

# **Prizm Content Connect Installation Guide for Windows**

**Version 5.0**

Published Feb 2012

Accusoft believes the information in this publication is accurate as of its publication date. The information is subject to change without notice.

THE INFORMATION IN THIS PUBLICATION IS PROVIDED AS IS. WE MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND WITH RESPECT TO THE INFORMATION IN THIS PUBLICATION, AND SPECIFICALLY DISCLAIMS IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Use, copying, and distribution of any software described in this publication requires an applicable software license. For the most up-to-date listing of product names, see [www.accusoft.com](http://www.accusoft.com).

All other trademarks used herein are the property of their respective owners.

# Attributions, Notices & Copyrights

---

Apache PDFBox (<http://pdfbox.apache.org/>)  
Copyright 2002-2010 The Apache Software Foundation  
Download: <http://pdfbox.apache.org/download.html>  
License: <http://www.apache.org/licenses/LICENSE-2.0>

Apache FontBox (<http://pdfbox.apache.org/>)  
Copyright 2008-2010 The Apache Software Foundation  
Download: <http://pdfbox.apache.org/download.html>  
License: <http://www.apache.org/licenses/LICENSE-2.0>

Apache JempBox (<http://pdfbox.apache.org/>)  
Copyright 2008-2010 The Apache Software Foundation  
Download: <http://pdfbox.apache.org/download.html>  
License: <http://www.apache.org/licenses/LICENSE-2.0>

Apache POI (<http://poi.apache.org/>)  
Copyright 2001-2007 The Apache Software Foundation  
Download: <http://www.apache.org/dyn/closer.cgi/poi/>  
License: <http://www.apache.org/licenses/LICENSE-2.0>

Apache Commons FileUpload (<http://commons.apache.org/fileupload/>)  
Copyright 2002-2008 The Apache Software Foundation  
Download: [http://commons.apache.org/fileupload/download\\_fileupload.cgi](http://commons.apache.org/fileupload/download_fileupload.cgi)  
License: <http://www.apache.org/licenses/LICENSE-2.0>

Apache Commons IO (<http://commons.apache.org/io/>)  
Copyright 2001-2008 The Apache Software Foundation  
Download: [http://commons.apache.org/io/download\\_io.cgi](http://commons.apache.org/io/download_io.cgi)  
License: <http://www.apache.org/licenses/LICENSE-2.0>

Apache Commons Lang (<http://commons.apache.org/lang/>)  
Copyright 2001-2010 The Apache Software Foundation  
Download: [http://commons.apache.org/lang/download\\_lang.cgi](http://commons.apache.org/lang/download_lang.cgi)  
License: <http://www.apache.org/licenses/LICENSE-2.0>

Apache Commons Logging (<http://commons.apache.org/logging/>)  
Copyright 2003-2007 The Apache Software Foundation  
Download: [http://commons.apache.org/logging/download\\_logging.cgi](http://commons.apache.org/logging/download_logging.cgi)  
License: <http://www.apache.org/licenses/LICENSE-2.0>

ImageMagick (<http://www.imagemagick.org>)  
Copyright 1999-2010 ImageMagick Studio LLC.  
Download: <http://www.imagemagick.org/script/binary-releases.php>  
License: <http://www.imagemagick.org/script/license.php>

ffmpeg (<http://ffmpeg.org/>)  
Copyright (C) 2000, 2001, 2002 Fabrice Bellard  
Source: <install path>\src\ffmpeg\r20545\  
Download: [http://image\\_magick.veidrodix.com/image\\_magick/binaries/ImageMagick-6.6.5-3-Q16-](http://image_magick.veidrodix.com/image_magick/binaries/ImageMagick-6.6.5-3-Q16-)

windows-static.exe

License (GPL v3): <install path>\Prizm\licenses\ImageMagick\Notice-1.txt

Attributions, Notices & Copyrights

Implementation/Integration: This open source product has not been recompiled and a call to binary file is directly made from the code, keeping the binaries totally separate from the Prizm Source Code.

dcraw.exe (<http://www.cybercom.net/~dcoffin/dcraw/>)

Copyright (C) 1997-2008 by Dave Coffin.

Source: <install path>\src\dcraw\9.03\

Download: [http://image\\_magick.veidrodix.com/image\\_magick/binaries/ImageMagick-6.6.5-3-Q16-windows-static.exe](http://image_magick.veidrodix.com/image_magick/binaries/ImageMagick-6.6.5-3-Q16-windows-static.exe)

License (GPL v3): <install path>\Prizm\licenses\ImageMagick\Notice-1.txt

Implementation/Integration: This open source product has not been recompiled and a call to binary file is directly made from the code, keeping the binaries totally separate from the Prizm Source Code.

hp2xx.exe (<http://www.gnu.org/s/hp2xx/>)

Copyright (C) 1998 - 2000 M. Kroeker, 1992 - 1994 H. Werntges.

Source: <install path>\src\hp2xx\3.4.2\

Download: [http://image\\_magick.veidrodix.com/image\\_magick/binaries/ImageMagick-6.6.5-3-Q16-windows-static.exe](http://image_magick.veidrodix.com/image_magick/binaries/ImageMagick-6.6.5-3-Q16-windows-static.exe)

License (GPL v2): <install path>\Prizm\licenses\ImageMagick\hp2xx\_gpl-2.0.txt

Implementation/Integration: This open source product has not been recompiled and a call to binary file is directly made from the code, keeping the binaries totally separate from the Prizm Source Code.

Java Advanced Imaging API (<http://java.sun.com/javase/technologies/desktop/media/jai/>)

Copyright (c) 2006 Sun Microsystems, Inc., 4150 Network Circle, Santa Clara, California 95054, U.S.A. All rights reserved.

Download: [http://download.java.net/media/jai/builds/release/1\\_1\\_3/](http://download.java.net/media/jai/builds/release/1_1_3/)

License: [http://download.java.net/media/jai/builds/release/1\\_1\\_3/LICENSE-jai.txt](http://download.java.net/media/jai/builds/release/1_1_3/LICENSE-jai.txt)

Java Advanced Imaging Image I/O Tools

(<http://java.sun.com/javase/technologies/desktop/media/>)

Copyright (c) 2006 Sun Microsystems, Inc., 4150 Network Circle, Santa Clara, California 95054, U.S.A. All rights reserved.

Download: <http://download.java.net/media/jai-imageio/builds/release/1.1/License:>

[http://download.java.net/media/jai-imageio/builds/release/1.1/LICENSE-jai\\_imageio.txt](http://download.java.net/media/jai-imageio/builds/release/1.1/LICENSE-jai_imageio.txt)

JavaMail 1.4.3 (<http://www.oracle.com/technetwork/java/javamail/index.html>)

Copyright © 2009 Sun Microsystems, Inc., 4150 Network Circle, Santa Clara, California 95054, U.S.A. All rights reserved.

Download: <http://www.oracle.com/technetwork/java/javamail/index-138643.html>

License: [http://download.oracle.com/otn-pub/java/licenses/javamail-1.4.3-oth-JPR\\_license\\_1.html](http://download.oracle.com/otn-pub/java/licenses/javamail-1.4.3-oth-JPR_license_1.html)

JDOM

This product includes software developed by the JDOM Project (<http://www.jdom.org/>).

