

FreeFlow® Express to Print Customer Expectations Document



©2013 Xerox Corporation. All rights reserved. XEROX® and XEROX and Design®, FreeFlow®, FreeFlow Makeready®, FreeFlow Process Manager® and FreeFlow Output Manager® are trademarks of the Xerox Corporation in the United States and/or other countries.

Other company trademarks are also acknowledged.

While every care has been taken in the preparation of this material, no liability will be accepted by Xerox Corporation arising out of any inaccuracies or omissions.

Printed in the United States of America.

Changes are periodically made to this document. Changes, technical inaccuracies, and typographical errors will be corrected in subsequent editions.

Document Version 5.0: (April 2014).

Table of Contents

Intr	oduction	1
	Product Overview	1
	Supported Printers	2
1	System Technical Requirements	3
	System Specifications	3
	Backing Up Your FreeFlow Product	4
	FreeFlow Product Security	4
	Protecting Against Virus Attacks	5
2	Support Expectations	7
	PC Platform Support	7
	Virtualization Support	7
	Third Party Application Software Support	8
	Upgrade Support	8
	Migration Support	8
	Mixed Environment Support	9
3	Summary of Roles & Responsibilities	11
	Customer Responsibilities	.11
	Xerox Responsibilities	.11
4	Customer Expectations Agreement	13

Introduction

This document provides the hardware and software details required for the launch version of FreeFlow Express to Print. It is intended to help Customers understand the capabilities, system requirements and limitations of the current release.

Product Overview

Express to Print is the cost-effective workflow solution that increases a customer's productivity. With its intuitive visual interface, customers can perform job ticketing and prepress functions with a simple click of the mouse while reducing the time required to set-up even the most cumbersome jobs - automatically. Key applications include the production of business cards, brochures, books, manuals, and more —so that customers can keep their production pipeline filled. It's so easy to use, even novice users become experts, quickly.

Simplified job preparation

An intuitive and highly visual interface lets you view and prepare jobs at the desktop, ensuring their accuracy *before* you submit them to print. Automatically combine multiple files into one and perform tasks such as adding page inserts, tabs, and covers, as well as bar coding, page numbering, watermarks, Bates stamping, and more with drag-and-drop simplicity. Convert TIFF, JPEG, PostScript®, EPS, and RDO files to true Adobe® PDFs, on the fly. This tool is not only fast, it's smart— select your Xerox printer and Express to Print displays only the ticketing options available for that printer.

Streamlined job ticketing

Point and click to preview every page as you prepare your jobs with tabs, covers, chapter starts, and more. View your job in page view, printer spreads, or reader spreads. You'll reduce errors while maximizing print quality and consistency. Thanks to its logical, intuitive operations, Express to Print is ideal for walk-up jobs and less-skilled operators. It reduces training time, number of software applications, and steps required to perform simple prepress activities.

Template-based automation

Take the guesswork and manual labor out of job preparation with over 50 predefined templates. They automate frequently repeated jobs, time-consuming setups, and routine prepress tasks such as imposition and finishing options. You'll be able to see a soft proof prior to submitting your job to print, so you can produce books, manuals, newsletters, postcards, posters, and more with greater ease and accuracy. If the built-in templates don't fit your needs, template customization is available.

Increased productivity

Designed to be easy to implement and easy to use, Express to Print can be easily installed on your PC—without the need for a server or complicated programming. It can boost the productivity of your color and monochrome workflows.

Software Applications

FreeFlow Express to Print Software Applications

Software applications with a new installation include:

- FreeFlow Express to Print
- Printer Administration
 - Registered Printer List Locator
 - Printer Registration
 - Network Agent
 - Security Certification
- Status

Supported Printers

Refer to the "FreeFlow Printer Support Guide" for the latest list of supported Xerox production printers and Digital Front-Ends. This document is continually updated and may be downloaded from xerox.com/Support & Drivers/Software & Platforms/FreeFlow > Documentation, or obtained from your Xerox representative.

System Technical Requirements

The customer-purchased platform for a new installation or migration to new hardware must meet or exceed the system specifications defined by Xerox in this section.

System Specifications

Minimum Specifications for Customer-Supplied Platforms				
Minimum-required Hardware Components				
Processor	Intel Core Duo 2.0 GHz or better Note: AMD equivalent processors may be substituted.			
System Memory 2 GB				
Hard Drive	Disk 1 (Drive C): 80 GB Note: Customers should make appropriate allowances when selecting the hard disk capacity in order to accommodate specific application needs, including considering larger disk capacity and/or additional drive			
Video Capability Video Controller (AGP or PCI-based) with 128 MB RAM				
Ethernet Capability	100/1000 MB/sec			
Display	CRT or LCD Monitor			
Input Devices Keyboard and Mouse				
Peripheral Devices DVD Drive				

FreeFlow software may be installed in a virtual environment. The virtual environment must be configured to meet the same hardware configuration and performance as the standard environment. Refer to Section 2: "Support Expectations," for more information.

