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FreeFlow Process Manager[®]

Customer Expectations Document



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Introduction

This document provides the hardware and software details required for the launch version of FreeFlow Process Manager. It is intended to help Customers understand the capabilities, system requirements and limitations of the current release.

Product Overview

FreeFlow Process Manager enables a “touchless” workflow that can automatically manage and process thousands of incoming jobs every day. How? By automating the labor-intensive prepress activities typically associated with print-on-demand jobs through over twenty pre-configured pre-press functions plus the capability of integrating with your existing infrastructure. As a result, you can complete more jobs in less time, reduce costs, and assure consistent quality, print after print.

Productivity comes standard. Process Manager is all about automating pre-press steps for efficiency – not eliminating them. Whatever level of automation you want to enable, you’ll find that document preparation that previously took hours or days can now be completed in minutes. The intuitive drag-and drop interface of Process Manager’s Workflow Builder makes it easy for your operators to setup, define, and automate workflows for nearly every one of your applications. Once created, these workflows can be used again and again. The gained efficiency equates to more productive printing with reduced costs and capacity maximization for you - and quicker turnaround for your customer.

Process more jobs. Watch your business grow.

FreeFlow Process Manager supports the simplest to those that are multifaceted, helping you to do more jobs in less time. Through its scalable nature, you can enable your automated workflow in the way that makes sense for your business today, while keeping the door open to a higher degree of automation tomorrow. From simply creating print jobs from multiple files—and multiple formats—more quickly to properly imposing saddle stitched jobs without operator intervention, through to a high degree of automation through integration with your upstream order management system for highly efficient job submission. With FreeFlow Process Manager, you can even leverage MIS information for simple personalization and post-print job tracking. Jobs that once were cost-prohibitive can now be accomplished with ease.

Software Applications

FreeFlow Process Manager Software Applications	
<p>Software applications with a new installation include:</p> <ul style="list-style-type: none"> • FreeFlow Process Manager <ul style="list-style-type: none"> – Workflow Builder – Workflow Job Submission – Workflow Job Manager – Manifest Automation from Xerox (MAX) • Printer Administration <ul style="list-style-type: none"> – Registered Printer List Locator – Printer Registration – Network Agent – Security Certification • Print Manager Advanced Print Path • Tools <ul style="list-style-type: none"> – Conversion Tool – File Manager – Hot Folder – Status – FreeFlow Administration • Adobe Acrobat Professional 9.3.x 	<p>Optional Remote Workflow Client Software applications include:</p> <ul style="list-style-type: none"> • Remote Workflow Submission Client • Remote Workflow Job Manager Client

Note

Your FreeFlow product includes the installation of Adobe Acrobat Professional. As of the publication of this document, FreeFlow supports Acrobat version 9.5.5. Following installation, Customers may download and install the patches required to update Acrobat to version 9.5.5 from the Adobe website. Future updates should not be installed unless / until support for said update(s) is communicated by Xerox Support

FreeFlow also supports Adobe Acrobat X and XI, which may be (optionally) procured and installed by Customers in lieu of the version of Acrobat included with your FreeFlow product. Adobe Acrobat X/XI must be installed by the Customer prior to the installation of the FreeFlow product

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.

Xerox IntegratedPLUS Finishing Solution for Booklets

FreeFlow Process Manager is an integral component of the *Xerox IntegratedPLUS Finishing Solution for Booklets*. Process Manager, FreeFlow Connect and Ultimate Bindery all work together to provide the necessary pre- and post-press automation capabilities for a complete and seamless workflow.

The *Xerox IntegratedPLUS Finishing Solution for Booklets* includes the applications listed below. All solution components are installed co-resident, on a single computer server.

- FreeFlow Process Manager
- FreeFlow Connect
- Ultimate Bindery

Note

In order to ensure proper performance and scalability as future needs dictate, the customer must obtain a platform that meets or exceeds the system specifications as defined by Xerox for the **Enhanced Configuration** outlined in the “System Specifications” section of this document. Refer to Section 1, *System Technical Requirements* for more information.

