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Turn Printing Into Productivity

RSA TicketMe™

Installation and User Guide

TicketMe Installation and User Guide

Document Version: V2.0-1

Software Version: V2.0

October 2012

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Chapter 1: Introduction

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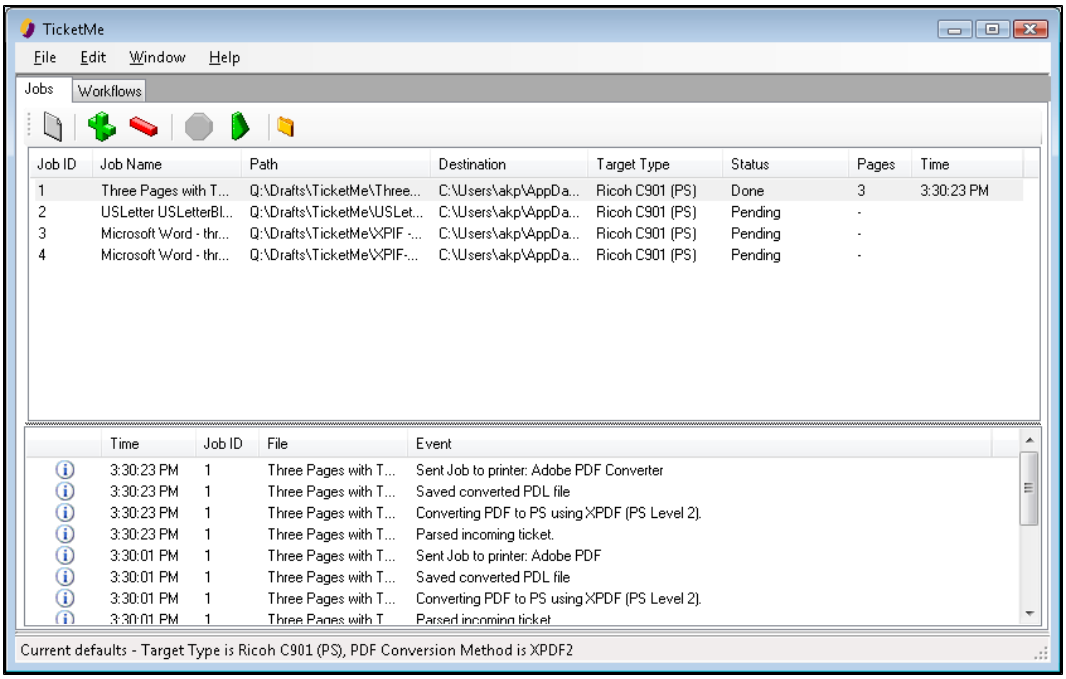
Overview of TicketMe

TicketMe™ is a stand-alone, PC-based application that lets you submit print jobs, without re-ticketing, to production printers from multiple manufacturers.

TicketMe uses RSA's AnyPrint™ technology to convert job tickets created by popular make-ready and workflow tools from their proprietary formats to formats that are compatible with selected production printers from other manufacturers.



Input methods

Manual input:

You can manually add jobs to TicketMe and convert them.

Automatic input:

You can configure TicketMe to use one or more of these workflows:

- **Network–LPR**: use with the standard LPR option on the Microsoft TCP/IP Port Monitor or when printing from UNIX.
- **Network–RAW Socket**: use with the standard RAW option on the Microsoft TCP/IP Port Monitor.
- **Hot Folder**: Enable TicketMe to continuously monitor a folder that you specify: create a folder on the PC that has TicketMe installed, specify that folder in a TicketMe hot folder workflow, and then use Windows file sharing to share that folder on the network.

  Note: TicketMe currently cannot use a network share mounted/created elsewhere on the network as a hot folder.

Operating environment

TicketMe works with the Microsoft Windows XP or Windows 7 32 bit/64 bit operating system, on a PC with the following minimum or recommended system configuration:

Component	Minimum configuration	Recommended configuration
Processor	Pentium 4 2.8GHz	Pentium 4 3.2GHz
RAM	2GB	4GB
Hard drive	80GB ATA/100	512GB ATA Serial

About TicketMe User Documentation

The TicketMe Installation and User Guide, in PDF format, tells you how to install, register and use TicketMe.

Throughout the online PDF guide, there are bookmarks and hyperlinks to guide you to related or more detailed information.

This content is also available as an online knowledge base in .chm format.

Chapter 2: Getting Started

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Installing TicketMe

Select the appropriate procedure below to install TicketMe on either Windows XP or Windows 7.

Alert: Before you begin installation, be aware of the following:

- If you will use multiple PCs for converting files, each one must have a separate license from RSA and a separate installation of TicketMe.
- Adobe Acrobat Pro, V9.x or later with Adobe's latest updates, or the free Adobe Reader, V9.x or later with Adobe's latest updates, must be installed on each PC on which you install TicketMe. TicketMe includes a basic PDF to PS converter that is appropriate only for non-graphics-intensive PDF originals. If you do not already have an appropriate version of Adobe Reader installed, please visit the Adobe Web site **http://getadobe.com/reader**, and follow the instructions provided.
- Ensure that Acrobat has been run at least once and the initial Acrobat registration dialog box has been acknowledged before installing TicketMe.
- You must have Administrator access in Windows to install and run TicketMe.
- If you are installing TicketMe on Windows XP, and .NET Framework 2.0 is not already installed on the PC, access to the Internet is required for Step 6, when you will need to download and install .NET Framework (if not already installed).
- Do not install TicketMe on the same PC as Kodak SMARTBOARD or Xerox FreeFlow Make Ready. This configuration is not supported due to the potential for erratic results.

To install TicketMe on Windows XP:

1. Insert the CD in the CD-ROM drive on the PC.
2. When the device is displayed on the screen, double-click the file **TicketMeSetupVxx.exe**, where xx is the current version number of the software.
3. When the Setup Wizard is displayed, click **Next**.

4. When the TicketMe Software License Agreement is displayed, read through it, select the radio button "I accept the terms of the license agreement," and then click **Next**.
5. When the Select Additional Tasks screen is displayed, leave the desktop shortcut check box selected, and then click **Next**.
6. When the Ready to Install screen is displayed, click **Install** to begin the installation, or click **Back** to review or change a setting.

   If .NET Framework 2.0 is not already installed on the PC, a dialog box is displayed, telling you that .NET Framework 2.0 must be downloaded and installed before installation of TicketMe can continue. Click **Yes** to accept and continue with installation.

   When you click **Install**, the installation proceeds, displayed by a progress bar.

   Alert: When the installation is nearly complete, a Windows Hardware Installation warning message may be displayed. If so, be sure to click **Continue Anyway** to close this message.

7. When the Completion screen is displayed, click **Finish**.

To install TicketMe on Windows 7:

1. Insert the CD in the CD-ROM drive on the PC.

   When the device is displayed on the screen, right-click the file **SetupVxx.exe**, where xx is the current version number of the software, and then select Run as Administrator from the drop-down list that is displayed.

   A User Account Control dialog box is displayed, with the message: "**Do you want to allow the following program from an unknown publisher to make changes to this computer**?"
2. Click **Yes**.
3. Double-click the file **TicketMeSetUp.exe**.
4. When the Setup Wizard is displayed, click **Next**.
5. When the TicketMe Software License Agreement is displayed, read through it, select the radio button "I accept the terms of the license agreement," and then click **Next**.
6. When the Select Additional Tasks screen is displayed, select the check box to create a TicketMe desktop shortcut, and then click **Next**.
7. When the Ready to Install screen is displayed, click **Install** to begin the installation, or click **Back** to review or change a setting.

   When you click **Install**, the installation proceeds, with progress shown by a progress bar.

   Popup boxes will appear and disappear as drivers are installed, and no action on your part is required.

   A Windows Security dialog box is displayed, indicating that "**Windows can't verify the publisher of this driver software**."
8. Click **Yes**.

9. When the Completion screen is displayed, as desired, select the Launch TicketMe check box, or clear the check box.

   A User Account Control dialog box is displayed, with the message: "**Do you want to allow the following program from an unknown publisher to make changes to this computer**?"

10. Click **Finish**.
11. Click **Yes** to continue.

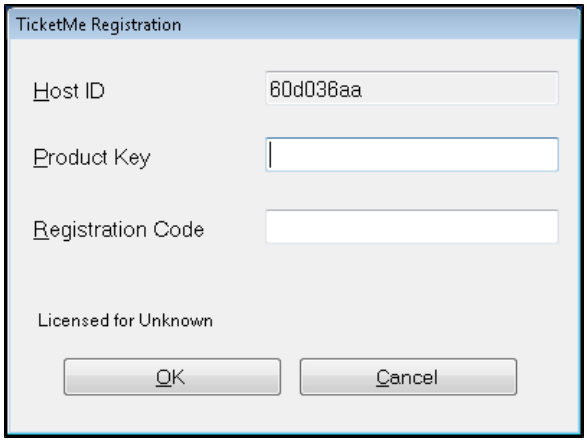
Registering TicketMe

After you register TicketMe, your licensed options will be listed on the Registration dialog box. You can add or remove licensed options if needed by obtaining an updated Product Key and/or Registration code and modifying your registration.

Note: If Acrobat Reader is running, close it before you run TicketMe.

To register TicketMe:

1. Double-click the **TicketMe shortcut icon** on your desktop.
2. Enter the Product Key and Registration Code strings in the appropriate field(s) of the Registration dialog box, and then click **OK**.



To modify your existing registration:

1. Select **Help | Registration**.
2. Click **Update Registration**.
3. Enter the new Product Key and Registration Code, and then click **OK**.

Starting TicketMe and Configuring TicketMe Settings

Starting TicketMe

Use one of these methods to start TicketMe:

- Double-click the **TicketMe shortcut icon** on the PC desktop.
- In Windows, select **Start | All Programs | RSA | TicketMe**.

Configuring TicketMe Settings

The default TicketMe settings are appropriate for most installations. If you want to review these settings, choose **Edit | Settings** from the menu. See Fields on the Settings Dialog Box for more details about the fields on this dialog box.

Note: You should not need to change any settings on the System or Devices tabs.

If desired, you can adjust your TicketMe startup options. Choose **Edit | Settings** from the menu, click the Startup tab, select or clear check boxes on this tab as desired, and click **OK**.

Chapter 3: Using TicketMe

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Using Job Defaults and Job Attributes

Job defaults apply to all jobs manually added to TicketMe, whereas Job attributes apply only to specific jobs you have selected in the Job List. The same options and selections are available for both job default and job attributes.

- Use the Job Defaults dialog box to view the defaults at the time TicketMe is installed, and modify these defaults. These modifications will then apply to any jobs you later add to TicketMe.
- Use the Job Attributes dialog box to view or change the attributes for one or more jobs you have already added to TicketMe.
- See Fields on the Job Defaults and Job Attributes Dialog Boxes for details about each field.

To view or change job defaults and/or job attributes:

1. Select **Edit | Job Defaults**; or select one or more jobs, right-click on the selection, and choose **Change Job Attributes**.
2. Select a Target Type from the drop-down list.
3. If available and needed, click **Options** to configure one or more Output Options: Media Mappings and/or one or more Output Tray substitutions.

   Note: The Options button may not be available for some Target Types; and one or both Options tabs may be available, as appropriate for the Target Type.

   - On the Media Mapping tab, click **Add** to add a new mapping; select the input media specifications in the From column (Type, Color, Weight, Size), select the output media in the To column, and click **OK**.
   - On the Output Tray tab, click **Add** to add a new mapping; select the input tray specification in the From column, select the output tray specification in the To column, and click **OK**.

- On the Output Tray tab, if needed,make a selection for the Kickout Tray (this selection is used for extra unused tabs when printing tab documents that have a different number of tabs than the tab unit size).

4. If desired, click **Browse** to select the output folder, or use the default selection.
5. If desired, select **Enable Auto Print**; and then select the printer to use from the drop-down list.

   Note: The printer you select here must match the Target Type selected in Step 2.

6. Select the PDF Conversion option to use as a system default, or for the selected jobs.
   - Acrobat Pro (recommended; best for preserving document fidelity)
   - Acrobat Reader (acceptable quality)
   - XPDF (not recommended; appropriate only for non-graphics-intensive PDF originals and single layer PDF originals.)
7. Click **OK** to save your new defaults, or to apply the attributes to the selected jobs.

To configure Output Options:

1. Click **Options** next to the Target Type drop-down list.
2. If available, on the Media Mapping tab, click **Add** to add a new media mapping.
3. In the From column, type or make the following selections:
   - Type
   - Color
   - Weight
   - Size: Units, Width, and Height
4. In the To column, select a value from the drop-down list, and click **OK** to close the Media Map Entry dialog box.
5. If available, click the Output Tray tab, and click **Add** to add a new output tray mapping.
6. In the From column, select the initial output tray.
7. In the To column, select the new output tray, and click **OK** to close the Output Tray Map Entry dialog box.
8. Select the Kickout Tray at the bottom of the dialog box.
9. Click **OK**.

Manually Adding and Deleting Jobs

Adding jobs to the Job List

Unless you have set up one or more workflows, you must add jobs manually to the Job List before TicketMe can convert them. The jobs to be converted can reside on any network server that the PC is attached to.

To add jobs:

1. On the Jobs tab, click **Add Job(s)**.
2. When the Add Job dialog box is displayed, navigate to the appropriate directory to select jobs.
3. Select one or more jobs, and then click **Open** to add the jobs to the Job List.

