



XEROX WIDE FORMAT

Accxes Client Tools 12.1

Customer Release Notes

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1 Introduction

The Accxes Client Tools (ACT) are used to send document sets to an Accxes supported printer and to retrieve scanned images that were scanned at an Accxes supported scanner. The Accxes Client Tools application runs on a Windows PC, or a Solaris workstation. See the README file for the installed files directory structure, the system requirements, and the install/uninstall directions. The Accxes Client Tools User Guide also explains the basic system requirements, as well as the easy installation and uninstalling instructions.

NOTE: Both the ACT and the Accxes Account Management Tool (AMT) can be installed from the same install software. Both ACT and AMT are uninstalled, when “Accxes” is chosen from the Start>Settings>Control Panel>Add/Remove Programs Property screen.

The installed ACT software has the following individual tabs: Document Submit, Printer Queue, Document Retrieve, and Device Manager. For Accxes firmware versions 7.0 and greater, the Accounting Tab is disabled. Instead, an external accounting server, such as the Accxes Account Management Tool, will track the job accounting data of multiple printers. This is done by the AMT retrieving the media usage of all printed and scanned images from the job log file, which exists in the Controller that is attached to each printer.

Use the software’s Help screens, and the Accxes Client Tools User Guide to access Quick Starts and details of how to use the tools.

2 What's New in ACT Version 12.1

- New, faster Java Virtual Machine.
- Compatibility with Windows 2003 Server.
- Compatibility with Windows Vista.
- Compatibility with Solaris 10.
- Compatibility with MacOS X 10.4.
- Scanner Mailbox support.
- Russian language support.

3 Release Notes

3.1 Uninstalling Accxes Client Tools

The Accxes Client Tools and Account Management Tool applications should be closed before running the uninstall software. (For most Windows implementations, uninstalling is done by selecting Start > Settings > Control Panel > Add/Remove programs. Select Accxes and click on the Add/Remove button. This will remove both ACT and AMT, if they are both on your workstation. When the InstallAnywhere Uninstaller screen comes up, click on the Uninstall button. Select the Exit button when uninstalling is complete. (If you are using UNIX, see the Accxes Client Tools User Guide for how to uninstall the ACT software.)

You may also want to delete the Act folder, where your files were stored, if you do not need to access them anymore.

Operating System	ACT Folder Location
Windows 2000, Windows XP	C:\documents and Settings\User Name\XES\ACT
Windows Vista (see Windows Vista)	C:\documents and Settings\User Name\XES\ACT
Solaris/Linux/Mac OS X	<Users Home directory>/.XES/ACT

3.2 Installing Accxes Client Tools

You must have administrator rights in order to install the Accxes client tools on a PC platform.

If the web-based installation of the Accxes Client Tools is canceled, a series of error messages will be generated. On the first one, which is a "Save As" dialog box; select the "Cancel" button. On the "Installation error message," click the "OK" button until it brings you back to the main web installation screen, where you can retry the installation.

Users must map drives and have appropriate access privileges before browsing to install on a network, otherwise, the network location that the user browsed to, and selected for ACT to install to, will appear as a path in the C drive. ACT does not read "\\..." for installations. It needs a specific drive (e.g. G:\)

If you want to create a shortcut to a specific folder, when prompted to do so during the installation process, be sure that the folder exists. If it does not, although the installation will be successful, the shortcut will not be created because the folder doesn't exist. The default shortcut location is the Program Files group for Windows or the home directory for Solaris and Linux.

Canceling the installation will leave created files in the new directory. The uninstaller cannot be run after canceling an install. Remaining files must be removed manually.

Note: When upgrading from 7.5 and changing the language, certain messages may be left in the old language. The “Print to File” field of the device manager tab is one of these.

Updating a foreign language installation of either French or German with an English installation will leave the “Print to File” field of the device manager tab un-translated.

3.3 Document Submit Tool

3.3.1 Media Source

Go to Job Option tab > Composition tab > Select Overlay Images > Media Source drop down menu.

