

## Installation and Configuration Frequently Asked Questions (FAQ)

Following are Frequently Asked Questions related to installing and successfully configuring Image Arranger and UltraPrint. Information regarding ancillary drivers and utility installation are also included for convenience.

For complete documentation and the latest information, visit our website at [www.altoimaging.com](http://www.altoimaging.com).

***Important:*** Some options below may require making changes to the registry. Using Registry Editor incorrectly can cause serious problems that may require you to reinstall your operating system. Alto Imaging Technologies cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk.

*For information about how to edit the registry, view the "Changing Keys And Values" Help topic in Registry Editor (Regedit.exe) or the "Add and Delete Information in the Registry" and "Edit Registry Data" Help topics in Regedt32.exe. Note that you should back up the registry before you edit it.*

### **Where can I download the latest software?**

Current software is available for download from our FTP site.

Download applications here: <ftp://ftp.altoimaging.com/uw5/7x>

Download printer drivers here: <ftp://ftp.altoimaging.com/uwc5/Drivers>

**Note:** Refer to the build number and timestamp in the file name to determine which installation program contains the latest version.

### **How do I install the software?**

Each application comes in the form of a self-contained installation program.

After downloading the installation program, browse to the location where you saved the program, and double-click the installer's icon to start the installation program. In most cases you can accept the defaults as displayed by the installation package.

If you are installing more than one application, you can cancel the request for reboot until the last installer has completed and then restart the computer once.

### **Should I uninstall the previous versions before upgrading?**

No. There is no reason to uninstall previous versions.

**Important:** If you are upgrading from a previous version, make sure that your license has not expired. If you install a new version on an expired license, the application will cease to work. Check the expiration date by clicking **About Arranger** or **About UltraPrint Utility** from the **Help** menu.

### **How can I back up my current configuration and settings before upgrading?**

General configuration and settings including Custom Print configuration are contained in the following registry keys:

#### **32-bit and 64-bit Operating Systems**

[HKEY\_LOCAL\_MACHINE\Software\Alto Imaging]  
[HKEY\_LOCAL\_MACHINE\Software\UltraIPP]

#### **64-bit Operating Systems**

[HKEY\_LOCAL\_MACHINE\Wow6432Node\Alto Imaging]  
[HKEY\_LOCAL\_MACHINE\Wow6432Node\UltraIPP]

Use **Registry Editor** (regedit.exe) to **Export** each of these keys. After you have successfully run the installation packages, double click on the file(s) containing the exported keys to merge the information back into the registry.

### **How do I get a software license?**

Licenses are unique to each individual PC, so the steps below must be completed on the PC where the applications will be used.

**Note:** Please allow up to 1 business day for your license to be received.

Download the appropriate application installer from the location above, run the installation program(s) to install the desired application. After the installation is complete, follow these instructions:

- 1) Click **Start**, and then click **Run**.
- 2) Click **Browse** and locate "C:\Program Files\Alto Imaging Common\UltraKey\UKPCID.exe"
- 3) Select UKPCID.exe, click **Open**, and then Click **OK** to open the **UltraKey PC Identifier** utility.
- 4) Click **Go** to create and **Save** "MyPCID.ukd"
- 5) Attach the "MyPCID.ukd" file and complete the requested information using the online form here:  
<http://www.altoimaging.com/AltoWeb/ProductRegistration/keysubmit/keyform.html>

**Note:** If you are a reseller, please enter the customer's information; substitute your email address if the license should be returned to you.



A key will be returned to the email address you list on the registration form within 1 business day.

Detach the key (\*.uky) from the message and placed in the following folder:

"C:\Program Files\Alto Imaging Common\UltraKey\

### **Are specific user rights or permissions required?**

Each user account requiring use of Image Arranger or UltraPrint must be a member of the local Power Users or local Administrator group.

The “Everyone” group should be granted Full Control permission to the following registry keys:

#### **32-bit and 64-bit Operating Systems**

[HKEY\_LOCAL\_MACHINE\Software\Alto Imaging]

[HKEY\_LOCAL\_MACHINE\Software\UltraIPP]

#### **64-bit Operating Systems**

[HKEY\_LOCAL\_MACHINE\Wow6432Node\Alto Imaging]

[HKEY\_LOCAL\_MACHINE\Wow6432Node\UltraIPP]

The “Users” group should be granted Modify permission to the following folders:

“C:\Program Files\Alto Imaging Common\Templates\”

“C:\Windows\Temp\”

### **What are the recommended settings for Image Arranger?**

There are few defaults that should be set for most workflows. These include **Page Setup** options that may affect printed output and some options that affect program behaviors.

**Important:** For best image and output quality, install the **Alto TIFF driver** and **Set as Default Printer**.

#### **To configure Page Setup in Image Arranger**

- **File** menu → **Page Setup** → **Margins, Color Split, Rotation**
- **Margins** (all): 0
- **Fit to Page**: Enable
  
- **File** menu → **Page Setup** → **Margins, Color Split, Rotation**
- **Auto detect paper size**: Enable

**Note:** Configure Page Setup options without an open document, then close Image Arranger to save settings as the default.