   The selected files appear in the Job List, with a status of Pending. The Pages and Time columns both contain a dash (—) until a job is converted successfully.

   Note: If an error is noted in the Status pane and you are unable to add any jobs, delete those jobs from the Job List. If specific jobs indicate errors in the Status column, TicketMe will still convert the rest of the jobs.

Deleting jobs from the Job List

To delete jobs:

1. On the Jobs tab, select one or more jobs in the Job List.
2. Click **Delete Job(s)**; or right-click on the selected job(s), and then select **Delete Jobs** from the menu.
3. Click **OK** to confirm the deletion.

Converting and Printing Jobs

Converting jobs

If you have added jobs manually to TicketMe, they remain in the Job List until you convert them manually.

If you are using a workflow, you can configure the workflow for manual or automatic conversion, using the Initial State selection on the Process tab of the Workflow dialog box.

- If the Initial State is set to **Hold**, jobs will be added to the Job List but will not be converted.
- If the Initial State is set to **Process**, jobs will be added to the Job List and then converted.

To manually convert jobs:

On the Jobs tab, do one of the following:

- Click **Process Job(s)** to process all jobs in the Job List. (Jobs with a status of Done are not processed again.)
- Select one or more jobs you have added to the Job List, right-click the selected jobs, and then choose **Process Selected Job(s)** from the menu.

TicketMe processes the files.

To manually stop job conversion:

1. On the Jobs tab, click **Stop**.

   TicketMe will complete converting the current job and then stop.

2. To continue processing, click **Process Job(s)**.

To monitor conversion progress:

The Status column in the Job List indicates conversion progress for the jobs. Unless the batch is very large, you may not see these changes because of the speed of conversion. If a job does not convert successfully, the job is shown in red text in the Job List.

Right-click on a job and choose **Show Job History** to see detailed information about the job, including errors.

To view the job ticket for any converted job:

Double-click a job on the Jobs tab. The job ticket is displayed in your default Web browser.

Printing jobs

If Auto Print is not enabled, then you will print jobs manually from the Output folder.

1. Click **Open Output Folder**.
2. Open the output file in an appropriate application, and then select **File | Print**.

Viewing the Output Folder and Log Information

The default pathway to the TicketMe output and logs folders is:

- Windows 7 default: C:\Users\<user>\AppData\Roaming\RSA\TicketMe
- Windows XP default: C:\Documents and Settings\<user>\Application Data\RSA\TicketMe

"<user>" is replaced by the Windows user name.

Output folder

Depending on the particular jobs and the target printers, the output folder will include files in PDF, XML, and/or XSL formats.

To open the output folder, click **Open Output Folder** on the Jobs tab toolbar.

Log information in the Log pane

By default, log information is displayed in a pane at the bottom of the Jobs tab. Choose **Window | Log** to display or hide the Log pane.

Right-click on a log entry to choose any of these log pane options:

- View Complete Log File: open the full log file in a text editor.
- Filter Log: select a filter option to control the types of log information that is displayed in the log pane.
- Clear Log View: clear the log pane

Log information in the logs folder

The logs folder contains a text file for each batch of jobs that are converted. Open the text file to view the log.

To open the output folder, click **Open Output Folder** on the Jobs tab toolbar, then in the left pane of the Explorer window, click the logs folder to show the contents of the logs folder in the right pane.

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About Automatic Workflows

You can set up one or more automatic workflows to enable TicketMe to continuously monitor a folder, queue, or port; and automatically add jobs to the Job List.

Alert: For workflows to operate, TicketMe must be running.

The three workflow types are:

- **Network–LPR**: use with the standard LPR option on the Microsoft TCP/IP Port Monitor or when printing from UNIX.
- **Network–RAW Socket**: use with the standard RAW option on the Microsoft TCP/IP Port Monitor.
- **Hot Folder**: configure the LPR option on the Microsoft TCP/IP Port Monitor; enable TicketMe to continuously monitor a folder that you specify. After TicketMe moves jobs from a Hot Folder to the Job List, if necessary, you can access the original jobs in the Output folder.

Use the Workflows tab to add, change, or delete a workflow.

In addition, see detailed instructions for setting up these specific workflows:

- Kodak SMARTBOARD workstation
- Xerox FreeFlow Make Ready

Adding, Changing, or Deleting a Workflow

Use the Workflows tab to add, change, or delete a workflow; or select **Edit | Manage Workflows** from the menu to display the Manage Workflows dialog box. The same functions are available from both places.

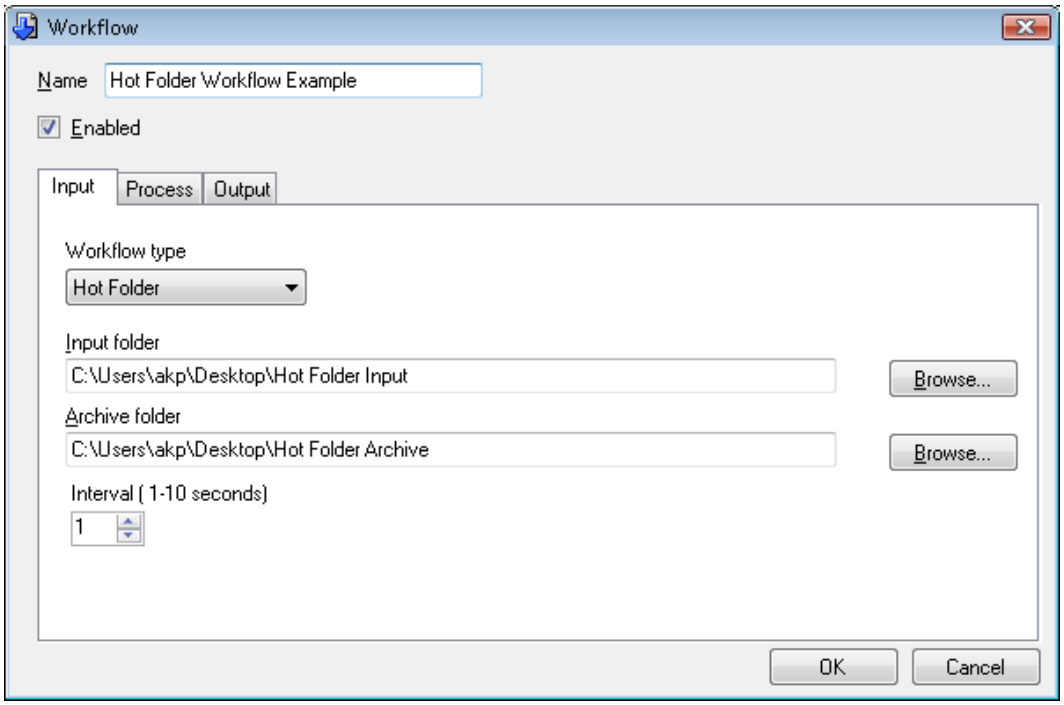
- The new workflow is enabled by default (the Enabled check box on the Input tab is selected).

- The Process and Output tabs are the same for all workflow types.
- See Fields on the Workflow Dialog Box for details about each field.

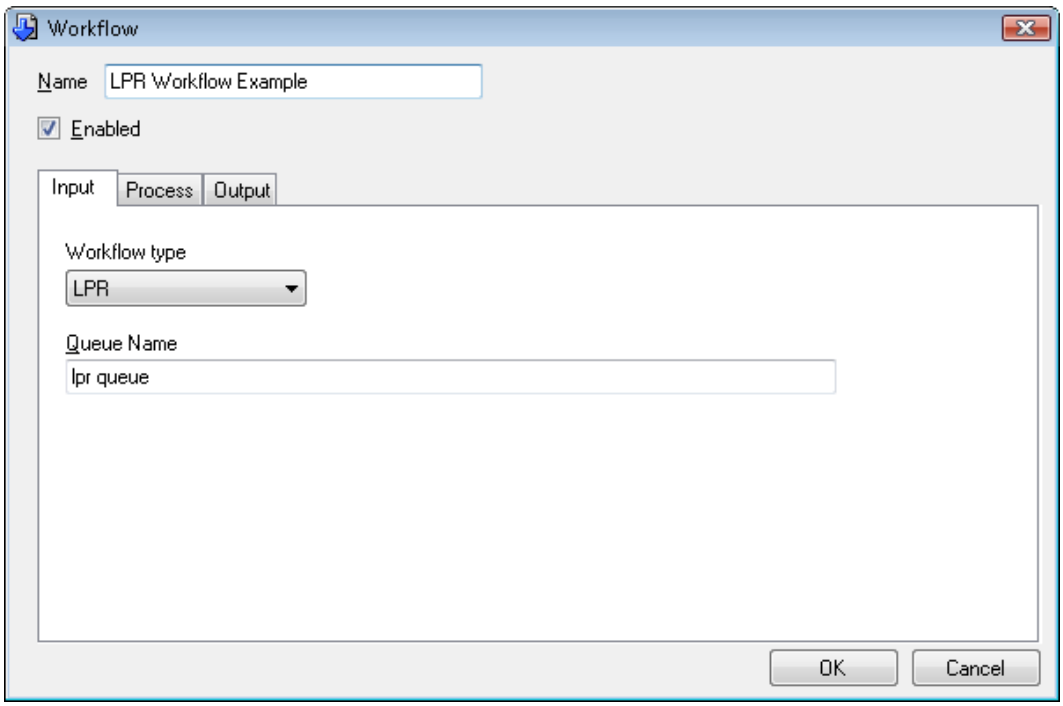
To add a workflow:

1. Select the Workflows tab and click **Add Workflow**.
2. On the Workflow dialog box, type a name for the new workflow.
3. On the Input tab, select the workflow and type or select the additional options specific to each workflow.
   - Hot folder: select the Input folder, the Archive folder, and the Interval.

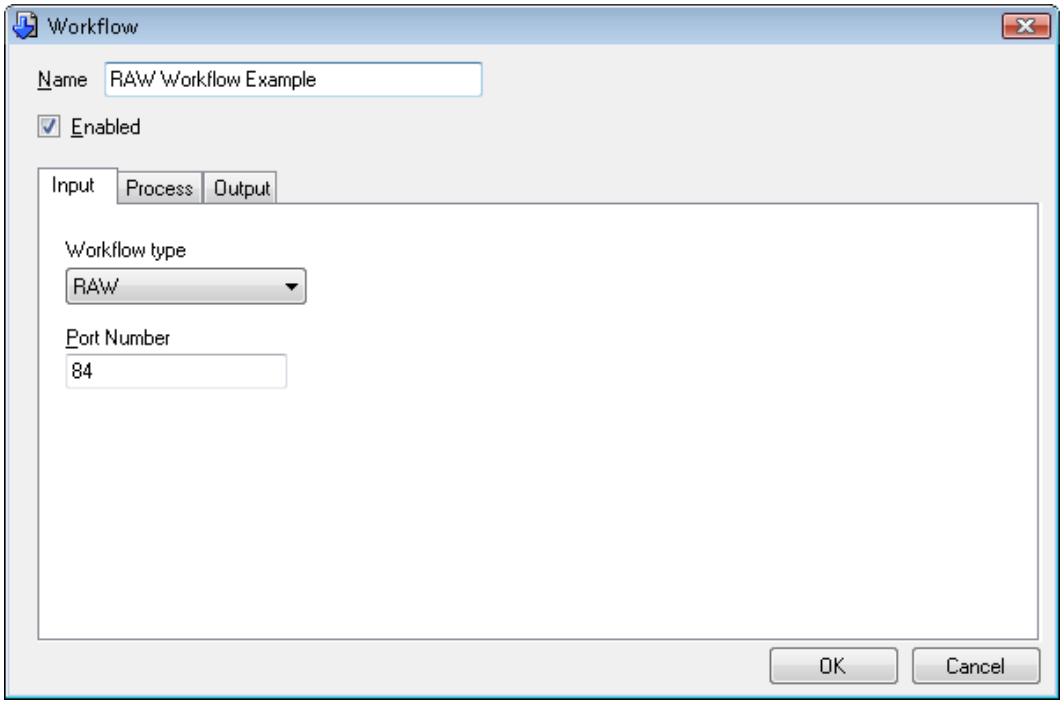
     The Input folder must be different for each different hot folder workflow; but the Archive folder can be the same for several hot folder workflows, if desired.



