

*FlowPort*<sup>™</sup>  
*Paper that knows where it's going.™*

*Installation and  
Setup Guide*

WebMentor  
Trainings



Version 2.1

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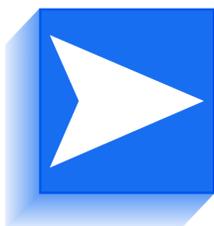
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*November 2000*



# Contents

<b>Chapter 1</b>	<b><i>Installing the FlowPort Server</i></b>	<b>1-1</b>
	<i>FlowPort CD-ROM Contents</i>	1-2
	<i>FlowPort System Requirements</i>	1-3
	<i>Windows NT or Windows 2000 Server</i>	1-4
	<i>Network Environment</i>	1-5
	<i>FlowPort Client Requirements</i>	1-6
	<i>Optional Components</i>	1-7
	<i>Microsoft Office</i>	1-7
	<i>Repositories</i>	1-7
	<i>Performance Considerations</i>	1-8
	<i>Server Ports</i>	1-8
	<i>Web Browser</i>	1-8
	<i>Installing FlowPort</i>	1-9
	<i>Configuring FlowPort</i>	1-25
	<i>Xerox Document Centre Setup</i>	1-30
	<i>Internet Fax Machine Setup (Optional)</i>	1-31
	<i>SMTP Server</i>	1-31
	<i>POP3 Polling Server</i>	1-32
	<i>Repository Setup</i>	1-33
	<i>Domino</i>	1-33
	<i>Domino.Doc</i>	1-34

<i>iManage</i> .....	1–35
<i>To Set the iManage Environment Path</i> .....	1–35
<i>Documentum</i> .....	1–36
<i>PaperWare forms and Documentum</i> .....	1–37
<i>Creating User Accounts</i> .....	1–38
<i>Getting More Information</i> .....	1–39
<i>Customer Support</i> .....	1–39
<i>Uninstalling FlowPort</i> .....	1–40
<i>To Stop the FlowPort Server:</i> .....	1–40
<i>To Uninstall the FlowPort Server:</i> .....	1–40
<b>Appendix A Troubleshooting</b> .....	<b>A–1</b>
<i>System Requirements</i> .....	A–2
<i>Installing FlowPort</i> .....	A–4
<i>Configuring FlowPort</i> .....	A–7



# *Installing the FlowPort Server*

The purpose of this document is to provide an experienced System Administrator with the FlowPort system requirements and instructions for installing FlowPort and its suite of server-based applications.

This chapter includes the following sections:

<i>FlowPort CD-ROM Contents</i> .....	1-2
<i>FlowPort System Requirements</i> .....	1-3
<i>FlowPort Client Requirements</i> .....	1-6
<i>Optional Components</i> .....	1-7
<i>Performance Considerations</i> .....	1-8
<i>Installing FlowPort</i> .....	1-9
<i>Configuring FlowPort</i> .....	1-25
<i>Xerox Document Centre Setup</i> .....	1-30
<i>Internet Fax Machine Setup (Optional)</i> .....	1-31
<i>Repository Setup</i> .....	1-33
<i>Creating User Accounts</i> .....	1-38
<i>Getting More Information</i> .....	1-39
<i>Uninstalling FlowPort</i> .....	1-40

## FlowPort CD-ROM Contents

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The Flowport CD-ROM contains the following software and documentation:

- FlowPort server software
- FlowPort documentation
  - FlowPort Installation and Setup Guide (PDF)
  - FlowPort User Guide (PDF)
  - FlowPort Administrator Guide (PDF)
- JRE 1.2.2 (Java Runtime Environment)
- TextBridge Optical Character Recognition software
- Adobe Acrobat Reader 4.05



**Note:** *Textbridge OCR software is not available on the FlowPort Trial CD.*

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# FlowPort System Requirements

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Before installing the FlowPort software, complete the installation checklist below to determine that your Xerox Document Centre ST or Internet Fax machine and Windows (NT or 2000) server meet these requirements:

## Xerox Document Centre ST

or

## Internet Fax machine

- Scan To File option installed
- Domain Naming System (DNS) host name or static IP address assigned:  
\_\_\_\_\_
- TCP/IP-enabled
- lpr-enabled

- TCP/IP-enabled
- Domain Naming System (DNS) host name or static IP address assigned:  
\_\_\_\_\_



**Note:** For a list of Xerox Document Centre models currently supported, go to the Xerox web site at: <http://www.xerox.com/flowport>

## Windows NT or Windows 2000 Server

- Microsoft Windows NT 4.0 Server with Service Pack 4, 5, or 6 (SP 6 is recommended for optimum performance)
- Microsoft Windows 2000 Server
- Pentium II, III or Pentium Pro, 200 MHz or faster
- 128 MB RAM
- 420 MB free disk space
- 200-400 MB virtual memory
- TCP/IP-enabled
- Three IP ports: 21 and 25 required, 80 recommended
- Domain Naming System (DNS) host name and static IP address assigned:

host name: \_\_\_\_\_

IP address: \_\_\_\_\_



**Note:** To look up the IP address in a DOS window—enter the command: `ipconfig /all`



**Caution:** Be sure to use the DNS hostname rather than Windows NT networking name.

**To verify that the DNS hostname is correct, access the FlowPort server in a Web browser. You can use either the IP address or the DNS hostname of the machine on which the FlowPort server is installed.**

**If using the hostname, verify that it is the DNS hostname rather than a Windows NT networking name. (The machine may be displayed in the Windows Network Neighborhood under an NT networking name, which cannot be used to communicate with the FlowPort server.) Perform the following steps to confirm that the name is registered under DNS on the server.**

**Use the nslookup command in Windows as follows:**

**A Open a DOS window**

**B At the DOS prompt, enter: nslookup DNS-hostname**

**If the hostname that you entered is registered, you will receive a response with a Name (DNS name) plus an IP Address. This means that you can use the fully qualified hostname to access the FlowPort server in a Web browser.**

**If the hostname is not registered, you will get a message that the server cannot find it. Get the correct DNS name (if there is one), or use the FlowPort server's IP address to access it.**

- Network access to a Xerox Document Centre ST, or Internet Fax machine
- No FTP or Email (such as Microsoft Exchange) service running on the same server as FlowPort

## Network Environment

The following services can be provided anywhere on the network:

- SMTP mail host; for example, a Microsoft Exchange server may be used as the mail host

SMTP mail DNS hostname or IP address:

- 
- SMTP email functions
  - Domain Naming System (DNS)
  - Optional (if not printing to a Xerox Document Centre): PostScript Level 2 (or higher) or HP-PCL Level 3 (or higher) networked printer (must be TCP/IP- and lpr-enabled)

## FlowPort Client Requirements

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The FlowPort server is accessed through a Web browser. It can be accessed on any platform that supports the following:

- Microsoft Internet Explorer 4.0, version 4.72 or later or Netscape Navigator, version 4.5.1 or later
- Viewer that supports multi-page TIFF email attachments, such as Imaging for Windows or Pagis 2.06 Viewer



**Note: A free Pagis 2.06 Viewer can be downloaded from the Scansoft web site at:**

**<http://www.scansoft.com/products>**

# Optional Components

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## Microsoft Office

If you plan to print Microsoft Office documents, you need to install Microsoft Office on the FlowPort system. FlowPort supports Office 97 or greater. FlowPort Document Token and Document Catalog forms can be used to print Microsoft Word, Excel, and PowerPoint documents.



