XEROX®

Xerox FreeFlow Print Server
PrInteract Remote Services
Versions 60.xx

User Guide

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User Guide

1   What is PrInteract Remote Services?

PrInteract Remote Services is a Web-based application that enables remote communication and support with Xerox.

Whenever you have service-related questions or your printing environment is not running as smoothly as you want, Remote Services can be used by you and Xerox to more quickly diagnose problems and deliver solutions.

Benefits of Remote Services

Remote Services allows you to:

- Provide data to the Xerox Customer Support personnel and Xerox engineering personnel on-demand or automatically, to facilitate rapid problem analysis and resolution.

- Share either view-only access to your desktop or share the control of your Remote Services cursor and desktop with Xerox Support. Desktop sharing enables Xerox to troubleshoot problems and remotely install software updates for you. This also allows Xerox to present remote demonstrations of new application features.

- Use automated system Remote Monitoring: This feature Xerox personnel may proactively access and analyze data on the Xerox server and allow solutions to be more quickly delivered.

- Download software updates.

- Receive new product and application information.

Remote Services features translate to benchmark productivity opportunities and machine up time.

2 How do I start using Remote Services?

After your Xerox customer representative installs and configures Remote Services, you can immediately access the Home page. The Home page provides links to all application features included within Remote Services.

NOTE: *For Remote Services registration information, please refer to the Remote Services Setup Guide.*

You can use the following links to access topics discussed in this section:

Remote Services network configuration

User access

Launching the Remote Services application

Home page navigation

Remote Services network configuration

Before Remote Services is ready to provide full service, settings for your network configuration need to be verified by your Xerox customer service representative. If your system uses a proxy server, settings to enable the network connection are defined as follows:

1. Open the [**Remote Services Home: Setup: Network Settings**] page.

2. Enter the HTTP Proxy Server, HTTP Proxy Port, user name and password.

3. Click [**Apply New Settings**].

Additionally, your customer service representative must verify settings for IP Address, Netmask, Gateway and DNS Host on the [**Remote Services Home: Setup: Network Settings**] page. As these settings are read-only in the Remote Services application, the settings are edited through FreeFlow Print Server Setup.

Once these settings are configured, Remote Services is ready to provide full network service.

Or, click **Restore Settings** if you do not want to modify the capture settings and you want to restore the settings that were saved last.

User access

There are four types of users who have access to the FreeFlow Print Server. Each type of user has different access privileges for Remote Services. The following list presents the default settings for each user.

- **User**: Allowed access to Support Access, History and Contacts.

- **Operator**: Access to all the features of a User and access to Problem Reporting and Support Requests.

- **CSE (Customer Service Engineer)**: Access to all system features, except the ability to enable and disable features.

- **System Administrator**: Access to all system features.

Launching the Remote Services application

All features included within Remote Services are accessible through the Home page.

To open the Remote Services Home page:

1. Place your cursor outside the FreeFlow Print Server GUI. You may have to minimize the FreeFlow Print Server GUI screen.

2. Press the <**Help**> key on your keyboard.

   The Remote Services Home page opens.

OR

1. From the, upper right corner, FreeFlow Print Server GUI select the Remote Services ICON.

Remote Services Installed, Running and Connected	Remote Services Installed, Running and Not Connected	Remote Services Not Installed or Installed but not Running

NOTE: *Remote Services must be installed and running to launch the application.*

Home page navigation

The table that follows identifies each link located on the Home page and describes when to use each link.

Link	Description
Problem Reporting	Click [**Problem Reporting**] to display options for capturing and transferring job and/or machine data. Data capture and transfer is usually necessary after Xerox conducts a preliminary investigation of your environment and needs additional data for further analysis.
Support Requests	Click [**Support Requests**] to display a table of requests Xerox Support has forwarded to you. Execution of these requests helps to ensure optimum operability of your print environment. Different types of support requests you may receive are: • Remote Monitoring • Data Capture and Transfer • Update Attributes • Execute Script • Download and Execute Script • Software Updates
Support Access	Click [**Support Access**] to accept a verbal request from Xerox Support to activate two-way, online communication. The Support Access page is used to communicate with Xerox using a dynamic chat window and to enable permission-based desktop sharing with either desktop control or view-only privileges.
MeterAssistant	Click [**MeterAssistant**] to view a statistical summary table of automatic meter readings. This feature is available on monochrome and highlight color printers, only.