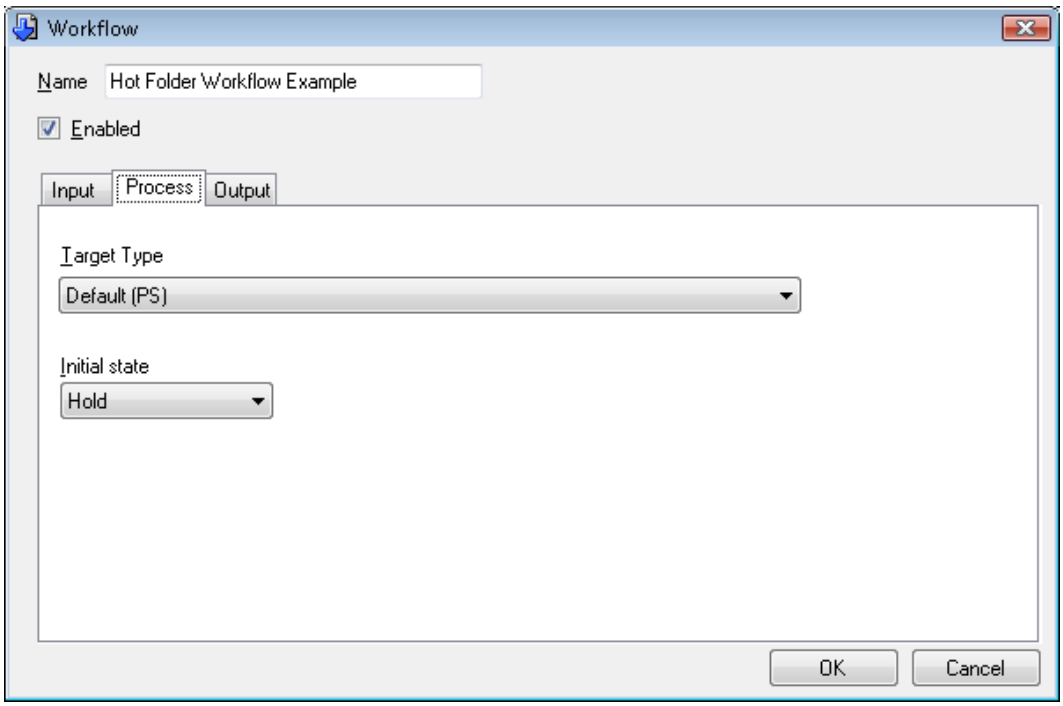
   - LPR: type the queue name.



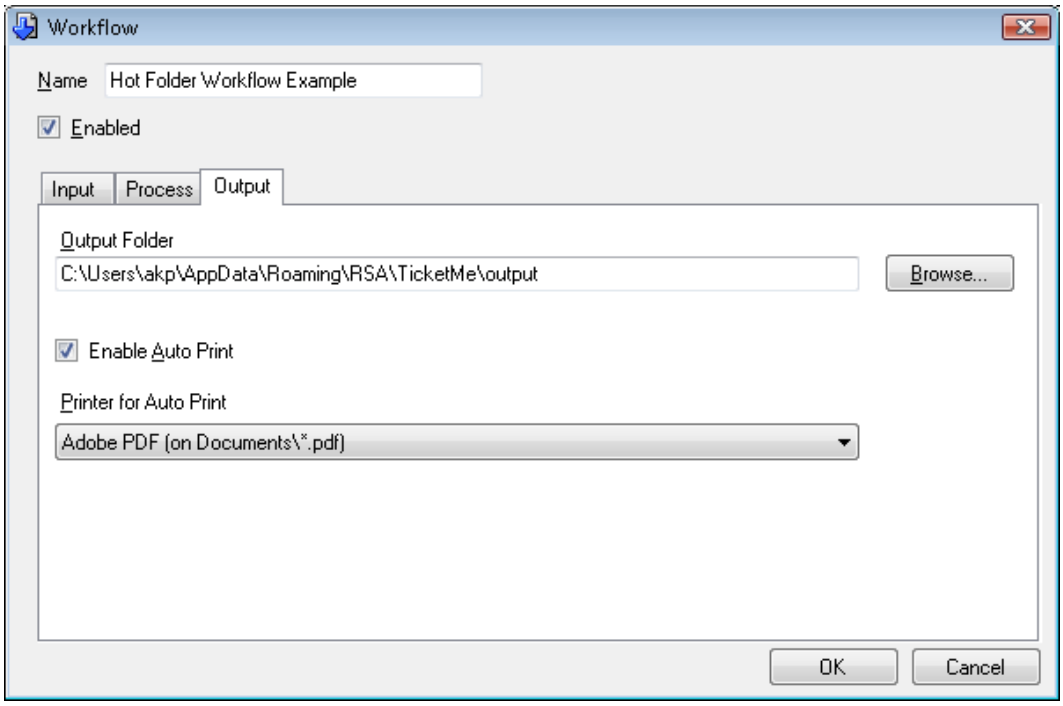
- RAW: type the port number.



4. On the Process tab, select the Target Type and Initial State (Hold or Process).



5. On the Output tab, select the Output Folder, select or clear Enable Auto Print as desired, and select a printer for Auto Print if necessary.



6. Click **OK**.

7. If you are adding a Hot Folder Workflow, a Hot Folder Warning popup is displayed, telling you that all files in the Hot Folder will be deleted after being processed. Click **OK** to close the popup.

To change a workflow:

1. Select the Workflows tab and double-click the row for the workflow to change; or select the row and click **Change Workflow**.
2. Make changes on the Workflow dialog box as needed, and click **OK**.

To delete a workflow:

1. Select the Workflows tab, and then select the row for the workflow you wish to delete.
2. Click **Delete Workflow**, and then click **OK** to confirm the deletion.

Chapter 5: Reference: Fields on the TicketMe Windows

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Fields on the TicketMe Window: Jobs Tab and Workflows Tab

Jobs Tab

Field/Button	Function
Clear Job List	Remove all jobs from the Job List.
Add Job(s)	Add jobs to the Job List.
Delete Jobs(s)	Delete selected jobs from the Job List.
Stop Job(s)	Stop converting selected jobs(s).
Process Job(s)	Begin converting jobs in the Job List.
Open Output Folder	Open a Windows Explorer window to the output folder.

Field/Button	Function
Job List	For each file, the Job List shows: • **Job ID**: sequential no. assigned by TicketMe. • **File**: name of the job. • **Path**: original location of the job. • **Destination**: directory to which the Output files are written upon conversion. The default destination is: ◦ Windows 7 default: C:\Users\<user>\AppData\Roaming\RSA\TicketMe\output ◦ Windows XP default: C:\Documents and Settings\<user>\Application Data\RSA\TicketMe\output • **Target Type**: type of printer selected for the job. • **Status**: messages about the current state of conversion of the job. The status is Pending until the job is converted. • **Pages**: number of pages in the converted job. • **Time**: when the conversion is completed.
Log	Scrolling log area showing the current conversion activity and status.

Workflows Tab

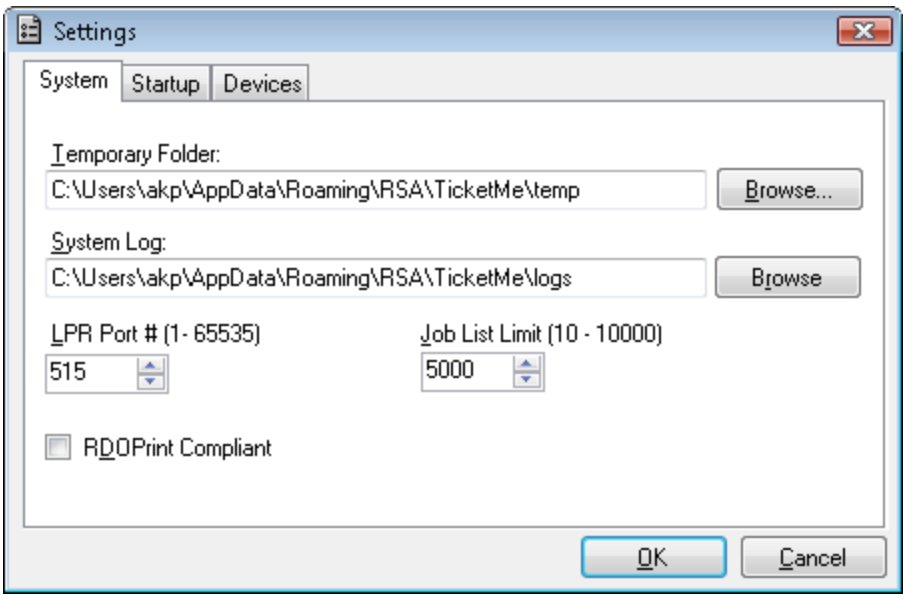
Field/Button	Function
Enable	Enable or disable a workflow.
Change Workflow	Display the Workflow dialog box to make changes to this workflow.
Delete Workflow	Delete the workflow.

Field/Button	Function
Add Workflow	Add a new workflow.
Workflow List	• Name: Workflow name • Type: Workflow type (LPR, RAW, or Hot Folder) • Activity: Disabled, Idle, • Enabled: Yes if enabled; No if not enabled. • Folder/Queue/Port: folder for Hot Folder; queue for LPR; and Port for RAW. • Output: output folder for the workflow.

Fields on the Settings Dialog Box

Settings: System Tab

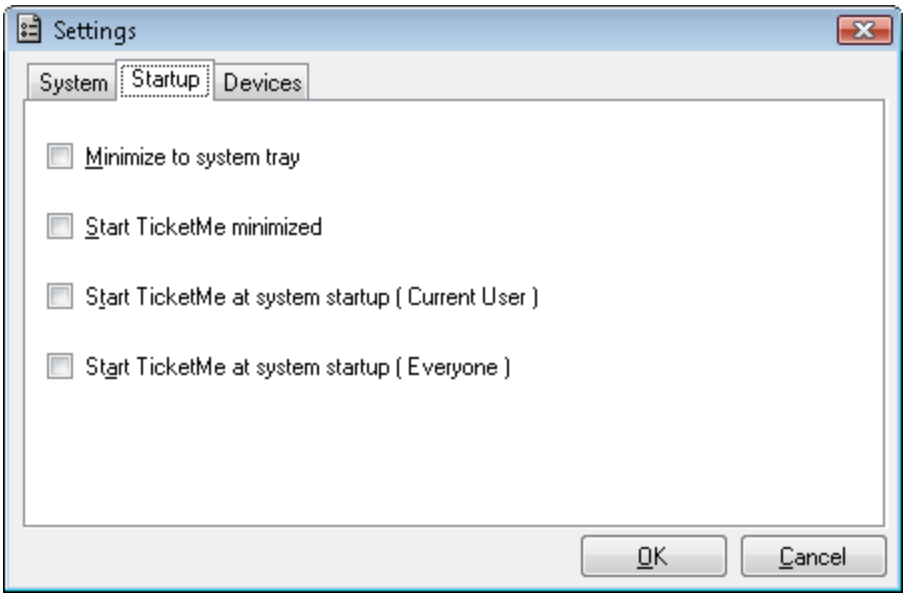
Field	Explanation
Temporary Folder	Folder location for temporary files. Leave set to the default path, or click **Browse** to navigate and select another folder if appropriate for your system.
System Log	Folder location for the Log file. Leave set to the default path.
LPR Port	Port that TicketMe uses to listen for inbound LPR jobs. RSA Customer Service will assign the appropriate port number for your system.
Job List Limit	Maximum number of jobs to display in the Job List.
RDOPrint Compliant	When selected, TicketMe generates time-stamped HTML/XML files to emulate RSA RDOPrint. RSA Customer Service will select or clear this check box, according to your workflow needs.



Settings: Startup Tab

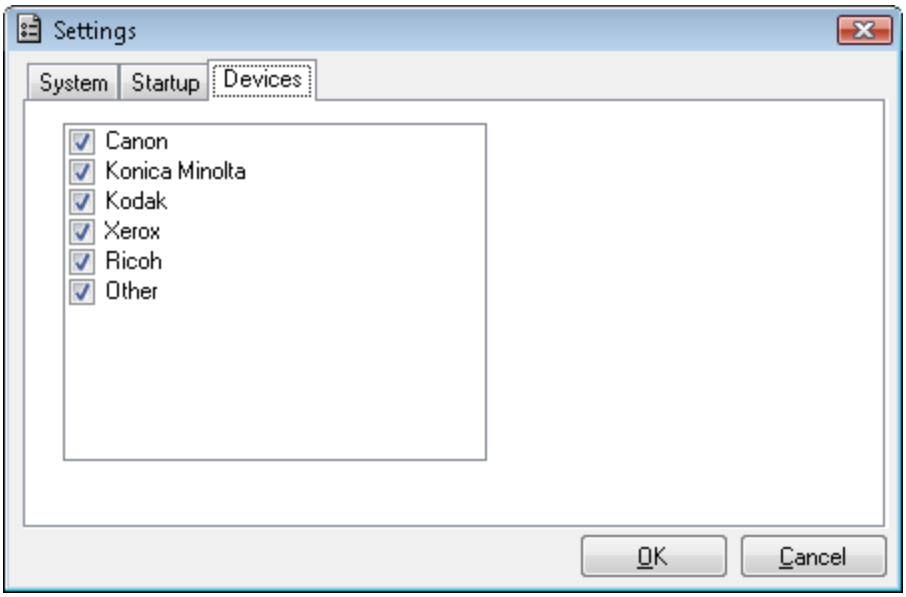
Select or clear these check boxes as desired. By default, all check boxes are clear.

- **Minimize to system tray**: when you minimize the TicketMe window, the TicketMe icon is displayed in the Windows System Tray.
- **Start** TicketMe **minimized**: when you start TicketMe, the icon is displayed in the Windows System Tray; double-click the icon to open TicketMe.
- **Start** TicketMe **at system startup (Current User)**: add TicketMe to the Windows Start Menu for this user only.
- **Start** TicketMe **at system startup (Everyone)**: add TicketMe to the Windows Start Menu for all system users.



Settings: Devices Tab

Select or clear check boxes for the supported printer types in your system. By default, all check boxes are selected.

