

Informatik Image Driver Version 4.10

**Windows 2000, XP, 2003, 2008, VISTA and Windows 7 (32 bit)
(Excluding NT 4 and 95/98/ME)**

User Guide

15th. January 2010

Please print out this manual

www.expert-tools.com

Table of Contents

COMPATIBILITY	4
INTRODUCTION.....	4
DIFFERENT SOFTWARE VERSIONS	4
DEMO VERSION.....	4
STAND-ALONE PC VERSION	4
SERVER VERSION.....	5
INSTALLATION.....	5
TUTORIAL	6
PRINTER CONTROL PANEL.....	8
ADVANCED OPTIONS.....	11
<i>Paper/Output.....</i>	<i>12</i>
<i>Graphic</i>	<i>12</i>
<i>Document Options.....</i>	<i>12</i>
INFORMATIK IMAGE DRIVER DIALOG AND PRINTER PREFERENCES.....	13
OUTPUT MODE.....	14
<i>Document Mode</i>	<i>14</i>
<i>Append Mode</i>	<i>14</i>
<i>Serialization Mode</i>	<i>14</i>
OUTPUT SELECTION	14
MISCELLANEOUS SETTINGS	15
<i>Auto-Numbering of Output File</i>	<i>15</i>
<i>Use Source Document Name for Output.....</i>	<i>15</i>
<i>Always Overwrite.....</i>	<i>15</i>
<i>Hide this Dialog</i>	<i>15</i>
<i>PDF Output.....</i>	<i>16</i>
<i>Select Application to be Launched.....</i>	<i>16</i>
WINDOW REGISTRY	16
JOB AND PAGES COUNTER.....	17
DONE_HSM.TIF SENTINEL FILE.....	17
NETWORK INSTALLATIONS	17
BATCH PROCESSING	18
SCRIPT ADD-ONS, CUSTOMIZATIONS, OTHER SOFTWARE	18
TECHNICAL SUPPORT.....	18
COPYRIGHT	18

LICENSE, WARRANTIES, DISCLAIMER..... 18
LICENSE AGREEMENT..... 19

Compatibility

Version 4.10 of Informatik Image Driver runs under Windows 2000, XP, 2003, 2008, VISTA and Windows 7 – 32 bit only

A separate Version for CITRIX is required.

The User interface for the 32 bit and 64 bit versions are the same. The manuals are valid for both versions.

The 64 bit versions require specific drivers which must be bought separately/additionally.

For Windows NT 4 please use version 2.5; for Windows 95/98/ME use version 1.2. These versions are available on request ([email to: mbose@expert-tools.com](mailto:mbose@expert-tools.com)).

Important: To run this driver on a Server, you will need to purchase the **server version**. The single user version will not run on a network as a “shared” driver.

Introduction

The Informatik Image Driver creates TIFF, PDF, and JPEG files from virtually any printable Windows document. Simply open the document (for example open a Word file in Microsoft Word), choose Print from the File menu, select the Informatik Image Driver 4.10 as the printer, press the OK button, in the Informatik Image Driver dialog window specify the output folder, file name and other settings, and press the OK button. This is, of course, somewhat of an over-simplification. Our program has several additional features and options as explained in this user guide.

This document covers the version of the Informatik Image Driver for Windows 2000, XP, 2003, 2008, VISTA and Windows 7 (32 and 64 bit).

Before you use the program, please read the licensing terms and conditions under the ‘License, Warranties, Disclaimer’ section. By using this program you agree to all the terms and conditions of the license.

Different Software Versions

Demo Version

You may use the demo version only for the purpose of evaluating the program. The standard demo version creates valid TIFF and PDF output files. However, the output files created by the demo version are crippled, the small upper left corner being cropped. This crippling will of course not occur in the purchased version. The standard demo version allows you to thoroughly test the program by printing an unlimited number of print jobs. The share (network) functionality is enabled for testing purposes.

Stand-alone PC version

The stand-alone version can be installed and run on a PC or workstation (single-seat). The

driver can only be used locally on that PC. The share and WTS capabilities are disabled. However, output files can be saved to any folder accessible to the user, locally or on a network drive. The stand-alone version can also be installed on a server for a local use only (no sharing or remote use). Administrator rights may be required to install the software correctly.

A single-seat software license is required for each PC or workstation on which the driver is installed.

Server version

The server version is designed for comprehensive network use. It supports remote, shared and local processing and is fully compatible for Windows Terminal Server (WTS). A separate version for Citrix is available. The driver may be shared with network users. The output files can be saved to the folder for which the logged-in user has WRITE permission.

The appropriate server/multi-user software license must be purchased. Installation of the driver on Citrix requires a special license.

Installation

1. If you are installing from a zip file (a compressed download file with a .zip extension), unzip the zip file first into a separate folder (we recommend that you create and use the c:\imagedriver folder).
2. Before you install the Informatik Image Driver, check if you already have a previous version of the driver installed on your system. If you already have the Informatik Image Driver installed (licensed or demo, current or previous versions), you must first un-install the driver, then restart Windows. For a clean un-install of the driver please use the REMPRN (remprn.exe) driver-uninstall utility. This utility should be included with all our driver distributions. If you do not have the REMPRN utility, please download it from <http://www.expert-tools.com> . If you would like to reset the settings to our default settings, please double-click the 'SetInit.cmd' file which is included with the driver files.
3. Double-click installer.exe file, select 'Informatik Image Driver 4.10', and hit the 'Install' button.
4. A message will appear asking whether you want to make this driver your default printer. Select 'Yes' or 'No'.
5. A message on the Installer window will indicate when the setup is completed.
6. Restart Windows.
7. Check and make sure that the Informatik Image Driver now appears as an icon in the Printers and Faxes window under Control Panel. You will not find the 'Informatik Image