FreeFlow Connect

FreeFlow Connect is only available as an optional accessory for FreeFlow Process Manager when purchased as part of the *Xerox IntegratedPLUS Finishing Solution for Booklets*. FreeFlow Connect offers adaptive imposition templates and printer/finisher selection according to the print shop rules, which enables print shop operators to automate the processes from start to finish and improve turnaround time.

FreeFlow Connect provides the following features and capabilities when integrated with Process Manager as part of the *Xerox IntegratedPLUS Finishing Solution for Booklets*:

- Performs adaptive imposition according to rules
- Automatically routes jobs to printer/finisher combination
- Submits PDF file and XPIF ticket to a Xerox FreeFlow Print Server Hold Queue
- Adjusts Quantity for 2-up Signature Book if required
- Calculates finishing trim values based on imposition
- Submits JDF to Ultimate Bindery

For more information about the *Xerox IntegratedPLUS Finishing Solution for Booklets*, contact your local Xerox sales representative.

System Technical Requirements

1

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

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

Note

FreeFlow Process Manager does not support installation on computer systems that utilize Federal Information Processing Standards (FIPS). For more information on Federal Information Processing standards and guidelines, refer to the National Institute of Technology and Standards (NITS) web site at: <http://www.nist.gov/itl/fipsinfo.cfm>

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

US Only

Customers, at their sole discretion, may enlist the support of a Xerox Technician to install the customer-supplied Operating System software and configure the server. In such cases, the customer will be billed a setup charge to cover the Technician 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. Customers will receive a separate bill for these services.

System Specifications

Minimum Specifications for Customer-supplied Platforms	
Base Configuration	
<u>Minimum-required</u> hardware components; recommended for simple applications such as brochures, newsletters, and business cards	
Processor	Dual-core Intel Xeon 2.66 GHz, 1333 FSB, 4MB cache or better Note: AMD equivalent processors may be substituted Note: Process Manager should only be installed on systems with up to 16 physical processors with hyper-threading turned <u>off</u> , or up to 8 physical processors with hyper-threading <u>on</u> . If the system exceeds this limit, the install will fail
System Memory	3 GB
Hard Drive	<ul style="list-style-type: none"> • Disk 1 (Drive C): 73GB SCSI/SAS-15K RPM - Single Partition (System Files/OS) • Disk 2 (Drive D): 300GB SCSI/SAS-15K RPM - Single Partition (FreeFlow application) Note: <ul style="list-style-type: none"> • Disk 2 capacity depends on application and storage space requirements • Alternate disk configurations may be used as long as they provide equivalent or better performance
Ethernet	100/1000 MB/sec
Display	CRT or LCD Monitor
Input Devices	Keyboard and Mouse
Peripheral Devices	<ul style="list-style-type: none"> • DVD Drive • Backup storage device recommended
FreeFlow software may be installed in a virtual environment. The virtual environment must be configured to meet the same hardware configuration and performance as the standard environment. Refer to Section 2: "Support Expectations," for more information. Note: FreeFlow Process Manager requires the ability to add a local user even when the system is installed on a domain. This user will be created during installation.	