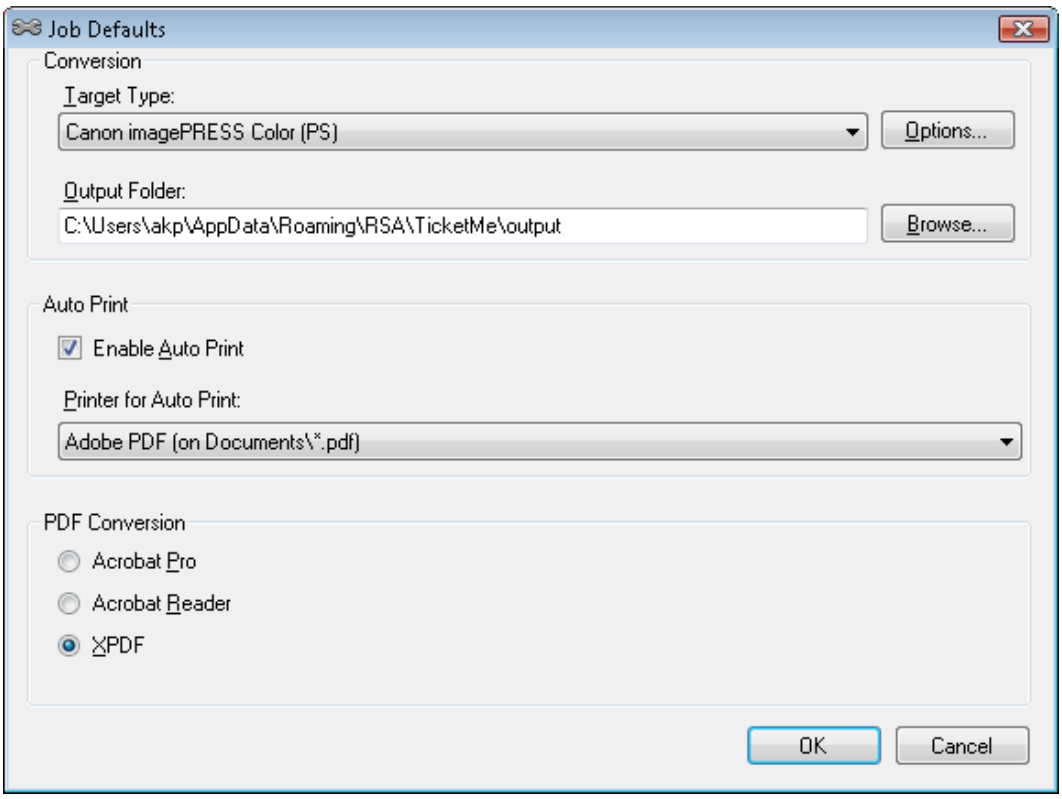


Fields on the Job Defaults and Job Attributes Dialog Boxes

Job Defaults and Job Attributes

Field	Explanation
Target Type	List of the available printer types to which converted files can be printed.
Options	Available for some Target Types; allows you to configure one or more Media mappings and/or Output Tray mappings for the selected printer.
Output Folder	Shows the folder on your system where Output files will be placed. Click **Browse**, navigate and select the appropriate path to the desired folder.

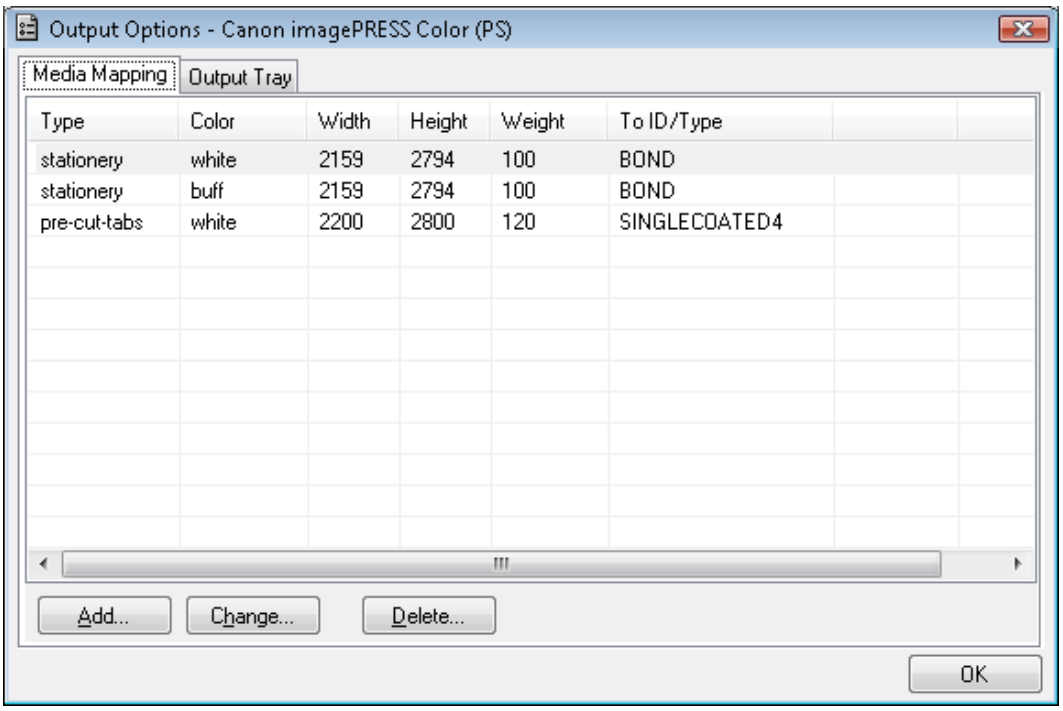
Field	Explanation
Enable Auto Print	• **Selected**: files will be converted and printed automatically on the printer selected in the drop-down Printer list. • **Cleared (default)**: converted files will be available in the Output folder but not printed. To print files, select them from the Output folder, and then select File | Print.
Printer for Auto Print	Select a printer to use when Auto Print is enabled. This selection must be appropriate for the Target Type selection. For example, if the Target Type is "Kodak Digimaster (KDK +PS), then the printer should be a Windows printer that is configured to print to a Kodak Digimaster.
PDF Conversion	Select the PDF conversion software to use: • Acrobat Pro: recommended selection: best for preserving document fidelity in PDF to PS conversion; especially for color documents. • Acrobat Reader: does a good job of maintaining document fidelity. **Alert:** TicketMe may not be able to convert PDF to PS if multiple versions of Acrobat Reader are installed. Ensure that only one version of Adobe Reader is installed if using this option. • XPDF: not recommended. This choice is appropriate only for non-graphics-intensive PDF originals and single layer PDF originals.

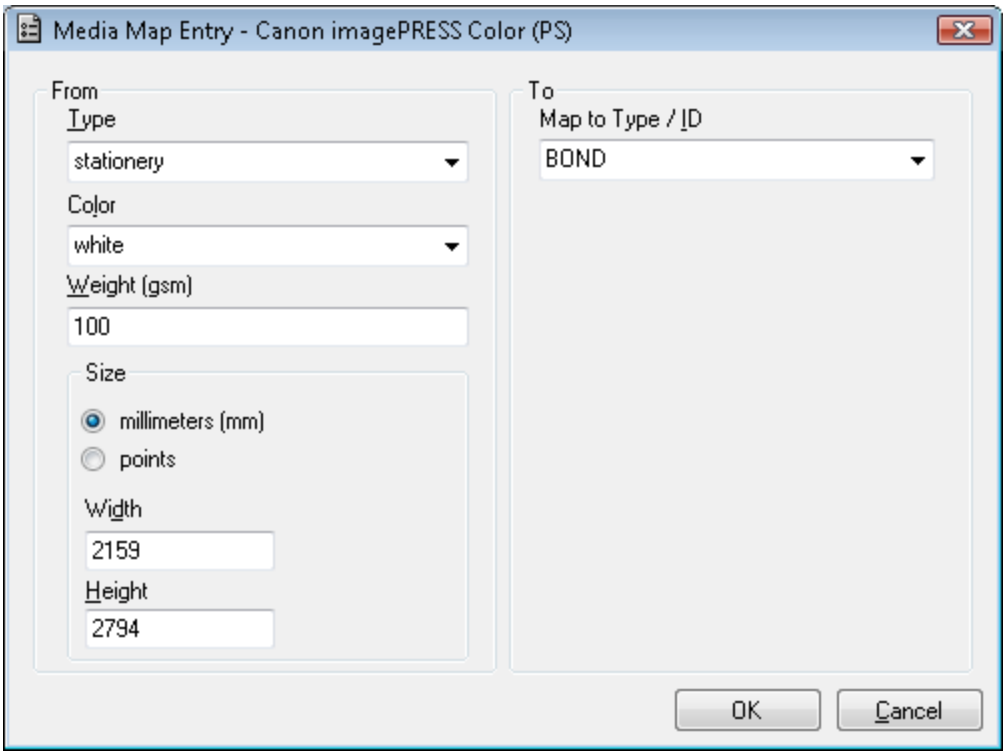


The Output Options dialog box is available for some Target Types. One or both of these tabs may be available, depending on the selected Target Type.

Output Options: Media Mapping

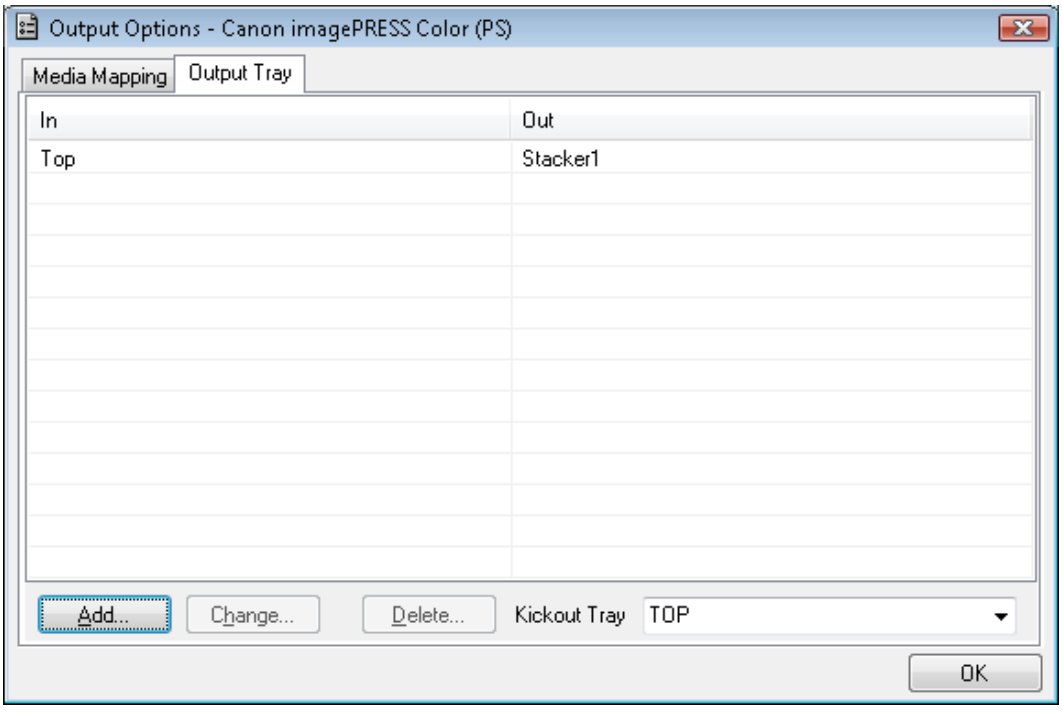
Field	Explanation
Media Mapping	Allows you to specify one or more media mappings from the media specified by the incoming job to media used by the output printer. Click **Add**, then select the incoming paper type, color, weight, and size; then select the new media type from the drop-down list. **Note:** You can double-click the job in the Jobs list to display the job ticket and view the media specifications for the job.


Output Options - Canon imagePRESS Color (PS)
Media Mapping
Output Tray
Type
Color
Width
Height
Weight
To ID/Type
stationery
white
2159
2794
100
BOND
stationery
buff
2159
2794
100
BOND
pre-cut-tabs
white
2200
2800
120
SINGLECOATED4
Add...
Change...
Delete...
OK


Media Map Entry - Canon imagePRESS Color (PS)
From
Type
stationery
Color
white
Weight (gsm)
100
Size
millimeters (mm)
points
Width
2159
Height
2794
To
Map to Type / ID
BOND
OK
Cancel

Output Options: Output Tray

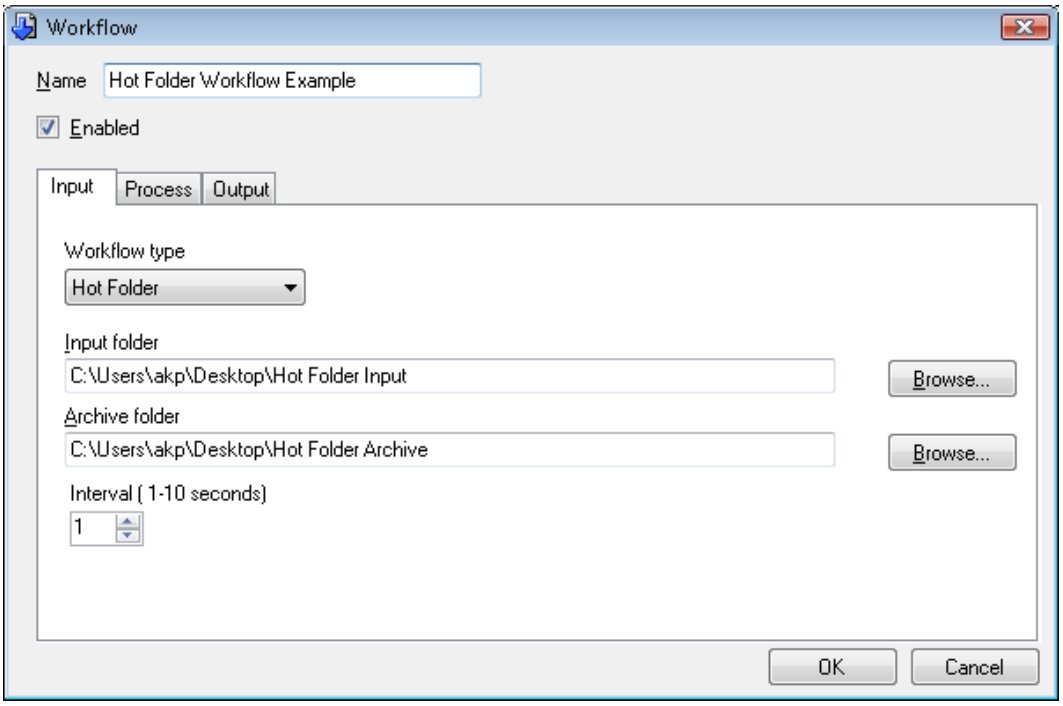
Field	Explanation
Output Tray	Allows you to specify one or more output tray mappings from the output tray specified by the incoming job to another output tray on the printer. Also, if desired, select an option for the Kickout Tray. This selection is used when printing documents with tabs, to specify the tray location for extra tabs in a tab set to be ejected if the number of tabs in the document is not an even multiple of the tab set size (for example, the document uses four tabs but five-tab stock is loaded). Click **Add**, then select the incoming job's paper tray; then select the output tray.



