



SOFTWARE

For Real Estate Professionals

TECHNICAL SUPPORT FACSIMILE TRANSMITTAL FORM

To:	From:
At:	Phone: (800)-644-4051
Phone:	Date/Time: October 9, 2003
FAX:	Qty. of Pages: 2

PDF Alternative Drivers

Alternative PDF drivers may help to resolve a number of issues such as vertical lines, etc. The **PDF995** is available as a FREE download from www.pdf995.com. We have tested this version, and it did not create the lines on the opening pages and retains the blue signature and works better for a number of issues. This free version displays a sponsor page in your web browser each time you create a PDF file. If you would prefer not to see sponsor pages, you may upgrade by obtaining a license key at any time for only \$9.95.

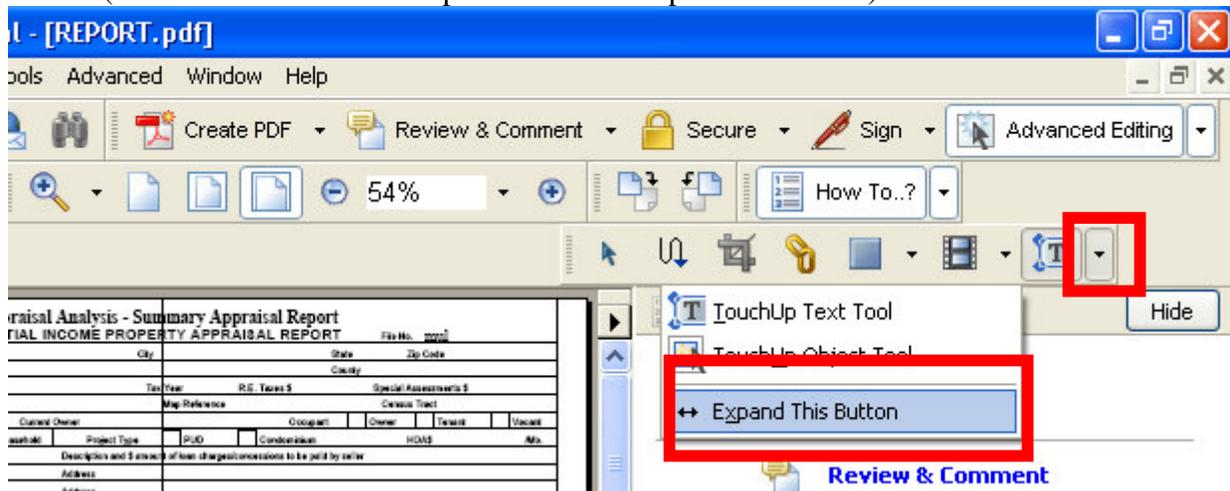
Although we have not tested the following, they are ranked very highly by PC Magazine:

- **FinePrint pdfFactory PRO 1.57** www.finerprint.com for \$99.
- **Jaws PDF Creator 3.0** www.jawspdf.com for \$79.

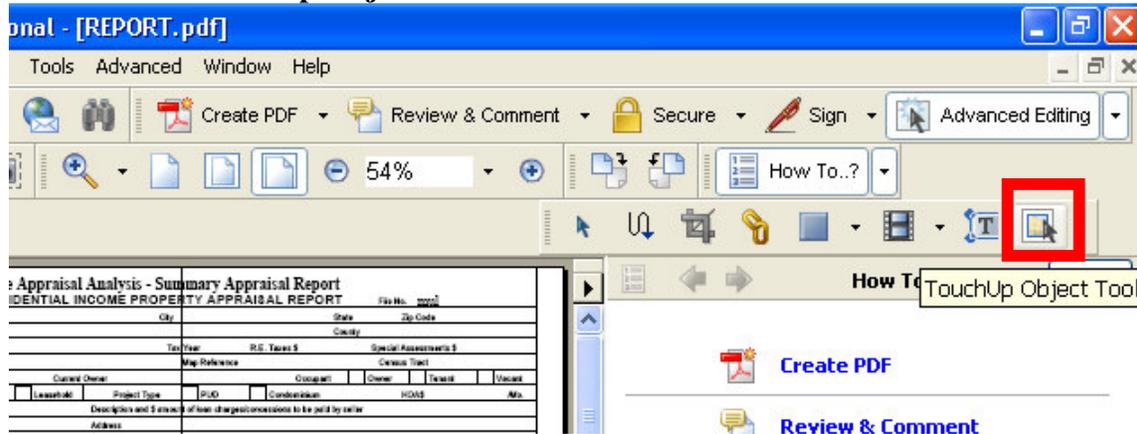
Vertical Lines on MUL and 71B in Adobe PDF

