

Xerox[®] FreeFlow[®] Accxes[®] Client Tools Customer Release Notes



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Preface

General Purpose

The FreeFlow Accxes Client Tools (ACT) are used to send document sets to a FreeFlow Accxes supported printer and to retrieve scanned images that were scanned at a FreeFlow Accxes supported scanner. The FreeFlow Accxes Client Tools application is compatible with Windows[®], Mac OS[®], GNU/Linux[®] and Solaris[™] operating systems. See the README file for the installed files directory structure, the system requirements, and the install/uninstall directions. The Xerox FreeFlow Accxes Print Server Drivers and Clients Tools Software Installation Guide also explains the basic system requirements, as well as the easy installation and uninstalling instructions.

NOTE: Both the ACT and the FreeFlow Accxes Account Management Tool (AMT) can be installed from the same install software. Both ACT and AMT are uninstalled, when “FreeFlow 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 FreeFlow Accxes firmware versions 7.0 and greater, the Accounting Tab is disabled. Instead, an external accounting server, such as the FreeFlow 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.

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ACT Ver. 14.01.12

Language Pack Updates

The “Language...” selection located under the ACT File menu gives the user the ability to customize languages for the client tools. The language packs are installed from ACT, but will also impact AMT.

Dynamic Legacy Accounting Tab

The legacy accounting tab will dynamically appear and disappear based on the printer selected in the device manager (present for old style printers 6.0 or older, not present for the Job Based Accounting (JBA) printers.

DST Indeterminate Progress Bar

The DST progress bar will shift to indeterminate mode when the length of the job cannot be calculated.

General Cleanup (minor bug fixes)

The ACT code has had some minor bug fixes added.

Mac OS X Menu Handling

Correct an issue that made the ACT menu disappear when the DRT preview window was displayed on Mac OS X.

Orientation Plot Accounting

Orientation plots now work with JBA.

Compatibility with Mac OS X 10.6 (Snow Leopard)

ACT has been modified to run correctly on Mac OS X 10.6 w/o dialog corruption.

Branding Updates

The installer and the about boxes have had a Xerox branding update.

Release Notes

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Uninstalling FreeFlow Accxes Client Tools

The FreeFlow Accxes Client Tools and Account Management Tool applications must be closed before running the uninstall software. (For Windows 2000, and XP, the uninstall is done by selecting Start > Settings > Control Panel > Add/Remove programs. Select FreeFlow 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 the uninstall is complete. (If you are using UNIX, see the Xerox FreeFlow Accxes Print Server Drivers Client Tools Software Installation 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*, Windows 7*	C:\Users\<CURRENTUSER>\AppData\Local\VirtualStore\Program Files\AccXES\ACT12.0\
Solaris 10/GNU Linux/Mac OS X	<Users Home directory>/XES/ACT

* Both 32 and 64-bit versions are supported.

Shortcut left in Start Menu

After uninstalling the FreeFlow Accxes Client Tools from Windows operating systems, the shortcut is sometimes left in the Start Menu. The shortcut is non-operational and can be deleted without loss of data.

Alias left on the Dock (Mac OS X)

If you have installed ACT on Mac OS X with aliases (shortcuts) located on the Dock, uninstalling ACT may not remove the alias from the Dock. Simply drag the alias to the trash to complete uninstalling ACT.

Installing FreeFlow Accxes Client Tools

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

If the web-based installation of the FreeFlow 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 before browsing to install on a network. If this is ***not*** done, 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.

Microsoft[®] Windows Vista[®] and Windows 7[®] Installation Notes

By default, Windows Vista and Windows 7 will virtualize all attempts to write in "C:\Program Files\AccXES\" to "C:\Users\\AppData\Local\VirtualStore\Program Files\AccXES\".

It is possible to access these files without changing any settings by simply typing the location in to the Windows Explorer location bar. The "AppData" folder is a hidden folder, so it can not be browsed to by clicking through with the mouse unless Hidden Files and Folders are shown.