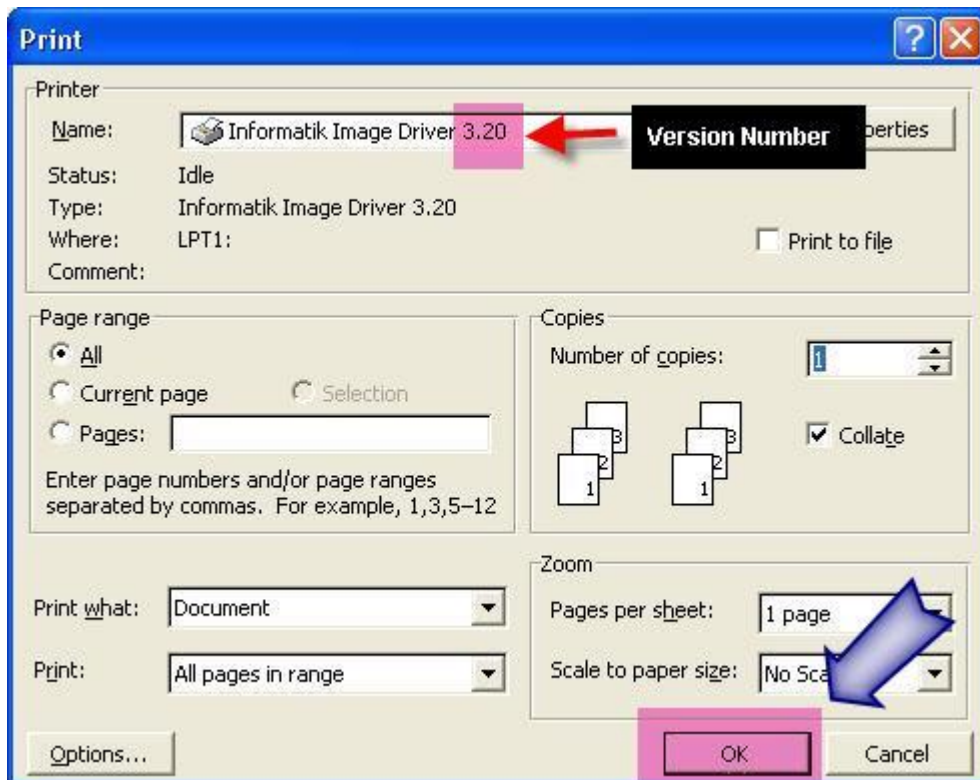
Driver' under the Start Menu as an icon like other applications. Our driver works like a printer and operates via a document's native program (for example Microsoft Word, Excel, or your own printing application).

If you would like special settings (special output format, resolution, etc.), you need to enter your preferences in the Printer Control Panel. Generally, no special entries are required and you are urged not to change the default settings unless you are familiar with the driver and its capabilities. Later on in this text, the manual will explain how you can specify default entries in the Printer Control Panel.

