



Installation and Setup Guide

701P39664
April 2003



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Publication number: 701P39664

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April 2003



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Installing FlowPort Server

2.1.1 SP3

The purpose of this document is to provide an experienced System Administrator with the FlowPort 2.1.1 SP3 system requirements and instructions for installing FlowPort and its suite of server-based applications.

FlowPort CD-ROM Contents

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

- FlowPort server software (includes language packs, and a restore from backup utility, RestoreFlowport.bat. See the file README_ENG.htm on the FlowPort CD-ROM for more information on RestoreFlowport.bat.
- MSDE (Microsoft Data Engine) software
- FlowPort documentation
 - FlowPort User Guide (PDF)
 - FlowPort Administrator Guide (PDF)
- JRE (Java Runtime Environment)
- Adobe Acrobat Reader

FlowPort System Requirements

Before installing the FlowPort software, complete the installation checklist below to determine that your Xerox Document Centre, Internet Fax machine, and FlowPort server meet these requirements:

Xerox Document Centre ST	or	Internet Fax machine
<input type="checkbox"/> Scan To File option installed		<input type="checkbox"/> TCP/IP-enabled
<input type="checkbox"/> Domain Naming System (DNS) host name or static IP address assigned: _____		<input type="checkbox"/> Domain Naming System (DNS) host name or static IP address assigned: _____
<input type="checkbox"/> TCP/IP-enabled		
<input type="checkbox"/> lpr-enabled		



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

FlowPort Server Requirements

- ☐ Microsoft Windows 2000 Server, Service Pack 2, OR Windows NT 4.0 Server with Service Pack 6a
- ☐ Pentium III, 500 MHz or faster. If customer activity is significant, this server should be dedicated to FlowPort.
- ☐ 512 Mb RAM. If FlowPort is installed on a multi-purpose server, even more memory is recommended.
- ☐ 750 Mb free disk space (at least 270MB on the system drive)
- ☐ 200-400 MB virtual memory
- ☐ TCP/IP-enabled
- ☐ Three IP ports: 21 and 25 required, 80 recommended
- ☐ Domain Naming System (DNS) host name or a static IP address assigned:

Important License Key Information

If your server has a DNS name, you **MUST** provide that name when you request a FlowPort license key from Xerox. If it does not have a DNS name, then you must provide the static IP address when you request a FlowPort license key from Xerox.

NOTE: If your FlowPort license is based on the server's DNS name, and you change your DNS name after entering your license key, the FlowPort license will become invalid. You must then obtain a new license key from Xerox, based on the new DNS name. Similarly, if your FlowPort license is based on a static IP address, and that IP address changes or you obtain a DNS name, the license becomes invalid and you must obtain a new license.

If you obtain a DNS name or change a DNS name, previously printed forms become invalid, and you must reprint them. Also, if you didn't have a DNS name, and you changed your static IP address, pre-printed forms become invalid and have to be reprinted.

Finding the DNS Hostname

If you are specifying the DNS hostname, verify that it is the DNS hostname rather than a Windows NT networking name. The server name that displays in the Windows Network Neighborhood may be the Windows networking name only.

To determine the DNS name of the server:

A Open a Command window

B At the command prompt, enter:

ipconfig

C View the output of the ipconfig command, and make a note of the server's IP address.

D At the command prompt, enter:

```
nslookup <IP address>
```

If the server has a DNS name, you will receive a response with the fully qualified DNS name and IP Address. You use the fully qualified DNS name to access the FlowPort server in the web browser. For example:

```
http://my_DNS_name.company.com
```

If the hostname is not registered, you will get a message that the server cannot find the hostname. In this case, you may use the FlowPort server's IP address to access FlowPort in the web browser. For example:

```
http://192.121.65.32
```

- ☐ You must have network access to a Xerox Document Centre, or Internet Fax machine
- ☐ Do not run FTP or Email (such as Microsoft Exchange) services on the same server as FlowPort
- ☐ Do not run Microsoft Internet Information Server (IIS) 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 email functions
- ☐ Domain Naming System (DNS)
- ☐ Optional (if not printing to a Xerox Document Centre): PostScript Level 2 (or higher) or PCL Level 3 (or higher) networked printer (must be TCP/IP- and lpr-enabled)

FlowPort Client Requirements

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 to 5.5
- ☐ Microsoft Internet Explorer 6.0 (note that with IE 6.0, some features of FlowPort may require you to refresh)
- ☐ Netscape Navigator, version 4.5.1 to 4.77.
- ☐ Viewer that supports multi-page TIFF email attachments, such as Imaging for Windows or Pagis 2.06 Viewer



Note: A free Pagis viewer can be downloaded from the Scansoft web site at:

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

Click on the link for Pagis Pro Millennium and look for the free download.

Optional Components

Microsoft Office

If you plan to print Microsoft Office documents, you need to install Microsoft Office on the FlowPort system. FlowPort supports Office 97 and Office 2000. 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.*

Repositories

The FlowPort applications “Document Catalog” and “Document Token” may require a repository to be installed on a server. The following repositories are supported by FlowPort:

- Xerox DocuShare® Release 2.2 and 3.0.1 (store and retrieve)
- FTP Directory (store and retrieve)
- Documentum Version EDMS98, 4i (store and retrieve)
- Domino.Doc™ Version 2.5 (store and retrieve)
- Domino™ Version 5.0 (store and retrieve)
- Lotus Notes® Version 4.6 (store via email)
- Lotus Notes® Version 5.0 (store and retrieve)
- Microsoft Exchange™ Public Folder (store via email)
- Microsoft Exchange™ 2000 Web Folder (store and retrieve)
- Microsoft Windows Shared Folder (store and retrieve)



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

Performance Considerations

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

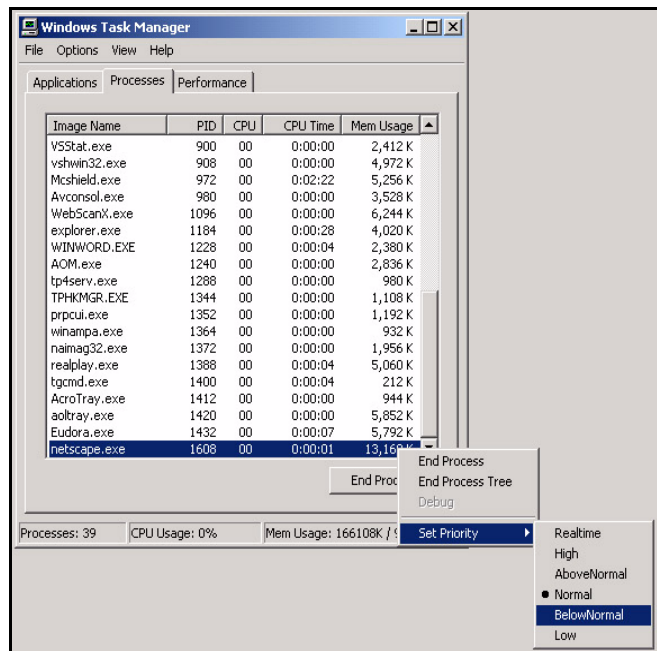
Server Ports

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

Web Browser

To improve performance when using a web browser on the same machine as the FlowPort server, you should set the browser's priority to Low:

- 1 Right-click the Windows taskbar and click **Task Manager**.
- 2 Select the **Processes** Tab, then Right-click **netscape.exe** or **iexplorer.exe**.
- 3 Point to **Set Priority** and then click **Low**.



Installing FlowPort 2.1.1 SP3

Follow the steps in this section to install FlowPort server software. The following procedure shows the Windows 2000 server installation only. If you are installing the FlowPort Server software on a Windows NT4.0 server, note that there are minor differences in the installation, and you may have to reboot the server during the installation. Use this Windows 2000 installation as a guide.



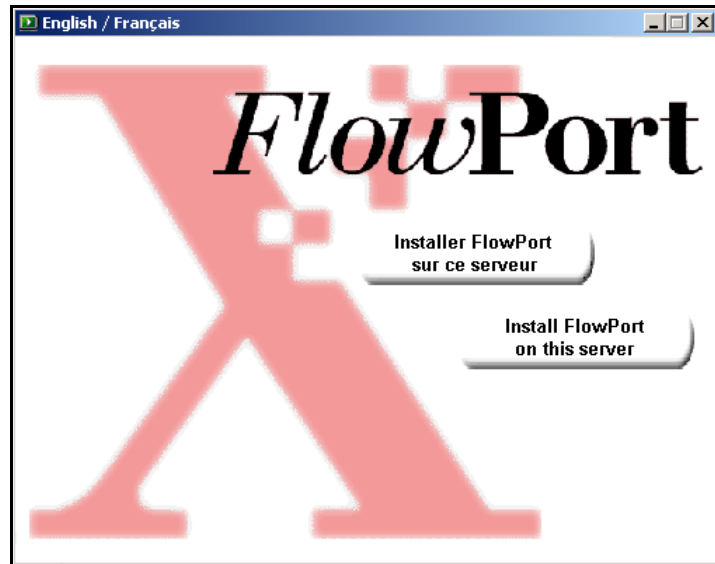
NOTE: Before you install FlowPort for the first time, be sure to uninstall any version of JRE or Adobe Acrobat that is on the server. FlowPort will prompt you to install the supported versions during the installation.

If you are upgrading from an earlier FlowPort release, please see the section “Upgrading from a Licensed Version of FlowPort 2.1.1 SP2 to 2.1.1 SP3” on page 37.