Fields on the Workflow Dialog Box

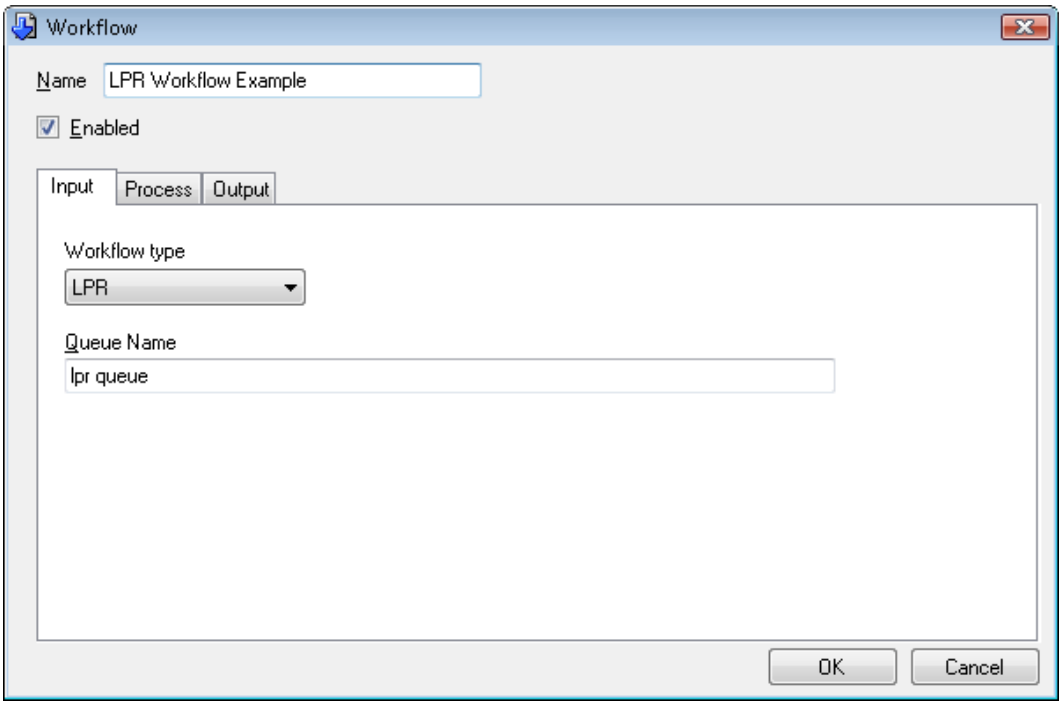
Input Tab: Hot Folder workflow

Field	Explanation
Input Folder	Select the folder that TicketMe will monitor for incoming files. This folder must be different for each hot folder workflow.
Archive Folder	Select the folder where copies of incoming files are saved. This folder can be shared between several hot folder work flows if desired.
Interval	Select how often TicketMe checks the input folder location for new files.



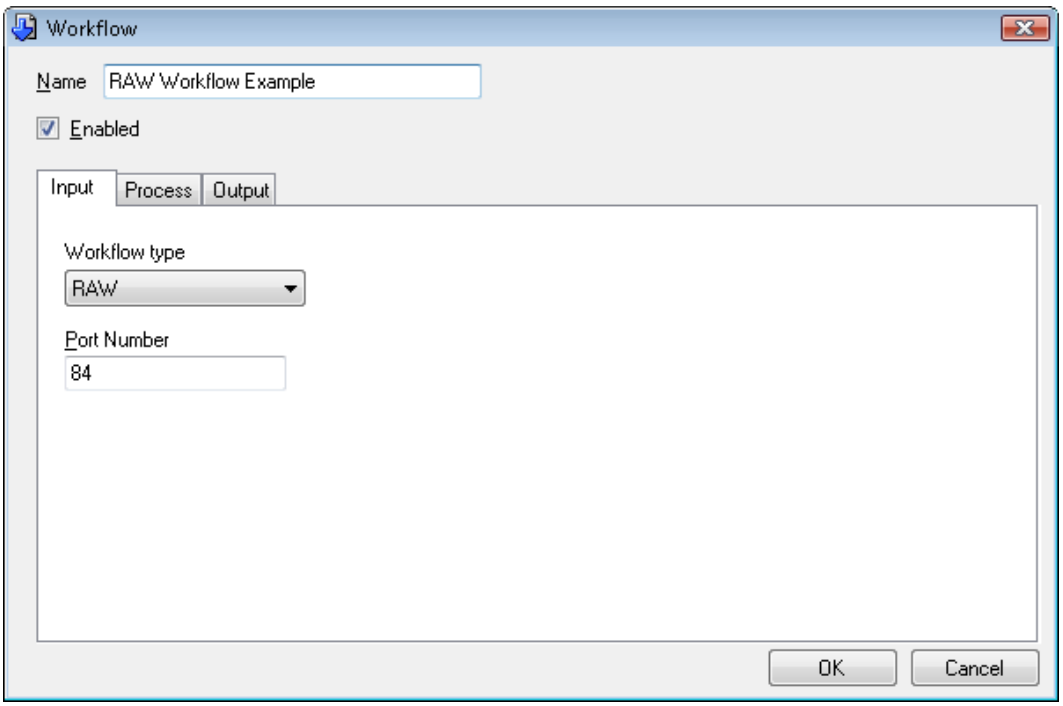
Input Tab: LPR workflow

Field	Explanation
Queue Name	A queue name that represents the target printer (for example: Printer A). To send jobs from the make ready application, use this queue name, along with the IP address of the PC running TicketMe.



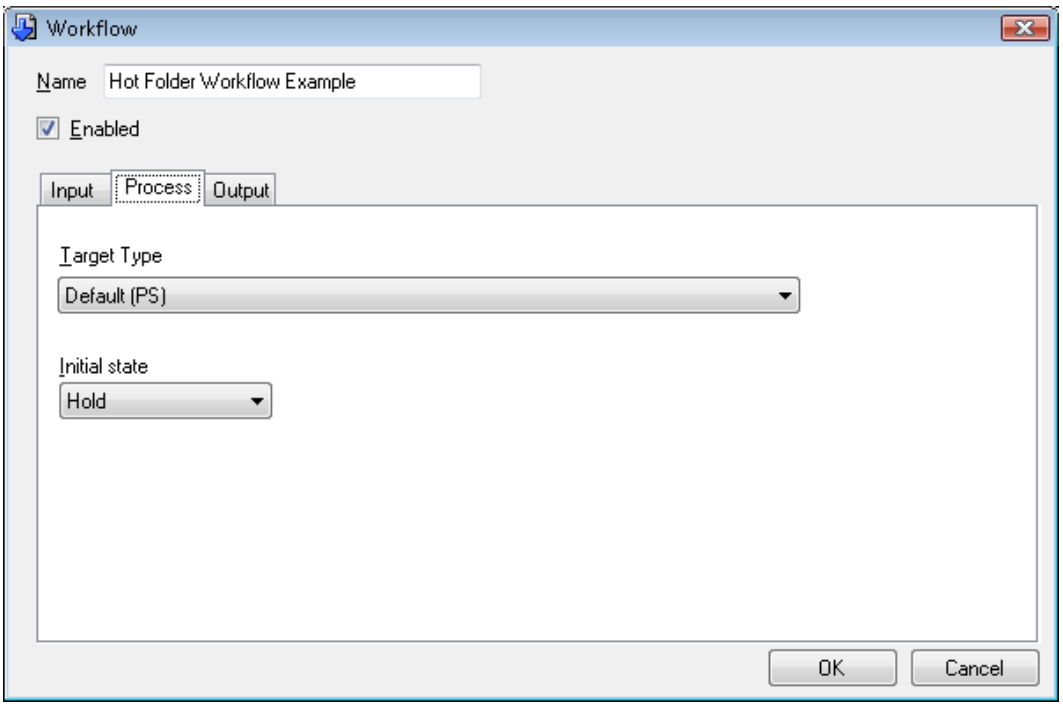
Input Tab: RAW workflow

Field	Explanation
Port Number	The port number that TicketMe will listen to, for incoming jobs. Use this same port number when you configure the make ready printer settings.



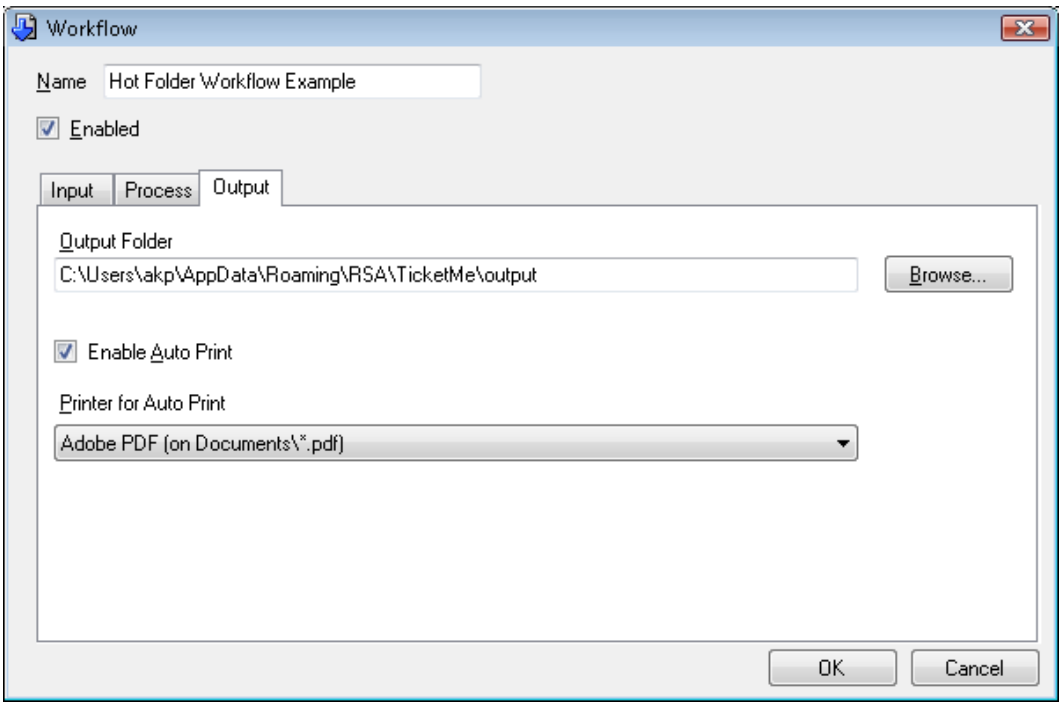
Process Tab (all workflow types)

Field	Explanation
Target Type	Select a printer for this workflow.
Initial State	Select the initial state to control manual or automatic conversion of files that are added to TicketMe. • Hold: jobs added to the Job List are not automatically processed. • Process: jobs added to the Job List are automatically converted and processed.



Output Tab (all workflow types)

Field	Explanation
Output Folder	Select the output folder for this workflow.
Enable Auto Print	• If selected, files are converted and printed automatically. • If clear (default), converted files are available in the Output folder but are not automatically printed.
Printer for Auto Print	If using Auto Print, select the printer from the drop-down list.


Workflow
Name
Hot Folder Workflow Example
Enabled
Input
Process
Output
Output Folder
C:\Users\akp\AppData\Roaming\RSA\TicketMe\output
Browse...
Enable Auto Print
Printer for Auto Print
Adobe PDF (on Documents*.pdf)
OK
Cancel

Chapter 6: Kodak SMARTBOARD and Xerox FreeFlow Make Ready Suite Configuration

Overview: Configuring Kodak SMARTBOARD or Xerox FreeFlow Make Ready with TicketMe 33
Configuring Kodak SMARTBOARD for Direct Print with TicketMe 33
Configuring Kodak SMARTBOARD to Override Finishing 36
Configuring the Xerox FreeFlow Make Ready Suite for use with TicketMe 37
Setting Up a Printer in Xerox FreeFlow Make Ready Suite 38

Overview: Configuring Kodak SMARTBOARD or Xerox FreeFlow Make Ready with TicketMe

TicketMe is configured to appear like a network printer to the Kodak SMARTBOARD and Xerox FreeFlow Make Ready applications. These applications must be configured with the IP address of the PC that has TicketMe installed, and with the LPR queue that TicketMe is set up to use. Then, the applications print to TicketMe via LPR, and TicketMe sends the job to the actual printer.

