Software Version 9.0
August 2013

FreeFlow Output Manager®
Customer Expectations Document

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Table of Contents

Introduction 1
- Product Overview 1
- Supported Printers 2
- FreeFlow Output Manager Features 2
- What's New in Version 9.0 4

1 System Technical Requirements 7
- System Specifications 7
- Backing Up Your FreeFlow Product 8
- FreeFlow Product Security 8

2 System Software Requirements 11
- Software License Permissions 11
- Section 508 Compliance 11
- JDF / JMF Press Intent and Process Input 11
- Document Format Support 12

3 Product-Specific Considerations 13
- Hints and Tips 13

4 Customer Implementation and Training 19
- Installation and Configuration 19
- Custom Scripting 20
- Training 20

5 Support Expectations 21
- PC Platform Support 21
- Virtualization Support 22
- Third Party Application Software Support 22
- Upgrade Support 22
- Repository Support 23
- Mixed Environments Support 24

6 Customer Expectations Agreement 25

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Introduction

This document provides the feature details and expectations for the launch version of FreeFlow Output Manager. It is intended to help Customers understand the capabilities, requirements, and limitations of the current release.

Product Overview

FreeFlow Output Manager is a server-based, single point job / production management system for network production printing. It addresses the needs of the Publishing and Print On Demand environments. Utilizing a Web-based GUI, Output Manager manages the flow of documents through a customer's operation more productively. Output Manager includes job scheduling to meet tight production time windows such as first in first out, round robin, time scheduling, priority scheduling and attribute matching. Output Manager includes load balancing to address capacity and asset utilization requirements, such as job splitting, color splitting and copy splitting capabilities for robust cluster printing.

To enable customization of workflows, Output Manager provides automated job characteristic matching to printers and event notification. Output Manager also offers customers the ability to manage job processing via customized scripting.

Output Manager supports the Xerox family of printers, as well as generic LPR and IPP printers. Refer to "Supported Printers" below for more information.

Output Manager features and capabilities are intended to address the following customer requirements:

- Addressing requirements for publishing and on-demand production print operation management
- Management of document workflow to meet changing business requirements without changing business applications
- Managing black and white or color documents
- Real-time and enterprise wide information
- Control over document delivery workflow including scripting to enable tighter integration and customized workflow print operations
- Intelligent job routing and scheduling
- Faster turnaround and ability to meet tight print window
- Support of viewing of PostScript, PDF and VIPP jobs
- Centralized Accounting Module consolidating accounting information from FreeFlow Print Server and Output Manager
- Customized View to allow different print locations or shifts to have a customized view of only the printers, queues and jobs they should access.
- Scan print jobs and ticket them from Xerox 76XX, 56XX and 2XX families of EIP-enabled Multi-Function Devices
- Provide single control point for managing the workflow for the iGen4 220 Perfecting Press

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.

Note

Versions of DocuSP prior to 3.8 are supported via the DocuSP 2.1 or Generic LPR print path. As a result, the user will not receive status back from the printer and must manually populate the printer attributes

FreeFlow Output Manager Features

Accounting

The FreeFlow Accounting Module consolidates accounting information stored on FreeFlow Print Servers along with accounting information from Output Manager. A set of 9 predefined reports can be generated from the consolidated accounting information. The information stored in the Accounting Module can be exported to a comma separated value file (.csv) for processing. The Accounting Module supports versions 3.8, 5.0, 5.1, 6.0, 7.0 of FreeFlow Print Server accounting logs. To enable security, FreeFlow Print Server must be configured such that it is set to high or medium level.

Job Scheduling Based on Pages

Output Manager provides the ability to schedule jobs based on the number of pending pages to print for jobs Output Manager has forwarded to a printer. Output Manager will schedule a job to a printer that has the fewest number of pending pages to print.

Complex Finishing

The Output Manager GUI allows the operator to specify multiple finishing options on a job as allowed by those printers that support specifying multiple finishing options.