Enhanced Configuration	
<i>Minimum-required</i> hardware components; <i>recommended</i> for high-volume, complex projects— and <i>required</i> for integrating with Web Services or MIS systems via MAX (Manifest Automation from Xerox), as well as, the <i>Xerox IntegratedPLUS Finishing Solution for Booklets</i>	
Processor	<ul style="list-style-type: none"> Two Dual-core Intel Xeon 3.33 GHz (64-bit), 1333 FSB, 6MB cache or better Quad-core Intel Xeon 3.33 GHz (64-bit), 1333 FSB, 2x6MB cache or better <p>Note: AMD equivalent processors may be substituted</p> <p>Note: Process Manager should only be installed on systems with up to 16 physical processors with hyper-threading turned <u>off</u>, or up to 8 physical processors with hyper-threading <u>on</u>. If the system exceeds this limit, the install will fail</p>
System Memory	8 GB
Hard Drive	<ul style="list-style-type: none"> Disk 1 (Drive C): 73GB SCSI/SAS-15K RPM - Single Partition (System Files/OS) Disks 2 and 3 (Drive D): 300GB SCSI/SAS-15K RPM - Single 600GB RAID 0 Partition (FreeFlow Application/Temp Files) <p>Note:</p> <ul style="list-style-type: none"> Disk 2 and 3 RAID capacity depends on application and storage space requirements Alternate disk configurations may be used as long as they provide equivalent or better performance
Ethernet Capability	100/1000 MB/sec
Display	CRT or LCD Monitor
Input Devices	Keyboard and Mouse
Peripheral Devices	<ul style="list-style-type: none"> DVD Drive Backup storage device recommended
Software Components	
Supported software components that the customer must procure and install	
Operating System	<ul style="list-style-type: none"> Microsoft Windows Server 2003 R2 Standard (32-bit) SP2 Microsoft Windows Server 2003 Standard (32-bit) SP2 Microsoft Windows Server 2008 Standard (32-bit) SP2 Microsoft Windows Server 2008 R2 Standard (64-bit) SP1 (required for the <i>Xerox IntegratedPLUS Finishing Solution for Booklets</i>) Microsoft Windows Server 2012 Standard (64-bit) <p>Note:</p> <ul style="list-style-type: none"> .NET Framework 3.5 SP1 must be installed prior to installation IIS6 or IIS7 with v6 compatibility mode enabled must be installed to use RMS connectivity
Application Software	Required for the <i>Xerox IntegratedPLUS Finishing Solution for Booklets</i> : <ul style="list-style-type: none"> .NET Framework 4.0 Internet Explorer 9.0 Java 6 (32-bit)

Optional Application Software	<ul style="list-style-type: none"> • Microsoft Office 2003 (Word, Excel, PowerPoint, Publisher) • Microsoft Office 2007 (Word, Excel, PowerPoint, Publisher) • Microsoft Office 2010: 32- and 64-bit (Word, Excel, PowerPoint, Publisher) • Microsoft Office 2013: 32- and 64-bit (Word, Excel, PowerPoint, Publisher) on Windows Server 2008 R2 (64-bit) and Windows Server 2012 (64-bit) • Kodak Preps 5.3.x (32-bit Operating Systems only) • Microsoft SharePoint 2007/2010 (32-bit Operating Systems only) <p>Note: Connection to Microsoft SharePoint 2007/2010 (64-bit) on Windows Server 2008 R2 (64-bit) and Windows Server 2012 (64-bit) via the RMS connector is not supported</p> <ul style="list-style-type: none"> • Xerox DocuShare 6.5.3 • Xerox DocuShare 6.6.1
Pre-Installation System Settings	
Computer Name	<p>Change the Computer Name to the desired name</p> <p>Note: Changing the computer name after FreeFlow is installed could cause problems with the FreeFlow software</p>
DNS Suffix	<p>Under More... setting when specifying the Computer Name, specify the DNS suffix and clear the check box for [Change primary DNS suffix when domain membership changes].</p>
Network Membership	<p>Specify either the Workgroup or Domain to use with the FreeFlow system.</p> <p>Note: Domain attachment of the system must take place before installation. Depending upon how the Domain is configured, a Login screen may display. Consult the site system administrator for Domain access information</p>
IP Configuration	<ul style="list-style-type: none"> • Configure TCP/IP networking to use a static IP address. • If using the hosts file [Windows > system32 > drivers > etc > hosts], ensure it has the system's current IP address for any entries that refer to the system's hostname. <p>Note:</p> <p>FreeFlow application software does not need to use the hosts file to resolve hostnames.</p> <p>Changing the IP address after FreeFlow Process Manager is installed could cause problems with the FreeFlow software. Consult with the Xerox analyst before if the FreeFlow Process Manager IP address must change.</p> <p>Changing the computer name after IIS is enabled could cause problems with IIS. If the computer name must change, follow proper instructions from Microsoft.</p>
i386 Folder	<p>Ensure that the i386 folder from the original Microsoft Operating System CD is copied to the root of Drive C (C:\i386). This will negate the need for the Operating System CD to be available to the Xerox technician at the time of installation of the FreeFlow software is performed.</p>
Available Disk Space	<p>It is recommended that 25 % of each disk's capacity remain available to ensure optimal system operation.</p>