Copyright (C) 2000-2004 Jason Hunter & Brett McLaughlin. All rights reserved.

Source: <http://www.jdom.org/downloads/source.html>

Download: <http://www.jdom.org/downloads/index.html>

License: <install path>\Prizm\licenses\jdom\LICENSE.txt

(<http://www.jdom.org/docs/faq.html#a0030>)

JRE 1.6.0.22 (<http://java.sun.com/products/archive/j2se/6u22/index.html>)

Copyright © 2006, 2010, Oracle and/or its affiliates. All rights reserved.

Download: <http://www.oracle.com/technetwork/java/javasebusiness/downloads/java-archive-downloads-javase6-419409.html#jre-6u22-oth-JPR>  
License: <http://www.oracle.com/technetwork/java/javase/terms/license/index.html>

ODF Converter (<http://odf-converter.sourceforge.net/>)  
Copyright (c) 2006-2008, Clever Age, DIaLOGiKa, Sonata Software Ltd All rights reserved.  
Download: <http://sourceforge.net/projects/odf-converter/files/>  
License: <http://odf-converter.sourceforge.net/#license>

OpenOffice.org Portable ([http://portableapps.com/apps/office/openoffice\\_portable](http://portableapps.com/apps/office/openoffice_portable))  
Copyright 2002,2008 Sun Microsystems, Inc.  
Source: <http://sourceforge.net/projects/portableapps/files/Source%20%28OpenOffice.org%29/OpenOffice.org%203.2.0%20Source/>  
Downloads: [http://sourceforge.net/projects/portableapps/files/OpenOffice.org%20Portable/OpenOffice.org%20Portable%203.2.0/OpenOfficePortable\\_3.2.0\\_English.paf.exe/download](http://sourceforge.net/projects/portableapps/files/OpenOffice.org%20Portable/OpenOffice.org%20Portable%203.2.0/OpenOfficePortable_3.2.0_English.paf.exe/download)

[http://sourceforge.net/projects/portableapps/files/OpenOffice.org%20Portable/OpenOffice.org%20Portable%203.0/OpenOffice.org\\_Portable\\_3.0\\_en-us.paf.exe/download](http://sourceforge.net/projects/portableapps/files/OpenOffice.org%20Portable/OpenOffice.org%20Portable%203.0/OpenOffice.org_Portable_3.0_en-us.paf.exe/download)

Implementation/Integration: This open source product has not been recompiled and a call to binary file is directly made from the code, keeping the binaries totally separate from the Prizm Source Code.

String Search (<http://johannburkard.de/software/stringsearch/>)  
StringSearch - high-performance pattern matching algorithms in Java  
Copyright (c) 2003-2010 Johann Burkard  
Download: <http://johannburkard.de/software/stringsearch/>  
License: <http://johannburkard.de/software/stringsearch/copying.txt>

The Legion of the Bouncy Castle  
Copyright (c) 2000-2009 The Legion Of The Bouncy Castle (<http://www.bouncycastle.org>)  
Download: [http://bouncycastle.org/latest\\_releases.html](http://bouncycastle.org/latest_releases.html)  
License: <http://www.bouncycastle.org/licence.html>

Touch.exe ([http://www.codeproject.com/KB/applications/touch\\_win.aspx](http://www.codeproject.com/KB/applications/touch_win.aspx))  
Copyright 2002 by Jörgen Sigvardsson  
Download: [http://www.codeproject.com/KB/applications/touch\\_win.aspx](http://www.codeproject.com/KB/applications/touch_win.aspx)  
License: [http://www.codeproject.com/KB/applications/touch\\_win.aspx](http://www.codeproject.com/KB/applications/touch_win.aspx)

JTNEF (<http://www.freeutils.net/source/jtnef/>)  
The JTNEF package used in this product is copyright (c) 2003-2010 by Amichai Rothman.  
JavaBeans Activation Framework  
(<http://www.oracle.com/technetwork/java/javase/downloads/index-135046.html>)  
Download: <http://www.oracle.com/technetwork/java/javasebusiness/downloads/java-archive-downloads-java-plat-419418.html#jaf-1.1-fr-oth-JPR>  
License: [http://download.oracle.com/otn-pub/java/licenses/jaf-1.1-mrel-spec-oth-JPR\\_license\\_1.html](http://download.oracle.com/otn-pub/java/licenses/jaf-1.1-mrel-spec-oth-JPR_license_1.html)

SWF Tools (<http://www.swftools.org>)  
Source: <install path>/src/SWFTools/0.9.0/

Download: <http://www.swftools.org/swftools-0.9.0.exe>  
Attributions, Notices & Copyrights  
License (GPL v2): <install path>/Prizm/licenses/SWF Tools/gpl-2.0.txt  
Implementation/Integration: This open source product has not been recompiled and a call to binary file is directly made from the code, keeping the binaries totally separate from the Prizm Source Code.

Tanuki Java Service Wrapper (<http://www.tanukisoftware.com>)  
Copyright (C) 1999, 2010 Tanuki Software, Ltd. All rights reserved.  
The Software Program includes software and documentation components developed in part by Silver Egg Technology, Inc. ("SET") prior to 2001 and released under the following license.  
Copyright (c) 2001 Silver Egg Technology

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sub-license, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

GraphicsUtil (<http://www.dncompute.com/blog/2008/07/17/graphicsutil-a-utility-class-for-drawing-arrows.html>)

Copyright (c) 2008 Noel Billig ([www.dncompute.com](http://www.dncompute.com))

Download: <http://www.dncompute.com/blog/2008/07/17/graphicsutil-a-utility-class-for-drawing-arrows.html>

License: MIT (in source)

URL Validator (<http://ctrloptcmd.com/archives/587/actionsript-3-url-validator-class/>)

Copyright 2009 Martin Jacobsen

Download: <http://ctrloptcmd.com/as3/URLValidator.as>

License: (in source)

jQuery (<http://jquery.org/>)

Copyright (c) 2011 John Resig

Download: [http://docs.jquery.com/Downloading\\_jQuery](http://docs.jquery.com/Downloading_jQuery)

License: <http://jquery.org/license/>

Lazy Load - jQuery plugin for lazy loading images (<http://www.appelsiini.net/projects/lazyload>)

Copyright (c) 2007-2009 Mika Tuupola

Download: <http://www.appelsiini.net/projects/lazyload>

License: <http://www.opensource.org/licenses/mit-license.php>

jQuery.ScrollTo (<http://plugins.jquery.com/project/ScrollTo>)

Copyright (c) 2007-2009 Ariel Flesler

Download: <http://plugins.jquery.com/node/635/release>

License: MIT (in source)

ScrollView - jQuery plugin (<http://code.google.com/p/jquery-scrollview/>)

Copyright (c) 2009 Toshimitsu Takahashi

Download: <http://code.google.com/p/jquery-scrollview/downloads/detail?name=jquery.scrollview.js&can=2&q=>