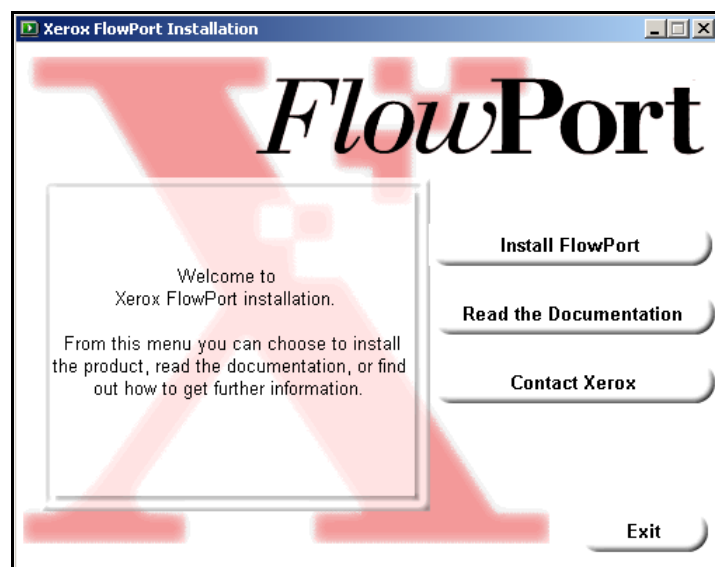
To install FlowPort 2.1.1 SP3 on a Windows 2000 server that does not have an existing FlowPort installation:

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

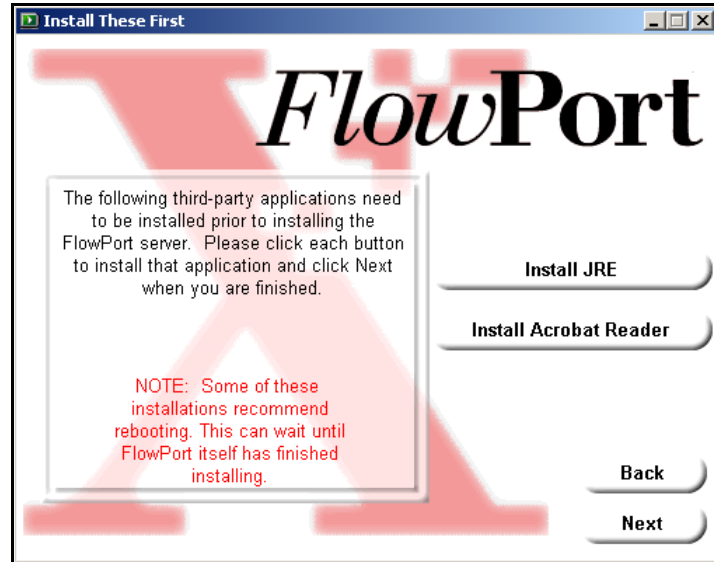
C Click **setup.exe**. The English/Francais screen displays.



- 4 Select “**Install FlowPort on this server**” for English, “**Installer FlowPort sur ce serveur**” for French. The *Xerox FlowPort Installation* screen displays.



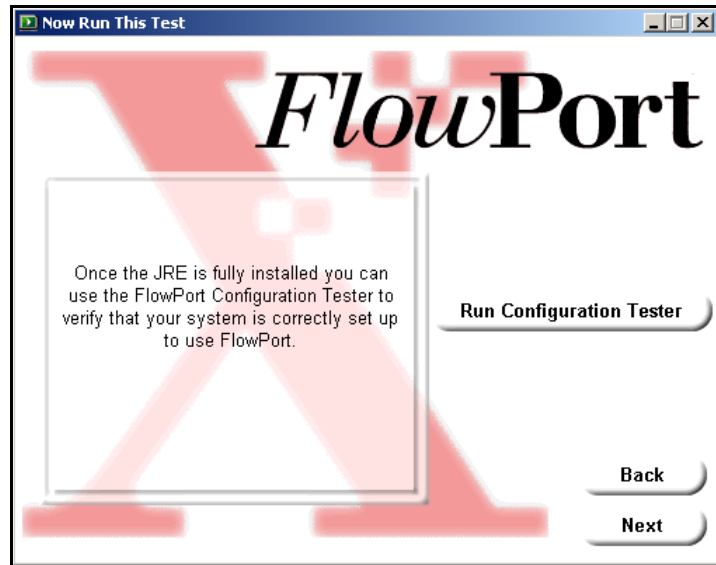
- 5 Click **Install FlowPort**. The *Install These First* screen displays.



NOTE: During the FlowPort installation, the FlowPort installer may ask you to reboot the system. In this case, reboot your system. FlowPort will continue where the installation left off.

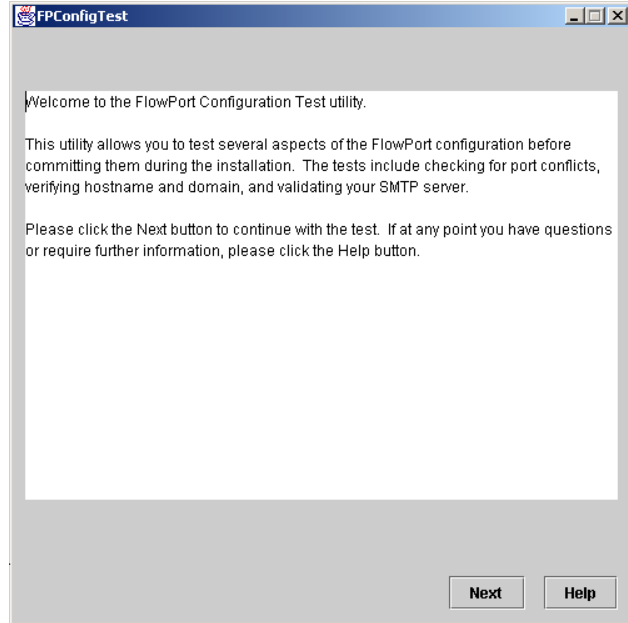
- 6 Install the following applications:
- A **JRE** (Java Runtime Environment). Follow the onscreen instructions to complete the JRE installation.
 - B **Acrobat Reader**. Follow the onscreen instructions to complete the Acrobat Reader installation.
 - C Click **Next** in the *Install These First* screen when done.

- 7 On the *Now Run This Test* screen, click **Run Configuration Tester** if you are not sure of your configuration, and follow the on-screen instructions.

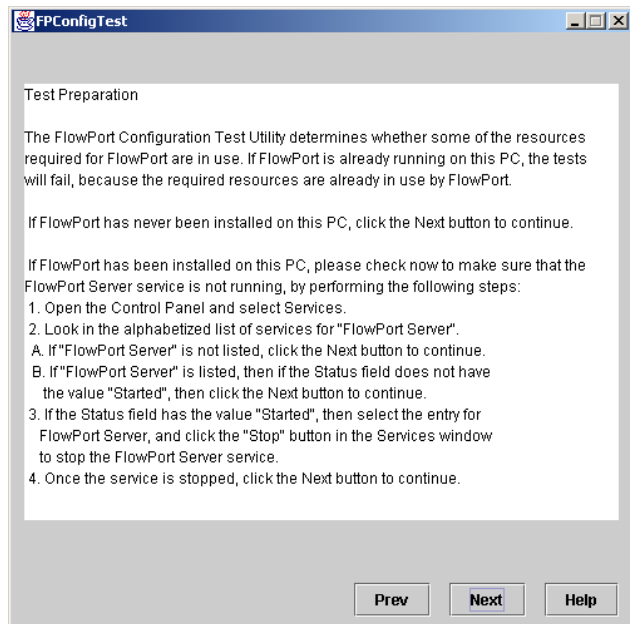


Otherwise, click **Next** to continue to the *Start FlowPort Installation* screen.

- 8 If you chose to run the Configuration Tester, the *FPConfigTest* Welcome screen displays. Click **Next** to continue.



- 9 The *Test Preparation* screen displays. Click **Next** to continue.



- 10** Enter the HTTP port you would like to use, and click **Next**.



The screenshot shows a window titled "FPConfigTest" with a "Port Conflict Test" section. The text inside explains that the test checks for conflicts with ports required by the FlowPort server (FTP and SMTP ports 21 and 25, and an open port for the internal HTTP server, typically 80). It asks the user to enter an appropriate HTTP port number and click Next. Below the text, there are three input fields: "HTTP Port:" with the value "80", "FTP Port:" with the value "21", and "SMTP Port:" with the value "25". At the bottom right, there are three buttons: "Prev", "Next", and "Help".

- 11** Enter the server's DNS name and domain name, and click **Next**.

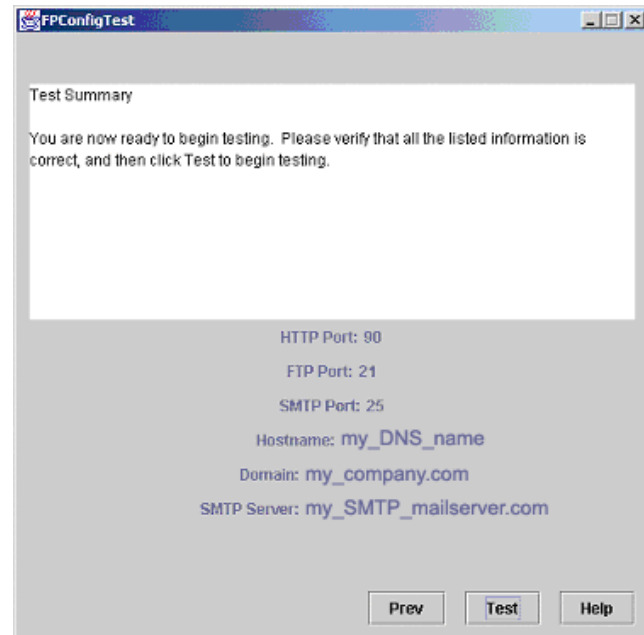


The screenshot shows a window titled "FPConfigTest" with a "Hostname and Domain Test" section. The text inside explains that this aspect of the test verifies that the machine's Hostname and Domain Name (Hostname.Domain) are correct. It asks the user to enter their Hostname and Domain and click Next. Below the text, there are two input fields: "Hostname:" with the value "my_DNS_name" and "Domain:" with the value "my_company.com". At the bottom right, there are three buttons: "Prev", "Next", and "Help".

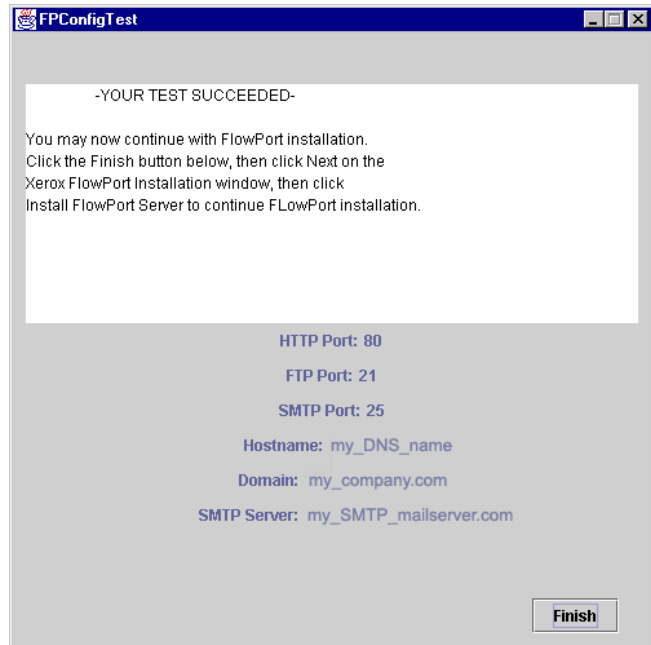
- 12 Enter the network's fully qualified SMTP server name., and click **Next**.



