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EOMS C-Services Version 3.1 Documentation Update

EOMS C-Services

Update Document

a Xerox Solution

**Part Number: 701P22420
Version 3.1
April 2003**

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Changes are periodically made to this document. Changes, technical inaccuracies, and typographical errors will be corrected in subsequent editions.

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1. Introduction

EOMS C-Services (EC-PJM) v3.1 offers a new Web Client that provides job and device status for the printer queues configured in Document Control Manager (DCM). This document provides instructions for installing the software, configuring printers, and configuring the Web Client.

The C-Services software kit includes the following:

- EOMS C-Services v3.1 CD #1 (923901)
- EOMS C-Services v3.1 CD #2 (923902)
- Extended Connectivity Print Job Manager Information CD version 2.0 (701P3660)
- *EOMS C-Services v3.1 Update Document* (701P22420)
- *Extended Connectivity Print Job Manager (EC-PJM) Installation Guide* (701P36283)

Minimum System Requirements

The C-Services v3.1 is supported on a system meeting the following system requirements:

- Pentium 4 with 2.2GHz CPU
- 4 GB free hard drive space (on drive C:)
- 1GB RAM
- Microsoft Windows™ 2000 Server with Service Pack 3
- Microsoft Internet Explorer version 5.5 or higher

Please Note: The installation program will validate that the system meets the minimum requirements prior to running the installation.

2. Installing C-Services

This section describes the process for installing the C-Services software.

Please Note: The C-Services software must be installed in two steps.

Installing CD#1

1. Install **CD #1**. Instructions for installing the **EOMS C-Services v3.1 CD #1** are located in the *Extended Connectivity Print Job Manager (EC-PJM) Installation Guide* (Part Number: 701P36283).
2. Install **CD #2** by following the instructions below.

Licensing

The C-Services software is protected through the use of a license manager. A permanent license must be acquired at the time of installation.

To obtain a license file in the US, contact The Xerox Connection (TXC) by calling:

United States: 1-800-451-9312

Service available between 8am and 5pm Pacific Time.

To obtain a license file in Canada, contact Xerox Documentation and Software Services (XDSS) by calling:

Canada: 1-800-939-3769

To obtain a license file in Europe, contact:

E-mail external: WELWYN SDSS@GBR.XEROX.COM

Phone +44 (0)1707 352668

Fax +44 (0)1707 352607

Service available UK Time 08-00 to 17-00

Please be prepared to provide your C-Services serial number and MAC address at the time of the call. A license string will be issued that will enable the Document Control Manager and Print Icon applications. A backup copy of this license file should be copied to a floppy disk and stored.

Installing CD #2

Please Note: When installing **CD#2**, the installation process will check that the system on which the software is being installed meets the minimum system requirements.

To install **CD #2**:

1. Log on to the Windows 2000 Server as **Administrator**.
2. Insert **CD #2** into the CD-ROM drive.
3. If the CD does not auto start, click the **Start** button on the **Windows Taskbar**, and select the **Run** option. The **Run** dialog box appears.
4. Type **D:\SETUP.EXE** and click the **OK** button (where D:\ is your CD-ROM drive letter)
5. Follow the instructions in the installation wizard. When installation is complete, the following shortcuts will be available on the Windows Desktop:
 - EOMS Printers
 - EOMS Web Client

3. Installing Printers

This section describes how to install and configure the EOMS printers. After installing the EOMS printers you will be able to monitor the job and device status for those printers through the C-Services EOMS Web Client.

Please Note: Running the **AppleTalk Protocol** will slow down the **Installing Printers** process. Therefore, it is recommended that you remove or disable the **Print Server for Macintosh** prior to installing printers.

To remove **Print Server for Macintosh**:

1. From the **Windows Taskbar**, select **Start > Settings > Control Panel**.
2. Select **Add/Remove Programs**.
3. Select **Add/Remove Windows Components**.
4. Select **Other Network File and Print Services** and click **Details**
5. Remove the check from the **Print Server for Macintosh** box and click OK.

To disable the **Print Server for Macintosh**:

1. From the **Windows Taskbar**, select **Start > Settings > Control Panel**.
2. Select **Administrative Tools**.
3. Select **Services**.
4. Highlight **Print Server for Macintosh**. Right-click and select **Properties**.
5. Select **General**.
6. From the **Startup Type** pull down menu, select **Disabled**.
7. Click **Stop** under **Service Status**.