License: <http://www.opensource.org/licenses/mit-license.php>

Viewport - jQuery selectors for finding elements in viewport  
(<http://www.appelsiini.net/projects/viewport>)  
Copyright (c) 2008-2009 Mika Tuupola  
Download: <http://www.appelsiini.net/projects/viewport>  
License: <http://www.opensource.org/licenses/mit-license.php>

transform: A jQuery cssHooks adding cross-browser 2d transform capabilities to \$.fn.css() and \$.fn.animate()  
(<https://github.com/louisremi/jquery.transform.js>)  
Copyright 2011 @louis\_remi  
Download: <https://github.com/louisremi/jquery.transform.js>  
License: MIT (<https://github.com/louisremi/jquery.transform.js>)

jQuery UI (<http://jqueryui.com/>)  
Copyright (c) 2011 Paul Bakaus  
Download: <http://jqueryui.com/download>  
License: <http://jquery-ui.googlecode.com/svn/tags/latest/MIT-LICENSE.txt>

jquery.waitforimages (<http://alexanderdickson.com/blog/2011/02/a-new-jquery-plugin-2/>)  
Copyright (c) 2011 Alex Dickson  
Download: <https://github.com/alexanderdickson/waitForImages>  
License: <https://github.com/alexanderdickson/waitForImages/blob/master/README.md>

jQuery Context Menu Plugin (<http://abeautifulsite.net/blog/2008/09/jquery-context-menu-plugin/>)  
Copyright A Beautiful Site, LLC  
Download: <http://abeautifulsite.net/blog/2008/09/jquery-context-menu-plugin/>  
License: MIT (in source)

jqprint (<http://plugins.jquery.com/project/jqPrint>)  
Provided by Eros Fratini - [eros@recoding.it](mailto:eros@recoding.it)  
Download: <http://plugins.jquery.com/node/8069/release>  
License: <http://www.opensource.org/licenses/mit-license.php>

jQuery Patch (<http://www.zachstronaut.com/posts/2009/08/07/jquery-animate-css-rotate-scale.html>)  
2009-2010 Zachary Johnson [www.zachstronaut.com](http://www.zachstronaut.com)  
Download: <https://github.com/zachstronaut/jquery-animate-css-rotate-scale/>  
License: MIT (<https://github.com/zachstronaut/jquery-animate-css-rotate-scale/blob/master/README>)

Google Translate API for .NET (<http://code.google.com/p/google-api-for-dotnet/>)  
Copyright (c) 2008-2009 iron9light  
Download: <http://code.google.com/p/google-api-for-dotnet/downloads/list>  
License: <http://www.opensource.org/licenses/mit-license.php>  
Other Terms: <http://code.google.com/apis/language/translate/terms.html>

SWFObject (<http://code.google.com/p/swfobject/>)  
Provided by code.google.com  
Download: <http://code.google.com/p/swfobject/downloads/list>  
License: <http://www.opensource.org/licenses/mit-license.php>

## Preface

This document describes how to install Prizm Content Connect on Windows Server.

## Intended Audience

This manual is intended for IT developers and administrators. Some familiarity with Java, JavaScript, and Windows OS is expected.

## Revision History

The following changes have been made to this document.

<b>Revision History</b>	<b>Revision Date Description</b>
Oct 2011	Updated for version 4.6.3
Feb 2012	Updated for version 5.0

## Table of Contents

<a href="#">Attributions, Notices &amp; Copyrights</a>	3
<a href="#">Preface</a>	8
<a href="#">Intended Audience</a>	8
<a href="#">Revision History</a>	8
<a href="#">Table of Contents</a>	9
<a href="#">Chapter 1</a>	10
<a href="#">Introduction</a>	10
<a href="#">Chapter 2</a>	11
<a href="#">Installation</a>	11
<a href="#">Chapter 3</a>	12
<a href="#">Sample Code</a>	12
<a href="#">Chapter 4</a>	13
<a href="#">Registration &amp; Activation</a>	13
<a href="#">Chapter 5</a>	14
<a href="#">Deploying on IIS</a>	14
<a href="#">Setting up the tempcache &amp; Prizm Cache Manager</a>	24
<a href="#">Distributed Configuration Set Up</a>	26

## **Introduction**

Prizm Content Connect is a web-based online document viewer that can be embedded into any web page or web application. It is fast and fully customizable, and enables conversion of virtually any type of document (including Microsoft Word, or Excel, or PowerPoint document) to an Adobe ® Flash ® file (.swf). This file can be shared with other users who do not have the default viewing applications installed on their machines. These files can also be published over the web and accessed from anywhere in the world, or viewed with Adobe ® Flash ® Player across various platforms. The formatting, graphics, fonts, special characters, and colors of source documents are retained, regardless of the application used to create the original document.

### ***Specifications: Server***

#### **Supported Operation Systems**

The operating systems listed here have been tested with Prizm Content Connect and are officially supported:

- Windows 2003 Enterprise
- Windows 2003 Enterprise x64
- Windows 2003 Standard
- Windows 2003 Standard x64
- Windows Server 2008
- Windows Vista
- Windows Server 2008 x64
- Windows Vista x64
- Windows XP 32 & x64
- Windows 2000 32 & x64
- Windows 7 x64

All windows versions are supported including OEM, Retail, R2 etc

#### **System Requirements**

- Minimum 2GB RAM (Recommended 4GB+ RAM)
- 450 MB of free disk space
- Internet Explorer 5+ or Mozilla Firefox 2+

### ***Specifications: Client***

Prizm Content Connect is compatible with any JavaScript-enabled modern browser with Adobe Flash 9.0+ Plug-in (minimum) installed.

## Installation

Installation of Prizm Content Connect is very straightforward for the Windows environment.

### Make sure you are logged in as the Administrator

*(Refer to Troubleshooting tips on how to login as Administrator on Vista)*

Prizm Content Connect installs and starts the Prizm services that power the server side of the application using the following steps:

1. Creates Prizm Folder in the root directory (C:\Prizm)
2. Copies necessary files & folders
3. Sets up Registry Values
4. Sets up Environment Variables
5. Installs Prizm Service on port 18680, 18580 & 18691
6. Starts Prizm Service
7. Cleans install temporary files

**Note-** The installation might fail if you have any application already listening on ports 18680, 18580, 18581, 18582, 18583, 18584 & 18691. You will need to disable this application prior to Prizm Content Connect installation.

### ***Verifying that installation was successful***

There are 3 ways to verify that the services were successfully installed and started:

1. Go to Control Panel and then Services. You will see a service "Prizm" in the services list. Verify that the service is Started.
2. Go to <installpath>/logs directory, and open "proxyserver.log" file. Scroll down to the very end and verify that you see the text similar to following:

```
=====
INFO | jvm 1 | 2011/04/06 02:16:25 |
INFO | jvm 1 | 2011/04/06 02:16:25 | Office Document Converter Proxy Server Started
INFO | jvm 1 | 2011/04/06 02:16:25 |
INFO | jvm 1 | 2011/04/06 02:16:25 |
=====
```

3. Browse to:  
<http://localhost:18680/convert2swf> or <http://<ipaddress>:18680/>  
This should show text like this. If you see text similar to below, it means it is running.  
Prizm Conversion Server is running.  
Server Time: Fri Jun 24 14:58:21 PDT 2011

### **Sample Code**

Sample code files are included with the Prizm Content Connect installation to show how integration can work.

Location of Sample Code for AJAX based desktop client: C:\Prizm\Samples\Base

Location of Sample Code for Mobile client: C:\Prizm\Samples\Mobile

Location of Sample Code for Zero Footprint client: C:\Prizm\Samples\ZeroFootprint

Detailed instructions for configuring and using the sample code are in the Developer Guide

Location of Developer Guide: C:\Prizm\

### Registration & Activation

If you have received the evaluation version of Prizm Content Connect, it will be fully functional for 30 days after its installation. This will allow you to convert documents and images to web ready viewable formats. The evaluation version of Prizm Content Connect adds a DEMO watermark on the documents and also opens a popup when the viewer loads.