**Note:** *Installing Microsoft Office before installing FlowPort is recommended.*

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## Repositories

The FlowPort applications, Document Catalog and Document Token, require a repository to be installed on a server. Repositories that are supported by FlowPort:

- Xerox DocuShare 2.2 (store and access)
- Microsoft Exchange Web Folder (store and access)
- Lotus Domino.Doc (store and access)
- Lotus Domino (store and access)
- FTP Directory (store and access)
- iManage (store and access)
- Documentum (store and access)
- Email to Microsoft Exchange (store only)
- Email to Lotus Notes/Domino (store only)



**Note:** *Refer to your repository documentation for server requirements.*

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## Performance Considerations

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FlowPort server performance can be affected by software running on the same host system. This section provides information that maximizes FlowPort server performance.

### Server Ports

You can install FlowPort and repository software on the same system; however, this will increase contention for the CPU. FlowPort operates its own Web server and therefore requires a dedicated HTTP port such as port 80 (recommended). The repository HTTP port should be configured with a different value, such as port 90.

### Web Browser

To improve performance when using Netscape Navigator on the same machine as the FlowPort server, you must set Navigator's priority to Low:

- 1 Right-click the Windows NT taskbar and click **Task Manager**.
- 2 Right-click **netscape.exe**.
- 3 Point to **Set Priority** and then click **Low**.

# Installing FlowPort

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Before you start, make sure you have Administrator privileges for the server on which you are installing FlowPort.

If you currently have FlowPort Release 1.0.x installed, backup your FlowPort directory (which includes the user data files and system files) before upgrading to the new version of FlowPort.

To backup your existing FlowPort files, perform the following:

- 1 Stop the FlowPort service.



**Note:** Refer to the *“Uninstalling FlowPort”* section to stop the FlowPort server.

- 2 Make a copy of the entire **\FlowPort** directory—by default **C:\Xerox\FlowPort**.

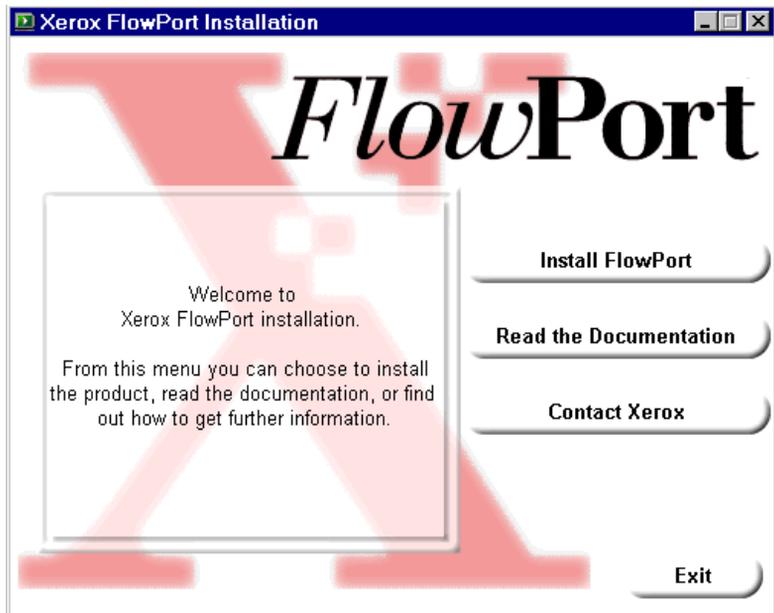
Rename this directory and save it elsewhere on your system. It contains all data and system files used by FlowPort.

- 3 After your data files are backed up, install FlowPort Release 2.x. Your old user data files will be upgraded so that user accounts and forms do not need to be re-created.

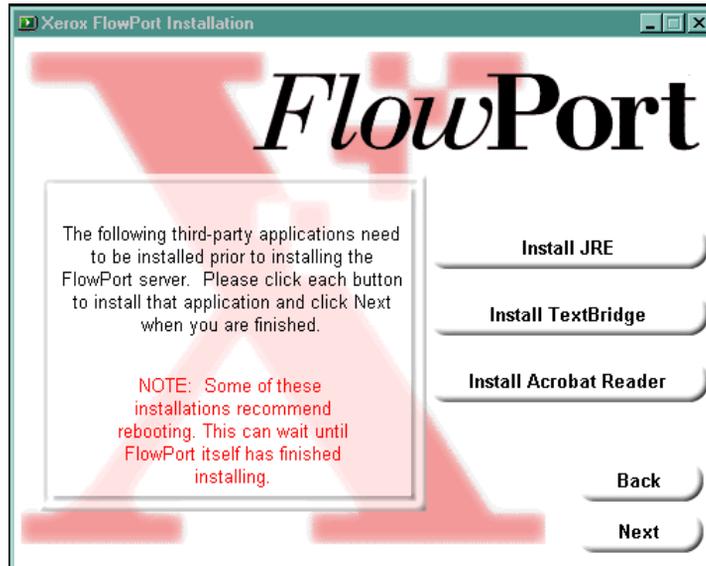
To install FlowPort:

- 1 Insert the FlowPort CD into the CD-ROM drive.
- 2 If the FlowPort installation program does not run automatically:
  - A Double-click to open **My Computer**.
  - B Click the **CD-ROM drive**.
  - C Click **setup.exe**.

The FlowPort Installation welcome screen displays.

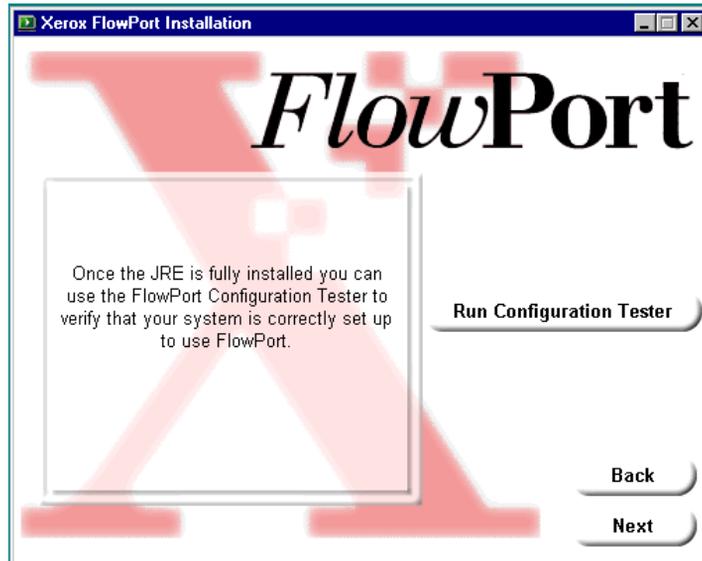


- 3 In the FlowPort Installation welcome screen, click **Install FlowPort**. The FlowPort Installation application screen displays.



- 4 In the FlowPort Installation application screen, install the following applications:
- A JRE 1.2.2 (Java Runtime Environment). Follow the onscreen instructions to complete the JRE installation.
  - B TextBridge Optical Character Recognition software. Follow the onscreen instructions (for typical install) to complete the TextBridge installation.
-  **Note: Textbridge OCR software is not available on the FlowPort Trial CD. The Install Textbridge button is disabled.**
- C Adobe Acrobat Reader 4.05. Follow the onscreen instructions to complete the Acrobat Reader installation.

- 5 At the completion of the Acrobat Reader installation, click **Next** to proceed to the FlowPort Configuration test screen. Running the configuration tester is recommended.