Note: You may need to upgrade your TicketMe license to support these workflows. A message informs you if an unlicensed input type is sent to TicketMe.

The printing flow is:

Xerox FreeFlow Make Ready or Kodak SMARTBOARD --> TicketMe --> printer

- Xerox FreeFlow Make Ready applications always use LPR to send jobs to TicketMe.
- Kodak SMARTBOARDcan use both LPR and hot folders to send jobs to TicketMe.

Configuring Kodak SMARTBOARD for Direct Print with TicketMe

Follow these steps to configure printing in Kodak SMARTBOARD to the target printer specified in TicketMe. When you select **Direct Print** from Kodak SMARTBOARD and choose the Digimaster printer driver, the Digimaster printer driver sends the Kodak SMARTBOARD output to TicketMe. TicketMe receives the job via LPR.

Summary

1. Download the Digimaster Windows PostScript driver.
2. Download and install the Windows printer driver for the target (destination) printer.
3. Install the Digimaster driver.
4. In TicketMe, add and configure a new LPR workflow, using the printer you installed in Step 2 as the destination printer.

Steps

To download the Digimaster Windows PostScript driver:

Download the Digimaster Windows PostScript driver from:
http://graphics.kodak.com/US/en/Services/default.htm

To download and install the Windows printer driver:

1. Download the Windows printer driver for the target printer.
2. Install the printer driver on the TicketMe PC.

   If necessary, see your local system administrator for assistance in installing the correct driver, and/or obtain the correct driver from the printer manufacturer's support web site. You can also refer to these web links for instructions if you need additional details about performing this step.

   - Windows XP printer driver installation instructions
   - Windows 7 printer driver installation instructions

   Note: Ensure that you print a test page as the last step in the installation process to verify that the driver is installed correctly.

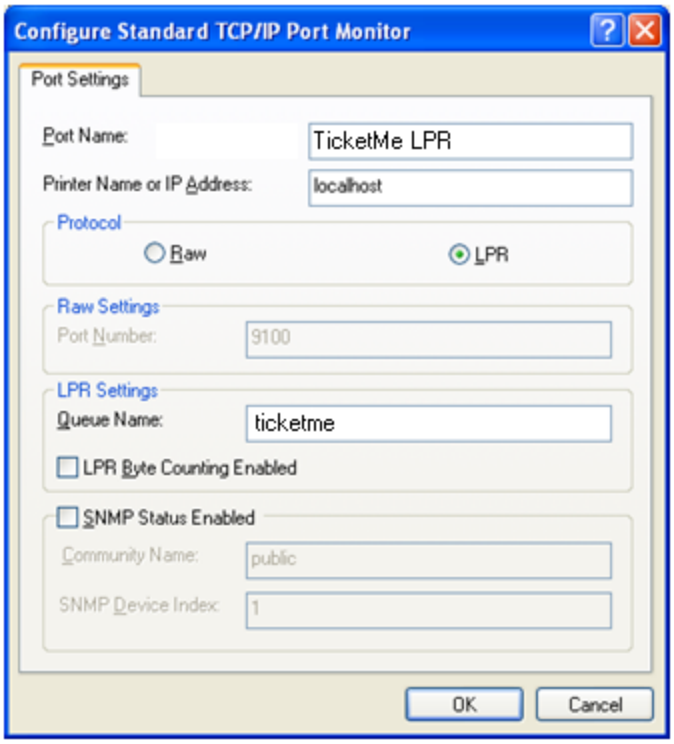
3. In TicketMe, choose **Edit | Job Defaults**, select the **Enable Auto Print** check box, and select the newly installed printer as the Printer for Auto Print.

To install the Digimaster Windows PostScript driver:

1. At the Local or Network Printer step of the Add Printer Wizard, click the **Local Printer** radio button, and clear the "Automatically detect and install my Plug and Play Printer" check box.
2. At the wizard's Select a Printer Port step, select the **Create a new port** radio button.
3. In the Type of port drop-down list, select Standard TCP/IP Port.
4. Click **Next** in the lower right to start the Add Standard TCP/IP Printer Port Wizard.
5. For the Add Port step of the Add Standard TCP/IP Printer Port Wizard, type `<<ip-address>>` as the printer name and `TicketMe LPR` as the port name, where `<<ip-address>>` is the IP address of the PC on which TicketMe is installed.

The wizard will pause for a few seconds, with a busy cursor, and then display "Additional Port Information Required."

6. Select the **Custom** radio button, and then click **Settings**.
7. Select the **LPR** radio button, and type `ticketme` (all lower case) in the Queue Name field.
8. Click **OK** to return to the previous port information screen.



9. From Additional Port Information Required, click **Next**.

   This brings the dialog box to the last screen of the Add Standard TCP/IP Printer Port Wizard.
10. Click **Finish**.
11. Continue with the Add Printer Wizard, and use the **Have Disk** button to locate and select the Kodak Digimaster driver.

To configure and configure a new Workflow in TicketMe:

1. Launch TicketMe.
2. On the Workflow tab, click **Add Workflow** to display the Workflow dialog box.
3. On the Input tab, change the workflow type to LPR and type `ticketme` (all lower case) for the Queue Name.
4. On the Process Tab, select the target type of the destination printer, and select **Process** as the initial state.

5. On the Output tab:
   - Select the **Enable AutoPrint** check box.
   - For the Destination printer, select the printer driver that you installed in the previous section.
6. Click **OK** to save the changes on all tabs and complete the configuration.

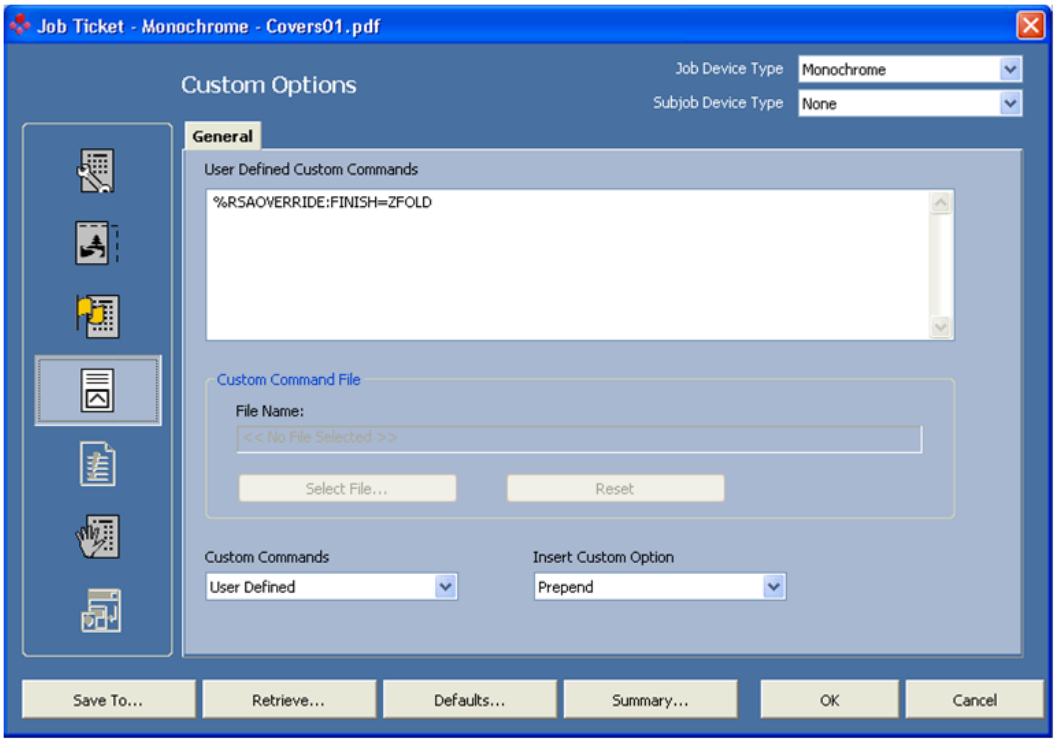
Configuring Kodak SMARTBOARD to Override Finishing

Override Finishing allows Kodak SMARTBOARD users to tell TicketMe that a job should use a finishing option that is not otherwise available in Kodak SMARTBOARD.

The user must configure Kodak SMARTBOARD with a User Defined Custom Command, set to this exact syntax: **%RSAOVERRIDE:FINISH=ZFOLD**

To configure Kodak SMARTBOARD:

1. Select **File | Job Ticket** to open the Job Ticket dialog box.



2. On the left side of the dialog box, click the **Custom Options** button to display the User Defined Commands field.
3. In this field, enter the exact string: `%RSAOVERRIDE:FINISH=ZFOLD`

Note: Currently ZFold is the only override that is supported.

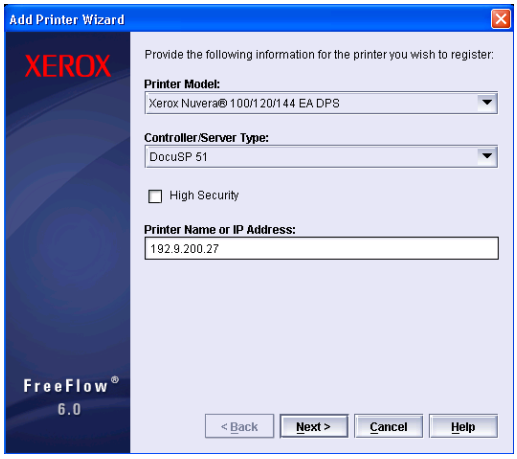
Configuring the Xerox FreeFlow Make Ready Suite for use with TicketMe

Using the Xerox FreeFlow Make Ready Printer Registration Tool, you need to add a printer that will send jobs to the TicketMe software.

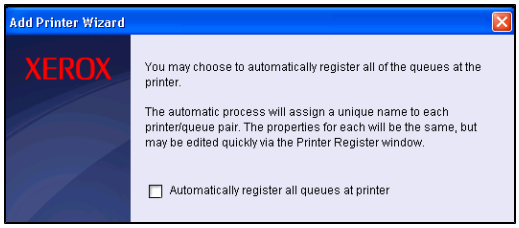
Using the Add Printer Wizard, repeat the steps below for each Workflow that you create in TicketMe.

To add a printer:

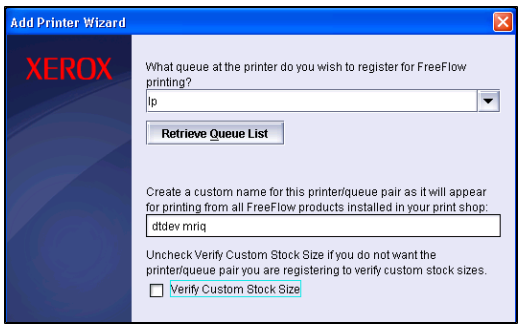
1. In the Printer Model field, select **Xerox Nuvera 100/120/144 EA DPS**.



2. In the Controller/Server Type field, select **DocuSP 5.1**.
3. In the Printer Name or IP Address field, enter the IP address of the PC running TicketMe.
4. Click **Next**.



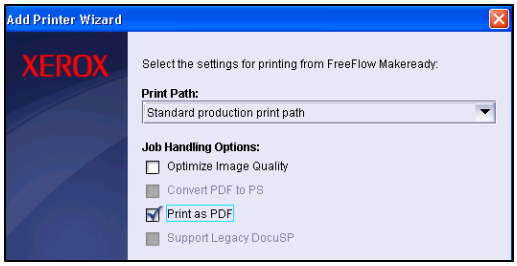
5. Leave the "Automatically register all queues at printer" check box cleared.



6. In the first field (queue name), enter the name of the LPR queue you configured in TicketMe.

   Alert: Do not click the **Retrieve Queue List** button.

7. In the second field (custom name), enter a name that would be recognized by an operator as the printer and/or Workflow that this queue will send jobs to.
8. Leave the Verify Custom Stock Size check box cleared.