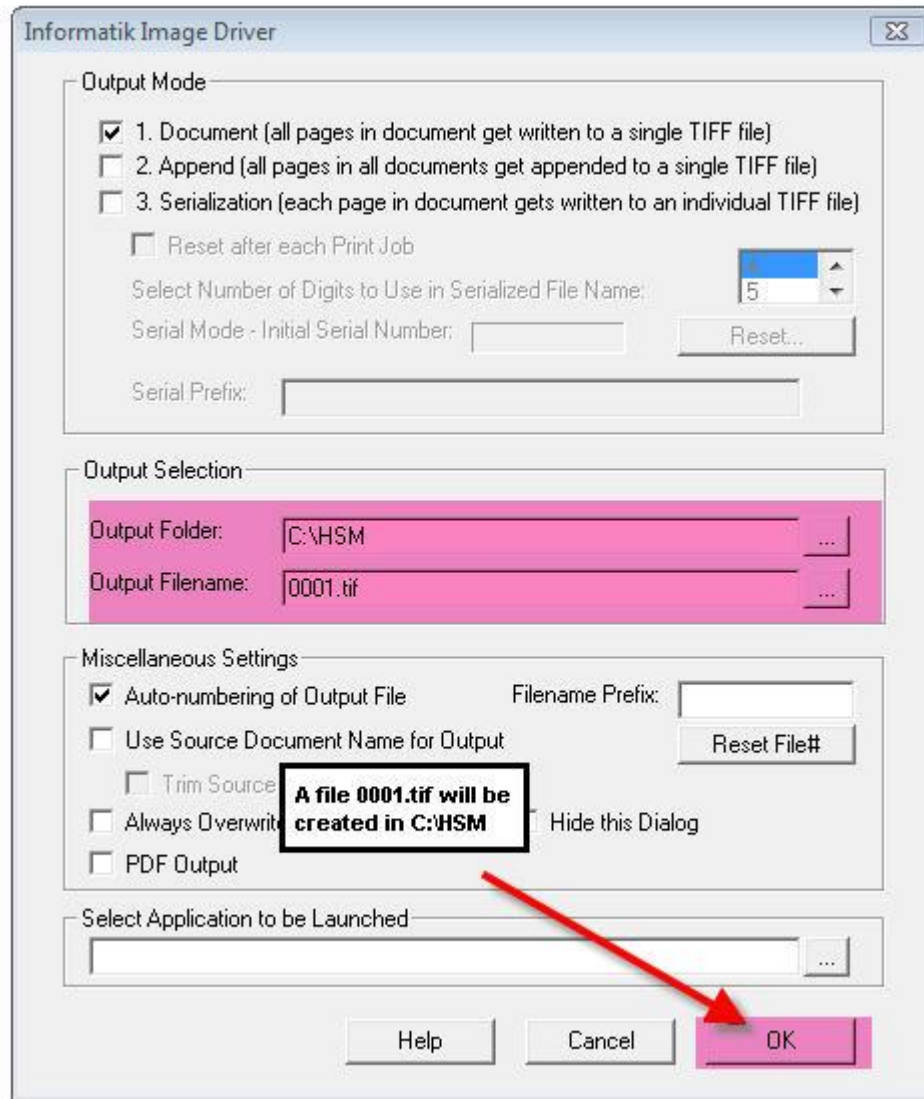
Tutorial

This tutorial will create a multi-page TIFF file from any Windows document.

1. Open the document that you want to convert into a single or multi-page TIFF. For example, to open a Word document, launch Microsoft Word and open the document file from the File menu.
2. Choose "Print" from the document's File menu. The application's Print dialog will be displayed.
3. If you did not specify the driver as your default printer during the initial setup, select "Informatik Image Driver X.XX" (X.XX stands for the version number of your image driver) as your printer and hit the 'OK' button at the bottom right of the 'Print' box.



4. The 'Informatik Image Driver Dialog' (shown in the picture below) will pop up. If this is not the case, go to the 'Miscellaneous Settings' under the 'Informatik Image Driver Dialog and Printer Preferences' section of this manual and look for 'Hide this Dialog'. In that section you will find information on how to deal with this problem.



5. In the 'Output Folder' field, either manually type the full directory path of where you want to create your TIFF file (e.g. c:\documents\accounting), or click on the Browse button and select a folder. Do not include the file name in the 'Output Folder' field.
6. In the 'Output Filename' field, type in the file name for your TIFF file or click on the Browse button and select a file to be overwritten. If you use the driver for the first time, the file name is defaulted to a generic file name. Simply overwrite the default-file name to a name of your choice.

7. There are several other features and options and you may experiment with them. They are explained in the 'Informatik Image Printer Dialog and Printer Preferences' section of this manual.
8. Click the 'OK' button on the lower-right corner of the box and the TIFF file will be created.

Printer Control Panel

(Also called Informatik Image Driver Printing Preferences or Informatik Image Driver Document Properties)

Certain special settings, like graphic format and resolution of the output file, need to be selected in the Printer Control Panel.

The Printer Control Panel is accessed either from the Print window or via the Start menu (Start button at lower left corner of the screen).

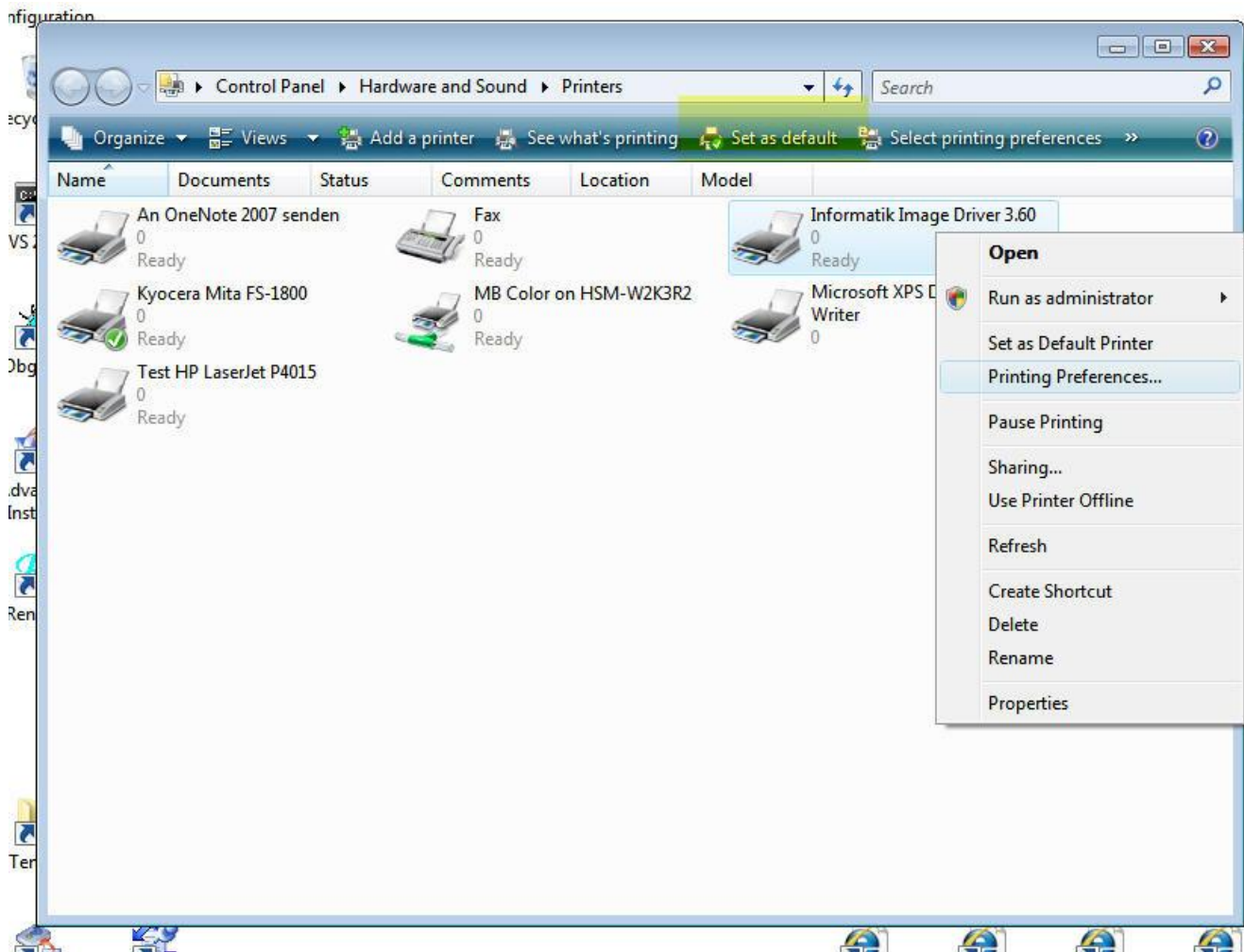
a) Open the Printer Control Panel via the Print window:

When you select Print from the File menu, the Print window appears. Select the Informatik Image Driver 4.10 as the printer. Most Print windows include a Property button (sometimes called Preferences). Click on the Property button and the 'Informatik Image Driver Document Properties' window will open.

Please note that selections made via the Print window solely last for the life of the source file's application (for example Microsoft Word). When you re-launch the source file's application, the settings revert to the settings specified in the Printer Control Panel via the Start button (see next paragraph).

b) Open Printer Control Panel via the Start button:

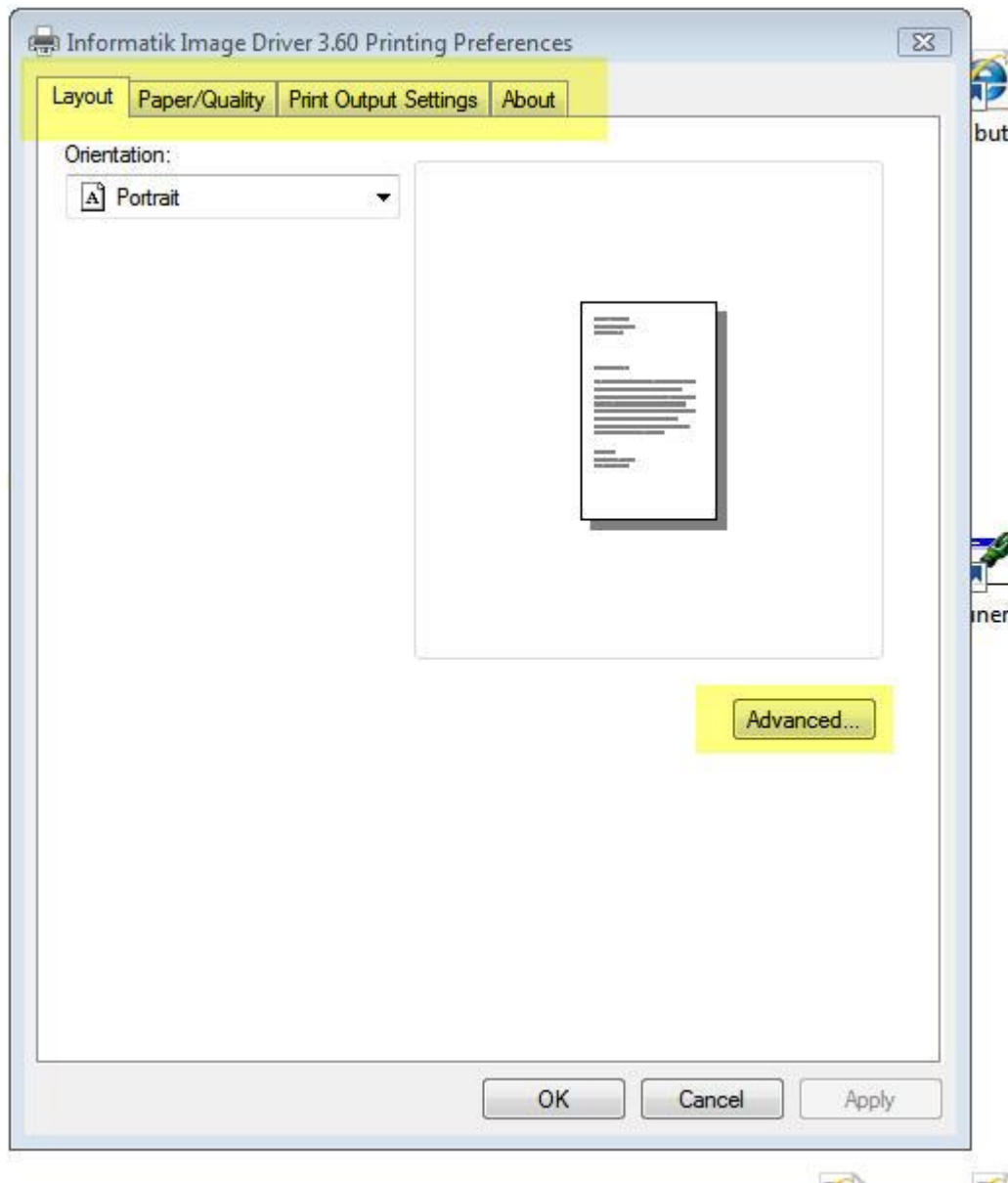
Click on the Start button (lower left corner of the screen) and select 'Control Panel'. In the 'Control Panel' double-click on 'Printers' (Printers and Faxes). Among the list of printers you will find the Informatik Image Driver X.XX. (X.XX stands for the version number of your image driver)



Right-click on 'Informatik Image Driver' and select 'Printing Preferences'. The 'Informatik Image Driver Printing Preferences' window appears. Please note that selections made in this way will be permanent. They will apply to all printing jobs in the future. Of course, you can always change selections again in either of the two ways described above.