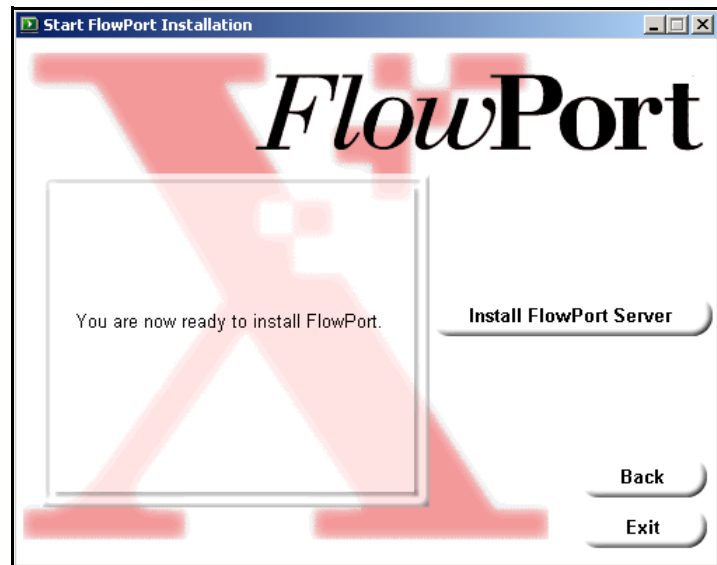
- 13 The screen displays. review the information, and click **Test**.



- 14** The next screen displays the test results. If the test succeeded, click **Finish** to continue. If the test failed, use the **Prev** button to go back and try different values in the failed field until the test passes.



- 15** You are now ready to install FlowPort. Click **Install FlowPort Server**.



- 16** FlowPort starts the Acrobat Reader and displays the following message:



Click **OK**, then **Accept** to accept the Acrobat license agreement (if it appears).

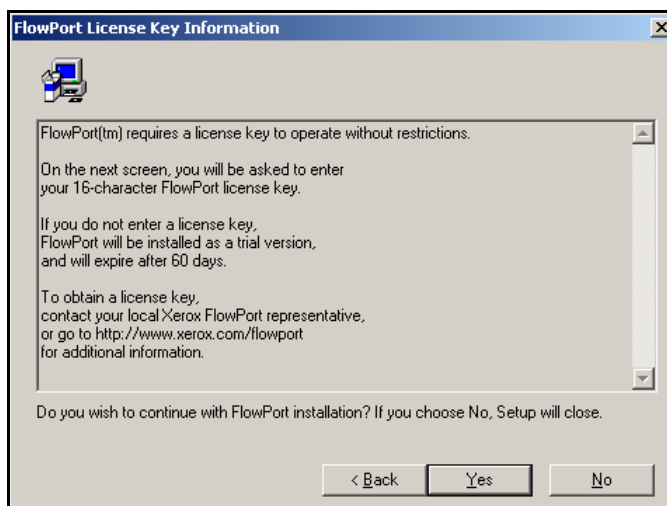
- 17** Click **Next** in the FlowPort Setup Welcome screen, and **Yes** to accept the license agreement.

- 18 Follow the onscreen instructions to enter and set the FlowPort license key. To obtain a license key, contact your local Xerox FlowPort representative. If you do not specify a license key, you can still use all FlowPort functions for 60 days on a trial basis.

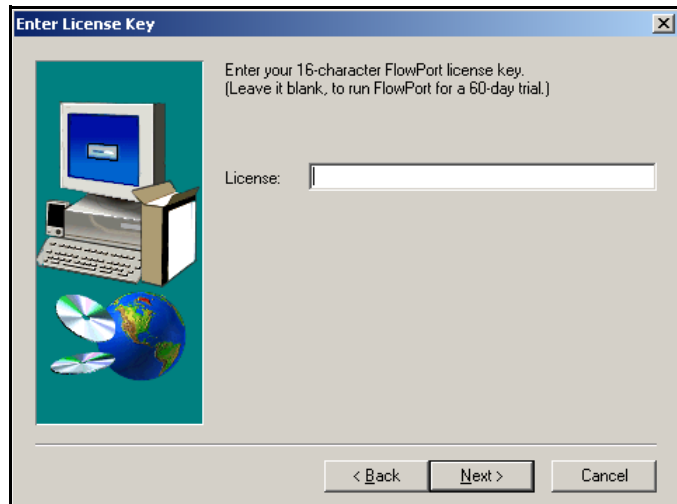


NOTE: If you obtain a license key during the trial period, perform Steps 1 thru 10 of the installation. The FlowPort installer will recognize the fact that you have a trial version installed, and ask if you want to *ONLY* set a license key, or continue with the installation. If all you want to do is set a license key, follow the on-screen instructions.

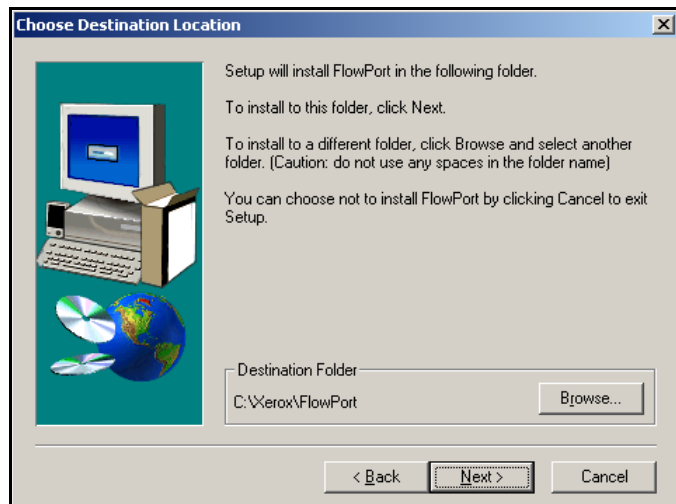
- 19 On the *FlowPort License Key Information* screen, click **Yes** to continue, even if you are not planning on entering a license key.



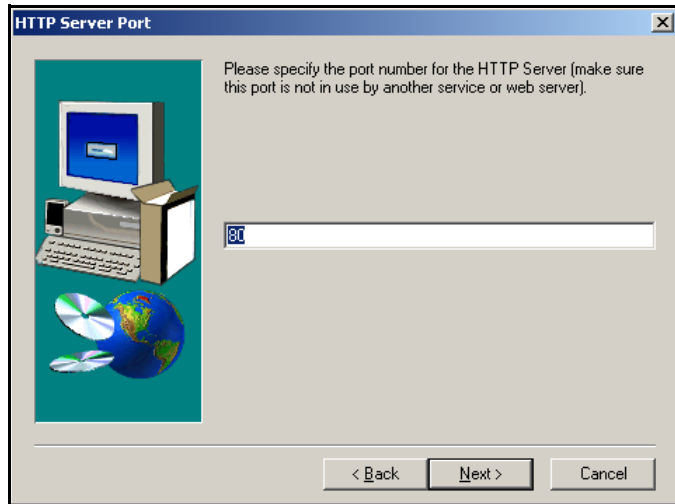
- 20** Enter the 16-character license key, or leave blank for the 60-day FlowPort trial.



- 21** Click **Next** to proceed to accept the default installation folder, or you may browse to select a different installation folder. This folder also is used to store FlowPort data (user account information and forms).



- 22** Enter the HTTP port that FlowPort will use in the dialog box, and click **Next**.



Note: You can run the **Configuration Tester** (see Step 7) to ensure that the port you choose is not in use.

- 23** Enter the password for the *admin* account. Click **Next** when done.



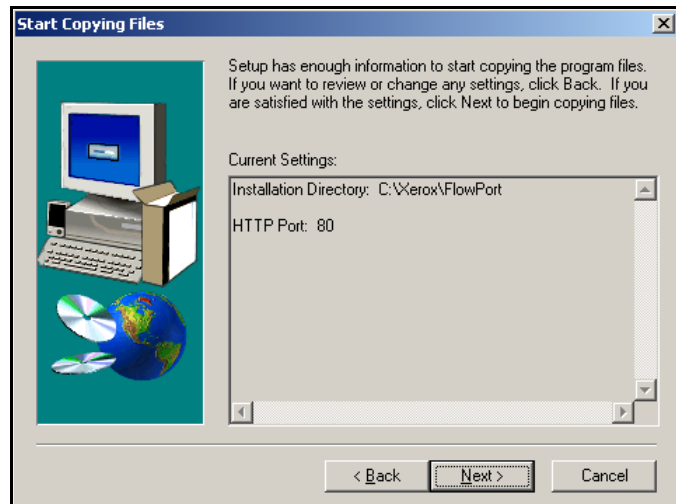
About the admin password

After FlowPort is installed and the admin user logs in and completes the FlowPort configuration, an email will be sent to the admin's email confirming the admin password.

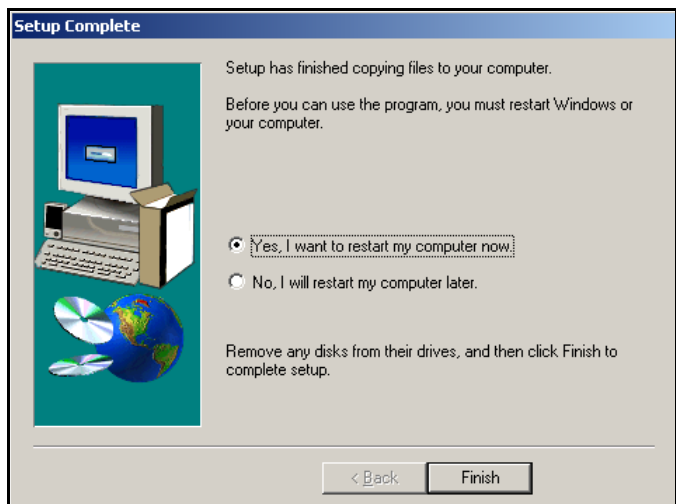
If at some point in the future you forget the admin password, you can simply re-install FlowPort and set the new password at this point. All data will be backed up and restored automatically.

Note: While this can possibly be a very time consuming process, it is the process for recovering a lost password.

- 24** Click **Next** in the *Start Copying Files* screen and follow the onscreen instructions to complete the FlowPort installation.