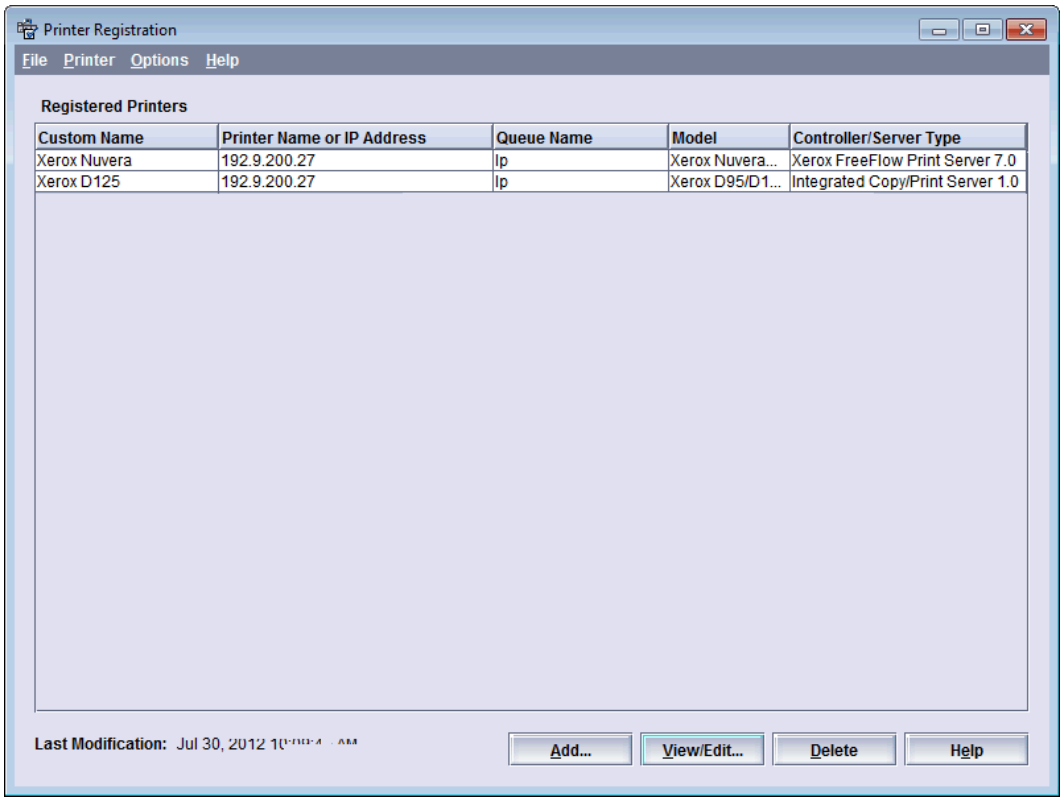
9. In the Print Path field, select "Standard production print path."
10. Under Job Handling Options, leave the Optimize Image Quality check box cleared.
11. Leave the Print as PDF check box selected.
12. Click **Finish** to complete the procedure.

Setting Up a Printer in Xerox FreeFlow Make Ready Suite

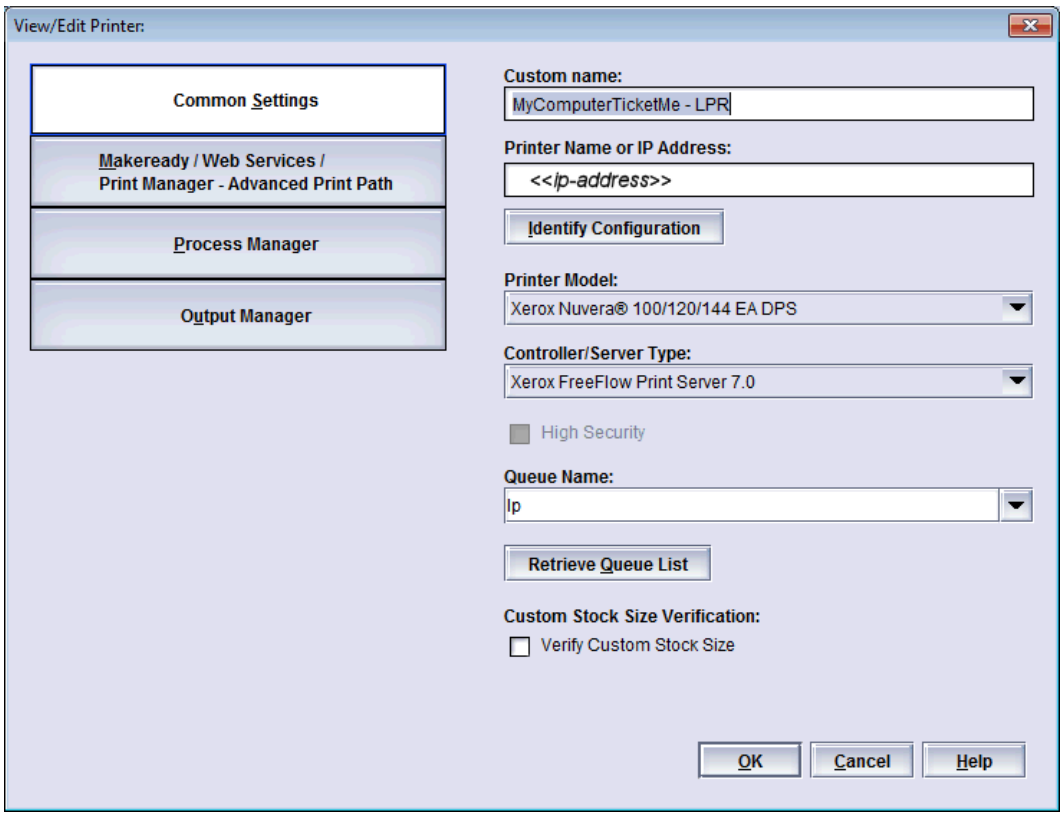
Using the Xerox FreeFlow Make Ready Printer Registration Tool, you need to add a printer that will send jobs to the TicketMe software. Repeat the steps below for each workflow that you create in TicketMe.

To set up a printer:

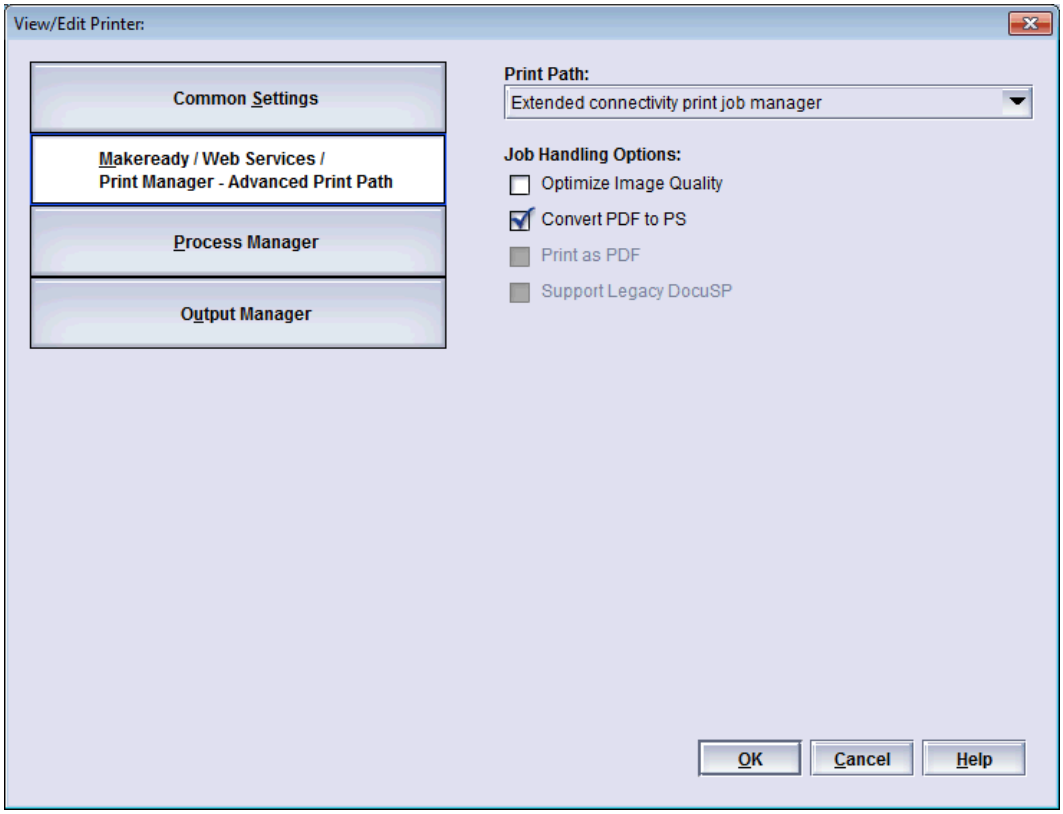
1. Click **Add** on the Printer Registration window.



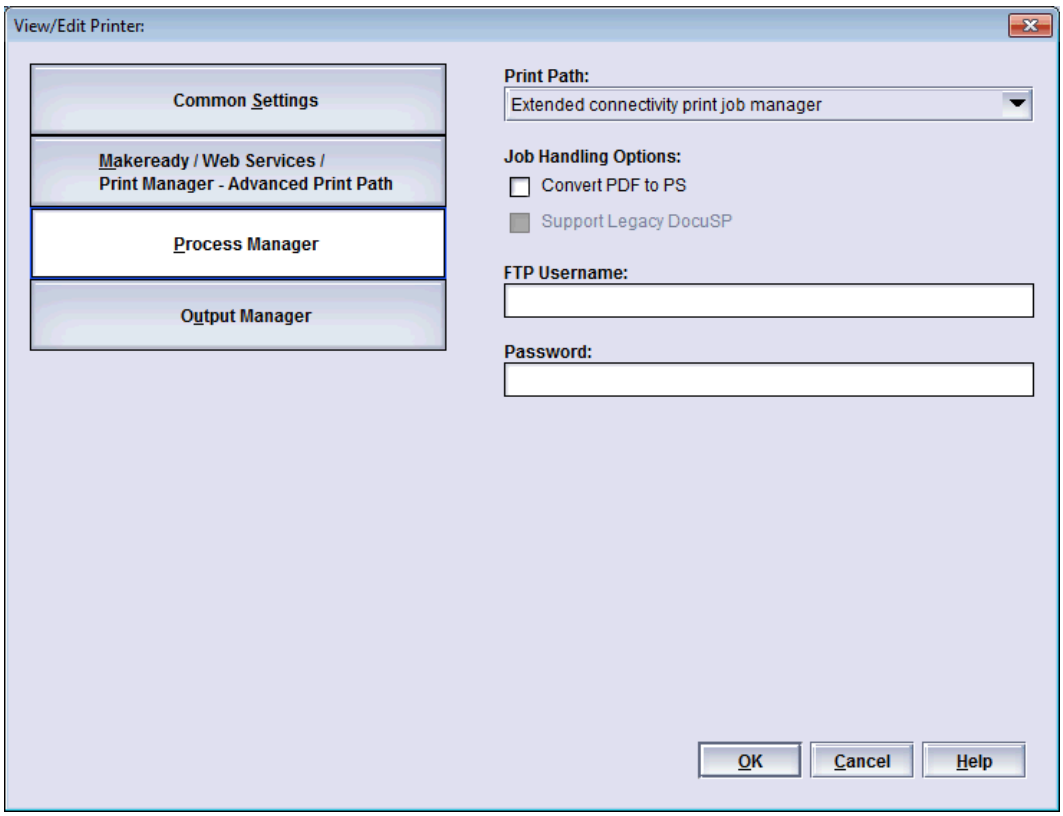
2. Make selections on the Common Settings window:
   - Type a name for the new printer.
   - Type the printer IP address. This is the IP address of the computer that is running TicketMe.
   - Select the printer model and controller/server type from the drop-down lists.
   - Select **lp** for the queue name.



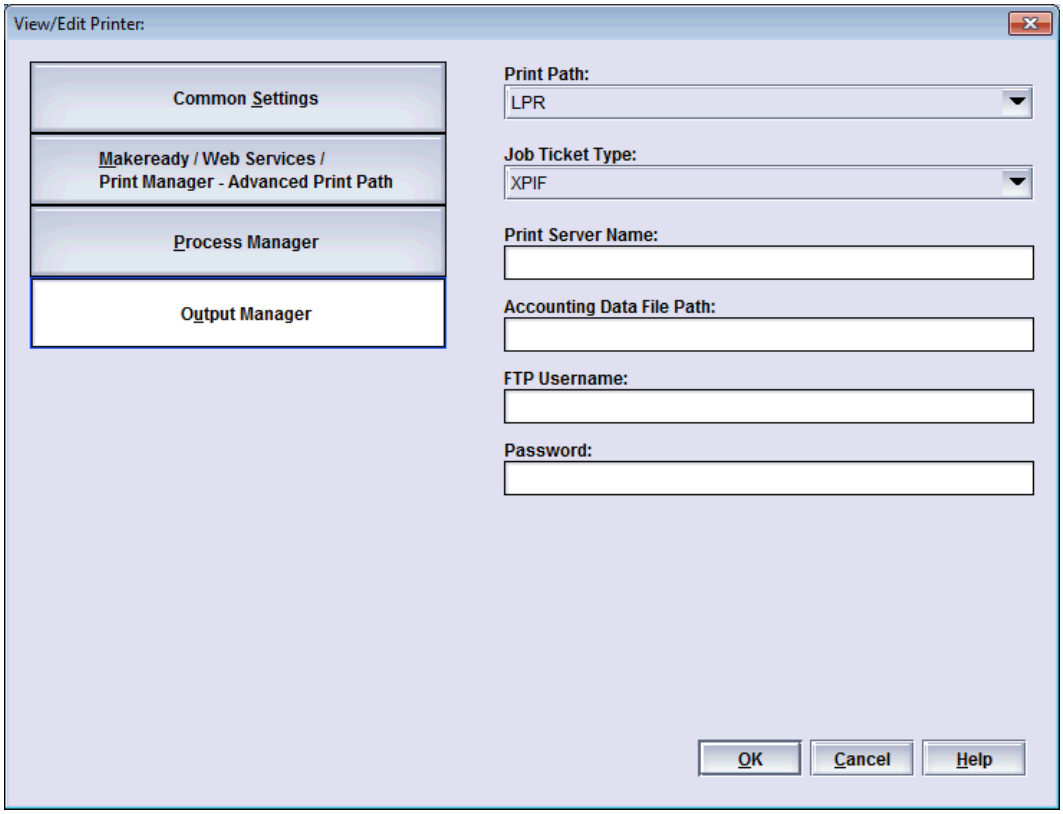
3. On the Makeready tab, select the check box **Convert PDF to PS**.