Remote Clients	
Processor	Intel Core Duo 2.0 GHz or better Note: AMD equivalent processors may be substituted.
System Memory	2 GB
Hard Drive	Disk 1 (Drive C): 80 GB SATA 7200 RPM
Video Capability	Video Controller (AGP or PCI-based) with 128 MB RAM
Ethernet Capability	100/1000 MB/sec
Display	CRT or LCD Monitor
Input Devices	Keyboard and Mouse
Peripheral Devices	DVD Drive
Remote Clients Software Components	
The following the supported software components that the customer must procure and install	
Operating System	<ul style="list-style-type: none"> • Microsoft Windows XP Professional (32-bit) with Service Pack 3 • Microsoft Windows 7 Professional or Ultimate (32-bit or 64-bit) • Microsoft Windows 8 Pro and Enterprise (32- and 64-bit) • Microsoft Windows Server 2003 R2 Standard (32-bit) SP2 • Microsoft Windows Server 2003 Standard (32-bit) SP2 • Microsoft Windows Server 2008 Standard (32-bit) SP2 • Microsoft Windows Server 2008 R2 Standard (64-bit) SP1 • Microsoft Windows Server 2012 Standard (64-bit) <p>The following operating systems are supported on a “best effort” basis:</p> <ul style="list-style-type: none"> • Microsoft Vista Business, Enterprise or Ultimate (32-bit) with Service Pack 1 or 2 <p>Note:</p> <ul style="list-style-type: none"> • .NET 3.5 SP1 must be installed prior to installation • IIS6 or IIS7 with v6 compatibility mode enabled must be installed to use RMS connectivity
Optional Application Software	<ul style="list-style-type: none"> • Adobe Acrobat 9.3.x
Software Upgrades	
Credentials	An unrestricted Administrator account is required for future upgrades and service activities.

System Pre-Install Configuration

Windows Server 2003

1. Install Microsoft hot fix number KB947100 must be downloaded from Microsoft for FreeFlow Process Manager Servers DCOM process to work correctly. To request the patch please go to: <http://support.microsoft.com/kb/947100>

Note

Per Microsoft, hot fixes must be individually requested and installed by the Customer for Windows Server 2003 SP2 systems. This is Microsoft's new process of obtaining hot fixes, as they are not fully tested. Microsoft will respond to the request within 8 hours so plan accordingly.

2. Disable the Indexing Service under [Control Panel > Administrative Tools > Services].
3. Enable Application Server listed under [Control Panel > Add or Remove Programs > Add/Remove Windows Components]
4. Enable the following Application Server components listed under [Application Server > Details]:
 - a. Application Server Console
 - b. ASP.NET 2.0
 - c. Enable network COM+ access
 - d. Internet Information Services (IIS)
5. Enable the following IIS components listed under [Internet Information Services (IIS) > Details].
 - a. Common Files
 - b. File Transfer Protocol (FTP) Service
 - c. FrontPage 2002 Server Extensions
 - d. Internet Information Services Manager
6. Enable the following World Wide Web Service Components listed under [World Wide Web Service > Details]:
 - a. Active Server Pages
 - b. Internet Data Connector
 - c. Server Side Includes
 - d. World Wide Web Service
7. Enable the following Message Queuing Components listed under [Message Queuing Service > Details]:
 - a. Triggers
8. Disable Automatic Updates under [My Computer > Properties > Automatic Updates]

Windows Server 2008 (32-bit)