Link	Description
Setup	Click [**Setup**] to verify settings for the Remote Services proxy server and network settings.
History	Click [**History**] to view a status table listing all service tasks you have received from Xerox Support.
Contact	Click [**Contact Information**] to view the information; Customer Address, FreeFlow Print Server Version, Print Engine Serial Number, Host ID, and IP Address. On this page click [**Contact Xerox**] to open an automatically addressed email message you can send to Xerox Support.
Software Updates	Click [**Software Updates**] to download operating system patches, Remote Service patches, and FreeFlow Print Server patches. This link appears on the Home page only when software updates are available. Alternately, you can access the Software Updates page via the Software Updates tab on the [**Home: Support Requests**] page.

3   How can I customize application preferences?

There are a number of default settings you may customize. You may specify which application features are enabled or disabled. You may specify default settings for data capture and transfer, as well as network settings for your proxy server.

- Enable or disable application features through the [**Home: Setup: General**] page.

- Customize settings for data capture and transfer as well as the timing of data transfer through the [**Home: Problem Reporting: Settings**] page.

- Modify proxy server settings through the [**Home: Setup: Network Settings**] page.

Enable or disable application features

To specify which features in Remote Services are enabled:

1. Select [**Home: Setup**].

2. Select the [**General Settings**] tab.

   A list of features you may either enable or disable are listed on the page. To enable a feature, place a checkmark in the feature box. Clear the check mark to disable a feature. The features listed are:

   - **Problem Reporting**–options for capturing and transferring job and machine data to Xerox Support.

   - **Support Requests / Software Updates**–accept download requests Xerox Support has forwarded to you. Download operating system patches, Remote Service patches, and FreeFlow Print Server patches. Execution of these requests helps to ensure optimum operability of your print environment.

   - **Support Access**–communicate with Xerox using a dynamic chat window and to enable permission-based desktop sharing with either control or view-only privileges.

   - **MeterAssistant**–statistical summary table of automatic meter readings.

   You can also manage the following options:

   - Select a **UI Language** from the pull-down menu.

- **Automatic Synchronization with Xerox Support Server** is enabled by default.

- You can enter or edit the **Print Engine Serial Number**. **NOTE:** *Changing the serial number is not recommended, and should only be performed in special cases by the CSE or if Xerox specifically asks for the change to occur.*

3. Click [**Apply New Settings**].

   Or, click **Restore Settings** if you do not want to modify the capture settings and you want to restore the settings that were saved last.

Customize settings for data capture and transfer

The [**Problem Reporting: Settings**] page has an option that you can select to automatically delete captured data after it is transferred.

To specify settings for captured files

1. Select [**Home: Problem Reporting: Settings**].

2. Select the **Capture** tab.

3. If you want to delete the captured files from your system after they are transferred to Xerox, check the [**Remove Capture Data after Transfer**] checkbox. This eliminates the redundant storage of the files on your system. Or if you want to save the captured files clear the checkbox.

4. **Enable Job Data Capture** is enabled by default. If the selection box is not marked, the Job and Machine & Job data types cannot be selected on the Capture or Capture & Transfer pages. To disable this feature, remove the mark from the checkbox.

5. Note the directory location of the captured files. This field is read-only. You can verify this location when you select files to transfer to Xerox.

6. Click [**Apply New Settings**] to save the settings.

   Or, click [**Restore Settings**] if you do not want to modify the capture settings and you want to restore the settings that were saved last.

To specify options for transferring data files

1. Select [**Home**: **Problem Reporting**: **Settings**].

2. Select the **Transfer** tab.

3. If you want to enable the periodic capture and transfer of systems Remote Services log data, check the [**Enable Remote Monitoring**] option. Selecting the information icon opens a window that presents remote monitoring details.

4. If you want to specify the time that files will automatically be transferred, use the **Transfer Time** selection arrows. The first field indicates the hour, the second field indicates minutes, and the third field indicates AM or PM.

5. Specify the default delivery location of transferred files. Options available are:

   • **Xerox Support Server:** Data transmitted to the Xerox Support Server must be associated to a log number before data transmission. This number is provided by Xerox Support.

   • **Save to CD:** If desired, the operator may store captured data using CD writer when one is available.

   • **FTP Server:** If your system is functioning on a private network, the operator may install the Remote Services Proxy agent which allows data communication between a private network and a Xerox FTP site. If **FTP Server** is chosen select the **FTP Settings** tab and follow the instructions.