- 25** Click **Next** to continue the FlowPort installation. When the FlowPort installation is complete (this may take up to 30 minutes) click **Finish** to reboot the computer.



- 26** After the PC reboots, log back in to the PC as **Administrator**.

Running FlowPort 2.1.1 SP3 for the First Time

- 1 Open a FlowPort compatible web browser, and in the Address field, enter:

http://<FlowPort server's DNS name> OR

http://<FlowPort server's static IP address>

If you are using an HTTP port other than 80, enter:

http://<FlowPort server's DNS name>:<HTTP port> OR

http://<FlowPort server's static IP address>:<HTTP port>

For example:

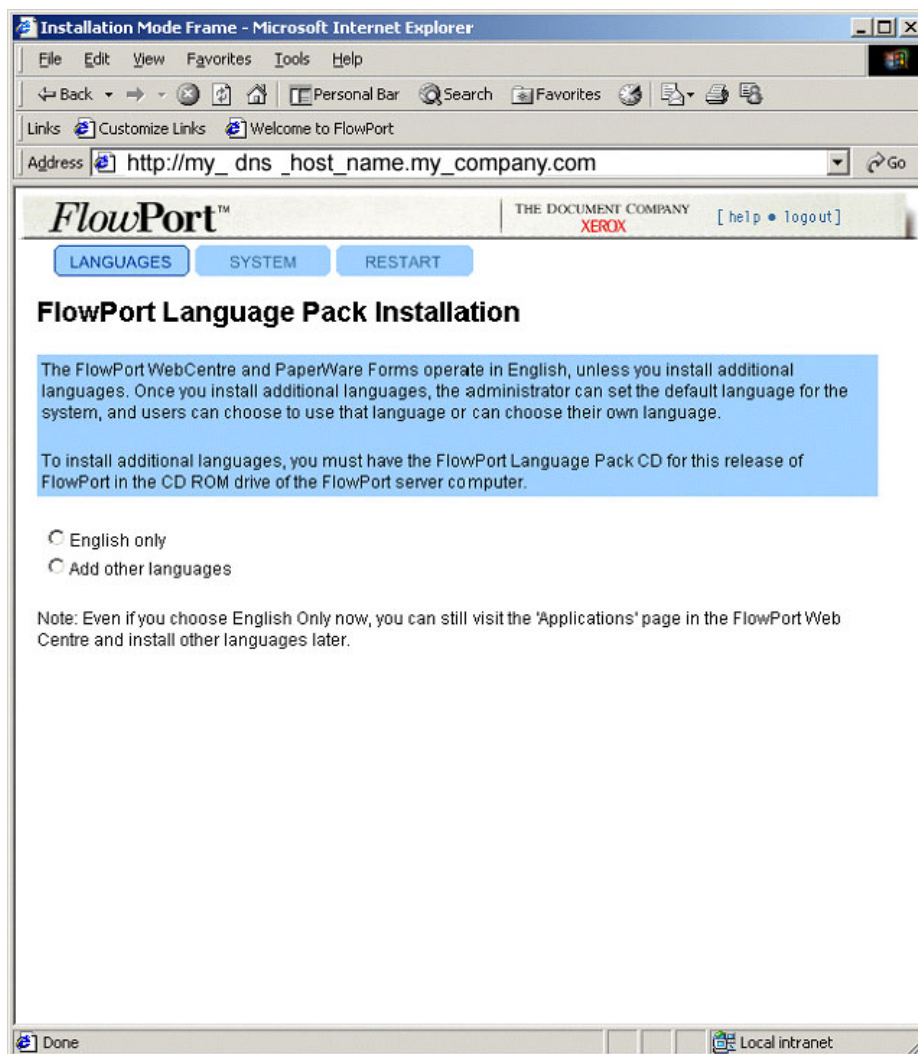
http://myflowportserver.mycompany.com:90 OR

http://192.112.34.12:90

The FlowPort Login screen appears.

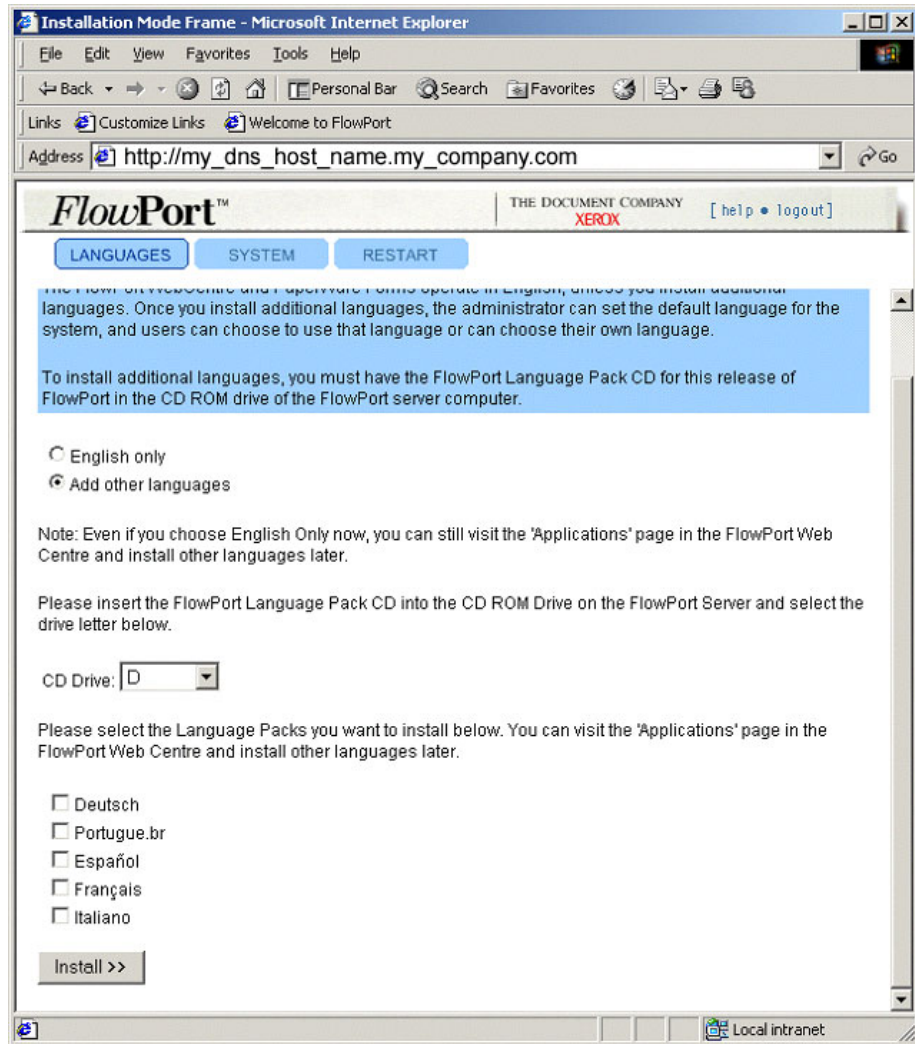
- 2 In the **username** box, type **admin** (the FlowPort administrator user name)
- 3 In the **password** box, type the password you specified during Step 23 of the FlowPort installation.

- 4 When you first run FlowPort, you will be prompted to install language packs:



- 5 Click **English Only** to skip the language pack installation. Click **Add Other Languages** to install additional languages.

- 6 If you are adding additional languages, the following screen displays:



- 7 Select the drive that contains the FlowPort CD, and check any additional languages you would like to install. Click **Install** when done.

- 8 After the language packs are installed, the System Configuration page displays.

The screenshot shows a web browser window titled "FlowPort Web Centre Administration - Microsoft Internet Explorer". The browser's address bar shows "http://localhost:8000/". The page has a header with the "FlowPort" logo and "THE DOCUMENT COMPANY XEROX" text. Below the header is a navigation bar with tabs: "USERS", "SYSTEM", "TEMPLATES", "APPLICATIONS", "MESSAGES", and "RESTART". The "SYSTEM" tab is selected, and the page title is "System Configuration".

The main content area contains the following fields and options:

- Administrator's Email Address:** * [text input field]
- Mail Host:** * [text input field]
- Default Printer:** * [text input field]
- Default Printer Type:** [dropdown menu]
- Default Form Size:** USLetter [dropdown menu]
- Font:** Arial [dropdown menu]
- Enable Document Tokens:** ☒
- Locale:** English (United States) [dropdown menu]
- Proxy Host:** [text input field]
- Proxy Port:** 8000 [text input field]
- Backup Start Time:** 0100 [text input field]
- Backup Day:** daily [dropdown menu]
- Backed up Files Directory:** C:\Xerox\FlowPortsp3 [text input field]

