

# When you get trouble in uploading document

Many times the title question is sent to ML. Hope my experience would help you.

Check Start with 4 steps.

1. Installed jodconverter and swftools? NO -> see install instruction

YES

2. It works? How to chk: >cd /<your jodconverter path>/jodoconverter  
>java -jar lib/jodconverter.jar /<some input test file>.txt /<some output test file>.pdf

the pdf file is not created -> see your error message and fix it  
is created -> jdconverter works **Congratulation!**

3. Swftools works? How to chk: >pdf2swf -help  
appear error messages -> fix them  
appear help list **Congratulation!**

**FINAL:** Check your OM configuration

login with admin

-> Administration -> Configuration -> jod.path & swftools\_path need

to match with the real path