1. Ensure Windows Search is disabled under [Server Manager > Roles > File Services > Role Services]
2. Install IIS 7.0 by adding a server role in Server Manager
3. Enable the World Wide Web Service
4. Enable the following FTP Server components
 - a. FTP Service
 - b. FTP Management Console
5. Enable the following Web Management Tools components
 - a. IIS 6 Management Compatibility
 - b. IIS 6 Management Console
 - c. IIS 6 Scripting Tools
 - d. IIS 6 WMI Compatibility
 - e. IIS 6 Metabase Compatibility and II6...
 - f. IIS Management Console
6. Enable the following Application Development Features components
 - a. .NET Extensibility
 - b. ASP
 - c. ASP.Net
 - d. ISAPI Extensions
 - e. ISAPI Filters
 - f. Server-Side Includes
7. Enable the following Common HTTP Features components
 - a. Default Document
 - b. Directory Browsing
 - c. HTTP Errors
 - d. Static Content
8. Enable the following Health and Diagnostics components
 - a. HTTP Logging
 - b. Request Monitor
9. Enable the following Performance Features components
 - a. Static Content Compression
10. Enable the following Security components
 - a. Basic Authentication
 - b. Request Filtering
 - c. Windows Authentication
11. Disable automatic install updates under [Control Panel > Windows Update > Change Settings]
12. Disable UAC under [Control Panel > User Accounts]

Windows Server 2008 R2 (64-bit)

1. Right-click [Computer] on the desktop
2. Select [Manage]
3. Select [Features] under [Server Manager]
4. Click on <Add Features>
5. Check the [.NET Framework 3.5.1] Features (Add required Role Services)
6. Click <Next> and <Next> again
7. Highlight [Role Services] in the left pane and verify that the following features are installed:
 - Common HTTP Features
 - Static Content
 - Default Document
 - Directory Browsing
 - HTTP Errors
 - Application Development
 - ASP.NET
 - .NET Extensibility
 - ASP
 - ISAPI Extensions
 - ISAPI Filters
 - Server Side Includes
 - Health and Diagnostics
 - HTTP Logging
 - Request Monitor
 - Security
 - Basic Authentication
 - Windows Authentication
 - Request Filtering
 - Performance
 - Static Content Compression
 - Management Tools
 - IIS Management Console
 - IIS 6 Management Compatibility
 - IIS 6 Metabase Compatibility (IIS Metabase and IIS 6 configuration compatibility)
 - IIS 6 WMI Compatibility
 - IIS 6 Scripting Tools
 - IIS 6 Management Console
 - FTP Server
 - FTP Service
 - FTP Extensibility

Windows Server 2012

1. Open the Start Menu. Type 'Server Manager' and press Enter.
2. Select [Manage, Add Roles and Features]. Select [Next]
3. Select [Role-based or feature-based installation] and select [Next]

4. Select the appropriate server. The local server is selected by default. Select [next]
5. Under Roles, select [Web Server (IIS)]. In the next window, select [Add Features]. Select [Next]
6. Select the right facing triangle next to '.Net Framework 4.5' to expand it
7. Select the right facing triangle next to 'WCF Services' to expand it
8. Under WCF Services, select [Message Queuing (MSMQ) Activation]. In the next window, select [Add Features]
9. Select the following Role Services. If prompted, select [Add Features]:
 - Common HTTP Features
 - Default Document
 - Directory Browsing
 - HTTP Errors
 - Static Content
 - Health and Diagnostics
 - HTTP Logging
 - Request Monitor
 - Performance
 - Static Content Compression
 - Security
 - Basic Authentication
 - Request Filtering
 - Windows Authentication
 - Application Development
 - .NET Extensibility 3.5
 - ASP
 - ASP.NET 3.5
 - ISAPI Extensions
 - ISAPI Filters
 - Server Side Includes
 - FTP Server
 - FTP Service
 - FTP Extensibility
 - Management Tools
 - IIS Management Console
 - IIS 6 Management Compatibility
 - IIS 6 Metabase Compatibility
 - IIS 6 Management Console
 - IIS 6 Scripting Tools
 - IIS 6 WMI Compatibility
 - Select [Next, Install]