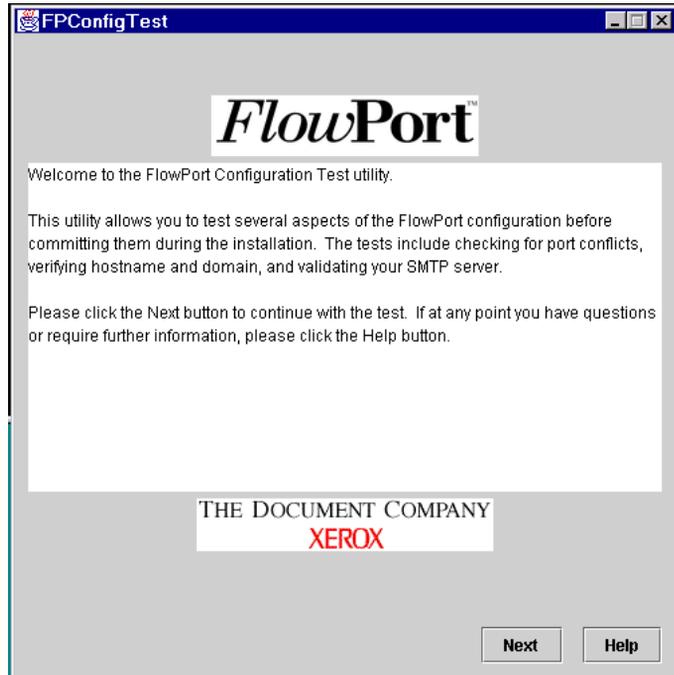


 **Note:** *If you are upgrading the FlowPort server, ensure that the server is stopped before running the Configuration Tester. Refer to the “Uninstalling FlowPort” section to stop the FlowPort server.*

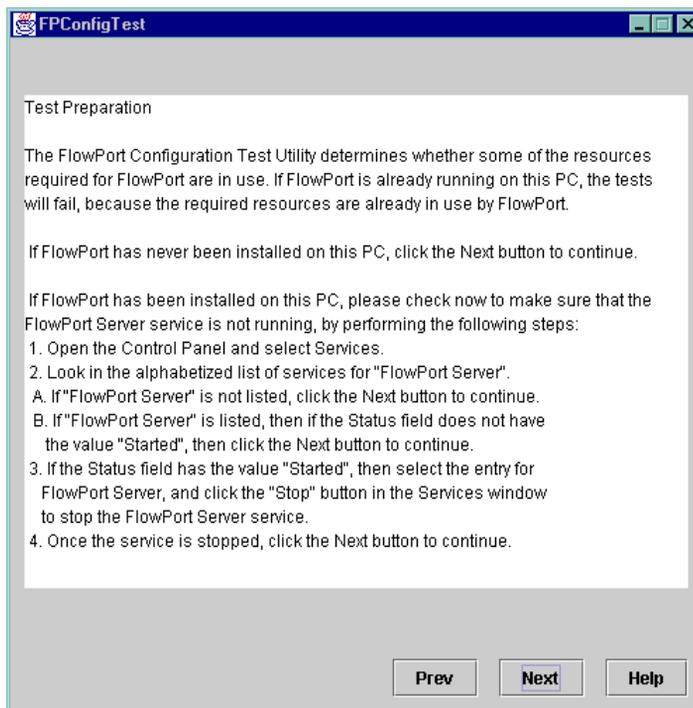
- 6 In the FlowPort Configuration test screen, click **Run Configuration Tester**.

 **Note:** *If you are installing FlowPort on a Windows 2000 Server, ensure that the Windows 2000 Virtual Server is stopped before running the Configuration Tester. Refer to the Windows 2000 Server documentation to stop the server.*

The FlowPort Configuration Utility Welcome page displays.



**7** Click **Next** to continue with the test. The Test Preparation page displays.



- Click **Next** to continue with the test. The Port Conflicts Test page displays.

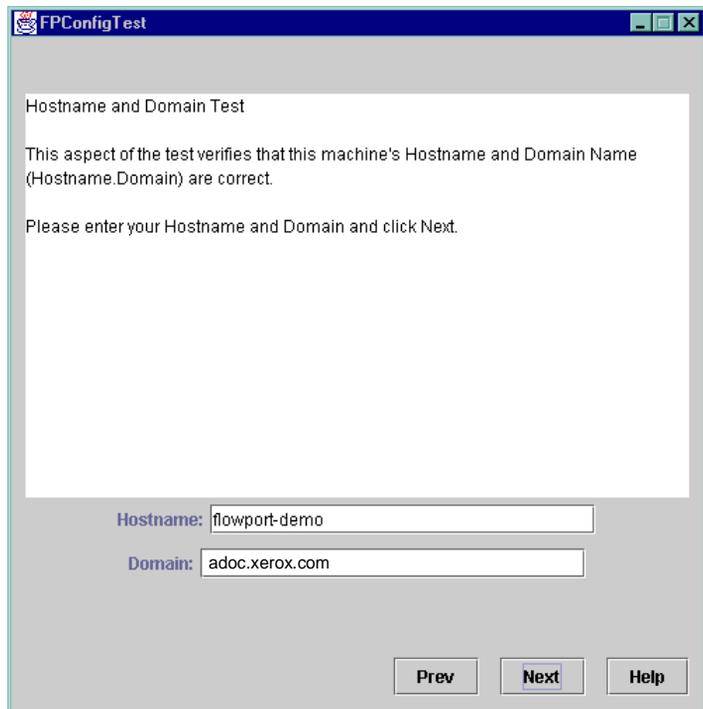
The FPConfig Test checks for port conflicts on Ports 21, 25, and 80.



**Note: If port 80 is being used by the server, enter an alternate port number for the FlowPort HTTP port.**

The screenshot shows a window titled "FPConfigTest" with a "Port Conflict Test" section. The text inside the window reads: "This aspect of the test checks for conflicts with ports that the FlowPort server requires to run. FlowPort requires the FTP and SMTP ports (21 and 25 respectively) to be free as well as an open port that can be used for its internal HTTP server. This is typically port 80 but can be different if you are already running an HTTP server on this machine. (not recommended) Please enter an appropriate HTTP port and click Next." Below the text, there are three labels: "HTTP Port:" followed by a text box containing "80", "FTP Port: 21", and "SMTP Port: 25". At the bottom right, there are three buttons: "Prev", "Next", and "Help".

- Enter the HTTP port number or click **Next** to accept the default. The Host and Domain screen displays.



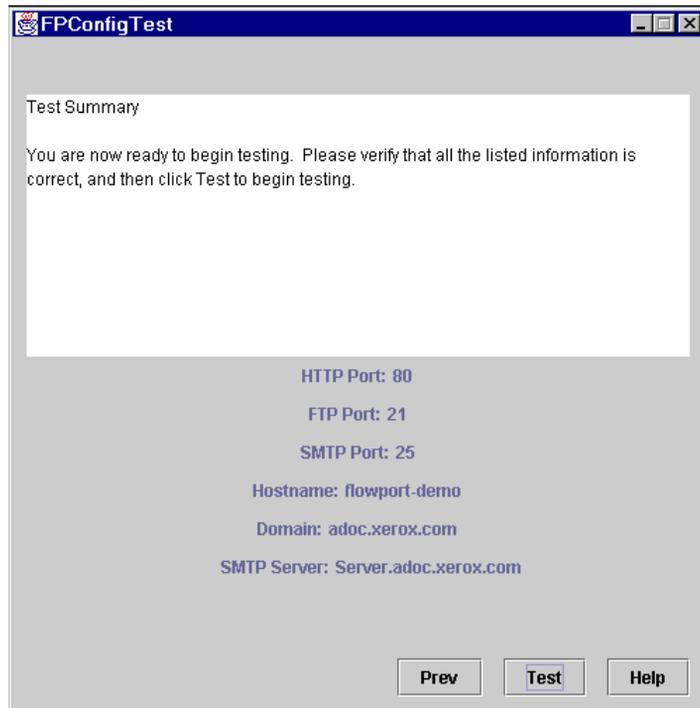
**10** Enter the hostname and domain.