To use Prizm Content Connect after this period expires or for business purposes, you must register your software copy and obtain a license.

Note that no license is needed to view converted documents – these can be viewed even on those computers where Prizm Content Connect is not installed. The license is needed only to start the Prizm Content Connect services and to convert documents.

After purchasing Prizm Content Connect, you will receive a license key along with a customerid. Keep these in a safe place, as you will need them to activate the product. A single Prizm Content Connect license allows you to install and setup the software on one server, for up to 25 users. A separate license should be bought for each additional server or machine, or each increment of 25 users.

#### ***Activating the product with your customerid & license key***

**Step1:** Go to the Control Panel on your Windows Server & click on Administrative Tools. Go to Services.

(You can also open the Services window by typing 'services.msc' at the command prompt.) In the Services window, look for "Prizm" & Stop the service.

**Step2:** Go to C:\Prizm\conf folder

Use Notepad to open the proxyserver\_jar.properties file

Look for "# Registration info" and enter your customerid & license key ("regkey") as shown below:

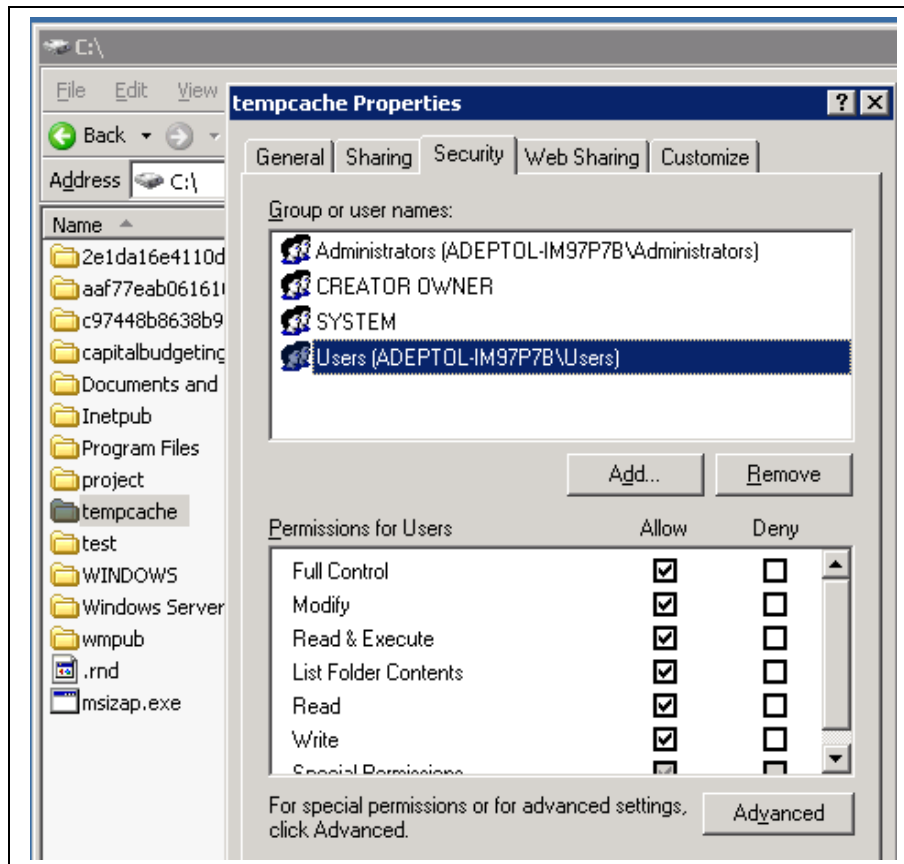
```
# Registration info  
customerid=XXXXXX  
regkey=XXXX-XXXX-XXXX-XXXX
```

Contact us at [support@accusoft.com](mailto:support@accusoft.com) if you have questions or problems while activating Prizm Content Connect.

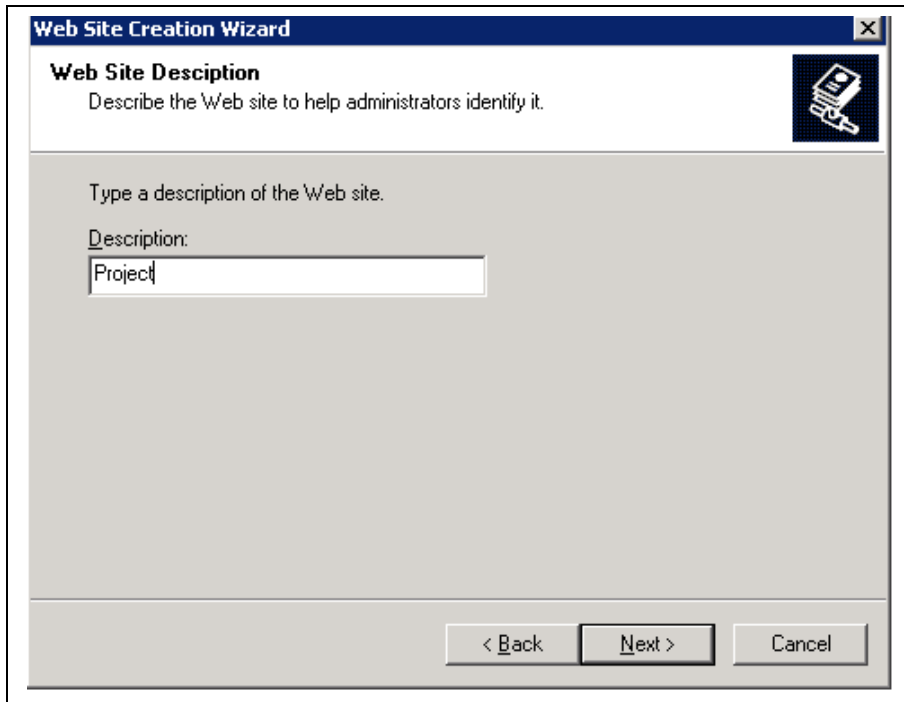
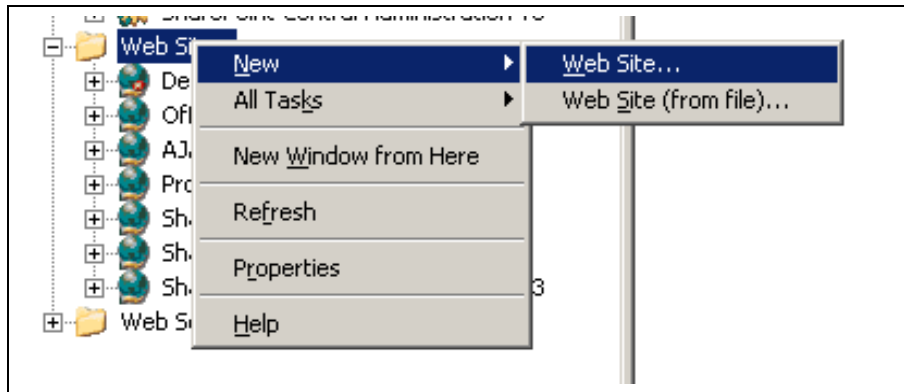
## Deploying on IIS

### Deploying on IIS 6.0

- 1) Create a directory in the C: drive named tempcache (C:\tempcache)
- 2) Give all users Write/Read permissions to C:\tempcache



- 3) Create a second directory in the C: drive named Project (C:\Project)
- 4) Copy the sample code from C:\Prizm to C:\Project
- 5) Create a new Website or Virtual Directory in IIS named Project and point it to C:\Project as shown below. Make sure you give all users Read, Write, and Execute permissions while creating the site



**Web Site Creation Wizard**

**IP Address and Port Settings**  
Specify an IP address, port setting, and host header for the new Web site.

Enter the IP address to use for this Web site:  
[All Unassigned]

TCP port this Web site should use (Default: 80):  
80

Host header for this Web site (Default: None):  
[ ]

For more information, read the IIS product documentation.

