Xerox® FreeFlow® Makeready®
Customer Expectations Document

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Introduction

This document provides important information regarding Xerox® FreeFlow® Makeready®. It is intended to help Customers understand the capabilities, system requirements and limitations of the current release.

Software Applications

FreeFlow Makeready Software Applications	
Software applications included with a Makeready installation or upgrade include: • FreeFlow Makeready • Scan and Print • Scanner Support • File Manager • FreeFlow Administration • File Conversion • Print Manager-Advanced Print Path • Hot Folder • Status • Printer Administration – Registered Printer List Locator – Printer Registration – Network Agent – Security Certification	Optional software applications include: • Set Labeling/Data Merge • Copyright Clearance Management Service (US & Canada, only) • Process Manager Remote Clients • Micro, Glossmark and Correlation Specialty Imaging Fonts

Supported Printers

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

System Technical Requirements

1

System Specifications

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

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

US Only

The Customer, at their sole discretion, may enlist the support of a Xerox Technician to install the customer-supplied Operating System software and configure the customer-supplied PC. In such cases, the customer will be billed a setup charge to cover the additional time required to perform these activities. Any additional customer requests or requirements that deviate from the standard installation process are subject to an additional charge at the standard Xerox Time & Materials (T&M) rate. The customer will receive a separate bill for these services.

Minimum System Requirements

Minimum System Requirements	
Hardware Components	
Processor	Intel Core Duo Processor, 2.0 GHz or better
System Memory	4 GB
Hard Drive	Disk 1 (Drive C): 160 GB **Note** Customers should make appropriate allowances when selecting hard disk capacity in order to accommodate specific application needs, including considering larger disk capacity and/or additional disk drives.
Video	Video Controller (AGP or PCI-based) with 128 MB RAM
Network	100/1000 MB/sec
Display	CRT or LCD monitor

Peripherals	Keyboard and mouse DVD drive
The FreeFlow software may be installed in a virtual environment. The virtual environment must be configured to meet or exceed the minimum system requirements defined herein. Refer to Section 2, Support Expectations, for more information.	
Software Components	
Operating System	• Microsoft Windows 7 Ultimate, Professional or Enterprise Editions (32 and 64 bit) • Microsoft Windows 8.x Professional or Enterprise Editions (32 and 64 bit) • Microsoft Windows 10 Professional or Enterprise Editions (32 and 64 bit) **Note** • .NET 3.5 SP1 or higher must be installed prior to installation. • IIS6 or 7 with v6 compatibility mode enabled must be installed in order to use RMS connectivity.
Application Software	• Adobe Acrobat Professional X/XI or Adobe Acrobat Pro DC
Optional Application Software	• Adobe Photoshop CS6 or Adobe Photoshop CC (Creative Cloud) **Note:** For the syncing to work properly, ensure the Adobe Creative Client software is installed prior to syncing with a cloud folder.
Repository	• Xerox DocuShare 6.0, 6.5.3 • Microsoft SharePoint 2.0 with Service Pack 2 • Microsoft SharePoint 3.0 with Service Pack 2 (remote clients) • Microsoft SharePoint 2007 (32 bit only)
Optional Scanning Components	
Supported Scanners	• Xerox® DocuMate® 4700, 4790 and 4799 (TWAIN 1.9 or above) **Note** Only those scanners listed above are supported for use with FreeFlow Makeready. Refer to Section 2: Support Expectations, *Scanning Support*, for important guidelines as it relates to these scanners.
Generic Postscript Printing Support	
DFE / RIP Requirements	To use the Generic Postscript Printer type, the printer must meet the following the following minimal requirements: • Raster Image Processor (RIP) is Postscript Level 2 compliant. • LPR support • Optionally support setpagedevice commands for: copy count, collate, simplex/duplex, paper size, and portrait staple. **Note** Xerox does not support the Generic Postscript Printer type against any specific printer.

