

FAQ's About Software in General

- 1. I like to use Adobe Acrobat to produce electronic eddy current reports, but when I use Adobe Distiller to create a PDF document, I have problems with symbols appearing and printing incorrectly in the PDF document when using DBMS as well as similar issues using the analysis software. Is there a solution?**

First, EddyVISION is made by CoreStar, while Acrobat and Distiller are made by Adobe. CoreStar has no control over how Adobe's software does what it does; therefore, CoreStar has never made nor will ever make any warranty that EddyVISION will work seamlessly with 3rd party electronic document creation software such as those made by Adobe. Nevertheless, CoreStar recognizes the importance of paper reduction and the desire to use such products with EddyVISION. Many of our field service project managers currently use Adobe Acrobat Pro 6.0 with success and no reported problems.

Problems have been reported by users of Adobe Distiller 5.0. Many of these issues are solved by upgrading to Acrobat 6.0 and printing to the Adobe PDF 'printer' that is installed when Acrobat 6.0 is installed.

In reviewing the Help file in Acrobat, Distiller converts Postscript files created by other applications to PDF files. Using the Adobe PDF 'printer' instead, you can avoid this extra conversion process, and create each PDF file (printout) immediately without first creating a Postscript file. Distiller is still available in Acrobat 6.0, but its intent is to provide a way to create a PDF file from antiquated software products, i.e., DOS-based software. These legacy software products could not print to a Windows-based printer, but a user could print to a file using a Postscript print driver. Distiller could then use the Postscript file(s) as an input to produce a PDF file(s) at the output.

Long time users of Distiller may find it difficult not to use Distiller since it's "always been done this way." By using Windows-based software on a PC with Windows NT 4.0, 2000, or XP, there is no longer a need to create a Postscript file(s) in order to create a PDF document.

In other words, don't use Distiller.