- 11 Click **Next** to continue to the SMTP server test screen.



- 12 Enter fully qualified name for the SMTP server.

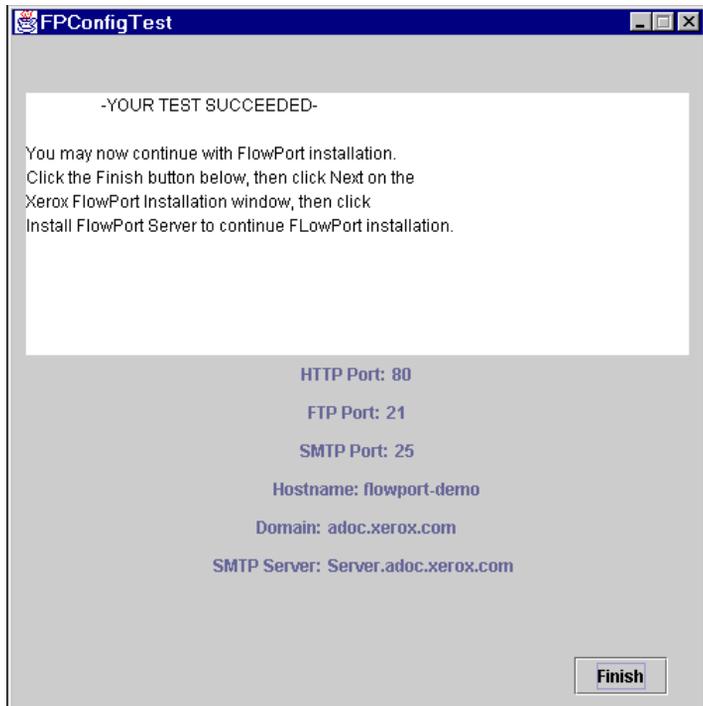
- 13 Click **Next** to proceed to the FPCConfig Test Summary screen.



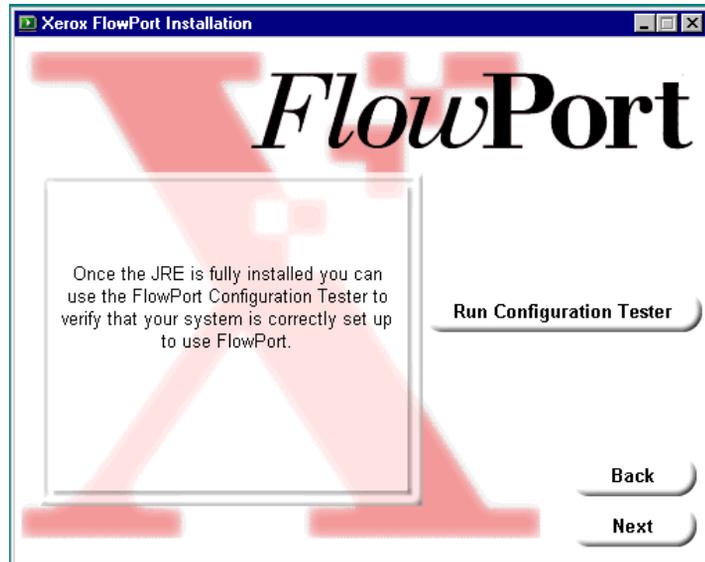
- 14 Click **Test** to start the port configuration test. At the completion of the configuration tests, a status screen displays.



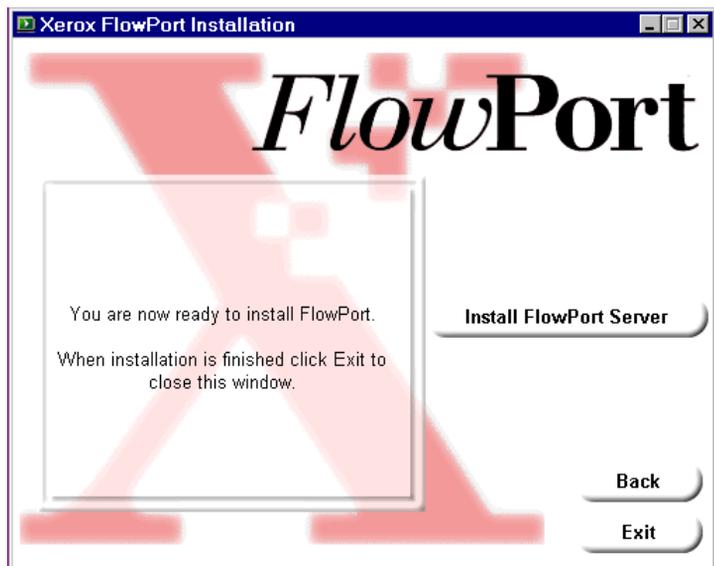
**Note:** *If a failure flag appears indicating a port conflict, click the **Help** button for information to resolve the port conflict.*



- 15 Click **Finish** to install FlowPort. The FlowPort Run Configuration Test screen re-displays.



- 16 Click **Next** to proceed to the Install FlowPort Server screen.



- 17 In the Install FlowPort Server screen, click **Install FlowPort Server**. Follow the onscreen instructions to complete the FlowPort installation.



**Caution:** Quit all Windows applications before continuing with the FlowPort installation. Failure to quit applications can delete the data files.

If you are upgrading or re-installing FlowPort, you are asked whether to pack and unpack your user data files so that they can be used with the new version.



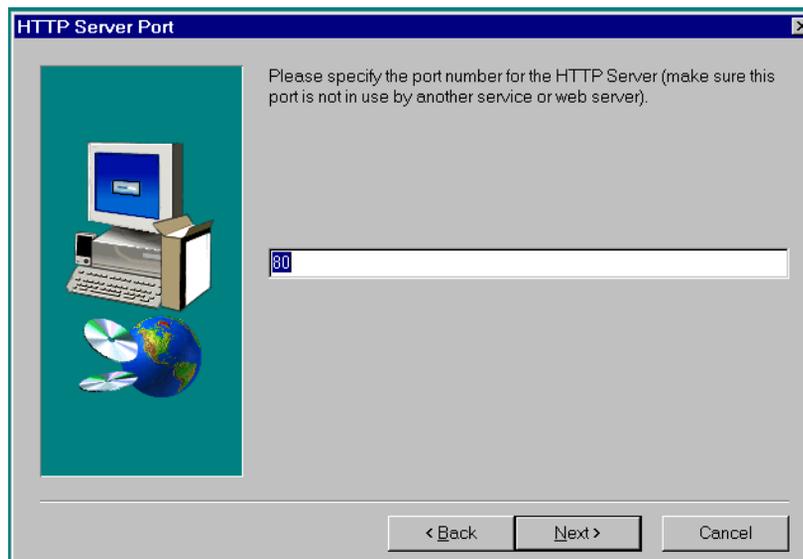
**Note:** *If you intend to use your previous data files with this new release, it is recommended that you select the option to pack them now. You will not be able to pack your previous data files after the new FlowPort server has been installed. Depending on the size of your existing data files, this process can take a long time.*

The old user data files will be upgraded and unpacked. Click **OK** to continue.