< Back   Next >   Cancel

**Web Site Creation Wizard**

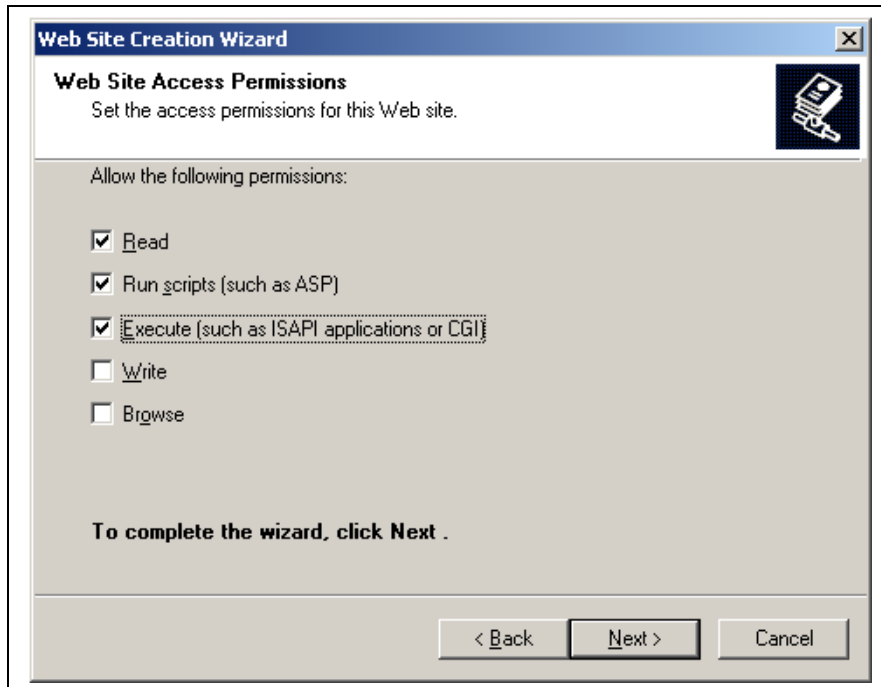
**Web Site Home Directory**  
The home directory is the root of your Web content subdirectories.

Enter the path to your home directory.

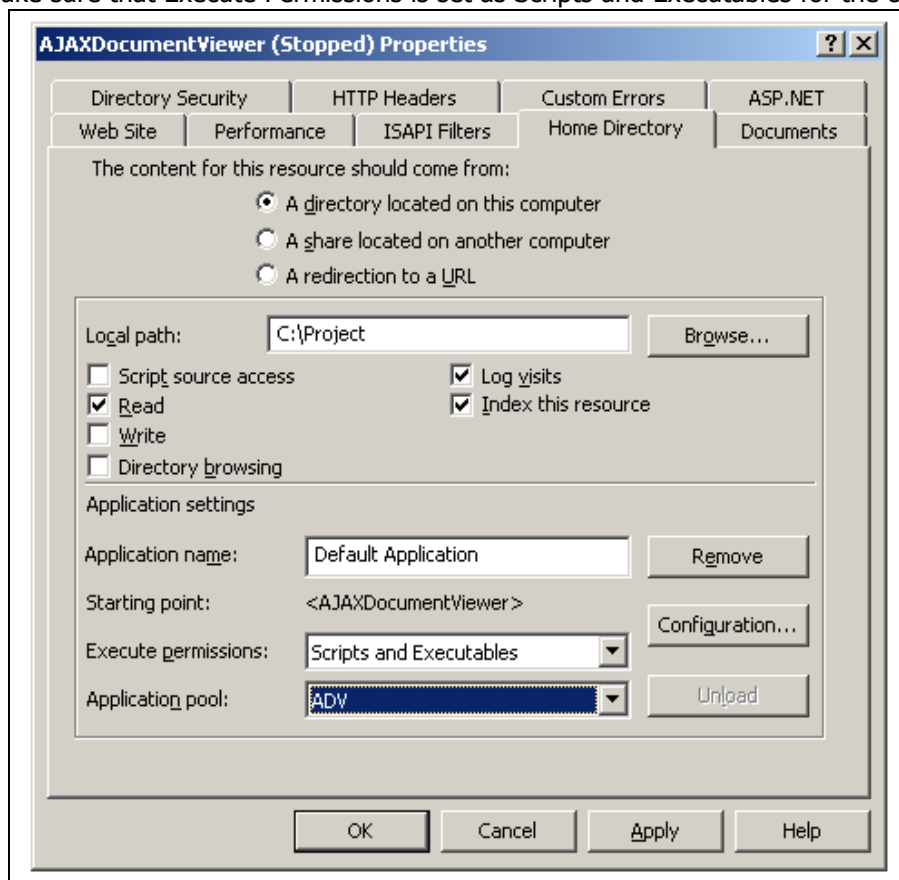
Path:  
C:\Project   Browse...

Allow anonymous access to this Web site

< Back   Next >   Cancel



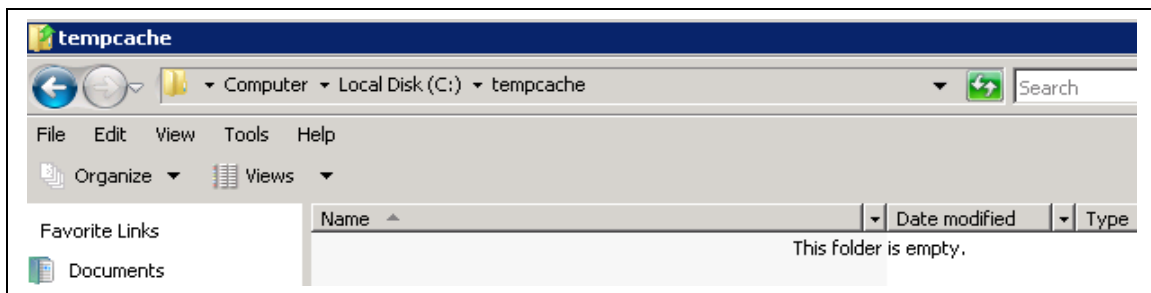
6) Make sure that Execute Permissions is set as Scripts and Executables for the created site