JDF / JMF Support

- The JDF/JMF support in Output Manager has been enhanced to return to a JMF client additional job information including the total number of printed pages, number of printed color pages, monochrome pages, total printing time, time when job start processing, time when a job starts printing, and time when job completes printing. The total printing time will be more accurate for jobs printed on FreeFlow Print Server
- Additionally, Output Manager returns to a JMF client a list of jobs, status of all jobs or specified job in the Output Manager queue
- Output Manager supports JDF jobs submitted from Adobe Acrobat 9.0 and X.
- Since Output Manager already has embedded JMF capability, you should not install FreeFlow JMF Service co-resident, on the same server as Output Manager as a conflict will arise

Printer Registration Utility

Registering printers into Output Manager is done through the Printer Registration Utility. If there are other FreeFlow applications present, the printers are registered once instead of at each application, reducing the administration overhead of registering printers.

When registering the iGen4 220 Perfecting Press the two DFE's are registered at the Output Manager PC. When connecting to the iGen4 220 Perfecting Press from other FreeFlow applications such as FreeFlow Makeready, use the Output Manager iGen4 220 queue and register it with the Output Manager IP address.

Generic Printer Support

Output Manager is not limited to ASCII job ticket attributes. For non-Xerox devices and appropriate Postscript jobs, Output Manager supports generic PostScript device commands. This is limited to Postscript jobs that contain ASCII or XPIF job ticket information.

VIPP Normalization and VIPP Job Previewing

VI Suite Normalization and demographics has now been extended to Output Manager. Job previewing has also been expanded to support VI Container jobs; type VIPP. This allows customers to preview all pages of a variable job prior to print.

GUI Enhancements

- Progress Indicators have been added for some operations

Customized Job Status

The Job Status page of the Output Manager GUI can be customized to display a set of job status information. The Administrator can choose which information to be displayed and the order of the information. The settings apply to all users who login to Output Manager GUI.

System Configuration

This page allows the administrator to configure the system in the following areas:

- Enabling Diagnostic Logging
- Disable Guest Login for sites that require authorized users to login to the GUI
- Customizing the job status information shown in the Job Status page of the GUI
- Configuring the number of jobs listed on a single page in the Job Status page
- Configuring the timeout periods for Preprocessors and Postprocessors. The timeout period represents the time for a Preprocessor or Postprocessor is expected to complete before Output Manager considers the Preprocessor or Postprocessor to have failed.
- Configuring the inactive time period before Output Manager will terminate the current logon session.
- Configuring the location of the Repository Management Server
- Configuring the number of events seen in the System Status screen

Queue Creation Wizard

When creating a queue, the GUI will guide the administrator through a series of prompts to configure a queue for job splitting.

Job Listing – Page-based

The listing of jobs in the Job Status can be configured to list all jobs, or a configurable number of jobs to be shown in a page. Listing a subset of all jobs to be displayed per page results in a quicker response from the GUI when listing a large number of jobs.

Proof Job Accelerator

The Proof Job command can be invoked by using a right mouse button click on a job.

Optimized PDF Page Splitting

When a PDF file is split by pages – or a specific page range is specified to print, Output Manager will send to the printer only the pages to be printed. This results in a smaller file sent to the printer and enables faster printing of the job.

What's New in Version 9.0

FreeFlow Output Manager 9.0 supports new Operating Systems, as well as enhanced support for Hot Folders, and improved workflows supporting the iGen4 220 Perfecting Press.

Windows Server 2008/2012 Operating System

FreeFlow Output Manager supports the Windows Server 2003, Windows Server 2008 and Windows Server 2012 Operating Systems. Refer to Section 1: "System Technical Requirements," for more information.

Backup and Restore

FreeFlow Output Manager supports a simple Backup/Restore capability. This capability is intended to be used to back up the critical files and configuration information on a regular basis to protect the customer's data and simplify the recovery process in a disaster recovery mode. This feature can be used via a GUI based method or via CLI commands that can be added to customer developed batch commands to automate their daily routines.

Customers using the Accounting Module with version 8.0 must perform the following steps in conjunction with the upgrade:

- Backup current version
- Uninstall current version
- Install the latest version and acquire new license from Xerox
- Restore backup of the Accounting backup

Failure to backup and restore Accounting will cause data loss for the Accounting Module.