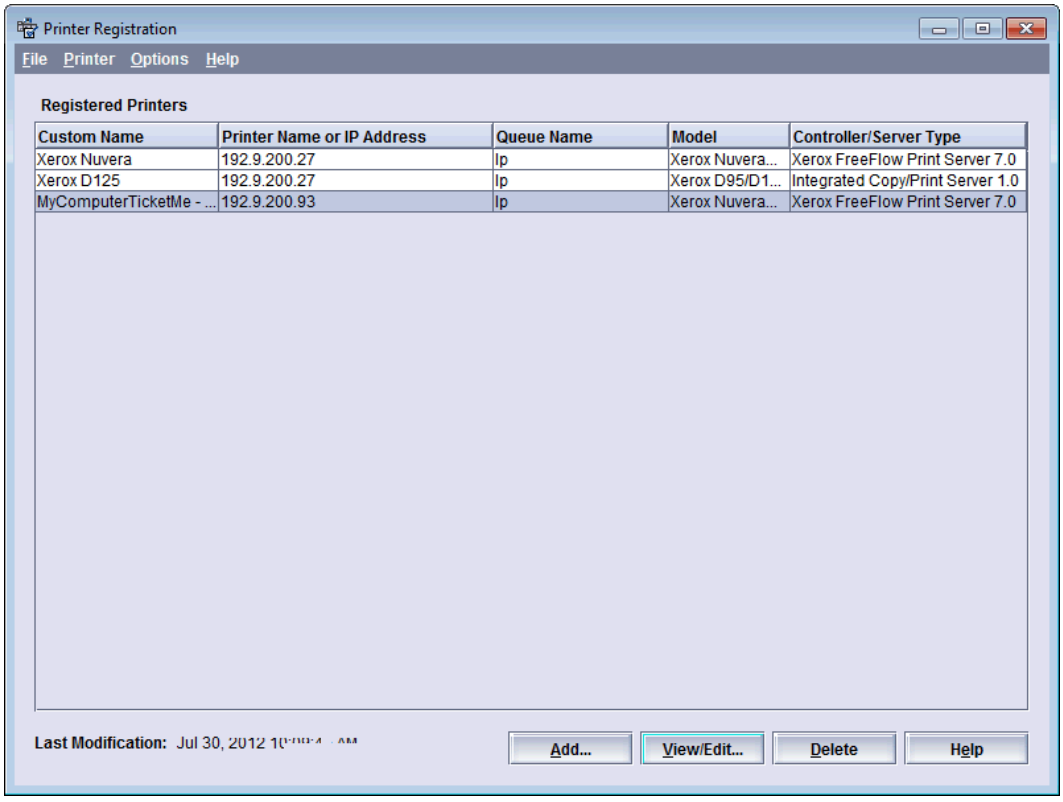
4. On the Process Manager tab, select **Extended connectivity print job manager** for the Print Path.



5. On the Output Manager tab, select **LPR** for the Print Path, and **XPIF** for the Job Ticket Type.



6. Click **OK** to save your selections.

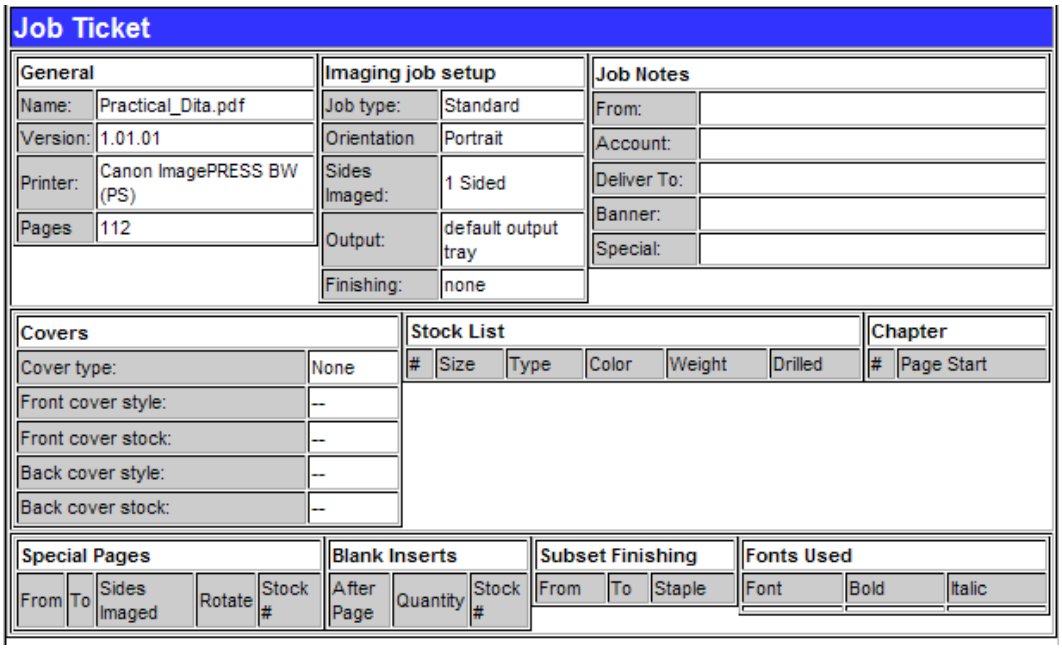

Printer Registration
File Printer Options Help
Registered Printers
Custom Name
Printer Name or IP Address
Queue Name
Model
Controller/Server Type
Xerox Nuvera
192.9.200.27
lp
Xerox Nuvera...
Xerox FreeFlow Print Server 7.0
Xerox D125
192.9.200.27
lp
Xerox D95/D1...
Integrated Copy/Print Server 1.0
MyComputerTicketMe - ...
192.9.200.93
lp
Xerox Nuvera...
Xerox FreeFlow Print Server 7.0
Last Modification:
Add...
View/Edit...
Delete
Help

Chapter 7: Job Ticket

Using the Job Ticket 45
Changing the Default Destination and File Name of the Job Ticket 46

Using the Job Ticket

The job ticket is created as a view-only XML file. You can read and print the job processing information in a Web browser.



Job Ticket

General	
Name:	Practical_Dita.pdf
Version:	1.01.01
Printer:	Canon ImagePRESS BW (PS)
Pages	112

Imaging job setup	
Job type:	Standard
Orientation	Portrait
Sides Imaged:	1 Sided
Output:	default output tray
Finishing:	none

Job Notes	
From:	
Account:	
Deliver To:	
Banner:	
Special:	

Covers	
Cover type:	None
Front cover style:	--
Front cover stock:	--
Back cover style:	--
Back cover stock:	--

Stock List						Chapter	
#	Size	Type	Color	Weight	Drilled	#	Page Start

Special Pages				
From	To	Sides Imaged	Rotate	Stock #

Blank Inserts		
After Page	Quantity	Stock #

Subset Finishing		
From	To	Staple

Fonts Used		
Font	Bold	Italic

Note: An XML-formatted job ticket is generated for each job that is successfully converted by TicketMe, or that fails after the job ticket file has been automatically written. If a file is never converted and there is no job ticket file associated with the job, this means that the conversion failed very early in the process, before the job ticket was written.

The job ticket:

- Lists all information pertaining to the job's printing, including imaging setup, notes, and the types of paper stocks to be used.
- Shows the successful or unsuccessful status of jobs to be converted.
- Tracks page counts for environments where customers are billed for file conversions, for example—at commercial printers and service bureaus.
- Provides a consistent audit trail for all documents processed.

Destination and naming defaults:

By default, TicketMe saves all job tickets to the same destination directory as the converted PostScript and PDF files, and names the job tickets according to standard rules.

If desired, you can save the job ticket to another directory or change the default file name.

To view the job ticket for any converted job:

Double-click a job on the Jobs tab. The job ticket is displayed in your default Web browser.

To review the job ticket:

On the Jobs tab, click **Open Output Folder** to open an Explorer window, then sort the directory list to find the job ticket you need.

- By name: Sorts the job ticket files into standard ASCII ascending sequence.
- By date: Sorts the job ticket files by processing date.

The default job ticket filename format, **xxxxxxxxxx.xml**, and the number associated with the log are automatically assigned by TicketMe.

Changing the Default Destination and File Name of the Job Ticket

By default, TicketMe saves all job tickets to the same destination directory as the converted PostScript and PDF files, and names the job tickets according to standard rules.

After the job ticket has been written, you can change its destination and file name.

Note: You can change the name of the job ticket as you wish: name the file by date, by customer name, etc. Remember to append the .xml extension at the end of the filename so that you can view the file in your Web browser.

To change the destination and file name of a job ticket:

1. Open a job ticket file in a Web browser.
2. Select **File | Save As** in your Web browser.

3. On the Save As dialog box, select the directory folder in which you want to save the job ticket.
4. Click **Save** to save the job ticket name and destination.
5. To view the saved job ticket, navigate to the directory where the file is stored.
6. Double-click the job ticket filename to launch your Web browser and display the job ticket in the browser window.

Chapter 8: Supported Printers

Supported Printers List 49

Supported Printers List

TicketMe supports the printers listed in the table below.

Note: Please contact RSA for information about printer models not included in this table.

Note: This information is up-to-date as of October 2012. Refer to the latest TicketMe Release Notes to see if other printers have been added to the list.

Target Types	Model Nos.
Canon imagePRESS BW (PS)	Canon imagePRESS 1110P Canon imagePRESS 1110S Canon imagePRESS 1125P Canon imagePRESS 1135P
Canon imagePRESS BW w/EFI (PS)	Canon imagePRESS 1110P with J100/J200 Canon imagePRESS 1110S with J100/J200 Canon imagePRESS 1125P with J100/J200 Canon imagePRESS 1135P with J100/J200
Canon imagePRESS Color (PS)	Canon imagePRESS C6000/C6000VP Canon imagePRESS C7000VP Canon imagePRESS C6010/C6010VP Canon imagePRESS C7010VP

Target Types	Model Nos.
Canon imagePRESS Color w/EFI (PS)	Canon imagePRESS C6000/C6000VP with A2100/A3100 Canon imagePRESS C7000VP with A2100/A3100 Canon imagePRESS C6010/C6010VP with A2200/A3200 Canon imagePRESS C7010VP with A2200/A3200
Konica Minolta bizhub PRO 1050 (PS)	Konica Minolta bizhub PRO 1050 Konica Minolta bizhub PRO 950
Konica Minolta bizhub PRO 1200 (PS)	Konica Minolta bizhub PRO 1051 Konica Minolta bizhub PRO 1200/1052/1250
Konica Minolta bizhub PRO C6501 (PS)	Konica Minolta bizhub PRO C6501/C6501P Konica Minolta bizhub PRO C5501 Konica Minolta bizhub PRO C65hc
Konica Minolta bizhub PRESS C7000/C6000 (PS)	Konica Minolta bizhub PRESS C6000 Konica Minolta bizhub PRESS C7000/C7000P Konica Minolta bizhub PRESS C70hc
Konica Minolta bizhub PRESS C8000 w/EFI (PS)	Konica Minolta bizhub PRESS C8000 w/EFI
Konica Minolta bizhub PRESS C8000 (PS)	Konica Minolta bizhub PRESS C8000
Kodak Digimaster (KDK)	Kodak Digimaster EX110/EX125/EX138/EX300 Kodak Digimaster 9110/9150 Canon imageRUNNER Pro 7110VP/7125VP/7138VP/7150VP

Target Types	Model Nos.
Oce PRISMAsync	Océ VarioPrint DP series Océ VarioPrint 6000 Ultra series Canon imagePRESS C7010VPS Canon imageRUNNER ADVANCE 9065S and 9075S Konica Minolta bizhub PRO 1600P Konica Minolta bizhub PRO 2000P Konica Minolta bizhub PRO 2500P Océ VarioPrint 6160 Océ VarioPrint 6200 Océ VarioPrint 6250 Océ VarioPrint 6320
Ricoh 1357EX (PS)	Ricoh Pro 907EX Ricoh Pro 1107EX Ricoh Pro 1357EX
Ricoh 1357EX w/EFI (PS)	Ricoh Pro 907EX w/EFI Ricoh Pro 1107EX w/EFI Ricoh Pro 1357EX w/EFI
Ricoh C901 (PS)	Ricoh Pro C901/C901s Ricoh Pro C751EX
Ricoh DDP92 (PS)	Ricoh DDP92 Ricoh Pro 907 Ricoh Pro 1107 Ricoh Pro 1357
Xerox FreeFlow Print Server (XPIF+PS)	Xerox FreeFlow Print Server based device (DocuTech, DocuColor, Nuvera)
Xerox FreeFlow Print Server (XPIF + PDF)	Xerox FreeFlow Print Server based device (DocuTech, DocuColor, Nuvera)
Xerox NPS (XRX + PDF)	Xerox DocuPrint NPS devices
Xerox DocuColor 8000 w/ EFI (PS)	Xerox DocuColor 7000/8000 w/EFI EXP controller

Notes

TicketMe Installation and User Guide V2.0

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