6. Click **Apply New Settings** to save the settings.

   Or, click **Restore Settings** if you do not want to modify the settings and you want to restore the settings that were saved last.

To specify FTP Settings

1. Select **Home**: **Problem Reporting**: **Settings**.

2. Select the **FTP Settings** tab.

   a. Enter the URL of the FTP server.

   b. Enter the path of the shared directory on the FTP server.

   c. Enter the server user name.

   d. Enter the server password which will automatically enable system login.

   If necessary enter the FTP Proxy Server information for (SOCK 4 or 5 only)

3. Select **Verify Connections** after the information is entered.

4. Select **Apply New Settings** to make your changes

   Or, click **Restore Settings** if you do not want to modify the settings and you want to restore the settings that were saved last. By default the Server Address, Share Path, Username, and Password are blank.

Modify proxy server settings

To modify proxy server settings:

1. Select [**Home: Setup: Network Settings**] page.

2. System administrators can modify the system settings of the HTTP proxy server:
   - HTTP Proxy Server
   - HTTP Proxy Port
   - Username (distinct usernames may be utilized for HTTP Proxy and FTP Proxy)
   - Password (distinct passwords may be utilized for HTTP Proxy and FTP Proxy)
   - Connectivity information can be viewed and is read only.

3. Select **Verify Connections** after the information is entered.

4. Click [**Apply New Settings**].

   Or, click **Restore Settings** if you do not want to modify the capture settings and you want to restore the settings that were saved last.

4   How do I request Xerox support?

When you want to request assistance from Xerox Support, you can call the Xerox Support Hotline through standard support procedures. If Xerox Hotline support is unable to immediately resolve your issue or concern, you will be asked to click the [**Home: Support Access**] link to enable remote desktop sharing. Desktop sharing enables Xerox to remotely troubleshoot problems quickly in real-time.

You can also send Xerox an email message that describes your questions or comments through Remote Services.

Accept a Xerox request to enable desktop sharing

To enable desktop sharing:

1. Click [**Home: Support Access**].

   A support dialog box opens.

2. Enter your name, contact information and a description of your question or issue.

3. Click [**Submit**].

Your request is placed in a queue.Your queue displays in the eCare Support dialog window.

When Xerox Support responds to queue, a two-way dynamic chat window opens. Use this chat window for an instant, text based conversation with Xerox Support.

If Xerox Support wants to view your desktop, you will receive a **Invite Observe** or **Invite Control** request in the chat window.

- If Xerox Support needs to control your mouse and desktop, you will receive a **Invite Control** message. You may either accept or reject this invitation.

 Invite Control enables Xerox Support to direct you to specific screen or menu locations or to directly resolve operational issues.

- If Xerox Support wants to share your desktop with view-only rights, you will receive an **Invite Observe** message. You may also accept or reject this invitation.

 Invite Observe enables Xerox Support to remotely present training demonstrations.

Email Contact

When you want to communicate with Xerox Support without enabling desktop sharing, you may send Xerox an email message from the Remote Services Home page.

To send a message to Xerox Support:

1. Click [**Contact Information**] to view the information; Customer Address, FreeFlow Print Server Version, Print Engine Serial Number, Host ID, and IP Address. Then click [**Contact Xerox**] to open an automatically addressed email message you can send to Xerox Support.

2. Enter a description of your issue into the **Subject** field.

3. Enter your text message.

4. Click [**Send**].

Or, if you want to close the message window without sending the message, click [**Close Window**].

5 How does Xerox ensure quality support?

To ensure and maintain optimum operability of your print environment, Xerox Support may ask you to perform a specific task or action. These requests are called Support Requests. Each time Xerox sends you a Support Request, a link to download the request is placed on the Home page. Click this link to open the Support Requests page.

You may either accept or reject any Support Request. Support Requests you accept are downloaded to your system where Xerox Support can connect to your system and execute the request.

Different types of Support Requests that you may receive are:

- Remote Monitoring (RM)
- Data Capture & Transfer
- Update Attributes
- Execute Script
- Download and Execute Script
- Software Updates

Information included on the Support Requests page includes:

- **Support Request ID**–identifies the tracking number assigned. click an ID link to pop open additional details.
- **Type**–classifies requests by OS or patch.
- **Status**–indicates whether you have accepted, completed, or rejected the request.
- **Data/Time**–indicates the date you received the request.