Although “Manual Feed” is listed as a choice of media source for page composition jobs, the print job will be treated as if AUTO media source was selected. If an appropriate roll of media is available, it will be printed on that media; otherwise, the job will query until the correct roll media is installed. In addition, other Media Source selections will be treated as AUTO if an appropriate roll of media is available in a different roll.

3.3.2 Multinational characters display poorly

There have been instances where multinational characters have been entered into text fields (such as labels) and displayed improperly by the client tools application. This does not affect the printing of the characters at the printer, they will print correctly.

3.3.3 Status Messages

In most cases it is best to check WebPMT to get the most current printer status messages.

3.4 Document Retrieve Tool

3.4.1 Scan Directory

If you are having trouble retrieving images, be sure to check that both Scan Directory values at the scanner and on the Document Retrieve Tool match. For example, the Scan Directory default value in the Document Retrieve Tool is 0.1 (unless using mailboxes; in which case a user name and password are required). However, when using Accxes 7.0 or higher, the Synergix scanner's default scan directory is images. Either change the directory name at the scanner to 0.1 or change it in the Document Retrieve tool to be images.

3.4.2 Raster Editor

Go to Document Retrieve Tool. Select a retrieved file. Select in the toolbar menu, Image > Raster Edit.

If the raster editor opens, but the retrieved file won't open within the editor, then select the Open File icon, or select File > Open to open the file.

CALS FILES

When using Adobe Photo Shop & Wang Imaging applications, be aware that they do not recognize CALS images as valid file format. When the image is selected on the Document Retrieve Tab, and the Raster Editor Button is pressed, the application is opened, but then an "Invalid File Format" error appears.

PDF FILES

See the PDF Files section below for raster editor behavior with PDF images.

TIFF FILES

Tiff files that are scanned to net in Photo Mode cannot be opened in RasterX Spotlight.

TIFF files will not open in VP Hybrid CAD editor.

3.4.3 PDF Files

If an image being scanned is longer than 200 inches, although the entire image will be scanned, only the first 200 inches will be saved to file and available for printing.

Scan to net PDF image files shouldn't be open in RasterX Spotlight, VPHybridCAD, and WANG Imaging applications because they are not displayed properly. When the Raster Editor Button is pressed on the Document Retrieve Tool, the raster application is opened, but the following error message is received:

"Cannot read from file (name of file).File loading operation in this format is not supported."

3.5 Windows Vista

3.5.1 Locating Stored data

Windows Vista redirects the ACT data files to the virtual store for the current user. The location of this folder is usually:

C:\Users\<<CURRENTUSER>\AppData\Local\VirtualStore\Program Files\AccXES\ACT12.0\

This is normal behavior for Windows Vista due to the new User Accounts Control features.

3.6 Unix/Linux

3.6.1 Default Shortcut Location

The default shortcut location is the home directory for Solaris and Linux. If you want to create a shortcut to a specific folder, when prompted to do so during the installation process, be sure that the folder exists. If it doesn't, although the installation will be successful, the shortcut will not be created because the folder doesn't exist. Also, make sure that you have permissions to install in the desired location.

3.6.2 Umlauts

Labels containing umlauts may not print correctly from ACT when running under Linux.

3.7 Mac OS X

3.7.1 Minimum Requirements

When using ACT with Mac OS X it is required that you have a minimum of a G4 processor with OS X 10.4 or greater, Java 1.5 or greater, and a screen resolution of 1152x870 or greater. Ignoring these recommendations will result in unreliable operation of ACT on OS X. OS X 10.4 updates and Java updates are available via Apple's Software Update.

3.7.2 Connection Retry Times

Actual connection retry times may be longer than those specified when running ACT under Mac OS X.

3.7.3 Networked Drives

While Mac OS X is capable of connecting to Windows file shares, for enhanced reliability it is recommended that networked drives not be used as destinations for the Document Retrieval Tool Scan-To-Net feature.

3.7.4 Tool Tips

Tool tips are not currently supported for MacOS X 10.4 or later. Information can still be obtained via the help system. Version 12.1 requires a minimum of OS X 10.4 to install and run.

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