

PDF-eXPLODE — General Compatibility & Delivery Statement

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Product Overview

PDF-eXPLODE is a Windows-based document delivery tool that transforms standard Windows print output into a “master” PDF, then automatically “bursts” (splits) that PDF into individual documents based on rules or tags, and finally delivers those documents by one or more means (email, archive folder, FTP/FTPS, etc.). Reference: <https://www.pdf-explode.com>

It is designed for high volume delivery of reports, invoices, payslips, vendor remittances, statements and similar business-documents without the need for custom programming.

Reference: [A Review of PDF-eXPLODE – SQLServerCentral](#)

Key delivery modes include:

- Email (SMTP or MAPI) of individual PDF attachments, using variable-driven subjects/messages, optional password protection (128-bit), CC/BCC, and cover-sheet attachments. <https://bit.ly/4nR7hA8>
- Archive or “save to disk” delivery of each exploded document, controlled by business rules.
- FTP / FTPS delivery to web folders (for subsequent upload to websites or client portals). Optional fax/SMS integration (via appropriate server infrastructure) in some deployments.

Supported Platforms & Environments

PDF-eXPLODE is a native Windows application (desktop or server edition). According to published documentation:

- Desktop edition: supports Windows 10, 11, and earlier versions back to Windows XP
- Server editions: designed for Windows Server 2008 and later (including 2012, 2016, 2019, and 2022) in Terminal Services, Print Server, or Report Server roles
- Because it works via the Windows Print system (you print to the “PDF-eXPLODE” printer driver), any business software that can “print” is potentially compatible. <https://bit.ly/49Q7e4a>
- **It has been installed and is currently working successfully on several AWS, Google and Azure Cloud Systems**

General Compatibility Considerations

While PDF-eXPLODE has been installed and used in diverse environments (multiple industries, over 27 countries) and is robust for standard scenarios, it is important to clarify that:



- Each client environment (reporting software, back-office system, windows print architecture, network permissions, email/SMTP/Exchange configuration, firewall/FTP restrictions, etc.) may present unique conditions outside the vendor's direct control.
- The product is tested primarily against standard Windows printing and delivery infrastructures, and significant variations (e.g., non-Windows OS, heavily customised cloud print pipelines, proprietary server print services, non-standard SMTP/Exchange/O365/Azure environments, or SaaS environments where you cannot install a virtual printer driver) may require additional analysis, configuration or consultancy.
- Regarding cloud / platform-as-a-service (PaaS) / virtualised-print-services / containerised print infrastructures: PDF-eXplode remains **on-premises Windows-based**. If you wish to deploy in a fully cloud-native (non-Windows) environment, you should evaluate compatibility, network connectivity (email, FTP/FTPS), performance and document-burst volume in your specific scenario.
- If you have been quoted a license fee, it covers the standard product installation and standard support. It **does not** include detailed platform-specific UAT, custom scripting or deep integration consulting across multiple cloud providers unless separately agreed.
- For clients who require formal UAT on multiple cloud platforms, detailed questionnaires, multi-environment testing and custom compatibility documentation, the vendor can provide a consulting engagement at an additional hourly or fixed-fee rate. (Currently USD\$150 per hour)

Evaluation

A 45 day, “a **no-credit card evaluation**” is provided which is restricted to a maximum of **25 e-mails** per 'print' run and a total of **45 evaluation days** from first installation.

Additionally, the following footnote will appear on all e-mails sent **during the evaluation period only**:

“PS: I’m sending you this e-mail and attachment using PDF-eXplode, an amazing document distribution tool. You can try PDF-eXplode for your own business using the FREE trial version available at - <http://www.pdf-explode.com>”

This evaluation is best suited to Desktop licenses. **However, on request, we can provide a 15 day free temporary license with absolutely no restrictions, for trial-use on your network or cloud server. This license can be extended for a maximum of an additional 10 days on written request.**

Self-Help Support

Our Knowledge Base (<https://kb.pdf-explode.com>) is comprehensive and available with 132 articles across various categories like: *Installing | Licensing | Configuring | Processing |*

Delivery & Support Model

- Upon licence purchase the client receives the installer, licensing details and standard documentation. Initial support (e.g., within first 60 days) is included. <https://www.pdf-explode.com>
- The vendor provides “best effort” support to help with configuration, tags, business rules, email settings, FTP settings, etc.
- If advanced platform-specific UAT or extended questionnaire responses are required (especially for non-standard or multi-cloud / virtual print scenarios), the vendor reserves the right to treat those as paid consultancy.
- ***Most clients find that setup and configuration can be completed within a few hours, with minimal assistance required.***

Standard licence purchase includes access to documentation and a short period of limited complimentary support (60 days or 2 months from purchase date) covering installation and initial configuration. **Ongoing operational support for issues after the complimentary period, is offered as paid services.**

Annual Priority Paid Support (per licence)

Clients may optionally purchase **Annual Priority Paid Support**, which provides:

- Priority response times (typically same business day, max 48 business hours)
- Diagnosis and fixes via email, remote assistance, or scheduled phone support
- Access to free *in-version* updates and patches
- Faster resolution for production-critical issues

This plan is recommended for production deployments. Without it, assistance is limited to per-incident paid support. Prices are advertised on the website (<https://bit.ly/4pb3eQm>)

A support plan is required for ongoing operational issues beyond initial installation.

Health Related User Base

PDF-eXplode has been operating successfully since its first release in October 2006. It is currently licensed to over 40 health and medical organizations across the U.S. and Canada, in addition to a 1000+ users across other industries and in 25 other countries in each and every continent around the World.

Summary Statement

In summary, PDF-eXplode is a proven Windows-based solution for automating bulk document delivery (by email, disk archive, FTP/FTPS) and is compatible with any business

software that can print to a Windows print driver. For standard on-premises server or desktop Windows deployments the product is highly reliable. However, for cloud-native or highly customised multi-tenant/print delivery environments where platform variations, connectivity constraints or custom rules apply, compatibility should be verified via the client's own UAT or by engaging the vendor for a paid consulting review.