becomes misaligned.

- If an attempt is made to import an XML-based Office 2007 file (**.docx**, **.xlsx**, **.pptx**), but an *earlier* version of Office is installed (such as Office 2003), the import can fail rather than automatically switch to use gDoc Fusion's own import facility.

To work-around this issue, either:

- Install the Office Compatibility Pack from: <http://office.microsoft.com/en-us/word/HA100444731033.aspx>.
- De-activate the **Allow use of Word for layout** feature (for example) in the gDoc Fusion preferences dialog.
- Testing have identified situations when the gDoc Add-ins can be removed or disabled from the Office applications. Microsoft Office applications may disable the gDoc Office Add-ins if:
 - PDF/XPS document creation results in a hang condition and the process is forcefully terminated.
 - PDF/XPS document creation using the Add-ins results in a crash.

Use the following procedures to re-establish the Add-ins:

Office 2003

1. Launch the Office 2003 application which does not display the gDoc toolbar.
2. Select Help > About Microsoft Office Word > Disabled Items....
3. Select the gDoc Office Add-in from the disabled list and click the Enable button.
4. Re-start the Office application.

Office 2007

1. Launch the Office 2007 application from which the gDoc icon is removed.
2. Select Alt+F or the Office logo and click Word options (for example).
3. On the Word options click Add-ins.
4. From the Manage drop-down menu select Disabled Add-ins to display a dialog showing the disabled items. Select the gDoc Add-in and click Enable followed by OK.
5. Re-start the Office application.

Append to with secure documents

If either the source or target document is secured, the Append to function within the Microsoft Office Add-ins will fail. This is not a valid operation and may cause the product to crash. It is recommended that you use the features within gDoc Fusion to perform this task.

Occasional failure of imported Microsoft Office documents

Occasionally, when dragging and dropping a number of Microsoft Office documents onto gDoc Fusion the import will fail or deliver a lower quality of conversion. This has been observed on systems running Microsoft Windows 7 and Microsoft Office 2007 and is caused by a blocked job in the print queue. The block is caused by an interaction between the gDoc XPS Import print driver and Microsoft Office 2007 or by a firewall blocking the import.

To overcome this situation you can clear the blocked job from the print queue by restarting the computer. Alternatively, you can cancel the blocked job and restart the spooler using the following method:

1. Open the Printer Queue by selecting: Windows Start Button > Devices and Printers.
2. Double click on gDoc XPS Fusion Import.
3. Right click on the blocked document and select Cancel.

Within an administrator command prompt type:

```
net stop spooler
```

and wait for the spooler to stop. Then type:

```
net start spooler
```

This will clear the job blocking the print queue.

In some situations firewall software may block the connection between the print spooler and gDoc Fusion, such that gDoc Fusion is unable to receive the imported document.

To overcome this you should allow gDoc printer connections when prompted by firewall software.

If you have experienced this issue you can avoid it by creating documents using the gDoc Creator Office Add-ins or by printing to the gDoc XPS Creator printer driver or gDoc PDF Creator printer driver.



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gDoc Release Notes

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