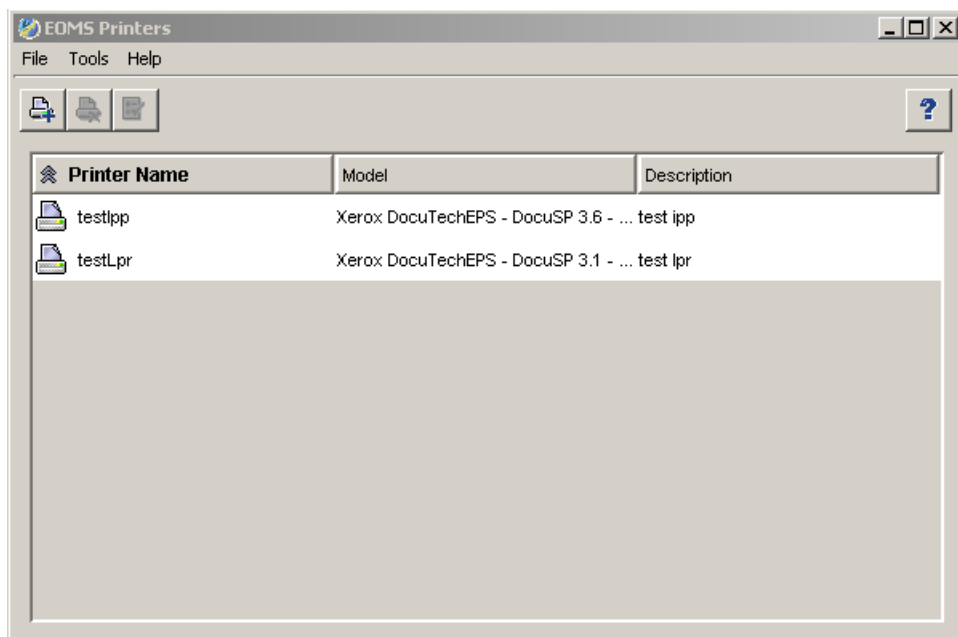
Adding a New EOMS Printer

To add a printer, the printer must be online and accessible from the server. Printers that are not turned on or that cannot be accessed from the server cannot be added.

To verify that the printer is available, ping the address from the server.

To install an EOMS printer:

1. Double click on the **EOMS Printers** icon on the Desktop. The **EOMS Printers** dialog box will appear.



2. Click the **Add Printer** icon (or select **Add Printer** from the **Tools** menu). The **Add EOMS Printer** dialog box appears.

Add EOMS Printer

Printer Name (Required):

Printer Model (Required):

Network Address (Required):

Remote Queue Name (Required):

Serial Number (Optional):

Location (Optional):

Description (Optional):

OK Cancel

3. Fill in the appropriate information. **Required** fields must be completed in order to proceed.
4. Select the appropriate **Printer Model** from the pull down. If your printer is not listed, select Generic LPR 1179 or Generic IPP, depending on the type of printer you are using.
5. If you are creating an LPR printer, enter the **printer IP Address** in the **Network Address** field. If you are creating an IPP printer, enter the **printer URI** in the **Network Address** field.

Please Note: In order to use IPP your printer needs to support IPP, you need to have the IPP option installed in your printer, and you need to have a license to use it. On the DocuSP printers, IPP is only available with version 3.6 or higher.

Please Note: The URI is case sensitive. The following is an example of a URI for a DocuSP printer:

http://<IPaddress>:631/servlet/IPPServlet.IppPrinter/<queuename>

If the format is not followed, all jobs are sent to the default queue defined on DocuSP. For specific details, please refer to your DocuSP documentation.