Scanning Limitations	When scanning using the Generic Postscript Printer type, the image quality will be not be optimized for any specific printer and, therefore, the image quality may not be as good as that achieved with a known Xerox Production Printer.
System Settings	
Network Membership	Specify either the Workgroup or Domain to use with the FreeFlow system. **Note** Domain attachment of the system must take place after installation. Depending upon how the Domain is configured, a Login screen may display. Consult the site system administrator for Domain access information.
Software Upgrades	
Credentials	An unrestricted Administrator account is required for future upgrades and service activities.

Remote Scan

In addition to traditional image capture with select TWAIN-complaint, Xerox® DocuMate® scanners, FreeFlow Makeready supports another convenient option to incorporate scanned content into jobs at the prepress stage. Remote scanning from FreeFlow Makeready is supported with select Xerox® Production and Office devices with onboard scanners using Windows® options or Device options—eliminating the need for a standalone scanning device on the print production floor.

There are two options to acquire a Remote Scan: Scan from Device using Xerox' Extensible Interface Platform (EIP), and Windows Image Acquisition (WIA).

- Scan from Device is supported by EIP-enabled Xerox office devices with EIP version 2.5 and above. Customers can scan directly to PDF.
- Windows Image Acquisition (WIA) may also be used to retrieve images directly from the scanning device in TIFF and JPEG formats using the native Microsoft scan driver.

Refer to the table below for a comparison of the features supported by each image capture method.

Remote Scanning Comparison

Remote Scanning Comparison			
Functions	**TWAIN**	**WIA**	**EIP**
1. Scan			
Scan from exposure glass	Yes	Yes	Yes
Continuous scanning from the ADF	Yes	Yes	Yes
Auto source (ADF or exposure glass)	Yes	No	Yes
Specify the number of originals to be scanned from the ADF	Yes	No	No
Preview	Yes	No[1]	No[1]

Scan direct to PDF	No	No	Yes
2. Settings			
Driver selection	Yes	Yes	NA
Color			
• Black and White	Yes	Yes	Yes
• Greyscale	Yes	Yes	Yes
• Full Color	Yes	Yes	Yes
Manual feed	Yes	No	No
Detect double feeds	Yes	No	No
Skip blank originals	Yes	No	No
Specify original size			
• When scanning from the exposure glass	Yes	Yes	Yes
• When scanning from the ADF	Yes	Yes	Yes
• Crop to original	Yes	No	No
• Crop to length	Yes	No	No
Orientation	Yes	No	No
Rotate image	Yes	No[1]	No[1]
Flip back side	Yes	No[1]	No[1]
Clean up edges	Yes	No	No
Compression	Yes	No	NA
Plex			
• 1-sided	Yes	Yes	Yes
• 2-sided	Yes	Yes	Yes
• 2-sided (top-to-top, top-to-bottom)	Yes	No	Yes
Resolution	Yes	Yes	Yes
3. Image Enhancement [1, 2]			
Brightness	Yes	Yes	Yes
Contrast	Yes	Yes	Yes
Gamma	Yes	No	No
Threshold	Yes	No	No
Deskew	Yes	No	No
Despeckle	Yes	No	No

[1] Features not natively supported by a particular interface may be available in FreeFlow Makeready after document capture.

[2] Additional enhanced image processing features for Xerox® DocuMate® scanners available via included third-party software, accessible via the TWAIN interface.

Supported Printers

Remote Scan from FreeFlow Makeready is supported with select Xerox production press onboard scanners and multifunction devices to generate scanned input for production jobs. Refer to the table below for the list of supported Xerox Production and Office devices by remote scan method.

Xerox Extensible Interface Platform (EIP)	Windows Image Acquisition (WIA)
• Xerox® ColorQube™ 8700 • Xerox® ColorQube™ 9301/9302/9303 • Xerox® WorkCentre™ 5845/5855 • Xerox® WorkCentre™ 5945/5955 • Xerox® WorkCentre™ 7220/7225 • Xerox® WorkCentre™ 7830/7835/7845/7855 • Xerox® WorkCentre™ 7970	• Xerox® Color C60/70 • Xerox® D95A/D110/D125/D136 • Xerox® Color C75 Press • Xerox® Color J75 Press • Xerox® Versant® 80 Press

For more information on the Remote Scan capability, see the ‘FreeFlow Makeready Remote Scan Integration Guide.’ This document may be downloaded from the Support & Drivers section on Xerox.com.