Paper Stock Library Forwarding

Other FreeFlow applications can now display a printer paper stock library obtained from Output Manager, allowing for an accurate list of paper stocks to be displayed prior to submission to an Output Manager printer.

Hot Folder Enhancements

FreeFlow Output Manager Hot Folder is now a Windows service. It consists of two applications:

- *FFOM_HotFolderService*, which is the Window's service, will be started automatically when the Output Manager server is started. This service can be stopped and started the same way as any other windows service. FFOM_HotFolderService's responsibilities include state recovery, existing folder polling and processing jobs.
- *Output Manager Hot Folder Client*, which is the GUI portion, performs the same function as the old *hotfolder.exe* did. The Output Manager Hot Folder Client's responsibilities include configuring settings, providing job processing status, and serving GUI controls, which include requesting the starting and stopping of folder polling. The new client will use the same shortcuts as the previous version of Hot Folders.

On the Output Manager Hot Folder Client, if a "Remove All" is done while files are being added to the Hot Folder, the files in the *listview* may appear out of FIFO order.

Additional changes to Hot Folders in version 9.0 include:

- Files are processed as default SYSTEM user
- An additional job processing script file (networkjobsubmit.bat) is included and used when you have remotely mounted file locations
- UNC filepath naming can now be used when defining a remote folder

Using Output Manager with the iGen4 220 Perfecting Press

FreeFlow Output Manager is the single point of job submission and primary point of job management for iGen4 220 Perfecting Press. The primary use of Output Manager with iGen4 220 is to *receive, hold, release* and *reprint* jobs to the appropriate iGen4 220 printer. The customer is responsible for providing a PC compatible with Output Manager. The Output Manager software and license is provided with each iGen4 220. Select features of Output Manager may be different from connecting Output Manager as the Production Manager. Refer to the *iGen4 220 Perfecting Press CED* for details.

The ability of a single Output Manager to handle multiple iGen4 220 printers depends on many factors including network bandwidth, job size and complexity, and the operator interaction requirements of the customer workflow. Since there are no printer restrictions built in to Output Manager, consideration of job complexity and job sizes should be taken seriously when choosing to support more than one iGen4 220 Perfecting Press to a single Output Manager. Given the requirements iGen4 220 places on Output Manager, there will be a limited ability to support non-iGen4 220 printers.

Customers may need to purchase, and should plan on purchasing additional Output Manager licenses, to support other printers. There is also a limitation in the configuration for the *Accounting Module*. It is <u>not</u> recommended to run the Accounting Service module from this Output Manager since it is registered to both DFE's. This will cause uncertain behaviors in the Accounting reports.

Improved Job Submission Algorithm

The Job Submission algorithm responsible for forwarding jobs from Output Manager to the printers has been improved. Jobs are now submitted to the same printer simultaneously using multiple threads. While this increases throughput, some jobs will arrive out of order. This is due to job size and available bandwidth. In order to allow customers who require jobs to be in order, a new attribute has been added. By default, it is set to **ORDER**.

- **JOB_ORDER = ORDER**

The iGen4 220 Perfecting Press requires jobs to arrive at the two engines in the same order so **JOB_ORDER** must be set to **ORDER**.

If you are not using the iGen4 220 Perfecting Press – or the order of jobs is not critical to your workflow, you may wish to set the value to **UNORDER** and increase the **MAX_THREADS** to achieve increased throughput. By default, **MAX_THREAD** is set to **5**. This setting might be used at sites with many queues and jobs that want to assure as many threads to maximize throughput while understanding that some jobs could process faster thereby arriving out of order at a queue. The method to make this change is documented in the *Output Manager Installation and Configuration Guide*; "Controlling How Jobs are sent to Printer" in the User's Guide or On-line Help.

Mozilla Firefox 3.6 Support

FreeFlow Output Manager now supports the Firefox 3.6 browser.

Job Preview Improvements

FreeFlow Output Manager can now preview Non-DCS compliant postscript files.

System Technical Requirements

1

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.

Customers should not use pre-configured Operating Systems (other than Microsoft's default configuration), including those with predefined security settings, as these may cause the software installation to be unsuccessful. Security settings should be administered after installation.