To accept or reject a request, perform the following:

- To accept and install an update, click the desired row and click the [**Accept**] button.
- To reject an update and remove a support request from the available list, click the desired row and click the [**Reject**] button. A rejected update may be accepted at a later time.

By default, Remote Services checks for new Support Requests on startup, and then every 15 minutes. To manually check the Xerox Support Server for new Support Requests, click the [**Get New**] button. New Support Requests may take a few minutes to arrive. To refresh the display to include Support Requests that have just arrived, click the [**Refresh Table**] button. New entries are highlighted as **New!** under the Refresh column.

Remote Monitoring (RM)

Remote Monitoring is a timer-based script that automatically captures and transmits machine data to Xerox Support. Job data is not captured using Remote Monitoring. Collected machine data is transmitted to Xerox Support at regular intervals. Xerox uses this information to identify and resolve issues. When you receive a Remote Monitoring Support Request, you only need to accept the request once. The scheduled data collection and transfer will then occur automatically.

NOTE: *To protect your privacy, Job data is not transmitted to Xerox at regular intervals. Job data is transmitted only if a Job Capture is performed directly via the Capture or Capture & Transfer page.*

Data Capture & Transfer

Data Capture & Transfer is a script that customers are asked to execute when additional job and machine data is required. When Xerox Support needs additional data, you will receive a Support Request.

Update Attributes

The Update Attributes Support Request enables the Xerox Support team to remotely update device attributes. Examples of device attributes typically included within this type of Support Request include enabled or disabled logging, the frequency of Remote Monitoring (RM), or the canceling of a Support Request.

Execute Script

The Execute Script Support Request enables the Xerox Support team to execute an installed script. For example, you may be asked to execute a script that restores machinery to the factory settings.

Download and Execute Script

This Support Request enables the Xerox Support team to remotely load an additional script on a device and immediately initiate script execution.

Software Updates

Each time the Remote Services application opens, the system checks for software updates from the Xerox Support Server. Software updates can be accepted or rejected. For additional information, see: How are software updates delivered?

6 How are problems identified and reported?

Xerox Support may identify and resolve most of your operational issues when you grant permission to observe or control your mouse and desktop through the [**Home: Support Access**] page. Sometimes, however, Xerox Support may need additional machine and/or job data to more fully analyze your system.

The [**Home: Problem Reporting**] page enables you to capture machine and/or job data and then automatically transmit the additional data to Xerox Support.

You may either capture and transfer data to Xerox as it is being recorded or capture data at one point in time, and then transfer the data file at another time. Data may be transferred directly to your Xerox Support Server, to a local FTP site, or to a CD writer.

The Problem Reporting page displays the following options:

- Capture
- Transfer
- Capture & Transfer
- Files Ready for Transfer
- File Cleanup

NOTE: *For information on the Capture and Transfer setup process, see:* Customize settings for data capture and transfer

If your system is not always connected to the network, your site operator may store the data file on a local drive or CD. When a network connection is established your operator can then use the Transfer feature to transmit the captured data.

NOTE: *Only one process per service may run at a time.*

Capture

This procedure explains how to capture machine and/or job data. This procedure assumes you will transfer your machine and/or job data to Xerox Support at a future time.

To capture machine and/or job data

1. Select [**Problem Reporting: Capture**]. Once the Capture window opens, you are informed that the DFE must not be ripping or printing while a Data Capture is in progress.

2. Select a **Data Type** option:

   • **Machine**

   • **Job**

   • **Remote Monitoring**

   If you select Machine or Machine & Job, the following Machine capture options are available by expanding the **Advanced Machine Data Type Settings** menu:

   • **Capture DFE Data Only**

   • **Capture IOT Data Only**

   • **Capture DFE & IOT Data**
   NOTE: *The Advanced Machine Data Type Settings menu is grayed out if Job is the Data Type option selected.*

3. If the Data Type option you select is **Job** or **Machine & Job**, you can select a **Job Type** and a **Job ID** from the drop-lists. These menus are unavailable if you select **Machine** as the Data Type.

4. Enter a **Call Log ID** number. This field is blank by default.

NOTE: *The Call Log ID facilitates transmission tracking. This information is provided by Xerox Support.*

5. Enter a **Fault Code**. The Fault Code is the status or error message number provided by the FreeFlow Print Server interface. This field is optional and is blank by default.