- 18 In the FlowPort Setup screen, follow the onscreen instructions to verify the HTTP port number or accept the default.

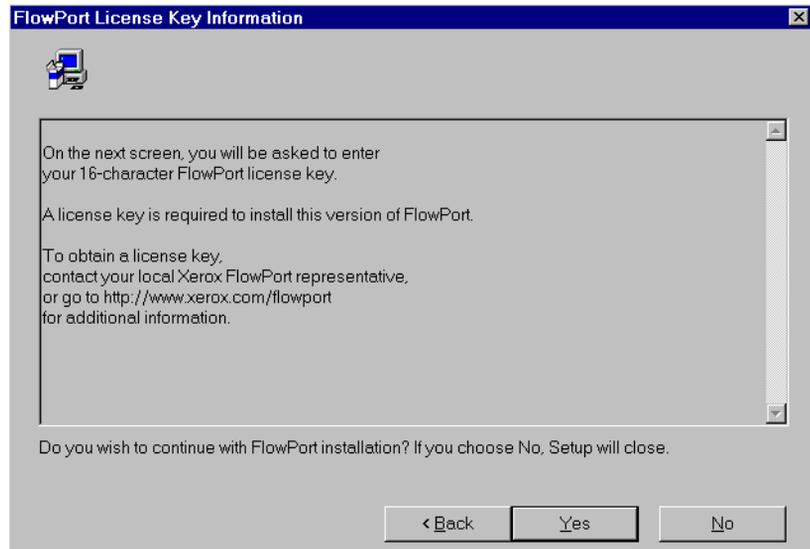


**Note:** When specifying the port number for the HTTP server, be sure the port number is not in use. The HTTP server is part of the FlowPort server; you do not need a separate Web server to run FlowPort.

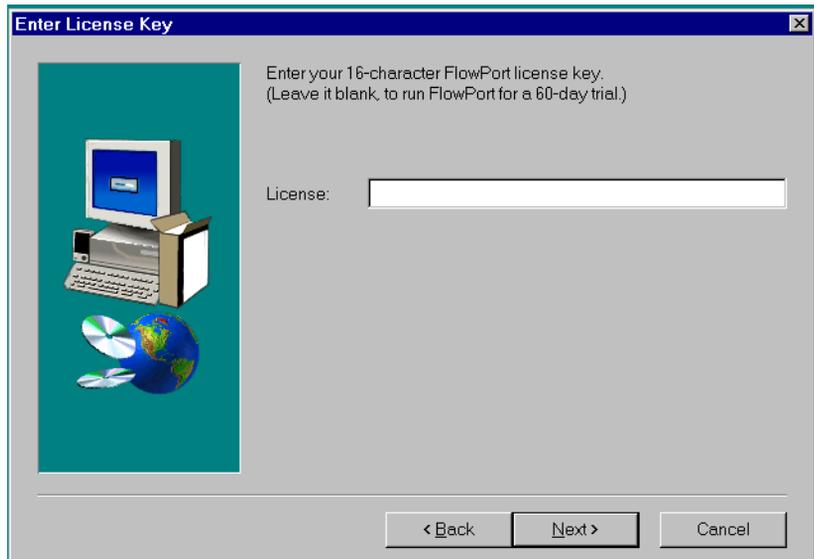


- 19 Click **Next** to proceed to the License Key Information screen.

- 20 The License Key Information screen provides FlowPort License Key information.



- 21 Click **Yes** to proceed to the Enter License Key screen.



- 22 If available, enter the 16-character license key. If you click **Next** without entering the license key, FlowPort will install and operate as a trial version and expire after 60 days.



**Note:** To obtain a license key, contact your local Xerox FlowPort representative or go to the Xerox web site at <http://www.xerox.com/flowport> for additional information.

**To upgrade from a FlowPort trial or to switch off the 60-day trial time limit on FlowPort, you must run the FlowPort installation program from the FlowPort CD-ROM to enter the license key, reinstall FlowPort, and restart the server to set the license key and the Textbridge OCR software.**

- 23 Click **Next** to continue the FlowPort installation. When the FlowPort installation is complete, restart the computer.

# Configuring FlowPort

To configure the FlowPort server once it is installed:

- 1 Open a Web browser, either on the same machine or on a client workstation (refer to the *Performance Considerations* section to set the browser priority).
- 2 In the **Address** (or **Location**) box, enter the server's name. For example, for a server named "astro," and assuming that the FlowPort server is running on port 80, you would enter:

**http://astro**

The **FlowPort Welcome** page displays.



- 3 In the **username** box, type **admin** (the default for FlowPort administrator user name).

- 4 In the **password** box, type **22222** (the default for FlowPort administrator password).

 **Note: Refer to the Administrator online help or Administrator Guide to change the administrator account information.**

- 5 Click **Login**. The Language Pack Installation screen displays.

 **Note: This screen displays only if this is an initial FlowPort installation.**



**FlowPort™** | THE DOCUMENT COMPANY XEROX [ help • logout ]

LANGUAGES SYSTEM RESTART

## FlowPort Language Pack Installation

The FlowPort WebCentre and PaperWare Forms operate in English, unless you install additional languages. Once you install additional languages, the administrator can set the default language for the system, and users can choose to use that language or can choose their own language.

To install additional languages, you must have the FlowPort Language Pack CD for this release of FlowPort in the CD ROM drive of the FlowPort server computer.

English only  
 Add other languages

Note: Even if you choose English Only now, you can still visit the 'Applications' page in the FlowPort Web Centre and install other languages later.

- 6 Select and install your language options. Continue to the **System Configuration** page.

- On the **System Configuration** page, enter the information required for your site.

 **Note: For more information about an option, click on the option's hyperlink to open a Help window.**

Click the option's hyperlink to open a Help window.

- Click the **Apply** button.
- Click the **Continue** button. The **Install Application Suite** page lists all the available applications and services. All applications and services are checked (default) to be installed.

**FlowPort™** THE DOCUMENT COMPANY XEROX [ help • logout ]

SYSTEM APPLICATIONS RESTART

## Install Application Suite

**Applications:**  Distribute.jar\*  
 DocumentCatalog.jar\*  
 Copy.jar\*

---

**Services:**  CacheNit.jar  
 NSA.jar\*  
 Remote.jar\*  
 IFaxReceive.jar  
 TrustedHost.jar  
 fesi.jar  
 OfficePrint.jar  
 PrintToImage.jar  
 DocuShare.jar  
 FTPRepository.jar  
 EmailToExchange.jar  
 EmailToDomino.jar  
 TextBridgeOCR.jar  
 PDFPrint.jar

**Install Applications and Services Now**

\*All fields marked with an asterisk (\*) are required.

**10** Click the **Install Applications and Services Now** button.



**Note:** Refer to the *Administrator online help* or *Administrator Guide* to configure applications, services, or both.

- 11 On the **Loading Applications and Services** page, click the **Continue** button.



**Note:** *Depending on the size of the application and service files, this process can take several minutes.*

- 12 On the **Administrator Email Confirmation** page, click the **Continue** button to send a confirmation of the installation to the FlowPort administrator.
- 13 Click **Continue**.
- 14 Click the **logout** link.

## Xerox Document Centre Setup

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If you have a Xerox Document Centre, go to the Xerox web site at <http://www.xerox.com/flowport> to download the setup documentation for your Document Centre.