Informatik Image Driver X.XX Printing Preferences window:
(X.XX stands for the version number of your image driver)

Now you are in the Printing Preferences window. There are four (4) tabs:



- Layout
- Paper/Quality
- Print Output Settings
- About

In the **Layout** tab and the **Paper/Quality** tab you will only ever need to use the 'Advanced...' button. Those options have to be set in the application of the source document. All setup entries relating to output *graphics formats, TIFF compression, Resolution, and Color depth* are specified via the 'Advanced...' button.

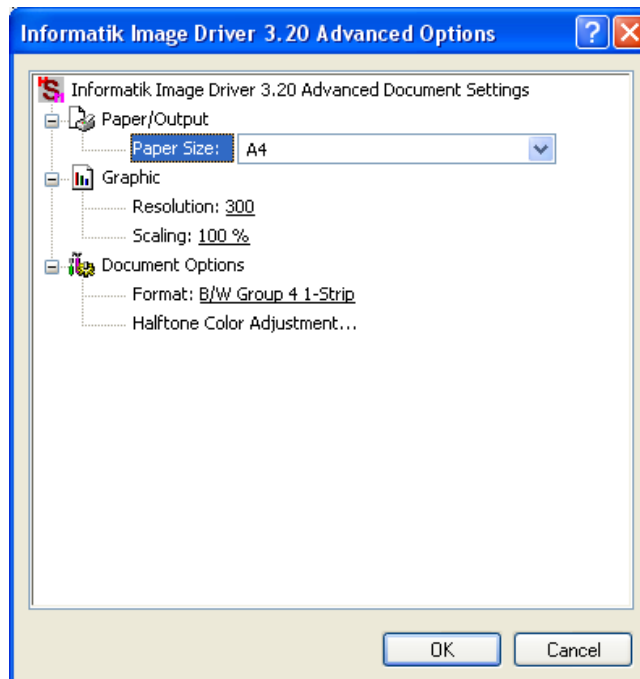
The **Print Output Settings** tab displays the Document Properties or Printing Preferences window that contains settings for output file names, handling options and preferences. For more information about this tab, see the 'Informatik Image Driver Dialog and Printing Preferences' section below.

The **About** tab displays important information about the software license.

In the Layout window or Paper/Quality window, always click on the 'Advanced' button. When you click on the 'Advanced' button the Informatik Image Driver X.XX Advanced Options window will appear. (X.XX stands for the version number of your image driver)

Advanced Options

(Click the 'Advanced...' button in the Layout or Paper/Quality tab)



Paper/Output

Here you can set the output size of the paper. Be aware that if a program has its own custom/default paper size, it will always overwrite the paper size chosen in the 'Informatik Image Driver Advanced Options'.

Graphic

- **Resolution:** Here you can select the resolution of the output image. If you would like a resolution not specified here, please see the 'Customization' section.

Please note that if you select a resolution of 200x200 for the TIFF F-Class, the driver will actually create a file with a resolution of 204x196.

In order to minimize the size of the output files, select the smallest possible resolution (200 dpi is usually a good choice) for resolution.

- **Scaling:** Always leave at 100%.

Document Options

- **Format:** Here you can specify the format of the output-file format (black/white and colored TIFF or JPEG and compression methods). The default setting is TIFF Group 4 Single-Strip, the most commonly used TIFF format, but there are several other options that you can use.

Important:

JPEG files are high-quality-color images and only support single-page files. In the 'Informatik Image Driver Dialog' (see next section), specify the output file with a .tif extension. The actual output file will have a .jpg extension. If you want to convert a multi-page file to JPEG, always use 'Serialization' in the 'Informatik Image Driver Dialog'. In this case, the first page will become a JPEG file with the specified output-file name and subsequent pages will be named with a _1, _2, etc. suffix. Please note that JPEG conversions take more time than TIFF conversions and should mainly be used for photo-type images rather than black/white-text documents.

The 'TIFF 4-bit (16 Colors) Packbits' and '8-bit (256 Colors) Packbits' formats are only suitable for solid color images such as charts. Photo images should instead be converted to either 'JPEG' or 'TIFF 24-bit Color Packbits'.

The processing of colored documents requires more memory to process than a black/white document. Thus, if your computer does not have a sufficient amount of memory ready, the driver will automatically revert to black/white processing.

Fax applications generally require the 'TIFF-F Class' format. Old fax applications may use the 'TIFF F-Class Reverse Fill' format. For the 'TIFF-F Class' you must use a resolution of 200x200.