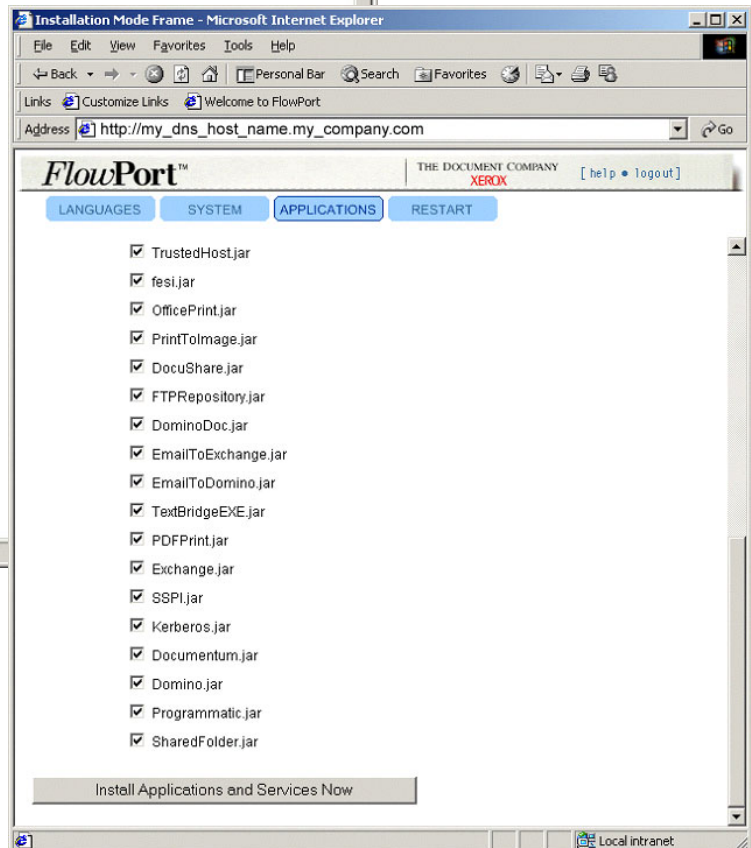
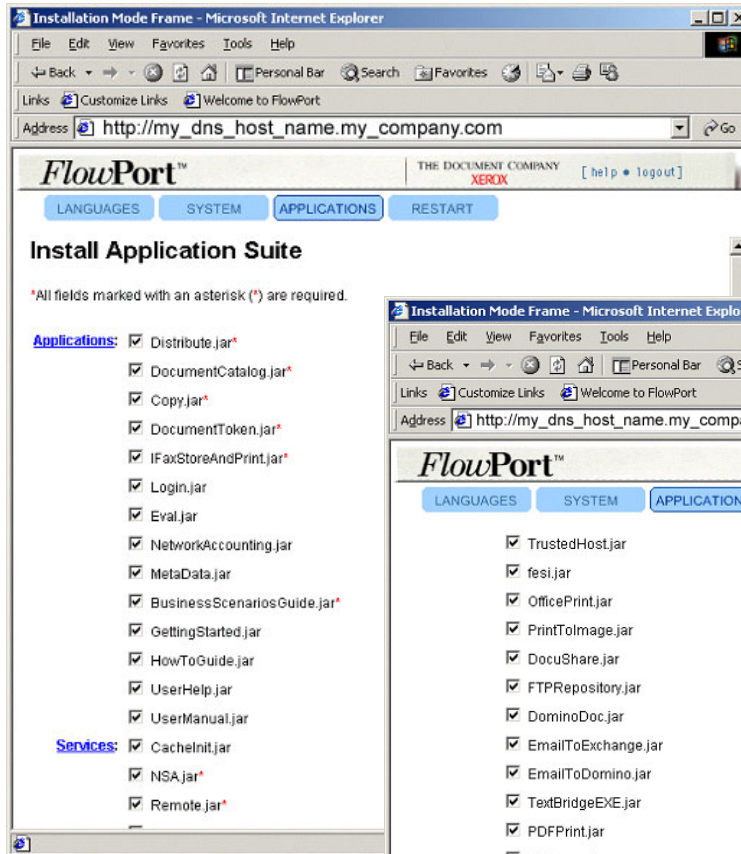
At the bottom of the form is an "Apply" button. Below the button is a note: "Note: To identify the Administrator by first and last name, click the Users tab and then click the admin link."

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



Note: For more information about an option, click the underlined option link to display a Help window.

- 10 Click **Apply** when done. If the configuration information you entered was correct, the message “Properties Successfully Updated” displays. Click **Continue** to proceed to the **Install Application Suite** page.
- 11 The **Install Application Suite** page lists all the available applications and services. All applications and services are checked (default) to be installed.



- 12** Click the **Install Applications and Services Now** button.



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

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



Note: Depending on the speed of your computer, this process can take several minutes.

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

- 15** The system is up! Click **Continue**.

- 16** You can now add users, create templates, and perform all other admin tasks.

Xerox Document Centre Setup

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.*

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)

FlowPort is a Simple Mail Transfer Protocol (SMTP) 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 system administrator for the SMTP server:

- 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.



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, log in FlowPort as **admin**; click the **Applications** button; under **Configure Applications and Services**, click the **Internet Fax Receive Service** link; and click the **help** link.

- 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

Getting More Information

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>

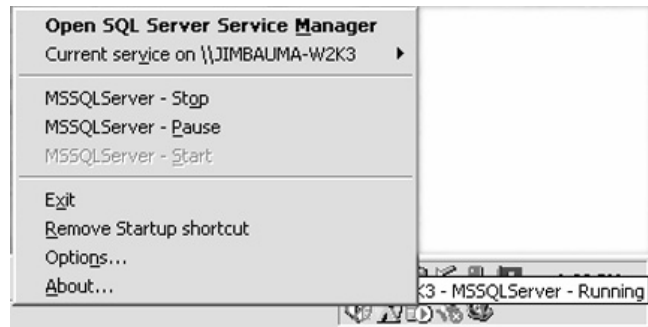
Uninstalling FlowPort

Uninstalling FlowPort involves the following steps:

- Stop the MSSQLServer Service
- Exit the Microsoft SQL Server Service Manager
- Stop the FlowPort server
- Uninstall the MSDE application
- Uninstall the FlowPort application

Stop the MSSQLServer Service and Exit the Microsoft SQL Server Service Manager

- 1 Right click on the MSSQLServer Service icon on the task bar.

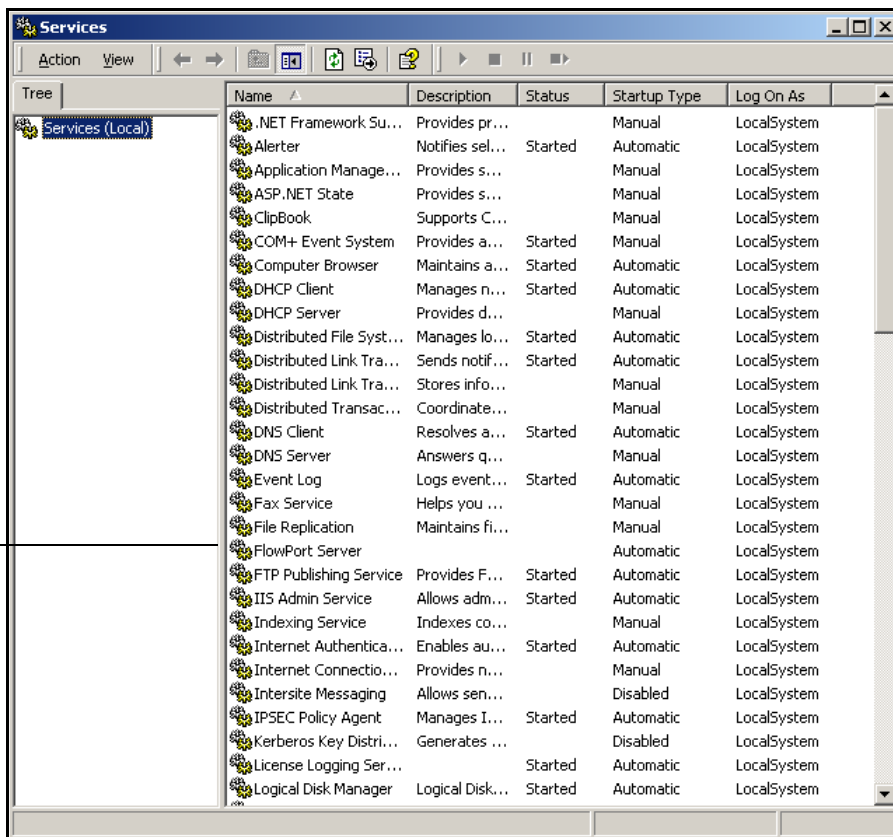


- 2 Select **MSSQLServer - Stop**.
- 3 Right click on the MSSQL icon once again.
- 4 Select **Exit**.

Stop the FlowPort Server

- 1 Click the **Start** button, point to **Settings - Control Panel - Administrative Tools - Services**.
- 2 Select **FlowPort Server**. Right-click and select **Stop** to stop the FlowPort Server.

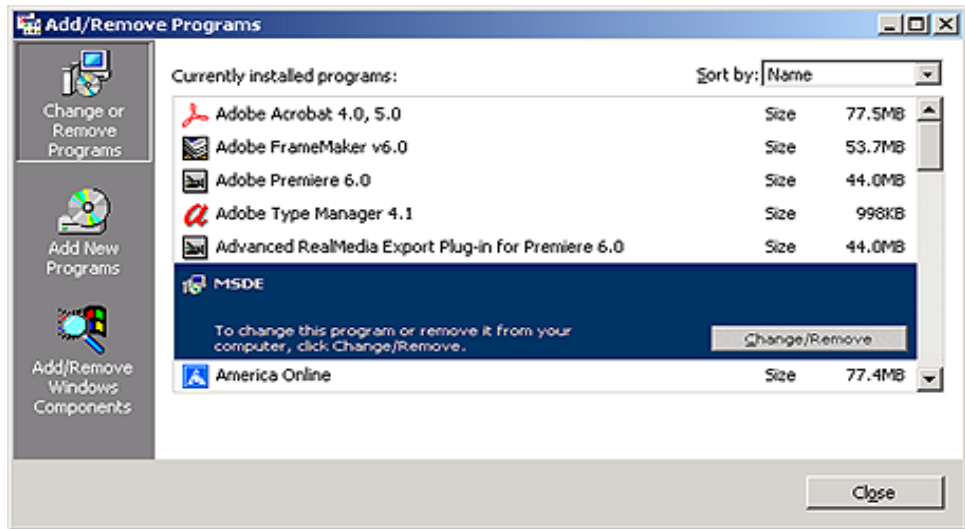
Select
FlowPort Server



- 3 Close the **Services** window.

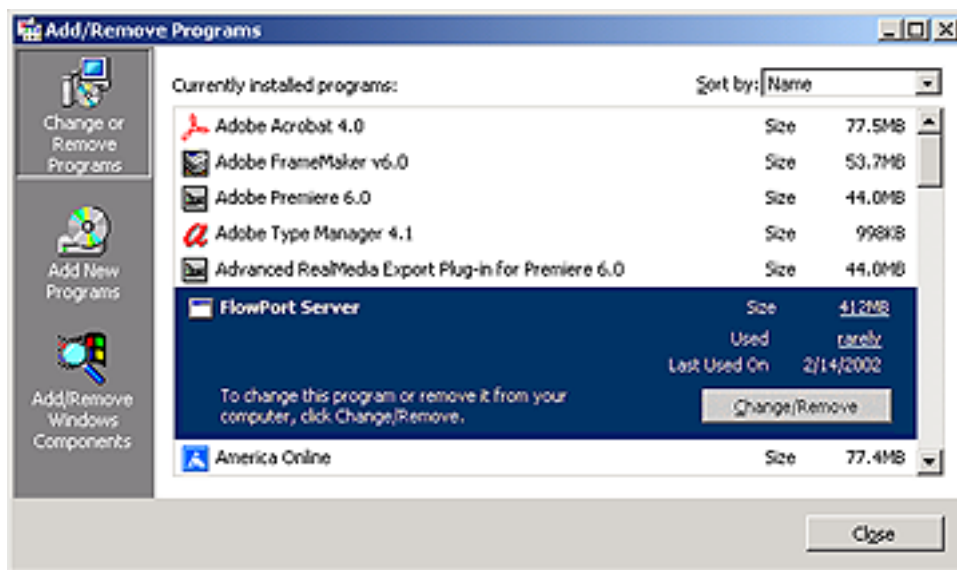
Uninstall the MSDE and FlowPort Applications:

- 1 On the FlowPort server, click the **Start** button, select **Settings**, and click **Control Panel**.
- 2 Double-click **Add/Remove Programs**.
- 3 Select **MSDE** and click **Change/Remove**.