Reprographics Image Quality

Images scanned from the internal on-board scanners will print differently than they would if scanned from FreeFlow Makeready and submitted to the same print device(s). Further variance may occur when different Digital Front Ends (DFE) are employed within a customer’s environment.

Xerox Nuvera® Scan Back to FreeFlow Makeready

The best way to improve image quality of scanned images is to do it at scan time. Once the image renders itself, the opportunity to alter or significantly adjust the dots that comprise the image, as a whole, is limited. This is particularly true for scanned documents that are rendered as halftones.

Repurposing Xerox Nuvera® Scanned Back Images

For optimum image quality, files saved from the Xerox Nuvera® scanner should be 600 x 600 resolution. The IQI software will attempt to provide the best IQ for the targeted printer. In some cases, there will be areas where image quality may not meet expectations. Fine lines, certain halftones and small text fonts may pose particular challenges.

Copyright Management Service (CMS) Option (US & Canada)

FreeFlow Makeready offers a Copyright Management capability for US and Canadian customers only. The copyright function will integrate seamlessly with the Internet facility, Copyright Clearance Center.

The customer is responsible for obtaining a CCC agreement as a separate engagement prior to installation of the Xerox Copyright Management System and will agree to the terms of this agreement apart from any contractual arrangement with Xerox Corporation.

The Copyright Management capability provided through the FreeFlow Makeready application is not designed explicitly to control permissions for printing, copying or otherwise using copyrighted material. Rather, it is designed to enable a convenient method for communication with the Copyright Clearance Center facility to obtain permissions for these purposes.

A best effort is designed into the Copyright Management System to achieve the highest accuracy for copyright permissions possible. The customer is periodically requested to reconcile the Copyright Management reports against the CCC invoices to validate permissions.

CMS Configuration

- A Makeready workstation may be designated as a Copyright server for the CMS (Copyright Management Service). This configuration will also install the client Copyright software by default. The CMS device must have an active connection to the Internet.
- Up to two remote Makeready workstations may be configured with Copyright client software. These platforms do not require access to the Internet. They connect to the CMS Server over port 135.

For more information on the Copyright Management capability, see the ‘FreeFlow Makeready Copyright Management Service User Guide.’ This document may be downloaded from the Support & Drivers section on Xerox.com.

Specialty Imaging Text

Makeready provides support for Specialty Imaging printing effects as described below:

- MicroText Mark – printing text at point sizes normally smaller than one point.
- GlossMark® Text – printing text in a way that the content is not visible in straight-on view, but becomes visible as gloss under inclined illumination.
- Correlation Mark – printing text in a way that the content is not visible unless it is superimposed by a “key” transparency.

- FluorescentMark Text – printing text in a way that the content is virtually invisible under normal light but becomes visible under UV/black-light.

The necessary fonts required to support the above Specialty Imaging printing effects are available separately. Additionally, these fonts are designed to only work in conjunction with FreeFlow Print Server. Contact your Xerox representative for more information.

Limitations:

- GlossMark® Text is not recommended with the DocuColor 240/250/260.
- MicroText Mark is not recommended with the DocuTech 180 HLC, DocuTech 180 HLC Publisher, DocuTech 61XX or DocuPrint family of printers.
- Venezia Mode is recommended when using FluorescentMark or GlossMark® Text with the DocuColor 8000AP.
- GlossMark® Text, FluorescentMark, and Correlation Mark are not applicable to the Xerox Nuvera® 100/120/144 EA DPS, Xerox Nuvera® 288 Digital Perfecting System, 4110/4590, DocuTech180 HLC, DocuTech180 HLC Publisher, DocuTech 61XX or DocuPrint family of printers.
- GlossMark® Text, FluorescentMark, Correlation Mark, and MicroText Mark are not applicable to the Continuous Feed family of printers.