Note:
During installation, the Output Manager Installation utility will check to ensure that the system meets the minimum requirements and will display a warning message if it does not

System Specifications

Minimum Specifications for Customer-Supplied Platforms	
Minimum-required Hardware Components	
Processor	Dual-Core Intel Xeon 2.8 GHz equivalent or better, or equivalent AMD processor
System Memory	4 GB
Hard Drive	250 GB **Note:** Additional disk space may be required depending upon the type and size of jobs submitted to the platform. Spool space does not span disk drives and is limited to the size of the physical disk partition. For a larger spool space, a larger disk partition should be used.
Peripheral Devices	Display: Analog CRT or LCD Monitor Network: 10/100/1000 Mb/second CD/DVD-ROM drive Keyboard and Mouse Backup Storage Device
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 5: "Support Expectations," for more information. **Note:** 64-bit hardware is supported with Windows Server 2008 R2 and Windows Server 2012 only	

Software Components Software components that the customer must procure and install	
Operating System ***Note:*** *Xerox does not support Output Manager installed on any version of Solaris*	**Microsoft Windows Server 2003** • Windows Server 2003 R2 (32-bit) with Service Pack 2 • Windows Server 2003 (32-bit) with Service Pack 2 **Microsoft Windows Server 2008** • Windows Server 2008 with Service Pack 2 (32-bit) • Windows Server 2008 R2 with Service Pack 2 (32-bit compatibility mode) **Microsoft Windows Server 2012** • Windows Server 2012 Standard Edition (64-bit) **Note:** .Net version 3.5 SP1 must be loaded prior to installing Output Manager
Internet Browser	• Internet Explorer 8.0 and 10.0 (compatibility mode) • Firefox 3.0, 3.5, 3.6

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.

It is recommended that the customer perform a full back up at least once a week or more often as their data integrity needs demand. The scheduling of incremental or differential backups may also be employed within the full backup cycle. A full backup of all configuration settings should also be made whenever additions or changes are made the Output Manager queues, printers, Hot Folders or Port Controllers.

Additional information and user instructions on backing up and restoring the Output Manager system can be found in the *FreeFlow Output Manager, Installation and Configuration Guide.*

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.

Note

The High Security setting in Common Printer Registration has no affect when FreeFlow applications are submitting jobs to the Output Manager Server

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.

System Software Requirements

2

Software License Permissions

Your FreeFlow product is provided with installation permissions conveyed as part of the purchase price, which grants end-users the right to install one instance of the software on a single server platform at any given time for each license purchased.

The software license is not transferable. In the event that the licensed software needs to be moved 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 for issuing a new license. If ownership of the FreeFlow product is transferred through resale or other conveyance, the software must be repurchased by the new owner.

The Customer is solely responsible for obtaining and complying with all appropriate licenses for the Microsoft Windows server Operating System and Microsoft Office application suite. Additionally, the Customer is solely responsible for obtaining and complying with all appropriate licenses for any third-party components used in conjunction with the software.

To the extent that you require any Microsoft Client Access Licenses (CALs) as a result of your particular server/application usage and/or configuration, you are solely responsible for their acquisition, administration and full compliance therewith. Information on CAL requirements is available from Microsoft, including the following link:
http://www.microsoft.com/licensing/about-licensing/client-access-license.aspx

Section 508 Compliance

The Voluntary Product Accessibility Template (VPAT) rates Output Manager as “compliant.” Additional details can be found on the xerox.com website: http://www.xerox.com/section508

JDF / JMF Press Intent and Process Input

Output Manager now accepts jobs in JDF / JMF format, and can support clients that use this format. The JMF service handles only Press Intent and Process nodes. Output Manager will accept JMF submitQueueEntry command, convert the JDF job attributes to their CPS equivalents (XPIF) and submit the job to a specified Output Manager queue. In addition, Output Manager will accept event subscriptions from the client and asynchronously return the requested status and time stamps. Support for the JMF commands are as follows:

- Accept a JDF instance file via an input hot folder and, after the job completes or aborts, return the modified JDF instance file to an output hot folder
- Accept JMF SubmitQueueEntry command message. The message may include subscriptions for job status updates