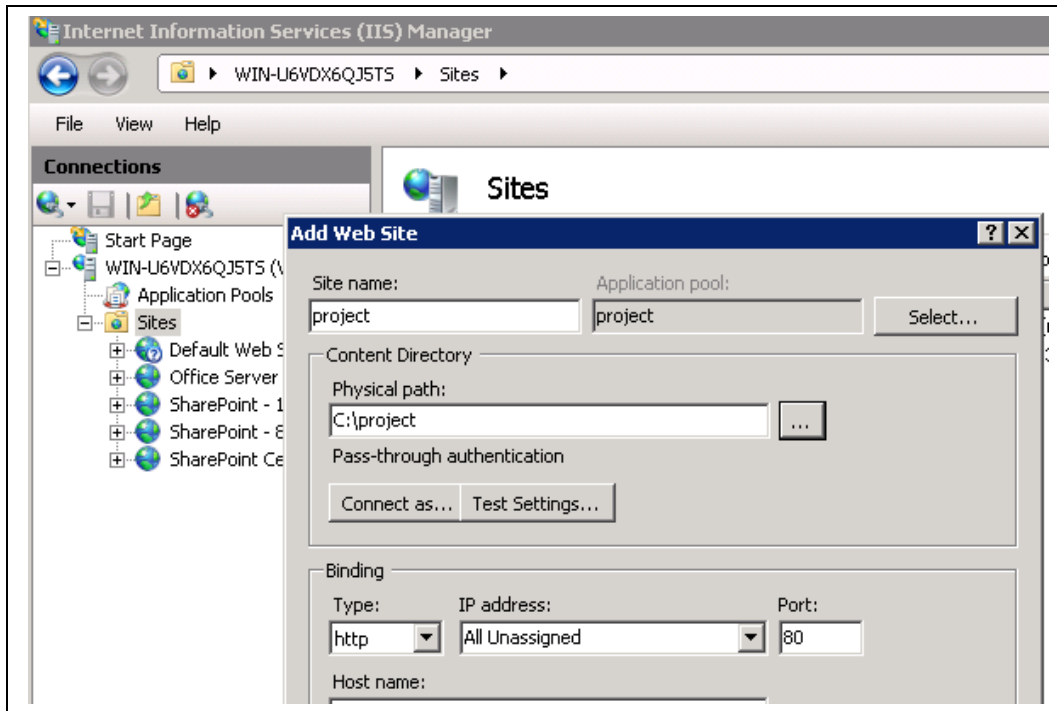
- 7) Point your browser to <http://<server:port>/default.aspx?document=Sample.doc>
  - a. Ex. <http://localhost:80/default.aspx?document=Sample.doc> if you are using port 80 for the site on your local machine
  - b. Make sure Sample.doc exists in C:\Project

## ***Deploying on IIS 7.0***

- 1) Create a directory in the C: drive named tempcache (C:\tempcache)
- 2) Give all users Write/Read permissions to C:\tempcache



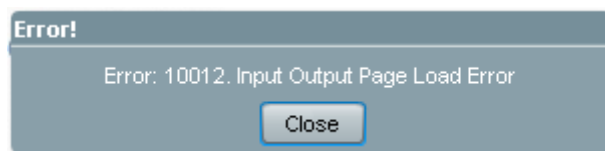
- 3) Create another directory in the C: drive named Project (C:\Project)
- 4) Copy the sample code from C:\Prizm to C:\Project



- 5) Point your browser to <http://<server:port>/default.aspx?document=Sample.doc>
  - a. Ex. <http://localhost:80/default.aspx?document=Sample.doc> if you are using port 80 for the site on your local machine
  - b. Make sure Sample.doc exists in C:\Project

## ***Troubleshooting & Common Errors***

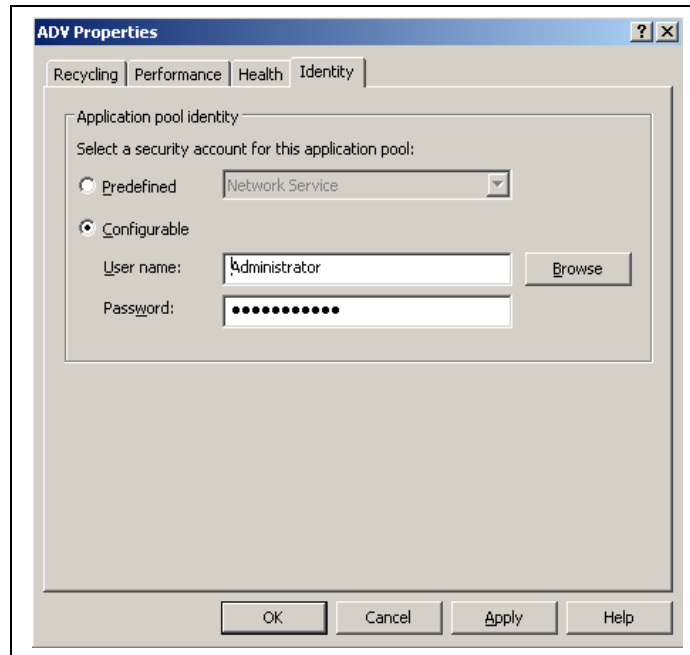
### **1) Input Output Page Load Error**



The above error could occur due to following reasons:

- a) This could mean your default application pool does not have the permission to execute the convertdocument.asp or convert.aspx.

Click on the Application Pool that you created for the Project site and right click on it to go to properties. Go to Identity and click on Configurable and enter Administrator username & password.



Restart IIS and Recycle the Application Pool and try index.asp again in a new browser window.

b) Ensure your settings.xml has the correct name of the conversion file being sent to convertdocument.asp or convert.aspx.

Ex.: If you are calling default.asp as <http://localhost/index.asp>, your settings.xml will look like this:

```
<settings>
<conversionFileURL> convertdocument.asp</conversionFileURL>
</settings>
```

c) make sure you are logged in as the Administrator to the local machine.

## 2) Input Output Page Conversion Error or convert.aspx could not be loaded

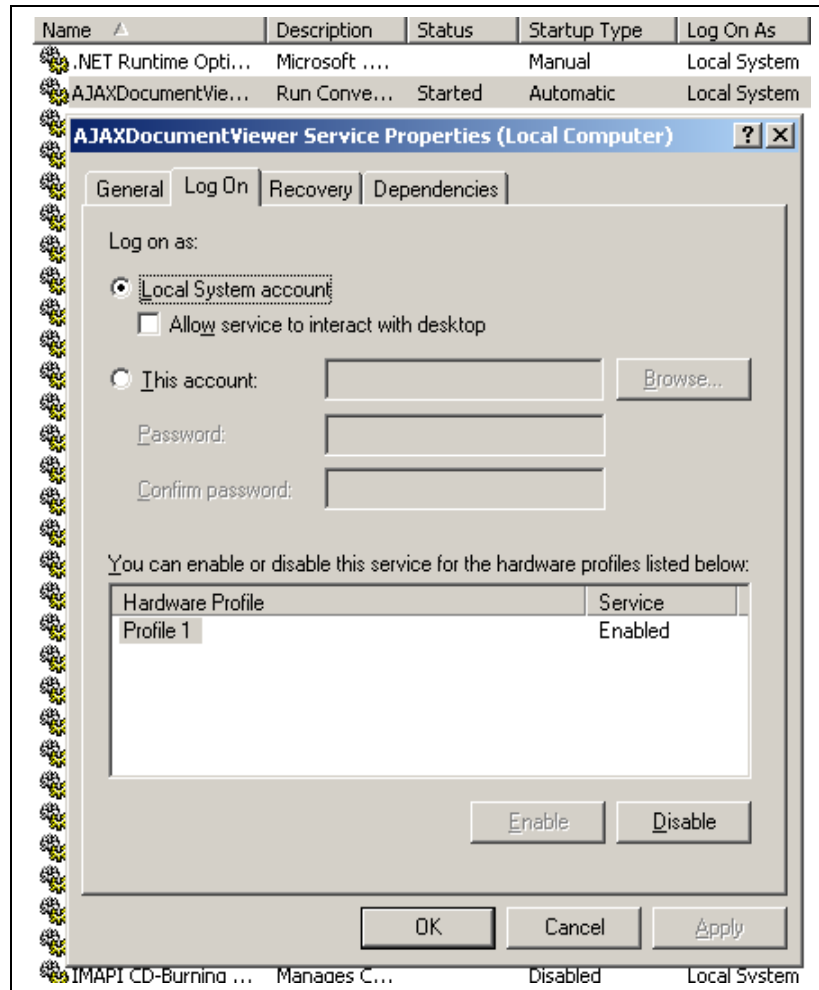
This error indicates that document conversion is not happening to a swf file. This could be due to following reasons:

a) Check Prizm service is running in Services under Control Panel.

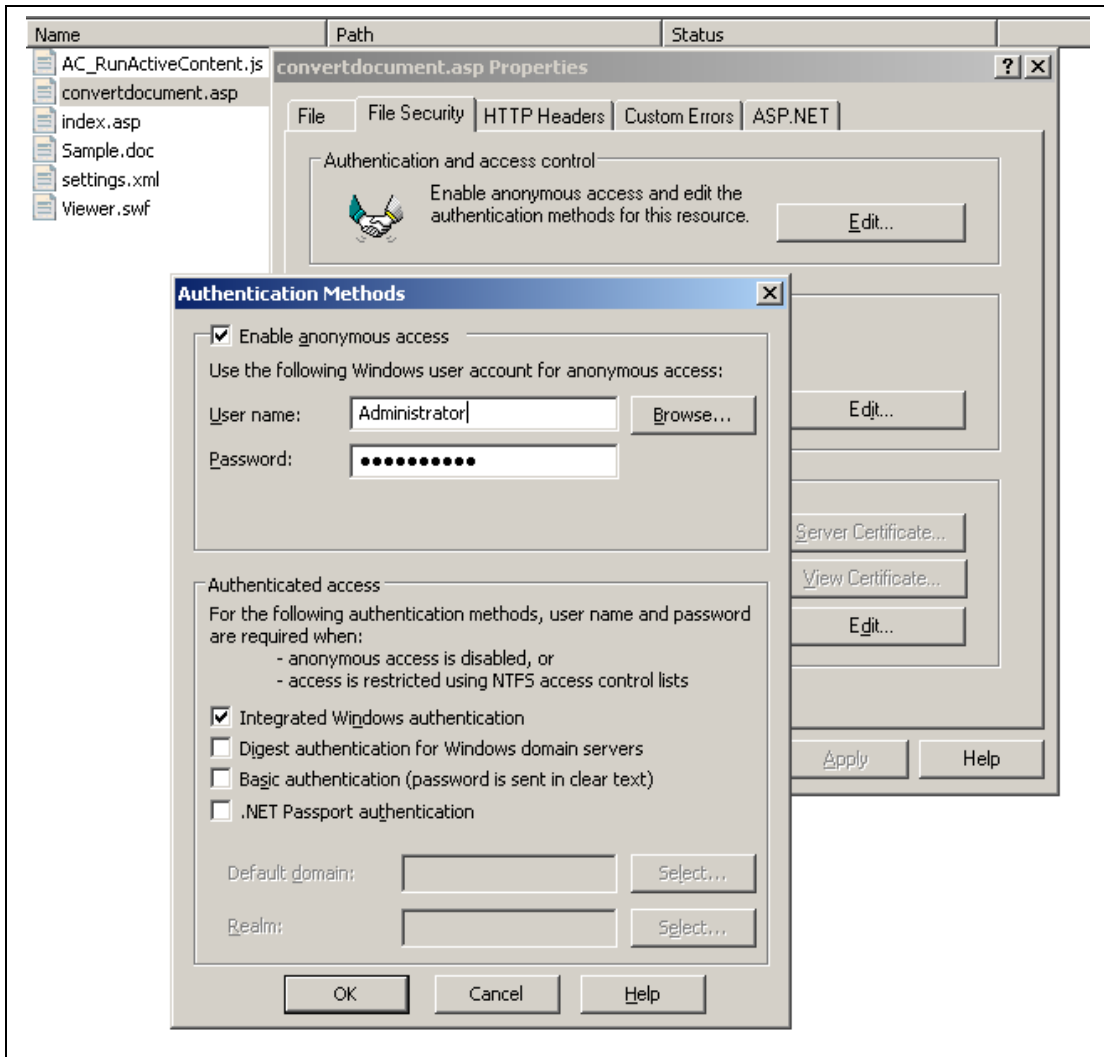
Or go to C:\Prizm\logs directory and open proxyserver.log file. You should see the following text toward the end:

```
=====
INFO | jvm 1 | 2009/03/19 16:49:11 |
INFO | jvm 1 | 2009/03/19 16:49:11 | Convert2SWF Proxy Daemon Started
INFO | jvm 1 | 2009/03/19 16:49:11 |
INFO | jvm 1 | 2009/03/19 16:49:11 |
=====
```

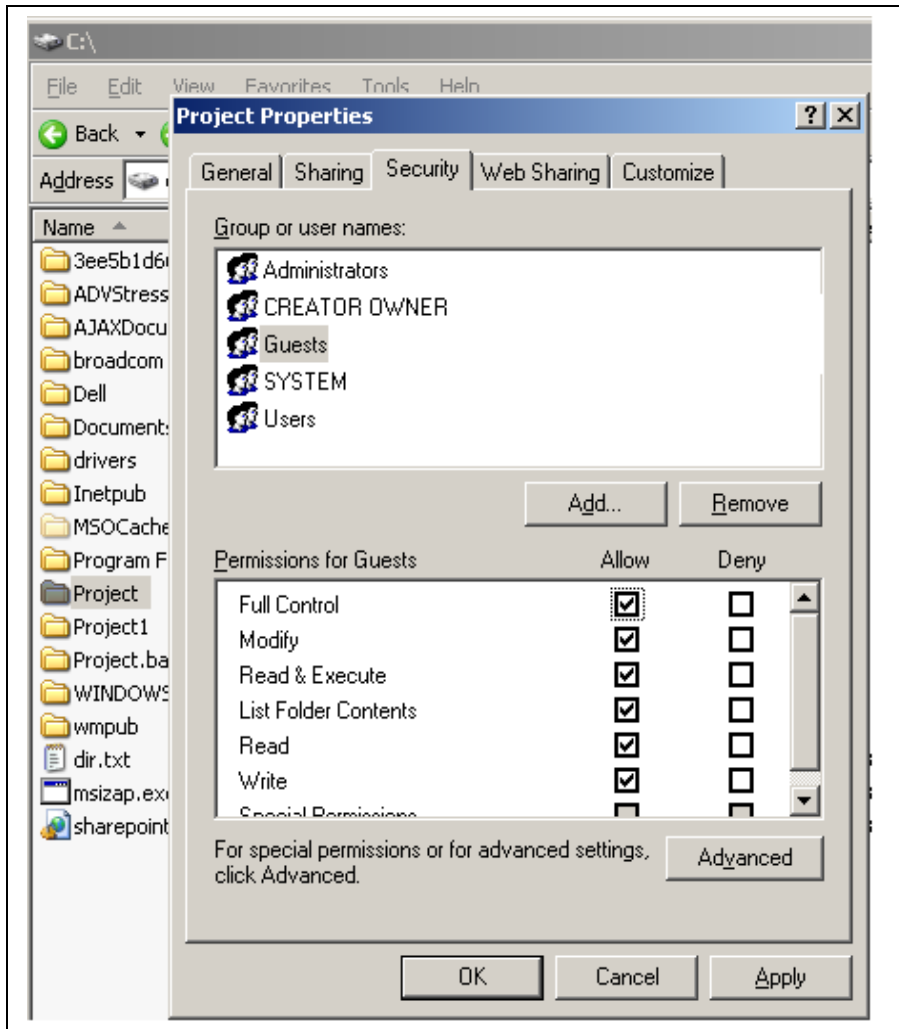
If Convert2SWF Proxy service is not fully started, go to Services from Control Panel and right click on Prizm service to go to Properties. Click on Log On under Properties. By default the service runs under Network Service account. If the service is not starting under this account, change to the Administrator user account of the machine and start the service.