- 4 Click **OK** to confirm.

- 5 After MSDE has uninstalled, select **FlowPort Server**, and click **Change/Remove**.



- 6 Click **OK** to confirm.

- 7 Reboot the system.

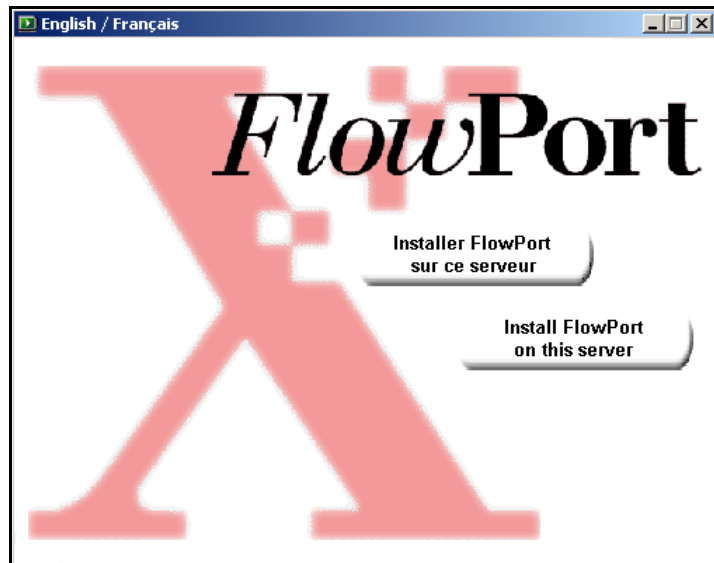
Upgrading from a Licensed Version of FlowPort 2.1.1 SP2 to 2.1.1 SP3

Follow the steps in this section to install FlowPort server software on a server that has an existing FlowPort 2.1.1 SP2 installation.

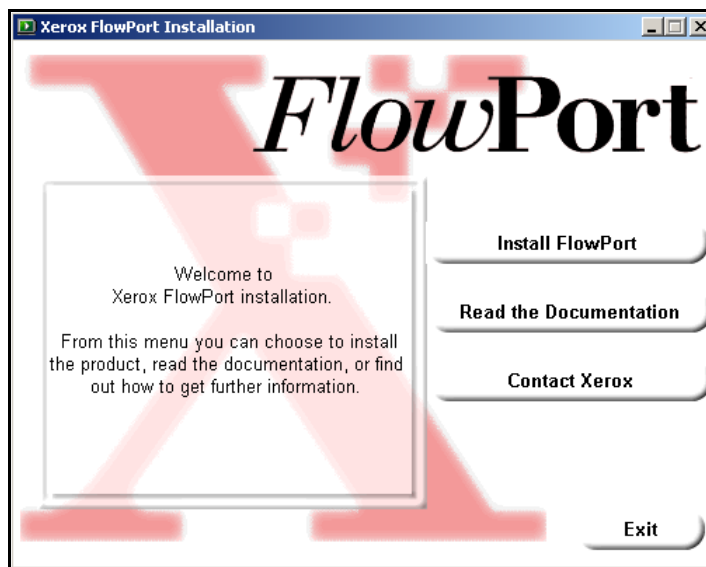
The following procedure shows the Windows 2000 server installation only. If you are installing the FlowPort Server software on a Windows NT4.0 server, note that there are minor differences in the installation, and you may have to reboot the server during the installation. Use this Windows 2000 installation as a guide.

To install FlowPort 2.1.1 SP3 on a Windows 2000 server that has an existing FlowPort 2.1.1 SP2 installation:

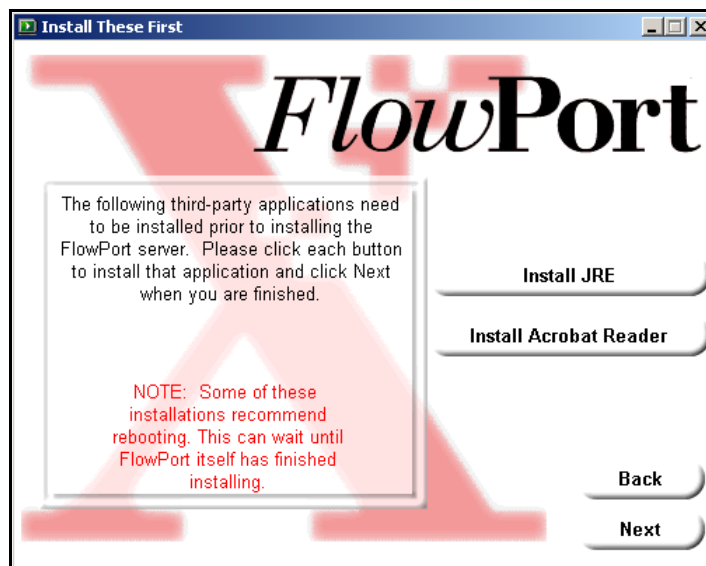
- 1** Reboot the FlowPort server before beginning the upgrade.
- 2** Insert the FlowPort CD into the CD-ROM drive.
- 3** If the FlowPort installation program does not run automatically:
 - A** Double-click to open **My Computer**.
 - B** Click the **CD-ROM drive**.
 - C** Click **setup.exe**.



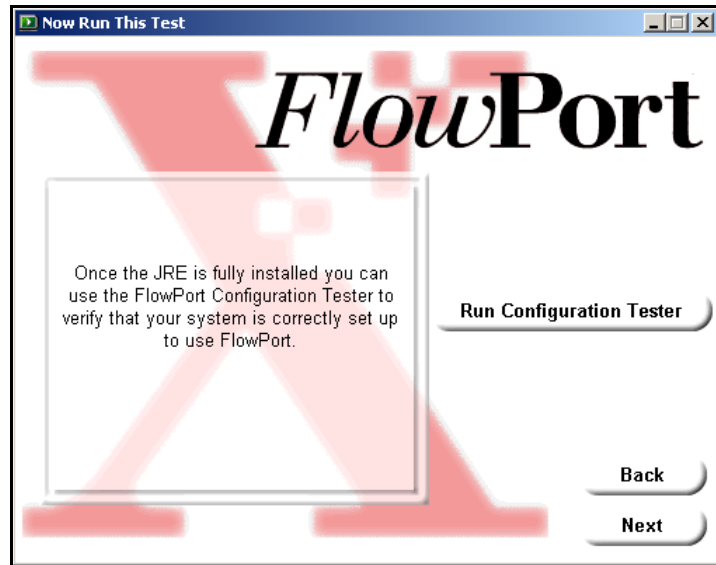
- 4 Select “**Install FlowPort on this server**” for English, “**Installer FlowPort sur ce serveur**” for French
- 5 The *Xerox FlowPort Installation* screen displays.



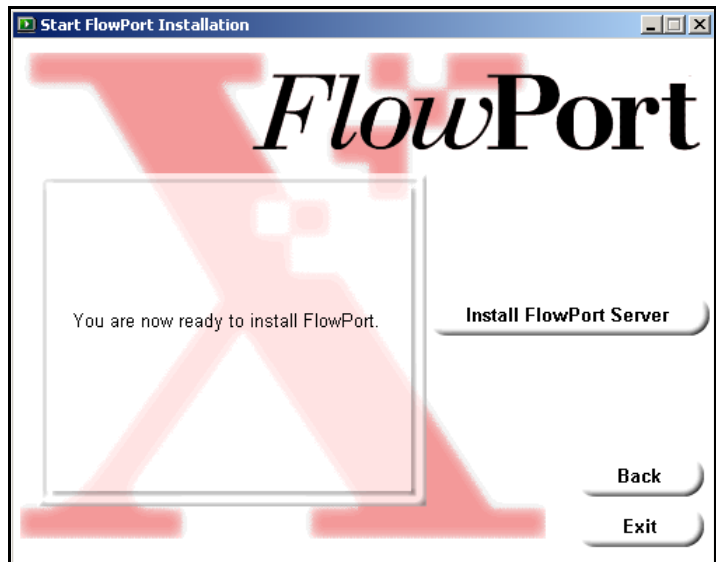
- 6 Click **Install FlowPort**. The *Install These First* screen displays.



- 7 Click **Next** to continue. You already have the correct versions of JRE and Acrobat installed from your FlowPort SP1 installation.



- 8 There is no need to run the Configuration Tester. FlowPort will use the previous configuration. Click **Next** to continue to the *Start FlowPort Installation* screen.

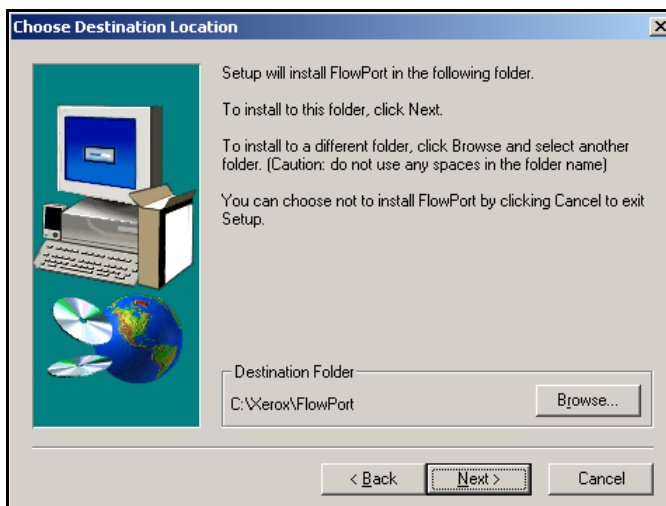


- 9 In the *Start FlowPort Installation* screen, click **Install FlowPort Server**. The following message displays:

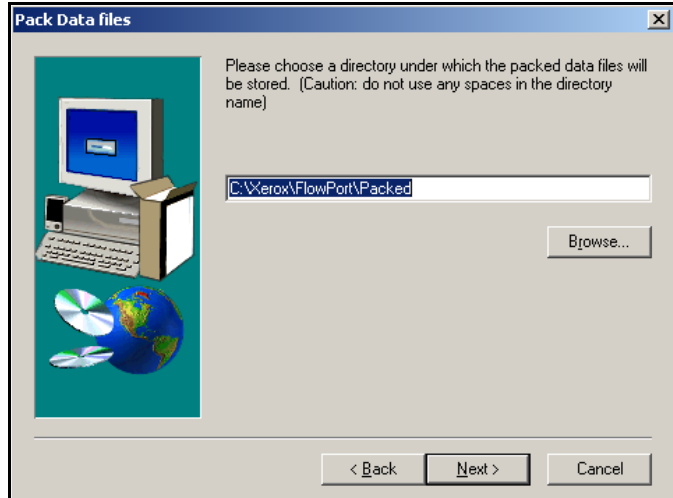


Click **OK**, then **Accept** to accept the Acrobat license agreement (if it displays).