**Note:** *If you do not have a Xerox Document Centre, continue to the Internet Fax Machine Setup.*

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Two sets of instructions are provided in each Document Centre setup documentation:

- **FlowPort without CentreWare Scanning Services**—Refer to this section if the FlowPort server is your only Document Centre scanning solution.
- **FlowPort with CentreWare Scanning Services**—Refer to this section if you have already installed Xerox CentreWare Scanning Services for use at your site.

# Internet Fax Machine Setup (Optional)

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FlowPort is an SMTP (Simple Mail Transfer Protocol) direct mail system but can be configured to work with the POP3 (Post Office Protocol) polling mail system. To use an Internet Fax machine as an input and output device for FlowPort, you must make configuration settings if using either an SMTP server or a POP3 polling server.

## SMTP Server

The FlowPort SMTP option directly manages the Internet FAX mailboxes through the hostname and user name mailboxes that are configured for FlowPort.

To complete the FlowPort SMTP configuration, you need the following information from your Information Systems (IS) administrator:

- DNS hostname
- DNS domain name
- Static IP address

In addition to the FlowPort configuration, you need to configure the Internet Fax machine.

- Assign a speed dial number or use an alternate method to specify the FlowPort server's Internet Fax address. For example:

*FlowPort@FlowPortserver-hostname.domain*

The *FlowPortserver-hostname* is a name assigned to the FlowPort server that receives Internet faxes. By default, it is the DNS name of the machine running the FlowPort server. Depending on your mail server, your Information Systems administrator may need to customize the server in order to have incoming Internet faxes forwarded to the FlowPort server. See your IS administrator.



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**Note:** If incoming faxes are sent to an address other than `FlowPort@FlowPortserver-hostname.domain`, you must enter this address in the Internet Fax Receive Service configuration page in order for outgoing Internet faxes to show this address.

For more information about addressing for incoming Internet faxes, login to the FlowPort Web Centre as **admin**; click the **Applications** button; under **Configure Applications and Services**, click the **Internet Fax Receive Service** link; and click the **help** link.

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- Set the “from” address to an Internet Fax mailbox that prints incoming Internet Faxes on the Internet Fax machine.
- Set the resolution to the “Super Fine” setting for your Internet Fax machine (Super Fine is 200 x 200 dots per inch or greater).

## POP3 Polling Server

The FlowPort POP3 option continually polls the remote mailbox server that manages user mailboxes. This option requires a Type MX record listed in the DNS services table, which can be verified by your Information Systems administrator.

To complete the FlowPort configuration for a POP3 mail server, have your Information Systems administrator create a FlowPort mail account and enter the following FlowPort information to the mail server for each new user:

- Hostname of the POP3 mailbox server
- User name for the POP3 mailbox account
- User password for the mailbox

# Repository Setup

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During installation, the FlowPort server is configured to support multiple repositories (refer to [Optional Components](#)). This section provides additional configuration instructions for the following repositories.

- Domino
- Domino.Doc
- iManage
- Documentum



**Note:** FlowPort, functioning as a client to a repository, may use a client license token allocated for clients of the repository.

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## Domino

This repository allows users to store documents in a Lotus Domino repository on the network. Domino supports both writing and reading by FlowPort. Users can store documents and also access (retrieve) stored documents from a Domino repository via Document Tokens and Document Catalogs. Document properties, selected by the user via a checkbox on a PaperWare form, are stored with the document.

To use FlowPort with Domino, you must perform the following procedure.

- 1 Install the Lotus Notes 5.0 client software onto the FlowPort server.



**Note:** For details installing Lotus Notes client software, refer to the Lotus Notes documentation.

- 2 From the Lotus Notes directory, copy the NCSO.jar to the FlowPort directory C:\Xerox\FlowPort\ImportJars.



**Note: Lotus Notes directory—**

**C:\Lotus\Notes\data\domino\java\NSCO.jar.**

**If you installed Lotus Notes to a different directory, replace C:\Lotus\Notes with your Lotus directory name.**

## Domino.Doc

This repository allows users to store documents in a Lotus Domino.Doc repository on the network. Domino.Doc supports both writing and reading by FlowPort. Users can store documents and also access (retrieve) stored documents from a Domino.Doc repository via Document Tokens and Document Catalogs. Document properties, selected by the user via a checkbox on a PaperWare form, are stored with the document.

To use FlowPort with Domino.Doc, you must perform the following procedure.

- 1 Login to your Domino.Doc server, using the URL for a Domino.Doc library provided by your Domino.Doc system administrator. An example URL:  
  
`http://somewhere.com/domdoc/  
DominoDoc1Lib.nsf?Opendatabase`
- 2 Enter your Domino.Doc user name and password when requested.
- 3 Click **Library administration**.
- 4 Click **Download Client Software**.
- 5 Click to accept the "Lotus software agreement," and select the **ddsetup.exe** icon.
- 6 Save the file to the FlowPort server machine.
- 7 Once the download is completed, install **ddsetup.exe** on the FlowPort server machine.
- 8 When prompted, select **Custom** installation.

- 9 For **Type of installation**, select **API Install**.
- 10 Follow the onscreen instructions to complete the installation.

## iManage

This repository allows users to store FlowPort documents in an iManage repository on the network. iManage supports both writing and reading by FlowPort. Users can store documents and also access (retrieve) stored documents from an iManage repository via Document Tokens and Document Catalogs. Document properties, selected by the user via a checkbox on a PaperWare form, are stored with the document.

After installing FlowPort, you must perform the following steps in order to use iManage with FlowPort.

- 1 Insert the iManage CD into the server's CD-ROM drive.



**Note: For installation details, refer to the iManage Administration Manual for details.**

- 2 If the iManage CD installation program does not run automatically:

**A** Double-click to open **My Computer**.

**B** Click the **CD-ROM** drive.

**C** Click **setup.exe**.

- 3 Follow the onscreen instructions to install only the minimum configuration from the iManage CD-ROM. When prompted, deselect any iManage options that are listed.



**Note: Selecting and installing iManage options can cause conflict or errors with the FlowPort server.**

## To Set the iManage Environment Path

- 1 On the FlowPort Windows NT workstation, click the **Start** button, select **Settings**, and click **Control Panel**.
- 2 Double-click **System** and click the **Environment** tab.

- 3 From the **System Variables** list, select the variable **Path**.
- 4 Add C:\Program Files\iManage to the end of the Path value.

**Note: If you installed iManage to a different directory, replace C:\Program Files\iManage with your iManage directory name.**

## Documentum

This repository allows users to store documents in a Documentum repository on the network. Documentum supports both writing and reading by FlowPort. Users can store documents and also access (retrieve) stored documents from a Documentum repository via Document Tokens and Document Catalogs. Document properties, selected by the user via a checkbox on a PaperWare form, are stored with the document.

After installing FlowPort, you must perform the steps below in order to use Documentum with FlowPort.

- 1 Insert the Documentum CD into the server's CD-ROM drive.



**Note: For installation details, refer to the Documentum Administration Manual for details.**

- 2 If the Documentum CD installation program does not run automatically:

- A Double-click to open **My Computer**.
- B Click the **CD-ROM** drive.
- C Click **setup.exe**.

- 3 Follow the onscreen instructions to install only the minimum configuration from the Documentum CD-ROM. When prompted, deselect any Documentum options that are listed.



**Note: Selecting and installing Documentum options can cause conflict or errors with the FlowPort server.**

- 4 When prompted for the Doc Broker configuration, enter the machine hostname (DNS) for the server running the Documentum Doc Broker.
- 5 Follow the onscreen instructions to complete the installation.