- Accept JMF Status Query message which contains subscriptions for job status updates, query for job status, and query a queue for jobs
- Send JMF Status Signal messages to one or more subscribers
- Via the JMF ReturnQueueEntry command message, after the job completes or aborts, return the modified JDF instance file to the client
- Accept JMF KnownDevices query message
- Accept JMF AbortJob command message
- Accept JMF SuspendJob command message
- Accept JMF ResumeJob command message

Note
Only clients with Adobe Acrobat 9.0 and above provide this type of workflow. As JDF implementation increases, Output Manager will be positioned to support new job sources

Document Format Support

The following table shows the type of processing available for particular job formats in Output Manager:

Job Format	Identify Document Format	Page Count[1]	Identify Color Pages	Color Splitting	Transform to another format	Read Job Ticket Info	Preview	Read & Write Job Content using Scripts
PDF	Y	Y	Y	Y	PS	N	Y	Y
PostScript Level 2, 3	Y	Y	Y	N	N	N	Y	Y
VI container	Y	Y	N	N	N	Y	N	N
HP PCL	Y	Y	N	N	N	N	N	Y
TIFF	Y	N	N	N	N	N	N	Y
ASCII line data	Y	N	N	N	N	N	N	Y
LCDS	N	N	N	N	N	N	N	Y
JPEG	Y	N	N	N	N	N	N	N
Pass-through	N	N	N	N	N	N	N	Y

[1] The number of document sets applies to a VI Container of type VIPP containing a database

Product-Specific Considerations

3

The following information can be used to enhance productivity with FreeFlow Output Manager. Additional hints and tips are identified throughout the *FreeFlow Output Manager User Guide*, and identified with a KEY icon.

Hints and Tips

Authorization Considerations

Output Manager requires a number of authorization groups to be created for administration. The installation will automatically create these groups at install time but users will need to be added to these groups as required. The *FreeFlow Output Manager Installation and Configuration Guide* describes these authorization groups.

Editing Printers / Queues

When editing a printer or queue, if the property value of the printer or queue is removed from the Supported list, it will be removed when the edit is saved and will not reappear when editing that printer or queue. To make the value reappear, the workaround is to invoke the operation "Append values from Device" in the Edit Printer Properties dialog or the "Append values from Printers" operation in the Edit Queue Properties dialog.

Editing Paper Stocks

When editing paper stocks in the Job, Queue, and Printer properties, the units of measurement for the paper size can change from inches to millimeters. If the unit is changed between inches to millimeters and back to inches, the converted value in inches may not be the original.

Document format PostScript and PDF missing from Printer Properties

After adding a printer controlled by the Creo controller or Generic LPR to Output Manager, the document format supported values may not contain PostScript and PDF. The workaround is to use the Edit Printer Properties and manually set the document format supported values to PostScript and PDF or use the command Append values from File in the Value Options menu using the file unc_creo_docformat.xcp found in the templates\xcap directory (e.g. C:\Program Files\Xerox\FreeFlow Output Manager\templates\xcap).

VI Container File Type

When viewing a VI Container file, the GUI may display a message "Previews are available for PDF, PostScript, VIPP, TIFF, and JPEG documents only." The VI Container file must be of type VIPP to be displayed. In some cases, though the type is VIPP, it may not be viewable.

Disable Unused Services

The Output Manager typical Installation includes the full set of applications:

1. Output Manager – maps to **FFOM_CoreServices** in Windows Services
2. Printer Registration – maps to **Printer Administration Service** in Windows Services
3. Accounting Module – maps to **FreeFlow_Accounting_Module** and **FFOM_AccountingDBService** in Window Services
4. JMF Service – maps to **FFOM_JMFService** in Window Services
5. Hot Folder – maps to **FFOM_HotFolderService** in Window Services

Hot Folder, Accounting Module, and JMF Service are optional services. If these features are not used, they should be disabled to conserve system resources.