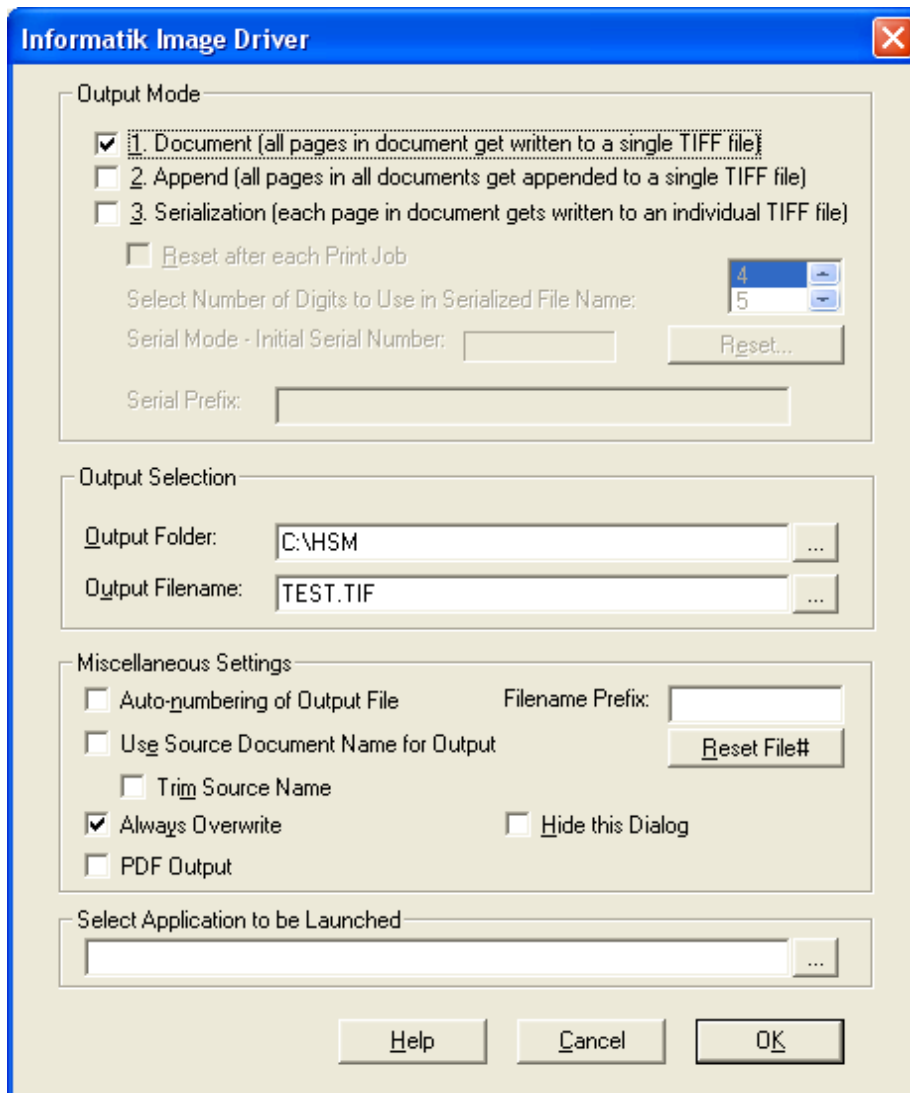
- **Halftone Color Adjustment:** Do not use/change this option.

Informatik Image Driver Dialog and Printer Preferences

When you press the 'OK' button in the Print window (File | Print) of any printable document, the 'Informatik Image Driver Dialog' will be displayed (unless you previously checked the 'Hide this Dialog' checkbox). If the dialog is hidden, you can uncheck the 'Hide this Dialog' checkbox in the Print Output Settings (see 'Printer Control Panel' section).

If you would like to create default settings for all the print jobs and would not like the 'Informatik Image Driver Dialog' to pop up every time you print a document, you can make permanent changes to the settings under the Control Panel (see 'Open Printer Control Panel via the Start button' in the 'Printer Control Panel' section) and then check 'Hide this Dialog' under the 'Print Output Settings' tab.

The Informatik Image Driver dialog has the following settings and options:



Output Mode

Document Mode

This mode creates multi-page TIFF files. For example, if your source file is a 10-page document, the driver will create a 10-page multi-page TIFF file (one single file with 10 pages).

Append Mode

This mode will cause the output file to be appended to an existing file. If you process a 5-page source file and save it to a TIFF file that already has 3 pages, the driver will add the 5 new pages to the existing TIFF file, so that the new file will be a TIFF file consisting of 8 pages. If the specified output file name does not exist, 'Append Mode' behaves like 'Document Mode'.

Important: The settings in this mode must be made before appending. Append only to TIFF files created with the 'Informatik Image Driver' (you can also append to certain standard-TIFF files created with other software, but please verify the result and always make sure that you have backed up the original file). This option is not available when in 'PDF-Output Mode'.

Serialization Mode

This mode outputs the pages of a multi-page source file as individual files with a user specified prefix (*Serial Prefix*) followed by a numeric suffix (selected as *Initial Serial Number*). For example, a 3-page source file saved as file SAMPLE (Serial Prefix) will create three files called SAMPLE0001.tif, SAMPLE0002.tif, and SAMPLE0003.tif. The number of leading zeros in the suffix number is specified in the '*Select Number of Digits to Use in Serialized File Name*' (2 to 8).

If '*Reset after each Job*' is checked, the serial number will be reset to 0001 for each print job.

If the '*Reset after each Job*' is unchecked, the serialization numbering will be continuous. To reset the Initial Serial Number to 0001 click on the Reset...button.

Output Selection

When you use the driver for the first time, the driver defaults to generic output names. Click on the 'Browse' buttons to select/specify the Output Folder and the Output Filename. Your selections will become the default for the next print job. If no default output folder is specified the driver will use the system's TEMP file instead.

Note that the Folder Name should not have an ending back-slash (\). If the file name does not have an extension, a .tif (or .pdf) extension will be added automatically. If you want to create a file without an extension, use a period (.) after the file name. You can also output the files to a network drive. If you run the driver in a batch mode, the folder and file name can be specified in the Windows Registry (see 'Windows Registry' section).

In 'Serialization Mode', the 'Output Filename' field is used for the 'Prefix' of the filename. Do not use an extension name in the 'Prefix' field.

