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## Technical Support

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## Frequently asked questions

### Installation

- **When I try to run the downloaded setup file, it brings up an unexpected software.**  
Clean up temporary files on your system drive (Right click your system drive and select property, then click Disk Cleanup button) and try again. Or, use a zip tool (e.g. WinZip) to open the installation EXE and extract all setup files into a directory. Run setup.exe in that folder.
- **Is CutePDF software Spyware?**  
As part of our commitment to personal privacy, none of our products contain any form of Adware or Spyware.

### CutePDF Writer

- **CutePDF does not support NT 4.0 or Windows 95.**
- **CutePDF Writer does not support network printer sharing.**
- **Unable to install on Windows 2000/XP box.**  
Use an administrator account to install the application. In some cases, especially when a domain controller is present on the network, you should log on as "Administrator" to local. Log on as an account with administrator privileges to domain may not work.
- **How to solve "Install Printer Driver failed"?**  
Download the [newest version](#) and re-install it. You will get the same error message, just click OK to continue. Follow the steps below to add a Printer manually afterwards.  
1) Go to Control Panel -> Printers and Faxes to add a local printer.  
2) Choose "CPW2: (CutePDF Writer)" on Select a Printer Port dialog box, click Next.  
3) Choose a Postscript printer (e.g. Apple Color LaserWriter 12/600), click Next.  
4) Enter CutePDF Writer as Printer name, click Next -> Finish.
- **How to reduce the size of output PDF file?**  
You can alter the parameters used in a text file "%Program Files%\Acro Software\CutePDF Writer\PDFWrite.rsp". The key parameters are in the line:  
-dPDFSETTINGS=configuration  
where configuration can be /screen, /printer, /prepress, /default. Using /Printer can cut size by half. You may get more info at [here](#).
- **Text characters are wrong or missing in generated PDF file.**  
On Win2000/XP boxes, select CutePDF Writer properties in the application print dialog box and click "Advanced". Select "Download as Softfont" (default is "Substitute with Device Fonts") on TrueType Fonts setting for font embedding.  
On Win98/ME boxes, open the property of CutePDF Writer and change the Fonts setting to "Always use TrueType fonts".
- **How to add a custom paper size on Windows 2000/XP?**  
Go to Control Panel -> Printers and Faxes. Choose Server Properties command on File menu. Add your paper size on Forms tab.
- **How to bypass Save As dialog box ,or make unattended installation?**  
The [Custom Edition](#) supports those features.
- **Does CutePDF Writer support Terminal Services?**  
Absolutely. CutePDF Writer supports multiple sessions.
- **Unable to save the PDF file to a mapped drive on Terminal/Citrix server.**  
The [Custom Edition](#) supports mapped drives on Terminal/Citrix server.
- **How to use other Ghostscript or PS2PDF converter with CutePDF Writer?**  
CutePDF Writer detects the installation of Ghostscript automatically. If you want to use other converter application, simply create a Setup.ini file in "%Program Files%\Acro Software\CutePDF Writer" folder and put following parameters in it.

[Parameters]

Command=**put exe filename here** (e.g. C:\gs\bin\gswin32c.exe)

Arguments=**put arguments here** (e.g. -sOutputFile="%1" -c save pop -f -)