To disable the Accounting Module:

1. Open Windows Services
2. Locate the following services: **FreeFlow_Accounting_Module**, **FFOM_AccountingDBService**
3. Right click, select Properties, Stop the service and change Startup type to Disabled

To disable JMF Service:

1. Open Windows Services
2. Locate the following service: **FFOM_JMFService**
3. Right click, and select Properties, Stop the service and change Startup type to Disabled

To disable Hot Folder Service:

1. Open Windows Services
2. Locate the following service: **FFOM_HotFolderService**
3. Right click, and select Properties, Stop the service and change Startup type to Disabled

EC-PJM User Considerations

The Output Manager GUI offers workflow benefits beyond what is available in EC-PJM, especially in the area of automated job management, however, depending on the original EC-PJM workflow, the user may notice some differences.

- Output Manager provides operating system independent queues. EC-PJM uses standard Windows queues as input queues.
- Moving documents to other queues or printers within Output Manager is done by selecting the job(s) and then selecting the requested printer or queue, rather than through drag and drop capability.
- In Output Manager, jobs can be resubmitted or reprinted once the original job completes, rather than using the EC-PJM Copy Job function. If a copy of a job is needed before the original job prints, the original job can be cancelled then resubmitted multiple times to create copies.
- The EC-PJM “Copy” job function is not available. Output Manager supports a Submit Job utility in the Job Manager GUI rather than the Print icon used in EC-PJM

DocuSP IPP Support

Output Manager supports IPP printer connectivity with printers running DocuSP version 03.80.66 or later or version 04.12.23 or later.

Note:
For printing to printers with versions of DocuSP below 3.80.66, Output Manager supports only LPR connectivity.

Color Splitting

- A printer with DocuSP 3.8 or higher is required to print black and white pages. The color pages will be printed on “goldenrod” media when the printer created on Output Manager is configured without an interposer.
- The interposer tray can be used as part of color splitting for the DocuTech 61xx, Nuvera, and Xerox 4110/4590 controlled by DocuSP controller. When creating the printer on Output Manager using the Printer Registration Utility, the printer must be created using the print path “LPR”, the Job Ticket type “XPIF”. After creating the printer, edit the printer properties using the GUI and select the Interposer Supported checkbox. When configuring the color split queue, it is recommended that the Output Location is set to Stacker. This will ensure the printed job will be sent to the stacker tray at the printer. When the b/w job arrives at the DocuSP, look for the message in the Banner Page Message field. This will tell you how to configure the interposer tray. Insert the color pages into the interposer tray (reverse order for DT61xx) and release the b/w page job for printing.
- The interposer tray cannot be used as part of color splitting for the Xerox 4110 controlled by the EFI controller.
- If a color job specifies copies or plex, the color job must be sent to the following DFE's: DocuSP 3.8 and higher, Creo 4.x, EFI (with IPP support) or WorkCentre.
- Output Manager now supports documents that have exception pages already programmed into the job. The only limitation to this is the job must be all the same plex. The job can all be single sided or all two sided but not mixed plex.
- Output Manager uses the banner page generated by the printer to designate whether the pages are color or black and white for the job. For example, on black and white jobs, the banner sheet will state "Black/White pages from FreeFlow Output Manager job xxxx". For the color pages, the banner sheet from the printer will state "Color pages from FreeFlow Output Manager job xxxx".
- There is a limitation on the color file detection as well as color splitting due to limitations within Adobe PDF 9.0. This limitation pertains to some color files (picture with gradient, color shading), which will not be detected as color, nor will it be color split.

Fiery DFE

Printers with a Fiery DFE that do not support IPP or have the IPP patch installed must be defined as pass-through in Output Manager. The client generating the master must create the job instructions within the PDL master.

Job Scheduling

Scheduling jobs to the least busy printer based on pages or jobs and a printer that has maximum number of job limits enabled only work on printers that communicate to Output Manager via IPP. For this feature to work, all of the printers associated with the queue must communicate to Output Manager using IPP (e.g. DocuSP 3.x and later controllers, EFI IPP controllers, Generic IPP). Printers controlled by Creo or jobs forwarded from Output Manager using LPR cannot utilize this feature.