## PaperWare forms and Documentum

To create avFlowPort PaperWare form, Documentum requires an Object ID. To allow your FlowPort users to identify the Documentum Object ID, you need to install the FlowPort resource file, **flowport.vrf**, to the Documentum server or to each FlowPort user's system.

The virtual resource file, **flowport.vrf**, can be downloaded from the Xerox FlowPort web site at:

<http://www.xerox.com/flowport>

# Creating User Accounts

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To enable a user to access the FlowPort server through a Web browser, you must create a FlowPort user account.

To create a user account:

- 1 In your Web browser's **Address** (or **Location**) box, enter the server's name. For example, for a server named "astro," and assuming that the FlowPort server is running on port 80, you would type:

**http://astro**

The **FlowPort Welcome** page displays.

- 2 In the **username** box, type **admin**.
- 3 In the **password** box, type **22222**.
- 4 Click **LOGIN**.
- 5 Click the **Users** button.
- 6 Click the **Add New User** link.
- 7 On the **Add New User** page, enter the following *required* information:

**User Name:** Name used to login to the FlowPort server.

**Email Address:** User's email address.

**Default Printer:** The printer or Internet Fax device on which the user prints PaperWare forms, or the email address to use when emailing PaperWare forms.

**Printer Type:** Type of device selected as the default printer.



**Note:** *You can enter any non-required information at this time. If you need more information about an option, click the option's link.*

- 8 Click the **Submit** button.
- 9 Click **Continue** to set up the user's applications.

- 10 On the **User Profile** page, select the appropriate application option for the user.
  - A If the user is to receive Internet Faxes, select **Internet Fax Mailbox** to specify the Internet Fax options.
  - B If the user will be tracking FlowPort usage, select **Network Accounting** to set DocuCentre accounting.For more information, click the **help** link.
- 11 Click **OK**. FlowPort sends an email message to the new user that explains how to get started using FlowPort and provides your email address.

## Getting More Information

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When you login as “admin,” click the **help** link located in the upper right corner to open online help for the FlowPort administrator.

- For an introduction, refer to the following two sections “Introducing FlowPort” and “Getting Started.”

See “Opening the online Administrator Guide” to open the *FlowPort Administrator Guide* in PDF format.
- In the FlowPort administrator’s Web interface, many text boxes have hyperlink titles. Click a link to get more information.

When a user logs in to the FlowPort Web Centre, the FlowPort user interface displays. Users can click the **help** link in this interface to open online help about FlowPort user tasks.

## Customer Support

If you have questions or problems installing and setting up FlowPort, you can contact FlowPort customer support at the telephone number listed in the FlowPort web site.

<http://www.xerox.com/flowport>

# Uninstalling FlowPort

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**Note:** Before uninstalling, decide whether you want to transport and use your database with any new version of FlowPort that you install.

If you intend to transport your database, it is recommended that you do not perform the uninstall steps, but install over the previous version of FlowPort. When the installation program prompts for the option to pack and transport your old database, select **Yes**. To install over a previous version of FlowPort, see the “[Installing FlowPort](#)” section.

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## To Stop the FlowPort Server:

- 1 On the FlowPort Windows NT workstation, click the **Start** button, point to **Settings**, and click **Control Panel**.
- 2 Double-click **Services**.
- 3 Select **FlowPort Server** and click **Stop** to stop the FlowPort Server.
- 4 Close the **Services** window.

## To Uninstall the FlowPort Server:

- 1 On the FlowPort Windows NT workstation, click the **Start** button, select **Settings**, and click **Control Panel**.
- 2 Double-click **Services**.
- 3 Select **FlowPort Server** and click on **Stop** to stop the FlowPort Server.
- 4 Close the **Services** window.
- 5 Double-click **Add/Remove Programs**.
- 6 Select **FlowPort Server** and click **Add/Remove**.
- 7 Click **OK** to confirm.

- 8 On the FlowPort Windows NT workstation, click the **Start** button, select **Settings**, and click **Printers**.
- 9 Select and delete the **FlowPort TIFF** printer.
- 10 Reboot the system.





## *Troubleshooting*

This appendix provides information for troubleshooting problems you may encounter when installing and configuring FlowPort.

This appendix includes the following:

<i>System Requirements</i> .....	A-2
<i>Installing FlowPort</i> .....	A-4
<i>Configuring FlowPort</i> .....	A-7

# System Requirements

The following section provides system requirements that may affect properly installing and configuring FlowPort.

System Requirement	Resolution
<p><b>About the NT Server</b></p>	<p>To view server information, such as hostname or network setup, perform the following:</p> <ol style="list-style-type: none"> <li>1. Open a DOS command window.</li> <li>2. Enter <b>ipconfig/all</b>.</li> </ol> <p>If you know the IP address, you can find the server's name by enter the IP address from the ipconfig/all window.</p> <p>If you know the NT server name, you can find the server's IP address by entering the name from the ipconfig/all window.</p>
<p><b>DNS Hostname</b></p>	<p>FlowPort can run without a DNS hostname, but the FlowPort Internet Fax Print and Store application cannot. Also, if the IP address of the FlowPort server machine were to change, all FlowPort PaperWare forms would be invalid if there is no DNS name.</p> <p>To verify that the DNS hostname is correct, access the FlowPort server in a Web browser. You can use either the IP address or the DNS hostname of the machine on which the FlowPort server is installed.</p> <p>If using the hostname, verify that it is the DNS hostname rather than a Windows NT networking name. (The machine may be displayed in the Windows Network Neighborhood under an NT networking name, which cannot be used to communicate with the FlowPort server.) Follow the steps below to confirm that the name is registered under DNS on the server.</p> <p>Use the nslookup command in Windows as follows:</p> <ol style="list-style-type: none"> <li>1. Open a DOS window.</li> <li>2. At the DOS prompt, type: <b>nslookup DNS-hostname</b>.</li> <li>3. Press RETURN.</li> </ol> <p>If the host name that you entered is registered, you will receive a response with a Name (DNS name) plus IP Address. This means that you can use the fully qualified hostname to access the FlowPort server in a Web browser.</p> <p>If the hostname is not registered, you will get a message that the server cannot find it. Get the correct DNS name (if there is one), or use the FlowPort server machine's IP address to access it.</p>

System Requirement	Resolution
<b>Static IP Addressing</b>	You should not use Dynamic Host Configuration Protocol (DHCP) to assign an IP address to your NT server. DHCP may reassign a machine's IP address after rebooting. This invalidates any PaperWare forms created on FlowPort. Therefore, a static IP address is required in order to run FlowPort.
<b>Checking Ports</b>	In the DOS command window, enter <b>NETSTAT -a   more</b> to check which ports are in use by the server.
<b>Machine Ports</b>	<p>Before installing FlowPort, you should disable or remove any SMTP server (or service) you are running on the machine. FlowPort requires that port 25 be available since it cannot run on the same machine as a separate mail server.</p> <p>You should also disable or remove any FTP server (or service) you are running on the machine. FlowPort includes an FTP server which runs by default on port 21.</p> <p>If you receive an error regarding an HTTP port in use, you must change the port that the Microsoft Internet Information Server (IIS) runs on, or re-install FlowPort to another port. If you must keep IIS on the NT server, the IIS FTP server and mail server components must be disabled. The IIS HTTP Web server must be assigned to a port other than the HTTP port used by FlowPort (default, port 80).</p>
<b>Scan-to-File Option</b>	Check the Document Centre Touch Screen display. If there is a Scan Tab, then Scan-to-File is enabled.