- b) Make sure that converdocument.asp or convertdocument.aspx has Administrator user account privileges in IIS.



- c) Make sure that the tempcache directory (C:\tempcache) has write permissions to users and IIS User.



- d) Ensure your settings.xml has the correct name of the convertdocument.asp or convertdocument.aspx.
- e) Make sure convert.aspx file is not returning anything except the binary of the generated .swf file from C:\tempcache

# Setting up the tempcache & Prizm Cache Manager

Prizm Content Connect uses a temporary file system cache to store the files as they are being converted and served. The cache also acts as file-system-based temporary storage for converted files. When requests for previously converted files come in, this temporary cache comes in handy and can be used to serve the files previously rendered, thus resulting in faster response time and saving on CPU cycles for conversions.

If you configured the sample project, tempcache would have been set at C:/tempcache

Prizm Content Connect comes with a Windows-based tool called CacheManager which allows you to control the temporary cache, and prevent it from growing beyond a reasonable size. CacheManager can be configured as required and allows rule-setting for maintaining and deleting files from the temporary cache.

**CacheManager Install Location:** C:/Prizm/CacheManager

## *Prizm Cache Manager*

There are various settings options:

- Directory - where the viewer stores the local cache files
- Extensions - file extensions that Cache Manager should delete  
(For .png files enter \*.png, for .pdf file types enter \*.pdf, for all file types enter \*.\*)
- Size Limit - directory size that should be maintained
- Delete Files Older Than - time period for files to be kept in the directory
- Run Every - run time can be set from every few minutes to every hour, to a specific time during the day

### **Example**

Maintain [C:/tempcache](#) at size 1GB and run service every 30 min to maintain this size.

Delete older than 6 months to get size to 1GB.

Directory [C:/tempcache](#)

Extensions \*.\*

Size Limit:10GB

Delete Files Older Than: 30 min

Run Every :30 min

### **Troubleshooting**

1) My files are not getting deleted, though size of folder is larger than set size

One of the conditions has to match for files to be deleted. The condition can be file creation date.

Check the settings for Delete Files Older Than.

2) I click on CacheMgrTool and nothing happens

If you are on Vista or Win 2008 or Win 7, right click on CacheMgrTool.exe and click on Run as Administrator to run the tool.

3) I click on Register or Start service and an exception or error occurs

If you are on Vista or Win 2008 or Win 7, right click on CacheMgrTool.exe and click on Run as Administrator to run the tool.

Click on cleanup.bat and run it. On Vista or Win 2008 or Win 7 you might want to run this as Administrator. Once cleanup has occurred, try again to run CacheMgrTool.exe as Administrator.

## Distributed Configuration Set Up

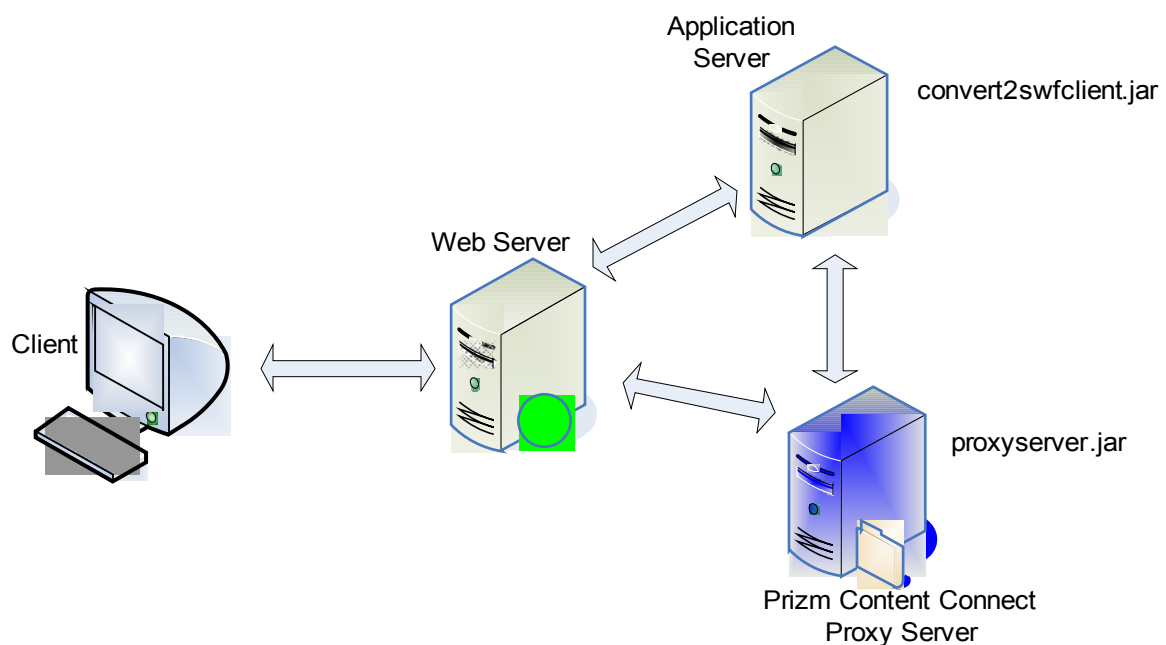
Prizm Content Connect can be configured in a distributed environment set up to achieve higher conversion rates.

### Steps to set up Prizm Content Connect in Distributed mode:

- 1) Install Prizm Content Connect on proxy server. Stop the Prizm Services
- 2) Open /conf directory and then proxyserver /confi file.  
Replace all occurrences of "localhost" with ip address of the server
- 3) **Go to Services** -> Prizm -> Logon and change the Logon as user to an account which is a network admin/user account which has access of both server on which Prizm Content Connect and network file server (or server on which source files are stored) will be located.
- 4) Start the Prizm Services

You can now access the conversion service from other server like this

<http://<ipaddress>:18680/>



**Distributed Configuration**