Accounting

When using the Accounting feature, the following needs to be taken into consideration:

- The Accounting Module supports accounting information from localized Portuguese, French, German, Italian, Spanish and Dutch from the FreeFlow Print Servers.
- The Accounting Module supports only one localized set of accounting log files from the FreeFlow Print Server.
- The Accounting Module should be the only client of the accounting logs generated by FreeFlow Print Server.
- The accounting information is limited to the accuracy level delivered by the FreeFlow Print Server accounting log
- The Accounting Module does not support XSIS modified DocuSP systems when running their XEAR product.
- The Accounting module supports only the local Output Manager accounting file. It will not support importing an Output Manager accounting log from another Output Manager system.
- The Accounting Module supports viewing one report at a time. When a second report is viewed, the first report is replaced by the second report.
- The Accounting Module requires a user created on FreeFlow Print Servers. The created user is entered as the FTP Username and Password in the Output Manager dialog of the Printer Registration utility. Creating the user on FreeFlow Print Servers is done via the following steps:
  1. On the FreeFlow Print Server controller, log in as the administrator.
  2. Select [Setup: Users & Groups]
  3. Under the Users tab, right-click in the Users window and select [New]
  4. For the User Name, enter desired name (e.g. ffomacct).
  5. For the Password, enter the desired password
  6. For the User Group, select [System Administrators].
  7. Select [Add]
  8. Select [Close]

When using FreeFlow Output Manager's Accounting Module in a Production area that also includes the iGen 220 Perfecting Press:

- Re-register the iGen 220 primary engine as a standalone printer in Printer Registration. It has to be registered as a non-iGen4 Perfecting Press Printer Model.
- Accounting Module will not use the correct printer icon for the iGen 220 accounting data in Printer Usage tab.
- Accounting Module only includes accounting data when the iGen 220 is running in normal operation mode. Accounting data during the iGen 220 Pass-Through-Mode will not be reported.

Browser Security

For maximum security in the Browser, if the user logs in as an Administrator, the user should either login from a secure location or be sure to close the browser after logging off from an Administrator session.

Firewall Enablement

Microsoft Windows Server 2008 / 2012 systems have firewall enabled by default. The firewall, without proper exception settings, may prevent other systems from accessing Output Manager. Refer to *FreeFlow Output Manager Install and Configuration Guide* for instruction on how to configure firewall settings.

Customer Implementation and Training

4

Xerox offers comprehensive services, including implementation and customer training, which are designed to address a variety of individual customer requirements and experience levels.

Installation and Configuration

Installation of hardware, including the Operating System, is the responsibility of the customer. The customer is also responsible for ensuring that the system is installed on their network, as well as, acquiring and installing the license file.

In the US, the *Xerox Customer Support Center* (XCSC) at (800) 821-2797 will provide installation and software support. In other countries, contact the local Xerox support organization for installation support. Customers in Canada, Europe and the United States are required to visit the Xerox *Software Activation Portal* to acquire and install the license file.

Configuration services are provided by the Xerox Analyst for a fee. Analyst services include the following:

- Configuration for Windows
  - Create user groups and add users to those groups
  - Set up an initial printer and queue
  - Backing up the configuration information
- Browser Interface
  - Log into FreeFlow Output Manager
  - Accessing the Port Controller
  - Accessing Hot Folders
- Accounting Module Setup
  - Integration with FreeFlow Print Server
  - Export to 3rd party accounting packages
- Configuring Clients for Job Submission
  - FreeFlow Print Manager – Advanced Print Path
  - FreeFlow Process Manager
  - FreeFlow Web Services
  - FreeFlow Makeready
  - Windows

Note:
Complex installations may require additional services at an additional fee.

Custom Scripting

Output Manager provides support for customization via scripting. The Solutions Enablement Team (SET) can be engaged in the US for scripting support at (888) 878-9622.

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

Training

Customer training is provided by the Xerox customer trainers for a fee.

Support Expectations

5

Your FreeFlow product is fully maintained and supported through an optional Full Service Maintenance Agreement (FSMA). 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 FSMA 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 FSMA. 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.