- 10 Click **Next** in the FlowPort Setup Welcome screen, and **Yes** to accept the FlowPort license agreement.
- 11 Click **Next** to accept the default installation folder, or browse to specify a different location.



- 12** Because you are upgrading from SP2, FlowPort needs to know where you would like to store (temporarily) your SP2 data files.



Click **Next** to accept the default folder or browse to specify a different folder. FlowPort will restore your data to the new installation. This process may take a long time, depending on the size of your existing database.



Note: Note that FlowPort 2.1.1 SP3 uses Microsoft's MSDE (Microsoft Data Engine) 1.0, which has a database size limit of 2GB. If you suspect that your database is larger than 2GB, or if you receive an error message from MSDE regarding the database size limit, please contact FlowPort Technical Support for further assistance.

- 13** Enter a password for the admin account. This sets a new password; it does not have to be the same password you used in the previous version of FlowPort. Click **Next** when done.

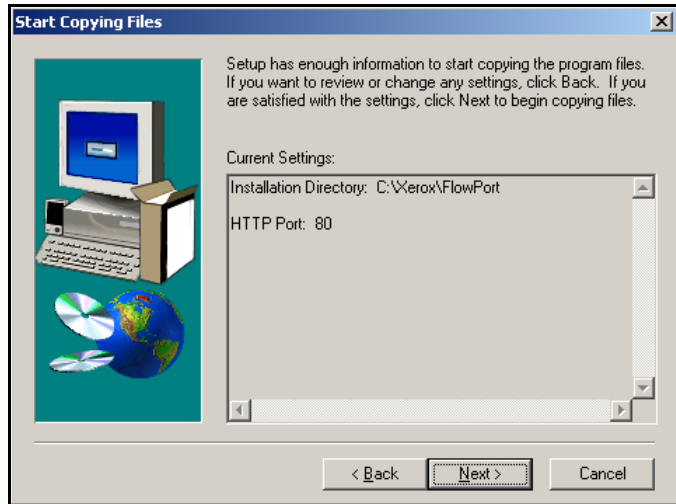


About the admin password

If at some point in the future you forget the admin password, you can simply re-install FlowPort and set the new password at this point. All data will be backed up and restored automatically.

Note: While this can possibly be a very time consuming process, it is the process for recovering a lost password.

- 14 Click **Next** in the *Start Copying Files* screen and follow the onscreen instructions to complete the FlowPort installation.



- 15 Click **Next** to continue the FlowPort installation. When the FlowPort installation is complete (this may take many hours, depending on the size of your database), click **Finish** to reboot the computer.

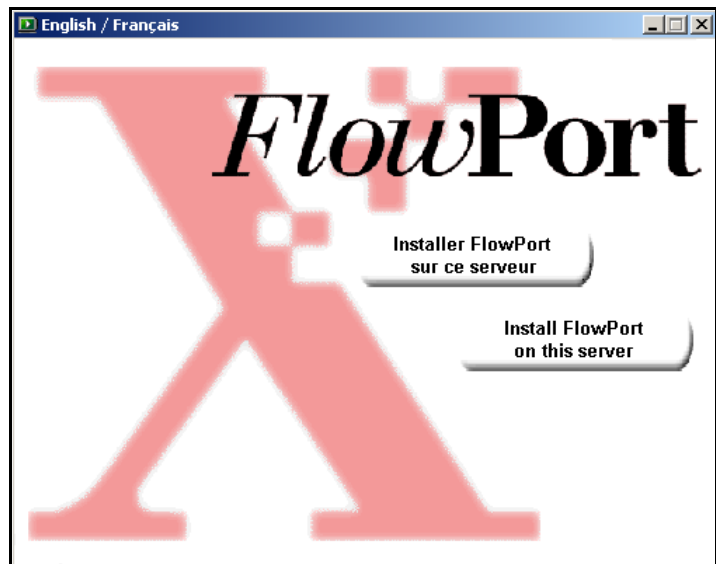


- 16** After the PC reboots, start your web browser and log in to FlowPort as **admin**.
- 17** If your previous installation had language packs installed (other than English), you must reinstall them for the new installation. Follow the on-screen instructions to install the language packs and complete the installation.

Setting the FlowPort License Key

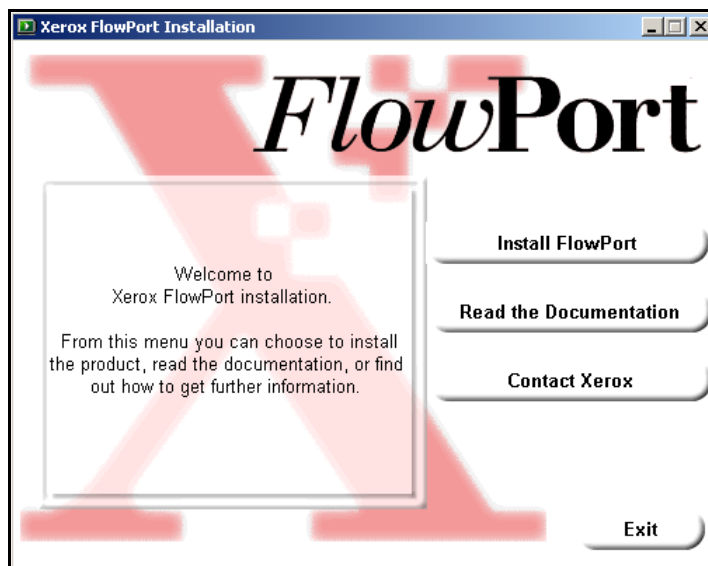
If you were running an evaluation version of FlowPort, and want to set the license key, use the following procedure:

- 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**.

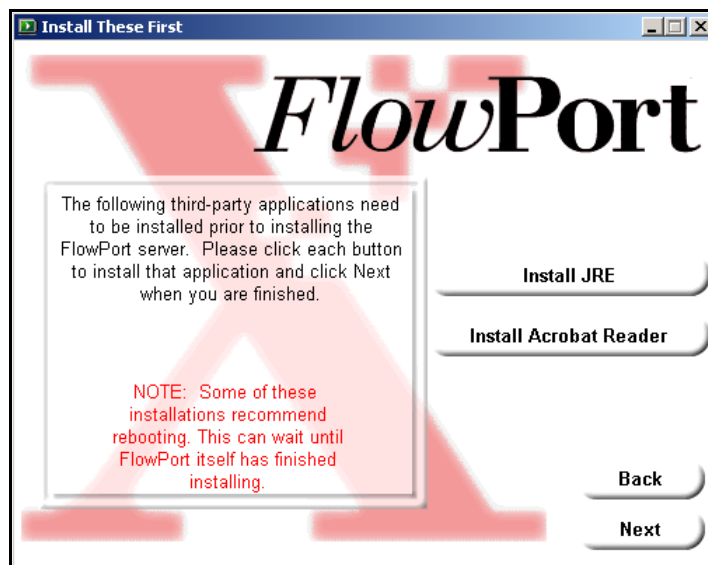


- 3 Select "**Install FlowPort on this server**" for English, "**Installer FlowPort sur ce serveur**" for French

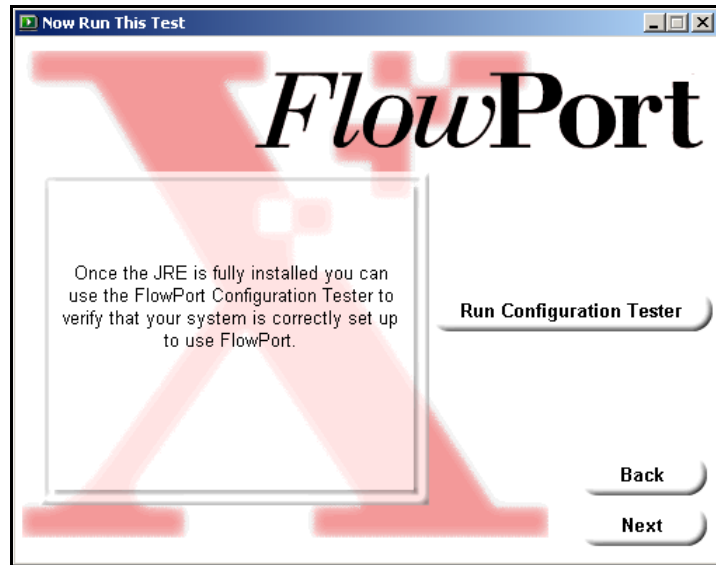
- 4 The Xerox FlowPort Installation screen displays.



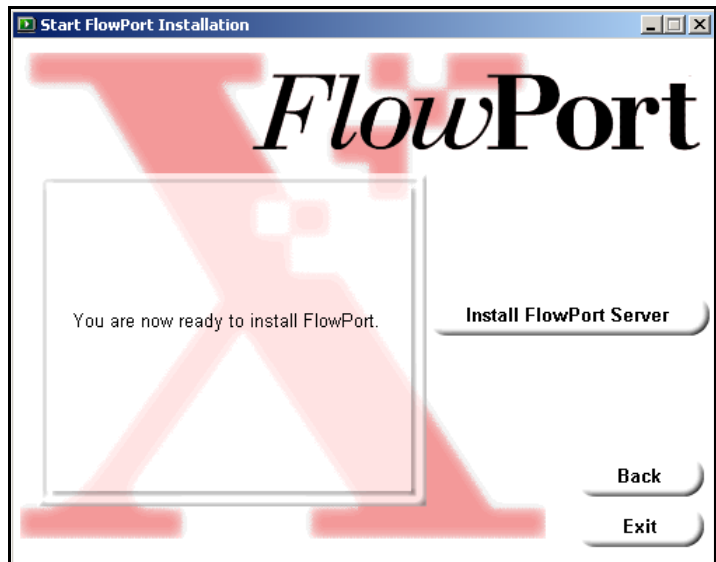
- 5 Click **Install FlowPort**. The *Install These First* screen displays.