Software Components Supported software components that the customer must procure and install				
Operating System	Microsoft Windows 7 Ultimate or Professional (32 and 64 bit) with Service Pack 1			
	• Microsoft Windows 8.x Pro or Enterprise (32 and 64 bit)			
	The following Operating Systems are supported on a "best effort" basis:			
	Microsoft Windows XP Professional (32 bit) with Service Pack 3			
	 Microsoft Vista Business, Enterprise or Ultimate (32 bit) with Service Pack 1 or 2 Note: .NET 3.5 SP1 or higher must be installed prior to installation 			
Optional Application	Microsoft Office 2007 (Word, Excel, PowerPoint, Publisher)			
Software	 Microsoft Office 2010: 32 and 64 bit (Word, Excel, PowerPoint, Publisher) on Windows 7 			
	 Microsoft Office 2013: 32 and 64 bit (Word, Excel, PowerPoint, Publisher) on Windows 7 and Windows 8 			
	Adobe Acrobat Standard or Professional 9.5.5 (when used in conjunction with the Adobe PDF Conversion option)			
Adobe Acrobat X/XI (when used in conjunction with the Adobe Conversion option)				
Software Upgrades				
Credentials	An unrestricted Administrator account is required for future upgrades and service activities			

Backing Up Your FreeFlow Product

Customers should always back up the FreeFlow system prior to carrying out any action, such as installation of a FreeFlow upgrade, which might result in irreversible changes to the system. A full system backup will enable restoring the server to its original configuration, if required.

FreeFlow Product Security

Xerox's Role: Xerox will strive to provide the most secure software product possible based on the information and technologies available while maintaining the product's performance, value, functionality, and productivity.

Xerox will run industry standard security diagnostics test to determine any vulnerability. When found, vulnerabilities will be fixed, minimized, and/or documented.

Xerox will also monitor for the occurrence of security threats, notify third party vendors and/or customers when applicable, and supply (when necessary) security patches provided by third party software vendors used with the FreeFlow products (e.g.: Microsoft Service Packs)

Customer's Role: Although the FreeFlow product support team will strive to provide software that is secure, the customer ultimately is responsible for securing their environment to meet their specific security needs. Depending on their individual needs, customers can increase security by installing a firewall, implementing a private network, and/or physically securing the hardware to a limited access area. Again depending on their needs, customers can use tools to

monitor and log physical and network access to the FreeFlow hardware and software to determine if and when a security incident has occurred. Customers also should back up their data to ensure that it can be recovered in case of deletion or corruption.

In implementing a security strategy, Customers should refrain from modifying the FreeFlow product or its environment in a way that will prevent it from functioning properly. If the Customer performs such modifications, Xerox reserves the right to refuse support until such non-conforming areas are remedied, which may include returning the FreeFlow product back to its original installed state, uninstalling unsupported software, resetting configuration settings, or reinstalling the Operating System and/or FreeFlow Product itself.

Protecting Against Virus Attacks

Xerox's Role: Xerox Customer Support Engineers also take care when performing service on the equipment so software viruses are not introduced into the system.

Customer's Role: Xerox strongly recommends that the customers invest in a virus detection software application to continue to protect their FreeFlow products from viruses. The customer is responsible to validate that the virus software does not interfere with the normal operation of the FreeFlow software product.

To ensure maximum protection from new viruses, update or upgrade your virus detection software regularly.

Xerox also strongly recommends that you employ the following guidelines to help keep your FreeFlow products free from viruses and prevent any issues caused by viruses:

- On a regular basis (weekly), run virus detection software on all FreeFlow product workstations
- In the event you find a virus on a FreeFlow product workstation, do not remove the virus. Instead, cancel the virus detection and back up the entire hard drive. This is to protect the data in the event of corruption during the course of the virus removal. The virus then can be removed using the procedures supplied with the virus protection software

Support Expectations

Depending on how the product was purchased, your FreeFlow product is fully maintained and supported through an optional Full Service Maintenance Agreement (FSMA) or Annual Support Fee (ASF). With maintenance and support, Customers have access to the latest updates (patches and Service Packs) and upgrades (major feature release), as well as telephone support via the Xerox Customer Support Center (XCSC). The process by which problems are addressed is referred to as the Software Problem Action and Resolution (SPAR) process, which enables closed-loop communication between the Customer and the development organization.

Xerox fully supports software problems that can be recreated on a reference platform that conforms to the System Specifications defined in this document. Issues that cannot be recreated on the reference platform are the sole responsibility of the Customer to resolve. Customer requirements that deviate from the standard software support process are subject to additional charges at the standard Xerox Time & Materials (T&M) rate. Customers will receive a separate bill for these services.

In the US, the XCSC may be contacted at 1(800) 821-2797, Monday through Friday, 8 A.M. to 5 P.M. local time. Extended support options are also available.

In other countries, contact the local Xerox support organization for assistance.