- Output Manager supports the following Internet Browsers used to administer Output Manager and the Accounting Module:
  - Firefox 3.0, 3.5, 3.6
  - Internet Explorer 8.0 and 10.0 in compatibility mode
- Output Manager supports PDF files generated by Adobe Acrobat 90 and jobs submitted using JDF/JMF from Adobe Acrobat 9.0 or X
- Output Manager may be installed on Windows Server 2008 with Internet Explorer 8 or Firefox 3.0 - 3.6, and Windows Server 2012 with Internet Explorer 10

Upgrade Support

FreeFlow Output Manager 9.0 supports upgrades from version 8.0 only. Upgrades and/or migrations from prior releases of the software to Output Manager 9.0 are not supported, and must be implemented as a new installation of the software. Seamless migration of queues, device, jobs and inbound service parameters from versions of the software prior to the immediate preceding major release is not supported.

If you have a version of the software prior to version 8.0 and have an active Full Service Maintenance Agreement (FSMA), you must contact Xerox Support for instructions on how to obtain a new license for version 9.0.

Existing Output Manager 8.0 customers should refer to the *FreeFlow Output Manager 9.0 Installation and Configuration Guide* for instructions on upgrading to version 9.0. This document may be obtained from the *Support & Drivers* section on Xerox.com.

A new license file will be required to run the software after the upgrade. Refer to *Licensing* below for more information.

Installing Output Manager 9.0 on a system that already has Output Manager will automatically detect the existence of the previous version. The earlier version must not be

running during installation. When installing Output Manager 9.0, all queues, device, jobs and inbound service parameters will be automatically transferred to the new version.

The steps for upgrading are:

1. Backup current version
2. Uninstall current version
3. Install Output Manager 9.0 and acquire new license from Xerox

Queues, printers, and jobs created in version 8.0 are compatible with Output Manager 9.0.

For customers using the Accounting Module with version 8.0, you must perform the following steps in conjunction with the upgrade:

- Backup current version
- Uninstall current version
- Install the latest version and acquire new license from Xerox
- Restore backup of the Accounting backup

Failure to backup and restore Accounting will cause data loss for the Accounting Module

For customers that get Output Manager Certificates created specific to their IP address and organizations, care should be taken to properly backup these certificates. There is a need to backup them up before installing since Output Manager will replace them with a default one during installation of Output Manager 9.0. If not properly backed up, it will create a problem for customers and service people to generate new certificates again for the customers. So be sure to back up the Certificates (.keystore file).

Further details and user instructions on backing up and restoring the Output Manager system can be found in the *FreeFlow Output Manager Installation and Configuration Guide.*

Licensing

Current Output Manager systems will need to obtain a new license file for 9.0. The Output Manager 9.0 system will not operate if an older license is detected. The new license is obtained via the same Activation key that was sent to license existing customers and arrives with the software for new customers. Instructions on how to acquire a license file and where to store it are contained in the *FreeFlow Output Manager Installation and Configuration Guide* for version 9.0. A backup copy of this license file should be stored to an achieve location (backup disk, DVD/CD-ROM, USB storage device, etc.).

In the event the 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 to issuing a license key for the new platform.

Repository Support

Output Manager provides connectivity support to document repositories such as SharePoint and DocuShare. This means that an operator can access documents stored in a repository by browsing files, and then selecting them for printing. Operators can also save print jobs to these repositories. The files that can be printed are restricted to print-ready files (PostScript, PCL, and PDF).

To implement this interface, configure a Repository Management Services (RMS) server to the repository and then use the System Configuration dialog in the Output Manager GUI to set the IP address of the RMS Server. Refer to the *FreeFlow Output Manager Installation and Configuration Guide* for more information.

Note

Connection to Microsoft SharePoint 2007/2010 (64-bit) on Windows Server 2008 R2 (64-bit) and Windows Server 2012 (64-bit) via the RMS connector is not supported

Mixed Environments 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 will facilitate efficient problem escalation and resolution. If possible, this constraint should also be adhered to when sharing files across environments.

Customer Expectations Agreement

6

Special considerations or performance limitations identified by Xerox and agreed to by the customer:

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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.

I have reviewed and understand the product specifications: *(Signatures required)*:

Customer _____

Signature _____

Title _____

Date _____

Xerox Sales Representative _____

Xerox Analyst Representative_____