Auto-numbering and auto-naming are explained in the next section. For batch processing, please review the 'Batch Processing' and 'Windows Registry' sections.

Miscellaneous Settings

Some of the options are disabled if the driver is set to Append mode.

Auto-Numbering of Output File

If this option is checked, the output files are named by specified 'Filename Prefix' concatenated with an automatically incrementing suffix. For example, if the Filename Prefix is SALES, the output files will be named SALES0001.tif, SALES0002.tif, SALES0003.tif, etc. Each print job increases the serial number by 1. This is not to be confused with 'Serialization' which serializes the pages of a multi-page file, whereas 'Auto-Numbering' numbers the output files (and output files can be multi-page file/s). The auto-number suffix can be reset to zero by clicking on the *Reset File#* button.

If a prefix is not specified, the output file name will consist of the auto-incrementing number only, e.g. 0001.tif.

Use Source Document Name for Output

If this option is checked, the name of the output file will be the same as the name of the source file (with a substituted extension name). Some programs may add the application name as a prefix, which is a problem for the 'Use Source Document Name for Output' option. If the *Trim Source Name* option is checked, however, the leading string of the passed source name (up to the right-most encountered space in the source name) will be cut off. This option is useful to trim the application name, which - as stated before - may be included with the source-file name by some applications (for example Microsoft Word).

Always Overwrite

This option is unchecked by default. The driver will alert the user if the specified file name already exists. If the 'Always Overwrite' option is checked, an existing file will be overwritten without a warning.

Hide this Dialog

If this option is checked, the dialog will not be displayed when printing a document. Hiding the dialog is mainly useful for auto-numbering of files and for batch processing. To re-display the dialog when printing a document, the 'Hide Print Dialog' in the 'Print Output Settings' tab should be unchecked (see Printer Control Panel section)

PDF Output

If this option is checked, the output file will be a PDF instead of a TIFF file. However, be aware that the PDF will consist of an embedded TIFF of the format specified under the 'Advanced...' tab of the 'Informatik Image Driver Dialog'. Thus, the PDF will not be searchable for text.

Furthermore, the output file will always have a .pdf extension no matter what file name it was given (unless the file name ends with a period (.), in which case a file without an extension will be created).

If this option is not checked, a TIFF file will be created, even if the, by you or by default, specified file name has a .pdf extension. This means that the program will automatically create a .tif extension.

If the source document is in color and you would like the output files to be in color as well, make sure that a valid option is selected under the 'Advanced...' tab of the 'Informatik Image Driver Dialog'. If you select a B/W (Black/White) option, the PDF-output file will be black/white.

Select Application to be Launched

When you create the TIFF file, you can cause 'Informatik Image Driver' to automatically launch another application, passing the output-file name as a parameter. For example, you may want a viewer to display the TIFF file after it has been created. To open the TIFF file in the viewer, and supposing the viewer is VIEWER.EXE and is situated in C:\windows, type in, for example, "c:\windows\viewer.exe" or you can use the '...' button to browse and select the viewer.exe program. If you add a parameter, the driver will pass both the specified parameter and the output file name to the application (in that order, separated by a space). It is up to the application to parse and use the parameter string. In most cases a parameter is not required. A very good example can be found in our FAQ:

<http://www.expert-tools.com/FAQ/cache/15.html>

Window Registry

The default output-folder name, output-file name, and other settings are saved in the Windows Registry under HKEY_CURRENT_USER\Software\HSM\X.XX\Settings. X.XX indicates the actual version of your Informatik Image Driver

For batch processing, you can set the folder name programmatically with standard API functions.

Warning: Be advised that the Windows Registry is the backbone of Windows. If you make bad changes to the registry you could 'destroy' Windows or other programs. If you decide to make changes to the registry, please create a backup of your computer system ahead of time.

Job and Pages Counter

The cumulative number of pages and the number of pages of the last print job are stored in the Windows Registry (see Windows Registry section above). This feature is useful if you run the driver within an application and you need to know when a print job is completed and how many pages have been created. The 'Informatik Image Driver' also creates a zero-size DONE_HSM.TIF file at the end of each print job (see next section).

DONE_HSM.TIF Sentinel File

The 'Informatik Image Driver' creates a zero-size DONE_HSM.TIF file at the end of each print job, which is useful for determining when a print job has been completed.

When a new print job is requested, the driver first deletes the old DONE file and then creates a new DONE file when the print job is completed. For a multi-page/serialized file, the DONE file is created only when the last page has been saved.

The location of the DONE_HSM.TIF is the directory of the TEMP environment variable. To see the directory name of the Sentinel file, type 'Set' in the DOS Command Prompt and press Enter, or simply have your application return the TEMP environment variable. This variable can also be changed in Windows under 'System Properties / Advanced / Environment Variables'.

Network Installations

You may install our driver on single-user PCs, workstations, and servers (including Windows Terminal Servers and Citrix). However, a **server license** is required if the driver is shared or a special version for Citrix networks. Prices are subject to change; please contact HSM Informatik AG or visit us on the web (<http://www.expert-tools.com>).

If you plan to install the driver on a server as shared printer, please ensure that you obtained the server version and license for the correct number of workstations/terminals. Expert knowledge in server and network setup and operation is required.

If you plan to use the 'Informatik Image Driver' on a network, it is recommended, for optimum performance and for ease of installation and operation, that you install the driver on each workstation (a license is required for each workstation). The footprint of the driver is only about half a megabyte and it installs in a few seconds.

Batch Processing

Some document types are ideal for batch processing. For example, MS Word documents can be processed in a batch mode, programmatically, using the exposed objects of Word (OLE Automation).