6. Type in a description of the current issue that requires data capture. The information you enter allows Xerox to better understand the issue. This field is required and the capture process does not proceed until a problem description is entered.

7. Click the [**Start Capture**] button.

   The dialog refreshes and shows the status of the capture process. The status bar indicates the following states:

   • Preparing Data

   • Capturing DFE Data (if applicable)

   • Capturing IOT Data (if applicable)

   • Capture Completed Successfully

8. If you want to terminate the capture process before completion, click the [**Cancel Capture**] button.

Transfer

The Transfer utility enables your site operator to transmit previously captured data as described in the topic, Capture.

There are several different ways to transfer captured data. Data may be transferred directly to:

- Xerox Support Server
- FTP site
- CD writer

NOTE: *The destination is set via the Problem Reporting: Settings page: Transfer tab.*

To transfer machine and/or job data to Xerox

1. Select either [**Problem Reporting: Transfer**] or the [**Files Ready to Transfer**] link.

   The Files to Transfer table opens. This table has four columns of information–the Call Log ID, Type, Capture Date, and Status columns. The Status column indicates whether the file is Not Transferred, In-Progress, or Completed.

2. Select the file you want to transfer.

3. If desired, you may click the arrow positioned before the File ID. This expands the view and displays additional file information.

4. Click the [**Start Transfer**] button.

   If the system needs additional information, a dialog box opens asking for additional information.

   The system validates the transfer ID provided by Xerox Support and then transfers the files to either your Xerox Support Server, an FTP site, or to a CD writer as specified on the Problem Reporting: File Cleanup page: Transfer tab. If the files you want to transfer are more than 400 MB, you are prompted to transfer the files to a CD writer.

5. Once the transfer is completed, you can choose to perform a **New Capture**, **New Transfer** or **Close Window** by selecting that option.

Capture & Transfer

To capture and transfer data to Xerox in a single step

1. Select [**Problem Reporting: Capture & Transfer**]. Once the Capture & Transfer window opens, you are informed that the DFE must not be ripping or printing while a Data Capture is in progress.

NOTE: *Required information fields are designated with an asterisk*

2. Select a **Data Type** option:
   - **Machine**
   - **Job**
   - **Machine & Job**

   If you select Machine or Machine & Job, the following Machine capture options are available by expanding the **Advanced Machine Data Types** menu:
   - **Capture DFE Data Only**
   - **Capture IOT Data Only**
   - **Capture DFE & IOT Data**

   NOTE: *The Advanced Machine Data Type menu is grayed out if Job is the Data Type option selected.*

3. If the Data Type option you select is **Job** or **Machine & Job**, you can select a **Job Type** and a **Job ID** from the drop-lists. These menus are unavailable if you select **Machine** as the Data Type.

4. Enter a **Call Log ID** number. This field is blank by default.

NOTE: *The Call Log ID facilitates transmission tracking. This information is provided by Xerox Support.*

5. Enter a **Fault Code**. The Fault Code is the status or error message number provided by the FreeFlow Print Server interface. This field is optional and is blank by default.

6. Type in a description of the current issue that requires data capture. The information you enter allows Xerox to better understand the issue. This field is required and the capture process will not proceed until a problem description is entered.

7. Click the [**Start Capture & Transfer**] button.

   The dialog refreshes and shows the status of the capture process. The status bar indicates the following states:
   - Preparing Data
   - Capturing DFE Data (if applicable)

- Capturing IOT Data (if applicable)
- Capture Completed Successfully

8. If you want to terminate the capture process before completion, click the [**Cancel Capture**] button.

When the capture process is complete, file transmission begins automatically. The machine and/or job data files is transferred to either your Xerox Support Server, an FTP site, or to a CD writer as specified on the Problem Reporting: File Cleanup page. If the files you want to transfer are more than 400 MB, you are prompted to transfer the files to a CD writer.

A status bar displays and notifies you when the files have successfully been transferred.

To verify the successful transfer of data, you can view the [**Home: History**] page.

Files Ready for Transfer

Each time the system successfully captures machine and/or job data, a link titled **Files Ready for Transfer** displays on the **Home** page. Click this link to open the Files to Transfer table.

To transfer files listed in this table, follow steps 2 through 4 in the topic; Transfer.

File Cleanup

Each time you capture and save machine and/or job data, a redundant copy of the files is stored on your system.