This is a new security policy in Windows Vista that falls under User Accounts Control (UAC). The security policy can be found and modified at:

Control Panel->Administrative Tools->Local Security Policy->Local Policies->Security Options->

The two Security Policies that need to be changed are:

User Account Control: Run all administrators in Admin Approval Mode
User Account Control: Virtualize file and registry write failures to per-user locations

Document Submit Tool

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.

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.

Status Message

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

Document Retrieve Tool

Windows non-Admin Domain User

When attempting to retrieve documents as a non-Admin domain user you must store the documents in a folder instead of directly on the Desktop due to permission restrictions.

Windows firewall and IPv6

When attempting to retrieve documents on an IPv6 network, the windows firewall must be disabled.

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. However, when using FreeFlow 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. If you are attempting to retrieve images from FreeFlow Accxes 6.1 or lower, the default directory in both locations is 0.1.

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 Photoshop & 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.

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 should not be open in RxSpotlight, VPHybridCAD, and Imaging for Windows 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.”

Unix[®] and GNU/Linux

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.

Shading Can Cause ACT to Freeze

Using the Shade feature on an ACT window can cause the application to freeze. The operating system is not affected, and the application can be closed and restarted to correct the problem.

Installation Error Using openSUSE[®] and Ubuntu GNU/Linux Platforms

Verify the latest patch set has been applied to the workstation prior to installation. The following error is invoked when running the installer on the openSUSE (10.3) or Ubuntu (7.10) platforms. This error is purely informational and is regarding the installer VM.

Launching installer...

```
libxcb: WARNING! Program tries to unlock a connection without  
having acquired a lock first, which indicates a programming error.  
There will be no further warnings about this issue.
```

```
libxcb: WARNING! Program tries to lock an already locked connection,  
which indicates a programming error.
```

```
There will be no further warnings about this issue.
```

Installation Error Using Fedora® GNU/Linux Platforms

Verify the latest patch set has been applied to the workstation prior to installation. The following error is invoked when running the installer on the Fedora (8.0) platform. This error is purely informational and is regarding the installer VM.

Configuring the installer for this system's environment...

Launching installer...

```
Locking assertion failure. Backtrace:
#0 /usr/lib/libxcb-xlib.so.0 [0xb5613777]
#1 /usr/lib/libxcb-xlib.so.0(xcb_xlib_unlock+0x31) [0xb56138d1]
#2 /usr/lib/libX11.so.6(_XReply+0xff) [0xb4012f]
#3 /tmp/install.dir.3079/Linux/resource/jre/lib/i386/xawt/libmawt.so
[0xb521022e]
#4 /tmp/install.dir.3079/Linux/resource/jre/lib/i386/xawt/libmawt.so
[0xb51eed7]
```

... (rest of error truncated for readability)

Use of Desktop Effects

When running FreeFlow Accxes Client Tool, Desktop Effects must be disabled. The interaction between Desktop Effects and the Client Tool prohibits the use of drop down menus. If drop down menus do not activate during the use of the FreeFlow Accxes Client Tool, it is recommended to verify this feature is disabled.

Umlauts

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

Mac OS X

Creating New Folders

When creating a new folder for retrieving to you must not hit "Save" until you have gone up one level. When a folder is created, the dialog will put you into the folder. If "Save" is pressed while inside the new folder, the path will get corrupted. If you go up one level BEFORE hitting "Save" and then select the folder the path will be fine.

Minimum Requirements

When using ACT with Mac OS X it is required that you have a minimum of a G4 processor with Mac OS X 10.4 or greater, Java™ 1.4.2 or greater, and a screen resolution of 1152 x 870 or greater. Ignoring these recommendations will result in unreliable operation of ACT on OS X. The Mac OS X and Java updates are available via the Apple® software update.

Connection Retry Times

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

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.