### To set the TWAIN Data Source Manager in Image Arranger

- **View** menu → **Options** → **Scan Settings**
- **Twain Data Source Manager:** 1.8

### To limit Arranger to a single program instance

- **View** menu → **Options** → **Open Options**
- **Open file in the existing instance of Arranger:** Enable

On workstations with limited physical memory, or in workflows where documents with several hundred or thousands of page are routine, we recommend enabling **Advance Resource Management (ARM)**.

### What are the recommended settings for UltraPrint?

UltraPrint requires a location to save print job files, job tickets and other information as well as a working folder for intermediate image processing. In a typical implementation, this directory structure should resemble something like:

```
C:\UPS\  
→ Print Jobs\  
→ Ripped\
```

### To configure locations in UltraPrint

- **File** menu → **Browse**
- Select the “Print Jobs” folder.
  
- **File** menu → **Preferences** → **Output File Options**
- Browse to the select “Ripped” folder
- **Preserve output:** Enable

### What are the recommended settings for importing PDF or PS files?

Portable Document Format (PDF) and PostScript (PS) files are imported by an embedded rendering engine called AltoScript. In most cases the following settings produce high-quality black and white results:

Option	Value
Document Type	Black and White
Resolution	600 dpi
Dither (LPI)	106

Enable Crop Box	Off
Enable CIE Color	On
Enable Even Toned Screening	Off

**To configure AltoScript in Image Arranger**

- **View** menu → **Options** → **Open Options**

**To configure AltoScript in UltraPrint**

- **File** → **Preferences** → **Advanced**
- **UltraScript**: Enable
- **AltoScript**: Enable
- Set desired **Resolution**
  
- **File** → **Preferences** → **Advanced** → ...
- Set desired Options and Values

**What is Advanced Resource Management (ARM) and how do I configure it?**

When Image Arranger opens a document, it attempts to decompress and place every page into physical memory. In some cases this is not possible and performance degrades, or the document fails to open.

Advanced Resource Management (ARM) changes the way Image Arranger processes a document by writing all decompressed pages to disk and only placing the active page into physical memory allowing large documents to be opened on workstations where the amount of physical memory would normally make this impossible.

**To enable Advanced Resource Management (ARM)**

- **View** menu → **Open** → **Open Options**
- Select **Minimize resource allocation and usage**

By default, ARM uses the temporary folder as defined by the user environment. This can be several directories deep and traversing this structure repeatedly can impact performance.

To minimize the cost of these disk input/output transactions, create a folder directly off the root of the fastest drive with the most free space for ARM to use as a working folder, e.g. "C:\ARM". Enter the path to this folder in the "RegTempPath" value of the following registry subkey(s):

**32-bit and 64-bit Operating Systems**

[HKEY\_LOCAL\_MACHINE\Software\Alto Imaging\Arranger\Settings]



## 64-bit Operating Systems

[HKEY\_LOCAL\_MACHINE\Wow6432Node\Alto Imaging\Arranger\Settings]

### Why do I get an error when using deskew or despeckle?

Windows Data Execution Prevention (DEP) prevents Optical Character Recognition (OCR), deskew, and despeckle from functioning and may cause an error to be displayed.

**Note:** These functions do not currently work in the 64-bit versions of Image Arranger regardless of the DEP state.

To use these functions, either add Image Arranger to the exclusion list (Windows XP or earlier), or disable DEP completely (Windows Vista or later).

### To add Image Arranger to the exclusion list (Windows XP)

1. **Control Panel** → **System** → **Advanced** → **(Performance) Settings** → **Data Execution Prevention**
2. Enable **Turn on DEP for all programs and service except those I select**
3. Click **Add**, and then browse to and select the following program files: "C:\Program Files\Alto Imaging Arranger\IA.exe" "C:\Program Files (x86)\Alto Imaging Arranger\IA.exe" (64-bit)

### To disable DEP (Windows Vista, Windows 7)

1. Start **Command Prompt** using **Run as Administrator**
2. Type the following command: `bcdedit /set nx alwaysoff <enter>`

### How do I install and configure the Alto TIFF driver and Alto Port Monitor?

The Alto Port Monitor allows 3rd party applications to "print" files via the Alto TIFF driver and automatically open the resulting file in Image Arranger. This makes it easy to integrate non-supported file formats like Microsoft Office document into an Image Arranger workflow.

#### To install the Alto Port Monitor

- Double-click the Alto Port Monitor installation program and follow the prompts to complete the installation.

#### To install the Alto TIFF driver

- Use the **Add Printer** wizard to install the Alto TIFF driver; when asked what port to use for the printer, select "**Default Viewer: (Alto port)**".

#### To configure the Alto TIFF driver

- **Properties** → **General** → **Preferences** → **Advanced**
- **Print Quality:** 600 dpi



- **Properties** → **Advanced** → **Printing Defaults** → **Advanced**
- **Print Quality:** 600 dpi

### Where can I go to get help?

The best source for help is the authorized reseller where you purchased your software. Other resources include:

- **Current Documentation and User Guides:**  
<http://www.altoimaging.com/AltoWeb/ProductSupport/Documentation.htm>
- **Online Support Ticket:**  
<http://www.altoimaging.com/AltoWeb/ProductSupport/Support/Support.html>
- **Online Software License Request form:**  
<http://www.altoimaging.com/AltoWeb/ProductRegistration/keysubmit/keyform.html>