To delete these duplicate files:

1. Select [**Home**: **Problem Reporting**: **File Cleanup**].

   The File Cleanup page lists all captured files currently stored in the Data Capture Location Path directory specified on the [**Home**: **Problem Reporting**: **Settings**: **Capture**] page.

   The File Cleanup page has four columns of information: Call Log ID, Type, Capture Date and Status. The table entries are displayed by Capture Date, which indicates the date of the attempted file transfer. The most recent file transfer is located at the top of the column.

2. To display file details, click the expansion arrow.

3. The Status column indicates the progress of the file transmission as either **Transferred**, **Not Transferred**, **Canceled**, or **Transmission Error**.

4. Delete files by performing one of the following:

- To delete a single file highlight the row and click **Delete**.
- To delete all files listed in the table, click **Delete All**.

7   Can I automatically submit meter readings?

Remote Services includes the feature, MeterAssistant. When this feature is enabled, all meters are automatically read and transmitted to Xerox and you do not need to call in your meter readings. You can enable or disable the MeterAssistant feature on the [**Home**: **Settings**: **General**] page.

NOTE: *MeterAssistant is available on monochrome and highlight color printers, only.*

MeterAssistant

Once MeterAssistant is enabled, you can visit the MeterAssistant page to verify the name and reading of each meter through the [**Home**: **MeterAssistant**] page. This page will provide the following information:

- **Last Meter Reading** –The date and time of the last transmitted meter reading and status of submission (success or failed) displays at the top of the page.

- **Meter Description** – lists the names of each machine meter.

- **Meters Transmitted** – displays the value of the last transmitted meter reading.

- **Current Meters** – displays the current meter value.

To update the current meter value reading, click the [**Update**] button. The MeterAssistant billing table is read-only.

You will be able to visit the [**Home**: **History**] page to verify:

- Meter readings have been successfully transmitted to Xerox

- Current meters have been read successfully

8   Is an activity history available?

Information provided on History page

The Remote Services History page contains a list of activities that have been performed. To open the History page, click the [**History**] link located on the **Home** page.

- **Capture & Transfer**–capture and transfer of machine and/or job data to Xerox
- **Remote Monitoring**–if enabled, presents periodic capture and transfer of systems Remote Services log data
- **File Cleanup**–deletion of captured files after they are transmitted to Xerox
- **Support Requests** (formerly called Service Request Accepted)–status of Support Requests received
- **Remote Services Installation**–software updates installed
- **Support Access**–sessions of interactive support and desktop sharing
- **MeterAssistant** (formerly called Billing)–if enabled from the MeterAssistant feature on the **Home: Setup: General Settings tab** page, presents transmission details of automated meter readings and current meter readings

  NOTE: *MeterAssistant is available on monochrome and highlight color printers, only.*

- **Setup**–identifies features of Remote Services that are enabled or disabled
- **Contact**–email communication sent to Xerox Support.

The status of each task may be either Completed, In Progress, or Canceled. Each task is give a Date/Time Stamp, which identifies the date and time you first received the task request.

To view recent updates to the History table, click the [**Refresh**] button.

To clear the history log and refresh the table to its empty state, click the [**Clear**] button.

9   How are software updates delivered?

Each time the Remote Services application opens, the system checks for software updates from the Xerox Support Server. The Remote Services Home page provides a link to software updates whenever they become available. Alternately, you can access the Software Updates page via the Software Updates tab on the [**Home**: **Support Requests**] page.

Types of software updates

Software updates include:

- Operating System (OS) patches
- Remote Services (RS) patches
- FreeFlow Print Server patches

When a system search is complete, a list of updates display. The search filters the list to ensure compatibility with your site configuration.

Information provided with each update patch include:

- Patch ID
- Patch type
- Installation status
- Data/Time stamp

You may accept, install, or reject any update.

- To manually check the Xerox Support Server for new Software Updates, click the [**Get New**] button. New Software Updates may take a few minutes to arrive.

- To accept and download an update: Click the patch ID to highlight the row and then click the [**Accept**] button. The software automatically downloads to your system. With your permission, Xerox Support will remotely install the patch.

- To reject an update and remove it from the list: Click the patch ID to highlight the row and then click the [**Reject**] button. A rejected update may be accepted at a later time.

- To refresh the display to include Software Updates that have just arrived, click the [**Refresh Table**] button.