

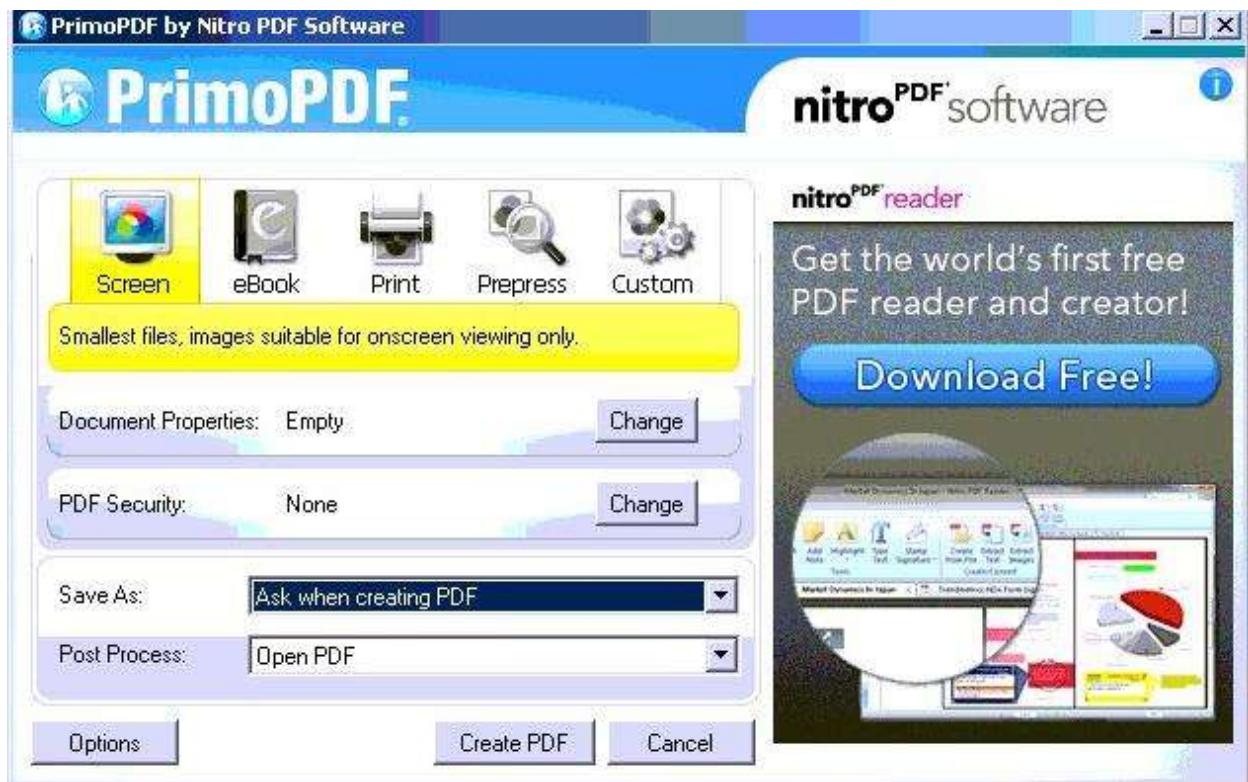
PrimoPDF does nothing the first time it is used

Problem

When creating/printing a PDF for the first time in PrimoPDF nothing happens. The user is unable to generate a PDF when the "Save As" option is set to "Ask when creating PDF".

Resolution

1. Open a file to generate a PDF (Image, Document or anything that is printable).
2. Select Print and pick "PrimoPDF" as the Printer.
3. After a few seconds the PrimoPDF application will launch.
4. Change the "Save As" drop down to "Specific Folder".
5. In the "Browse For Folder" window that just opened, select the folder which you wish PDFs to be saved in ("Desktop", "My Documents" or a Specific Folder).
NOTE: The user must have "Write" permissions on this folder so "My Documents" is usually safe choice.
6. Click "OK"
7. Change the "Post Process" drop down to "Open PDF" if it is not already set.
8. Click "Create PDF".
9. The PDF should then be generated into the folder that was just selected. The PDF file will also open in the machines default PDF viewer (usually Adobe Reader).
10. The user then has the option to change the Save As" drop down in the PrimoPDF application back to "Ask when creating PDF" if they want to.
11. After the above steps are performed the Windows username should not have to perform the steps again to create a PDF. This may need to be done by ever Windows user one each machine depending on the Windows security and configuration. This may also need to be done again if the application is reinstalled.



Potential Cause

Windows UAC may be preventing the writing by PrimoPDF.