Batch processing can take advantage of entries in the Windows Registry and use the DONE_HSM.TIF sentinel file. See also the Windows Registry and the DONE_HSM.TIF Sentinel sections in this manual.

Sample code can be found at

<http://www.expert-tools.com/ENGLISH/samples.html#iid>

Please check from time to time.

Script Add-ons, Customizations, Other Software

HSM Informatik AG has been specializing in graphic-format conversions and printer drivers for years. For special add-on scripts with additional features (special file naming, format conversions, text annotations, watermarks, special output-graphic formats, etc.), other special requirements (silent installations, additional resolution choices, e-mail features, and other customizations to the driver or solutions for your specific needs), and other programs such as Textlog-text extraction, TIFF2PDF, PDF2TIFF, PNG conversions, and Tiff-Tag utilities, please contact HSM Informatik AG:

HSM Informatik AG (Switzerland) <http://www.expert-tools.com>

Technical Support

For technical support, please contact us at support@hsm.ch.

Please understand that we can only provide support to purchasers of our products. Support to demo users, especially programming help, is restricted.

Copyright

All Rights Reserved. Copyright 1996-2010 HSM Informatik AG.
Informatik Image Driver is a trademark of HSM Informatik AG.

License, Warranties, Disclaimer

For license-fee information of the 'Informatik Image Driver' and related products, please visit <http://www.expert-tools.com> .

The software is supplied AS IS without any liabilities, direct or indirect, by the developer, distributor or agent. It is illegal to use the software after the trial period without obtaining a valid software license. The software may only be installed on the PC and type of system for which a valid license has been obtained. For a full text of the license terms and conditions see License Agreement below.

Please read this License Agreement carefully before you install and use the software. By installing and using the software you agree with the terms and conditions of this License Agreement. If you do not agree with the terms and conditions you must uninstall the software.

License Agreement

This License Agreement ("Agreement") is a legal agreement between HSM Informatik AG, Lucerne, Switzerland ("Licensor") and you, the user ("Licensee"), and becomes effective on the day the Licensee installs the software. This Agreement covers all materials associated with this software, including, without limitation, the downloadable files, printed and online documentation, and any additional supporting files and programs (herein, the "Software").

1. GRANT OF LICENSE

Licensor hereby grants to you, and you accept, a nonexclusive license to use the Software on a specified number of computers/workstations owned, leased, or otherwise controlled by you for personal or business purposes, and only as authorized in this License Agreement. The Software may not be used on other computers, nor may it be used by, or transferred to, other computers over a network. Unless the Licensee purchased a server license, the Software may not be installed on a server, or on a PC/workstation that acts as a server. Hosting a batch service on a server, PC or workstation requires a server version. A site license permits the installation of the Software on an unlimited number of PC/workstations at one site for the enterprise, including a server. A special developer's license allows the Software to be distributed with and for exclusive use with the specified single application; the Software must represent a minor part of that application, and the application must not be a web-based application.

2. LICENSOR'S RIGHTS

Licensee acknowledges and agrees that the Software is proprietary to Licensor and protected under international copyright law. Licensee further acknowledges and agrees that all rights, title, and interests in and to the Software, including associated intellectual property rights, are and shall remain with Licensor. The License Agreement does not convey to Licensee an interest in or to the Software, but only a limited right of use that may be revoked in accordance with the terms of this License Agreement.

3. OTHER RESTRICTIONS

Licensee agrees to make no more than one (1) back-up copy of the Software. Licensee agrees not to assign, sublicense, transfer, pledge, lease, rent, or share the rights assigned under this License Agreement. Licensee agrees not to reverse engineer, reverse assemble, reverse compile, or otherwise translate the Software.

4. TERMS

This License Agreement is effective when Licensee installs the Software and shall terminate only if the terms of this License Agreement are broken. Licensee agrees to destroy the Software upon termination of this License Agreement.

5. NO WARRANTY; LIMITATION OF LIABILITY

LICENSEE ACKNOWLEDGES THAT THE SOFTWARE IS PROVIDED ON AN "AS IS" BASIS WITHOUT WARRANTY OF ANY KIND. LICENSOR, DISTRIBUTORS OR AGENTS MAKE NO REPRESENTATIONS OR WARRANTIES REGARDING THE USE OR PERFORMANCE OF THE SOFTWARE. LICENSOR, DISTRIBUTORS and AGENTS EXPRESSLY DISCLAIM THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. LICENSOR, DISTRIBUTOR OR AGENT SHALL HAVE NO LIABILITY TO LICENSEE OR ANY THIRD PARTY FOR ANY LOSS OR DAMAGE CAUSED, DIRECTLY OR INDIRECTLY, BY THE SOFTWARE, INCLUDING, BUT NOT LIMITED TO, ANY INTERRUPTION OF SERVICES, LOSS OF BUSINESS, LOSS OF DATA OR SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES.

6. GOVERNING LAW

The legal jurisdiction of this License Agreement shall be Lucerne, Switzerland.

HSM Informatik AG Warranty

for the Informatik Image Driver Version 4.10, January 2010

All reported errors or printing problems will be corrected within the year of warranty under the following conditions:

1. The error must be reproducible
2. The application in which the error occurs must have been released at the time of the driver release.

Please report problems as follows:

1. Description of the error
2. Send the document
3. The outputted TIFF file
4. Should the error occur with a non-standard application, please send the application, if possible.

All reported errors or problems will be answered within 5 working days. We will comment if the error is due to

1. System
2. Application
3. User
4. Driver

If we can confirm that the error is due to a driver bug, the error will be corrected within a suitable period of time.