# Installing FlowPort

The following section describes solutions to some common problems you may encounter when installing FlowPort.

FlowPort Installation	Resolution
<b>FlowPort Installation Order</b>	Installing FlowPort on a new system should be done in the following order: <ol style="list-style-type: none"><li>1. Document Centre</li><li>2. DocuShare</li><li>3. FlowPort</li></ol>
<b>FlowPort Fails to Run</b>	If the FlowPort Welcome/Login page in your browser does not display, the FlowPort server is not running.  There is a possibility that a port problem is preventing the server to start. Perform the following to check the server status: <ol style="list-style-type: none"><li>1. Go to C:\Xerox\FlowPort\Logs\AdminN.log.</li><li>2. Inspect the log for lines that indicate a port conflict or another reason for failure. <b>Example:</b> "System shutting down: UNABLE TO START HTTP SERVER ON PORT 80. Perhaps some other Web server is using port 80."</li><li>3. Change the services to another port or re-install FlowPort to another port.</li></ol>

FlowPort Installation	Resolution
<p><b>FlowPort Fails to Run: HTTP Port Conflict</b></p>	<p>The FlowPort server is not able to start—the log file indicates that it is unable to start the HTTP server on port 80.</p> <p>The most common reason is that Microsoft Internet Information Server (IIS) is already running on port 80 (or FlowPort is installed on the same server as DocuShare).</p> <p>Perform the following to check the server status:</p> <ol style="list-style-type: none"> <li>1. Go to C:\Xerox\FlowPort\Logs\AdminN.log.</li> <li>2. Inspect the log for lines that indicate a port conflict or another reason for failure.</li> </ol> <p><b>Example:</b>  “System shutting down: UNABLE TO START HTTP SERVER ON PORT 80. Perhaps some other Web Server is using port 80.”</p> <ol style="list-style-type: none"> <li>3. Change the services to another port or re-install FlowPort to another port.</li> </ol> <p> <i>Note: The IIS server includes three possible components. If the IIS must be kept on the NT server, the IIS FTP server and mail server components must be disabled. The IIS HTTP Web server must be assigned to a port other than the HTTP port used by FlowPort (default is port 80).</i></p>
<p><b>FlowPort Fails to Run: SMTP Service Conflict</b></p>	<p>The FlowPort server is not able to start—the log file displays a message that TCP port 25 is being used. FlowPort requires that port 25 be available. It cannot run on the same machine as a separate mail server as port conflicts may result.</p> <p>Perform the following to check the server status:</p> <ol style="list-style-type: none"> <li>1. Go to C:\Xerox\FlowPort\Logs\AdminN.log.</li> <li>2. Inspect the log for lines that indicate a port conflict or another reason for failure.</li> </ol> <p><b>Example:</b>  “The Internet Fax service was unable to start up because some other SMTP mail server is running on this machine and using TCP port 25.”</p> <ol style="list-style-type: none"> <li>3. Disable or remove any SMTP server (or service) that is running on the machine.</li> </ol>

FlowPort Installation	Resolution
<b>FlowPort Fails to Run: NSA Server Fails</b>	<p>The FlowPort server is not able to start—the log file displays a message that the NSA server has failed. FlowPort includes an FTP server which runs by default on port 21. It cannot run on a machine where another FTP server is running as port conflicts may result.</p> <p>Perform the following to check the server status:</p> <ol style="list-style-type: none"><li>1. Go to C:\Xerox\FlowPort\Logs\AdminN.log.</li><li>2. Inspect the log for lines that indicate a port conflict or another reason for failure.</li></ol> <p><b>Example:</b> "System shutting down: NSA Server failed."</p> <ol style="list-style-type: none"><li>3. Disable or remove any FTP server (or service) that is running on the machine</li></ol>

# Configuring FlowPort

The following section describes solutions to some common problems you may encounter when configuring FlowPort.

FlowPort Configuration	Resolution
<p><b>Mail Host Errors</b></p>	<p>If you receive an error when specifying the name of your mail server, then you need to use the fully qualified hostname of the server. The fully qualified hostname includes the main server name, as well as the hostname. For example:</p> <p>mailserver-1.goodcompany.com</p> <p>See your system administrator if you do not know the fully qualified hostname of your mail server.</p>
<p><b>LPR-enabled Document Centre</b></p>	<p>You need to enable LPR on the Document Centre. An IP address or preferably, a DNS address is necessary to enable LPR printing.</p> <p>To check if LPR is enabled, perform the following steps:</p> <ol style="list-style-type: none"> <li>1. On the Document Centre, press the Machine Status button.</li> <li>2. On the LCD Touch Screen, press the Reports and Counters tab.</li> <li>3. Press Reports, then press Printer Configuration.</li> <li>4. Press Start.</li> </ol> <p>A configuration report is printed. Look under "Line Printer Daemon" to see if the status is "Enabled".</p> <p>To enable LPR, see the Reference Guide, Setup Guide, or online System Administration Manual for your specific Document Centre model.</p>

FlowPort Configuration	Resolution
<p><b>Microsoft Office Document Printing</b></p>	<p>If there is a problem printing Microsoft documents, it is possible that on Windows NT 4.0 servers, long directory paths (those that contain spaces and directory names longer than 8 characters) may conflict with other directories on the same or a different drive.</p> <p> <b>Note:</b> If Microsoft Office is already installed on the server on which FlowPort is installed, uninstall and reinstall Office to the directory path names using the following install procedure.</p> <p>Install Microsoft Office on the FlowPort server machine, using the following conventions:</p> <ul style="list-style-type: none"> <li>• The directory path to which you install Office cannot contain any spaces.</li> <li>• Each directory name in the path must contain eight characters or less.</li> </ul> <p>For example, the following installation paths are invalid:</p> <p>C:\Program Files\Microsoft Office\Office  <i>incorrect:</i> contains spaces and directory names are too long</p> <p>C:\Program Files\MicrosoftOffice\Office)  <i>incorrect:</i> directory names are too long</p> <p>C:\Program\MS Stuff\Office  <i>incorrect:</i> contains a space in the directory name</p> <p>These installation paths are valid:</p> <p>C:\Program\MSOffice\Office  C:\MSOffice  C:\Office</p> <p> <b>Note:</b> For more information, see the Microsoft Knowledge Base article, Q185126 Bug: Error 429 "ActiveX Component Can't Create Object" on NT. Article available on Microsoft Web site, <a href="http://www.microsoft.com">http://www.microsoft.com</a>.</p>
<p><b>Locked Scanning</b></p>	<p><b>Administrators:</b> The Document Centre scan template may not work or may stop working if a template pool was not properly set up prior to creating the FlowPort scan template. This step must be performed in order to create scan templates successfully.</p> <p>For more information about setting a template pool, see the Document Centre (CentreWare) online documentation, or the "FlowPort Without CentreWare Scanning Services" sections in the FlowPort <i>Installation and Setup Guide</i> appendices.</p> <p><b>Users:</b> See your FlowPort administrator.</p>

FlowPort Configuration	Resolution
<b>Proxy Host for FlowPort</b>	<p>It is not necessary to specify a Proxy Host (on the System page of the administrator's web interface) unless you expect FlowPort users to access DocuShare collections located outside your company intranet. If all DocuShare collections are within your company firewall, do not specify a Proxy Host.</p> <p>Specifying a proxy can impact FlowPort performance and can hinder proper authentication of PaperWare forms that are entered at a remote FlowPort server.</p>