Backing Up Your FreeFlow Product

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

FreeFlow Product Security

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

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

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

Customer's Role: Although the FreeFlow product support team will strive to provide software that is secure, the customer ultimately is responsible for securing their environment to meet their specific security needs. Depending on their individual needs, customers can increase security by installing a Firewall, implementing a private network,

and/or physically securing the hardware to a limited access area. Again depending on their needs, customers can use tools to monitor and log physical and network access to the FreeFlow hardware and software to determine if and when a security incident has occurred. Customers also should back up their data to ensure that it can be recovered in case of deletion or corruption.

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

Protecting Against Virus Attacks

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

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

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

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

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

Support Expectations 2

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

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

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

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

Sustaining Engineering

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

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

PC Platform Support

The Xerox escalation process, including SPAR support, is available for compliant hardware and software configurations only. Customers who purchase the FreeFlow application software are responsible for obtaining a PC platform that meets (or exceeds) the set of minimum required system specifications defined by Xerox outlined in Section 1: *System Technical Requirements*. Should Xerox determine that the customer-supplied platform does not meet or exceed the minimum specifications, it reserves the right to refuse installation of software.

Software support is available for existing customers with Full Service Maintenance Agreements (FSMA) who elect to upgrade to the latest FreeFlow release on a Dell Precision 380 or Precision 390 Workstation (Xerox-supplied) running the Microsoft Windows 7 or Windows 8.x operating system only. However, these platforms have reached the end of their service life, and warranty service (support and replacement parts/spares) is no longer available.

In the event that hardware support and/or installation with the Microsoft Windows 10 operating system is required, customers with a Dell Precision 380 or Precision 390 Workstation will be required to obtain a new, customer-supplied platform, that meets (or exceeds) the minimum specifications defined by Xerox.

Unsupported Platforms

All other platforms, including but not limited to, the Dell Precision 370 Workstation, Precision 650 Workstation/Server, and Precision 670 and 690 Servers previously sold by Xerox ("Xerox-supplied"), are no longer supported with the latest version of Makeready.

Customers who are currently using unsupported Xerox-supplied platforms who wish to upgrade to the latest version of Makeready will be required to provide a PC platform that meets (or exceeds) the system specifications defined by Xerox.

Scanning Support

The Xerox DocuImage 620s, Xerox Production Scanner and Xerox FreeFlow Scanner 665 are no longer supported for use with Makeready. Customers who wish to upgrade Makeready should consult their Xerox sales representative to discuss available alternatives, including the Xerox DocuMate scanners.

Xerox DocuMate Scanners

The Xerox DocuMate scanners supported for use with FreeFlow Makeready and referenced in Section 1: System Technical Requirements, *System Specifications*, deliver high-quality black and white and office-quality color scanned documents that may not be suitable for all scanning applications and/or customer environments. As such, Customers should carefully evaluate the capabilities and image quality (IQ) characteristics of the specific Xerox DocuMate scanner they are considering to ensure the scanner is suitable for their environment and Xerox printing system(s).

Customers who are considering a Xerox DocuMate scanner as a replacement for an existing FreeFlow Scanner 665 should not expect to achieve comparable levels of image quality and productivity for most scanning applications. The Xerox DocuMate scanners are, however, still among the best quality scanners available in the market today.

Support

Support for Xerox DocuMate scanners is provided directly by Visioneer. All DocuMate scanners come with US-based, toll-free technical support by contacting Visioneer at 1(800) 648-0410. Warranties are valid in the U.S. and Canada. An online

Knowledgebase for troubleshooting and support information is also available 24/7 at www.xeroxscanners.com.

Note

If you require training and/or support for FreeFlow Makeready, or the Makeready Scan and Print application, contact your local Analyst for assistance. The scope of support provided by Visioneer for Xerox DocuMate scanners as part of the initial installation is limited to installing the scanner and device drivers, and performing a test scan to validate operability.