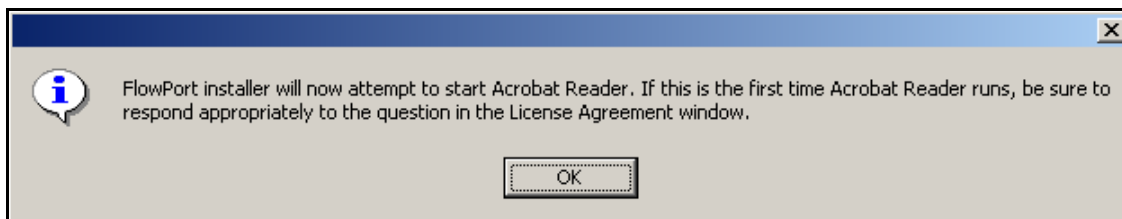
- 6 Click **Next** to continue. You already have the correct versions of JRE and Acrobat installed from your FlowPort SP1 installation.



- 7 There is no need to run the Configuration Tester. FlowPort will use the previous configuration. Click **Next** to continue to the *Start FlowPort Installation* screen.

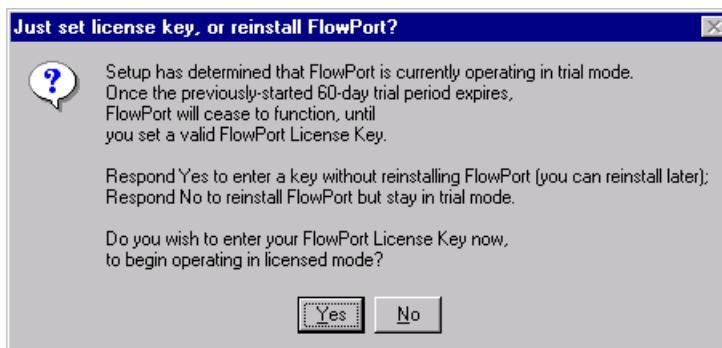


- 8 In the *Start FlowPort Installation* screen, click **Install FlowPort Server**. The following message displays:



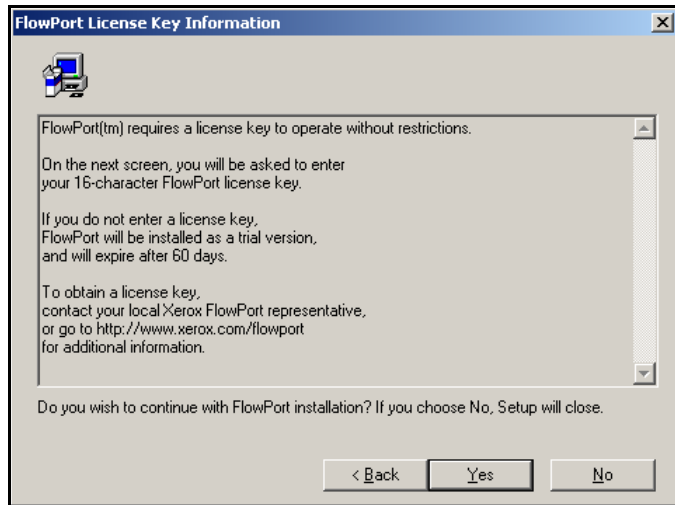
Click **OK**, then **Accept** to accept the Acrobat license agreement (if it displays).

- 9 Click **Next** in the FlowPort Setup Welcome screen, and **Yes** to accept the license agreement.
- 10 At this point FlowPort detects an unlicensed version. Click **Yes** to set the license key.

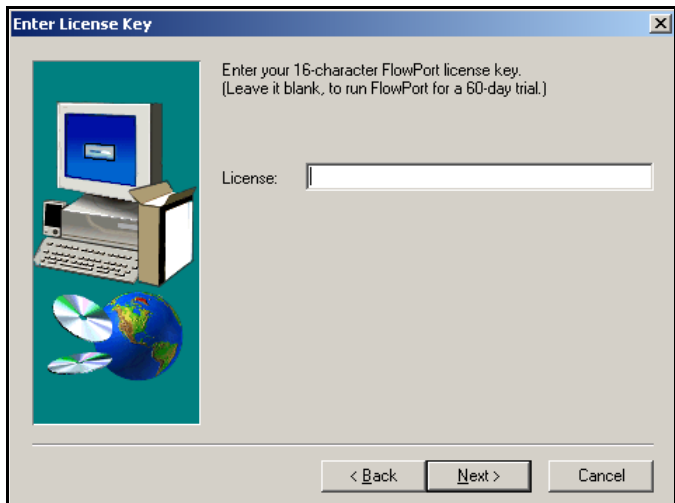


To obtain a license key, contact your local Xerox FlowPort representative.

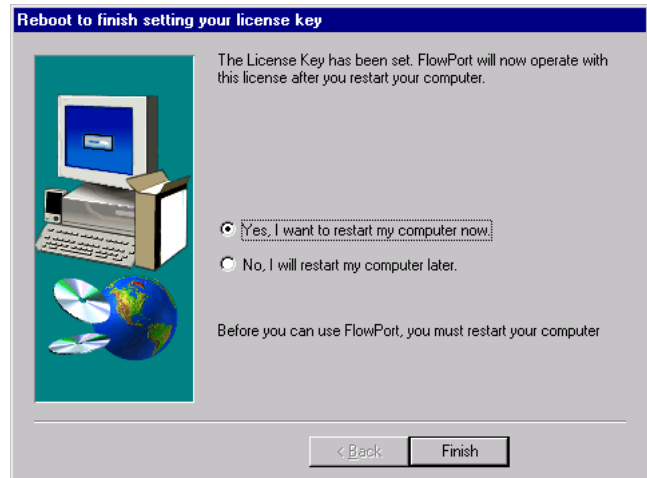
- 11 On the *FlowPort License Key Information* screen, click **Yes** to continue.



- 12 Enter the 16-character license key.



- 13** Click **Next**. The installer displays a screen asking you to reboot. Check **Yes**, and click **Finish** to reboot; FlowPort will be active and licensed when the system finishes rebooting.





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>	<i>A-2</i>
<i>Installing FlowPort</i>	<i>A-4</i>
<i>Configuring FlowPort</i>	<i>A-6</i>

System Requirements

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

System Requirement	Resolution
About the Windows Server and DNS Hostname	<p>To find the IP address and DNS hostname of the server, perform the following steps:</p> <p>A Open a Command window</p> <p>B At the command prompt, enter:</p> <pre>ipconfig</pre> <p>C View the output of the ipconfig command, and make a note of the server's IP address.</p> <p>D At the command prompt, enter:</p> <pre>nslookup <IP address></pre> <p>If the server has a DNS name, you will receive a response with the DNS name and IP Address. You can use the fully qualified hostname to access the FlowPort server in the web browser. FOr example:</p> <pre>http://my_DNS_name.my_company.com</pre> <p>If the hostname is not registered, you will get a message that the server cannot find the hostname. In this case, you may use the FlowPort server's IP address to access FlowPort in the web browser. For example:</p> <pre>http://192.121.65.32</pre>
Static IP Addressing	<p>You should not use Dynamic Host Configuration Protocol (DHCP) to assign an IP address to your FlowPort server if you used the IP address to generate the license key. In this case, you need a static IP address.</p>
Checking Ports	<p>In the Command command window, enter NETSTAT -a more to check which ports are in use by the server.</p>

System Requirement	Resolution
Machine Ports	<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 conflicting service runs on, or re-install FlowPort to another port.</p>
Scan-to-File Option on the Document Centre	<p>Check the Document Centre Touch Screen display. If there is a Scan Tab, then Scan-to-File is enabled.</p>

Installing FlowPort

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



FlowPort Installation	Resolution
FlowPort Installation Order	<p>Installing FlowPort on a new system should be done in the following order:</p> <ol style="list-style-type: none"> 1. Document Centre 2. DocuShare 3. FlowPort
FlowPort Fails to Run	<p>If the FlowPort Welcome/Login page in your browser does not display, the FlowPort server is not running.</p> <p>There is a possibility that a port problem is preventing the server to start. Perform the following to check the server status:</p> <ol style="list-style-type: none"> 1. Go to C:\Xerox\FlowPort\log\AdminN.log. 2. Inspect the log for lines that indicate a port conflict or another reason for failure. <p>Example: “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"> 3. Change the services to another port or re-install FlowPort to another port.
FlowPort Fails to Run: HTTP Port Conflict	<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). FlowPort cannot run on the same server as IIS.</p> <p>Perform the following to check the server status:</p> <ol style="list-style-type: none"> 1. Go to C:\Xerox\FlowPort\log\AdminN.log. 2. Inspect the log for lines that indicate a port conflict or another reason for failure. <p>Example: “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"> 3. Change the services to another port or re-install FlowPort to another port.

FlowPort Installation	Resolution
FlowPort Fails to Run: SMTP Service Conflict	<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"> 1. Go to C:\Xerox\FlowPort\log\AdminN.log. 2. Inspect the log for lines that indicate a port conflict or another reason for failure. <p>Example:</p> <p>“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"> 3. Disable or remove any SMTP server (or service) that is running on the machine.
FlowPort Fails to Run: NSA Server Fails	<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"> 1. Go to C:\Xerox\FlowPort\log\AdminN.log. 2. Inspect the log for lines that indicate a port conflict or another reason for failure. <p>Example:</p> <p>“System shutting down: NSA Server failed.”</p> <ol style="list-style-type: none"> 3. Disable or remove any FTP server (or service) that is running on the machine

Configuring FlowPort

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

FlowPort Configuration	Resolution
Mail Host Errors	<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>
LPR-enabled Document Centre	<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">1. On the Document Centre, press the Machine Status button.2. On the LCD Touch Screen, press the Reports and Counters tab.3. Press Reports, then press Printer Configuration.4. Press Start. <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>Microsoft Office Document Printing</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> Note: 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"> • The directory path to which you install Office cannot contain any spaces. • Each directory name in the path must contain eight characters or less. <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 C:\Program Files\MicrosoftOffice\Office) <i>incorrect:</i> directory names are too long 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> Note: For more information, see the Microsoft Knowledge Base article, Q185126 Bug: Error 429 "ActiveX Component Can't Create Object." Article available on Microsoft Web site, http://www.microsoft.com.</p>
<p>Locked Scanning</p>	<p>Administrators: 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 Document Centre setup documentation.</p>

FlowPort Configuration	Resolution
Proxy Host for FlowPort	<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>