When printing a *Small Residential Income Property* (otherwise known as a mul) or a *Residential Income Property* (know as 71B) to PDF in Adobe 6, you may get a vertical line on the first page. If so, you may use the PDF995 above or manually delete the line as follows:

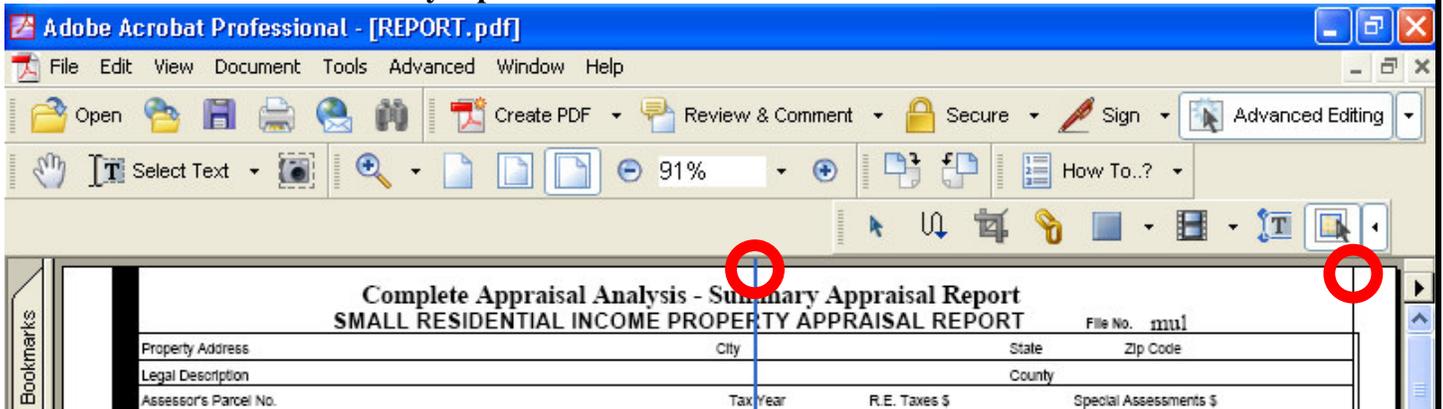
1. When you preview the form in Adobe, make sure the Advanced Editing Tool Bar is selected. Click on Tools-Advanced Editing-Show Advanced Editing Tool Bar. (There should be a check beside of Show Advanced Editing Tool Bar.)
2. Then click on the drop down arrow to the left of the TouchUp Text tool and left click Expand this Button. (You should not need to repeat these two steps in the future.)



3. Now click on the TouchUp Object Tool



4. Then left click on the very top of the center line to select it. It will turn blue when it is selected.



5. Then hit delete on your keyboard to delete it. You may also click on the top of the line at the right hand side and delete it likewise if you wish.

Note, this problem was resolvable in the past by selecting Adobe's alternate PDF Writer as driver. This suggests that the problem is with Adobe's default driver. This supposition is strengthened by the fact that the free PDF995 mentioned below does not create this problem. Since Adobe no longer supports their alternative driver, we have asked our development staff to see if there is a way to correct the problem caused by Adobe's default driver. In any event, the above solution is easily implemented on subsequent reports, since you do not have to repeat steps 1-2 in the future.

Please include your customer ID # in all correspondence. If you are within 30 days of a purchase or upgrade or if you have a support contract, please call for voice support. If you are outside 30 days of a purchase or upgrade and don't have a support contract, there will be a charge for voice support. The voice support phone number is (800) 644-4051. You can fax us for FREE at (800)-344-1484 or e-mail us for FREE at tech@sfrep.com. Please visit our web site at www.sfrep.com for additional information and answers to frequently asked questions.

Technical Support Engineer