Sustaining Engineering

Customers who elect to continue using older releases of software are entitled to hotline support as outlined in their maintenance and support agreement. Operational and software issues will be handled on a 'best-efforts' basis, and the XCSC will attempt to resolve problems to the best of their ability based on the available skill level, hardware and software. Software development (SPAR) support for problems on older software versions is not available.

- Problems found with the latest version of the FreeFlow software will be escalated to development and, if appropriate, patches issued against this software code base
- Software development to address issues identified in previous releases of FreeFlow software will be implemented in the latest released version

PC Platform Support

The Xerox escalation process, including SPAR support, is available for compliant hardware and software configurations only. Customers who purchase the FreeFlow application software are responsible for obtaining a PC platform that meets (or exceeds) the set of minimum required system specifications defined by Xerox outlined in Section 1, "System Technical Requirements."

Virtualization Support

When installing the software in a virtualized environment, it is the Customers' responsibility to fully support the virtualization environment and virtual software itself. Customers must also

provide a fully configured virtualized environment, including access and support thereof to Xerox support, as necessary.

Note

Software issues will only be supported if they can be reproduced on the standard product configuration. For problems unique to the virtualization environment itself, Xerox will make best effort to fix

Third Party Application Software Support

Xerox does not provide support for third-party software applications which are not included as part of the standard FreeFlow product configuration. In order to isolate issues effectively, Xerox reserves the right to request that any unsupported third-party software be removed.

Customers are responsible for ensuring that the use of any such third-party software, or other products in conjunction with the FreeFlow product, is in full compliance with any/all contractual obligations to such third-party licensors/suppliers, including all applicable use restrictions.

Upgrade Support

FreeFlow Express to Print supports upgrades from version 8.0 to version 9.0. Upgrades from Express to Print 7.0 and earlier do not have a direct upgrade path to version 9.0.

Existing customers will need to obtain a new license file to upgrade to the latest version of the software. The latest version of the software will not operate if an older license is detected.

There are multiple ways to obtain a new license file. If the original product was purchased from The Xerox Connection (TXC) e-Store (US only), customers may request a new license from the TXC e-Store via live chat, e-mail or phone at 888-9ASK-TXC. The TXC will validate that the customer has a valid Annual Maintenance agreement and supply a new license. If the customer does not have a valid Maintenance Agreement, they must purchase the latest version of the software.

If the original product was purchased from a Xerox Representative, a new license may be obtained from the Software Activation Portal using the same Authentication key that was provided with the original software. The original Authentication key, and a backup copy of the license file should be retained in a suitable location (backup disk, DVD/CD-ROM, USB storage device, etc.).

Migration Support

FreeFlow software may be migrated from one platform to another. The current platform license must be deactivated before the Software Activation Portal issues a license for the new platform.

In the event that a customer needs to move the licensed software from one platform to another, Xerox reserves the right to obtain from the customer, verification that the licensed software has been removed from or destroyed on the original platform as a condition prior to issuing a license key for the new platform.

Mixed Environment Support

For customers who purchase multiple FreeFlow products, it is imperative that all of the products (excluding FreeFlow Print Server) be maintained at the same software release level to minimize compatibility issues. Keeping the FreeFlow software at the same release levels also facilitates efficient problem escalation and resolution. If possible, this constraint should also be adhered to when sharing files across environments.

Summary of Roles & Responsibilities

Xerox will provide FreeFlow software application software support only to Customers who acquire the FreeFlow application software and purchase a maintenance and support agreement.

Customer Responsibilities

The Customer is responsible for ensuring that the following activities have been completed before the Xerox Technician arrives on site to install the FreeFlow application software:

- Procuring, installing and maintaining a PC platform and any hardware peripherals required to meet the minimum required specifications defined by Xerox
- Procuring, installing and maintaining an appropriately licensed version of the Operating System software, including upgrades and service packs, required to meet the minimum required specifications defined by Xerox
- Procuring, installing (including upgrades) and complying with all appropriate licenses for third-party software, required to meet the minimum required specifications defined by Xerox
- Procuring, installing (including upgrades) and complying with all appropriate licenses for optional third-party software, required to meet the minimum required specifications defined by Xerox
- Configuring the System to the specifications defined by Xerox

Xerox Responsibilities

 Providing FreeFlow application software support to Customers who purchase an optional maintenance and support agreement

Customer Expectations Agreement

expectations have been reviewed:
System Technical Requirements
Support Expectations
Summary of Roles & Responsibilities
Special considerations or performance limitations identified by Xerox and agreed to by the customer:
The individual executing this document warrants that he/she is an authorized representative of Customer and understands and accepts the terms set forth in this document, which shall supplement the terms under which Customer has acquired a license to and support (if applicable) of Xerox FreeFlow® software. In the event of any conflict between the terms of this document and the terms of any such license/support agreement(s), the terms of this document shall control.
Customer
SignαtureTitle
Date
Xerox Sales Representative
Xerox Analyst Representative
Xerox Service Representative