The Xerox DocuMate scanners referenced in Section 1: System Technical Requirements, *System Specifications* are integrated with FreeFlow Makeready via the TWAIN interface (TWAIN version 1.9 or above), which may be accessed directly from the Makeready PC. TWAIN is a widely recognized standard that computers use to receive images from scanners, digital cameras, and other digital devices.

Comprehensive TWAIN support, and support for any third-party TWAIN-compliant scanner other than the specific Xerox DocuMate scanner models listed Section 1: System Technical Requirements, *System Specifications*, falls outside of the Xerox Full Service Maintenance Agreement (FSMA) and, therefore, are not supported. Issues found with Makeready and a supported Xerox DocuMate scanner will only be addressed if they can be replicated on a reference scanner available to the Xerox Customer Support Center (XCSC).

In addition, the following limitations may apply when scanning from Makeready via a supported Xerox DocuMate scanner and the TWAIN (version 1.9 or above) interface:

- Image quality or performance-related problems are not supported.
- Optimization and targeting for a particular black and white or color printer is not supported.
- The [Fit to output stock size] selection under [Reduce/Enlarge] in FreeFlow Makeready is not supported.
- The input page size passed from the *FreeFlow Makeready Scan and Print* user interface may not match with *Data Source* capabilities and, thus, may not be effective. To choose an exact input page size, customers should make a selection from the [Advance Scanning] user interface.
- The [Rotate] selection under [Image Orientation] in FreeFlow Makeready is not supported.
- The following options in FreeFlow Makeready will be disabled if the parameter is not supported by the data source:
  - [2 sides] selection under [Sides to Scan]
  - [Color] selection under [Mode]
  - [Scale to] selection under [Reduce/Enlarge]
  - [Brightness] slide control

Virtualization Support

When installing the software in a virtualized environment, it is the customers' responsibility to fully support the virtualization environment and virtual software itself. Customers must also provide a fully configured virtualized environment, including access and support thereof to Xerox support, as necessary.

Note

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

Scanning is not supported in a virtual environment.

Third Party Application Software Support

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

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

Adobe Photoshop® Support

Comprehensive application support for Adobe Photoshop software falls outside of the Xerox software agreement.

Xerox will provide any unique modifications to the Adobe Photoshop documented installation instructions as it applies to the FreeFlow Makeready software installation.

Upgrade Support

FreeFlow Makeready supports upgrades from version 8.0.3.2 and higher to version 9.0. Upgrades from Makeready 7.0 and earlier do not have a direct upgrade path to version 9.0.

Migration Support

FreeFlow software may be migrated from one platform to another running the same version of the operating system. Xerox reserves the right to obtain from the customer, verification that the licensed software has been removed from, or destroyed on the original platform as a condition to issuing a license for the new platform.

Mixed Environment Support

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

Xerox and Customer Responsibilities

3

Xerox will provide FreeFlow application software support only to Customers who acquire the FreeFlow application software and purchase a Full Service Maintenance Agreement (FSMA).

Customer Responsibilities

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

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

Xerox Responsibilities

Installing the FreeFlow application software, including upgrades

- Providing FreeFlow application software support to Customers who elect to purchase an optional Full Service Maintenance Agreement.
- Providing optional, billable services to configure the customer-supplied server and install the customer-supplied Operating System software upon request.
- Providing optional, billable hotline support on a per incident basis for System problems encountered with the FreeFlow application software running on a customer-supplied server platform upon request.

Customer Expectations Agreement

4

Check off the sections for which expectations have been reviewed:

_____ System Technical Requirements

_____ Support Expectations

_____ Xerox and Customer Responsibilities

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

_____

_____

_____

_____

The individual executing this document warrants that he/she is an authorized representative of Customer and understands and accepts the terms set forth in this document, which shall supplement the terms under which Customer has acquired a license to and support (if applicable) of Xerox FreeFlow® software. In the event of any conflict between the terms of this document and the terms of any such license/support agreement(s), the terms of this document shall control:

Customer _____

Signature _____

Title _____

Date _____

Xerox Sales Representative _____

Xerox Analyst Representative _____

Xerox Service Representative _____