System Post-Install Configuration

File Access Credentials

When retrieving files from a file server, FreeFlow Process Manager will authenticate to file servers using the XDL_ADMIN credentials. In order to enable use of other credentials when retrieving files from a server do the following:

1. Log into the system as XDL_ADMIN
2. Under [Control Panels > Windows Stored User Names and Passwords].
 - a. Add the servers from which files will be retrieved
 - b. The credentials XDL_ADMIN should be used to access files from this server

Settings to Optimize Performance

1. Go to the Performance Settings under System Properties
 - a. Set the Processor scheduling for best performance of Background services
 - b. Set the Memory usage for best performance of System cache
 - c. Set the virtual memory Page file size of the C drive to No paging file
 - d. Set the virtual memory Page file size of all other drives to 4096 for both the Initial size and the Maximum size
2. Delete temporary disk settings in the XDL_ADMIN account.
 - a. Login as XDL_ADMIN
 - b. Go to Advanced settings under [My Computer -> Properties]
 - c. Delete the TEMP and TMP variables under User variables

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.

Backup License for Disaster Recovery

Customers have the option to obtain a second license (backup license) to be used for the purpose of disaster recovery (failure of production system) and/or as a staging system (validation of software patches or Service Packs prior to installation on the production system).

The Backup License must be installed on a second server. The backup system may not be used simultaneously with the production system as a secondary production system.

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.

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

Minimizing Virus Scanning Performance Impacts

Real time or instant virus scanning will have an impact on system performance. Excluding certain folders from real time virus scanning can ameliorate the performance impact of virus scanning. The following folders may be excluded from scanning:

- The FreeFlow installation folder
- Folders that are associated with the FreeFlow software application Hot Folders

Disabling virus scanning to selected folders may compromise your anti-virus scanning software's ability to function as expected. It is up to the customer to determine whether the performance benefits are worth the potential risk.

Protecting Against Power Issues

Xerox strongly recommends that the FreeFlow product hardware be kept on a dedicated electrical line with an Uninterruptible Power Supply, Surge Protection, and Power Fluctuation Protection.

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 hardware specifications, it reserves the right to refuse installation of software.

Software support is available for existing customers with a Full Service Maintenance Agreement (FSMA) who elect to upgrade to the latest FreeFlow release on a Dell Precision 670 or Precision 690 Server (Xerox-supplied). 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 is required, customers with a Dell Precision 670 or Precision 690 Server will be required to obtain a new, customer-supplied platform, that meets (or exceeds) the minimum specifications defined by Xerox.

Unsupported Platforms

The Dell Precision 650 (Workstation/Server) and Precision 370 (Workstation) platforms previously sold by Xerox (“Xerox-supplied”) are no longer supported with the latest version of Process Manager.

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

Virtualization Support

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

Note

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

Third Party Application Software Support

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

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

Upgrade Support

FreeFlow Process Manager supports upgrades from Process Manager 8.0.3.2 and higher to version 9.0 on systems configured with the Windows Server 2003 or Windows Server 2008 (32-bit) Operating System only.

Upgrades from previous versions on the Windows Server 2008 R2 (64-bit) Operating System, or from Process Manager 7.0 and earlier on any supported Operating System do not have a direct upgrade path to version 9.0 and, consequently, will require a new (clean) installation of the latest version of Process Manager.

Customers upgrading should delete as many jobs as possible from the system. Upgrading a system with a large number of jobs may take a significant amount of time

Migration Support

Operating System/platform migration from the Windows Server 2003 or Windows Server 2008 (32- or 64-bit) Operating Systems to Windows Server 2008 R2 (64-bit) or Windows Server 2012 (64-bit) is not supported and requires a new (clean) installation of the latest version of Process Manager.

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

Summary of Roles & 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

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Check off the sections that will be part of this FreeFlow system install and for which expectations have been reviewed:

_____ System Technical Requirements

_____ Support Expectations

_____ Summary of Roles & 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 _____