6. Select **OK**. The printer shows up in the **EOMS printers** dialog box.

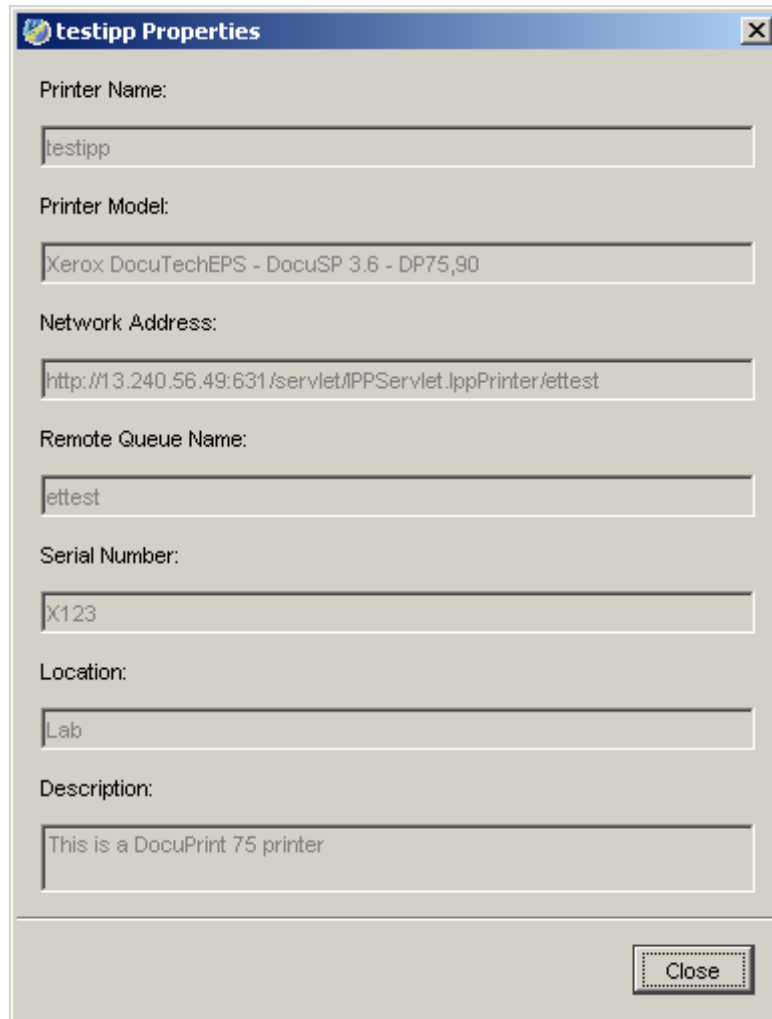
Please Note: Once the printer properties are defined they cannot be modified. To change the properties, the printer must be deleted and recreated with the correct properties.

7. Repeat these steps until all the appropriate printers are installed.

Viewing the EOMS Printer Properties

From the **EOMS Printers** dialog box, select the **Properties** icon (or select **Properties** from the **Tools** menu). The **Printer Properties** dialog box will appear.

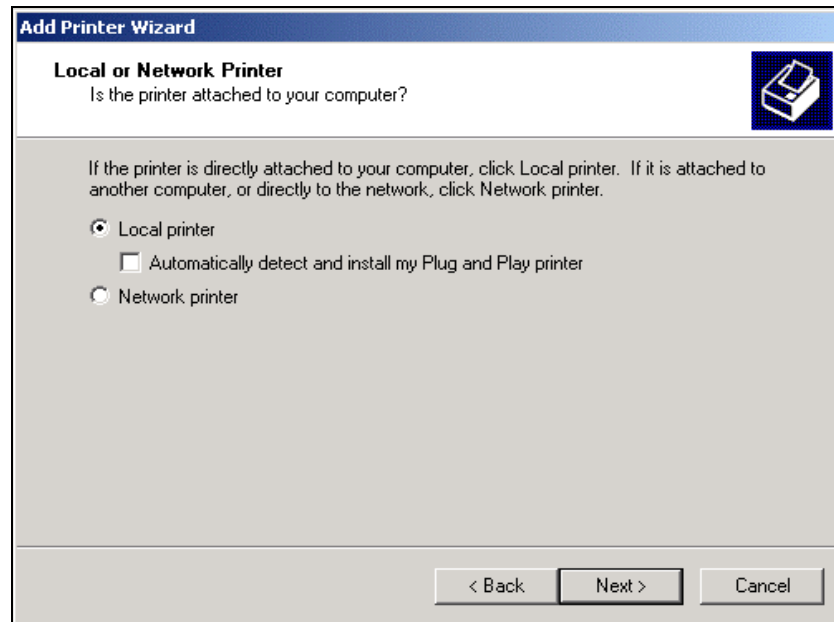
Please Note: Printer properties cannot be edited from this screen.



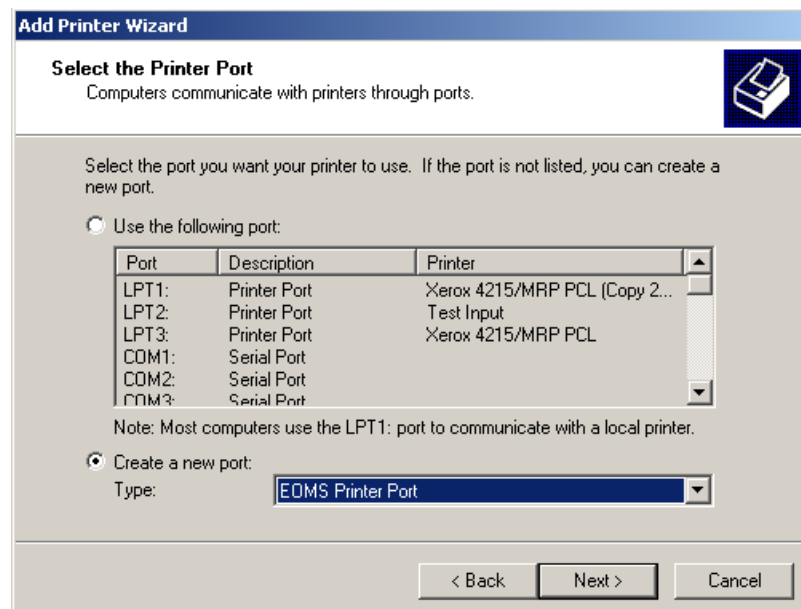
Configuring EOMS Printers

To configure the EOMS printers:

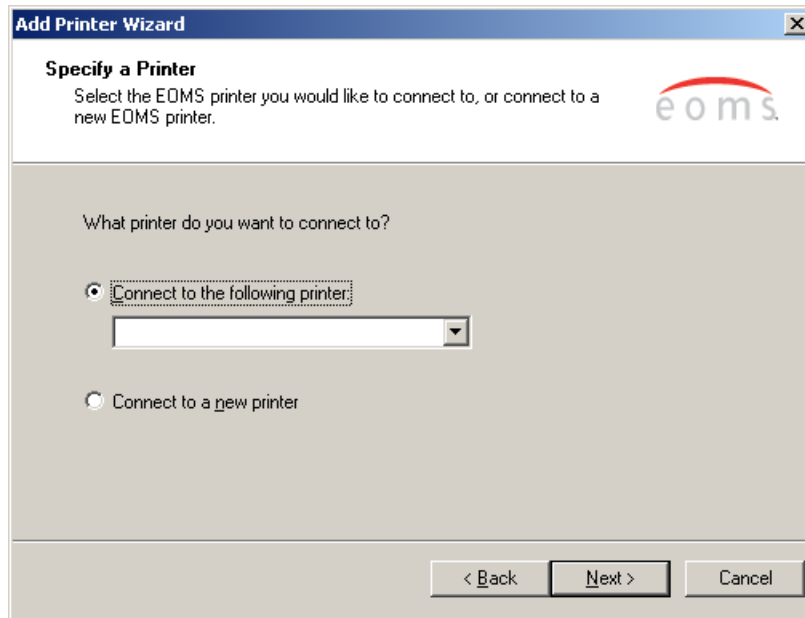
1. From the Windows taskbar, select **Start**, and select **Settings/Printers**. The **Printers** dialog box appears.
2. Double-click the **Add Printer** icon. The **Add Printer Wizard** appears.
3. Click the **Next** button. The **Local or Network Printer** dialog box appears.



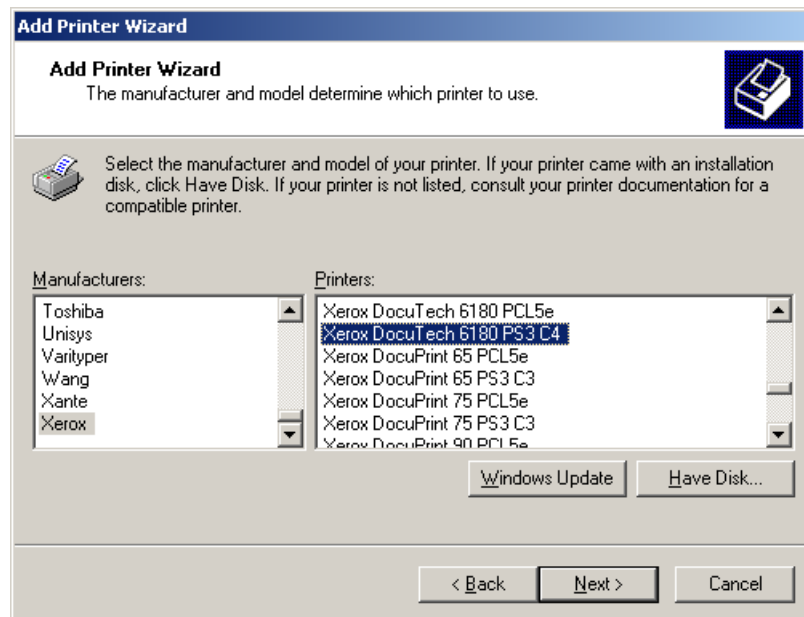
4. Select **Local printer**.
5. Deselect the **Automatically detect and install my Plug and Play printer** checkbox.
6. Click the **Next** button. A **Select the Printer Port** dialog box appears.



7. Select **Create a new port** and select **EOMS Printer Port** from the drop-down list.
8. Click the **Next** button. The **Specify a Printer** dialog box appears.

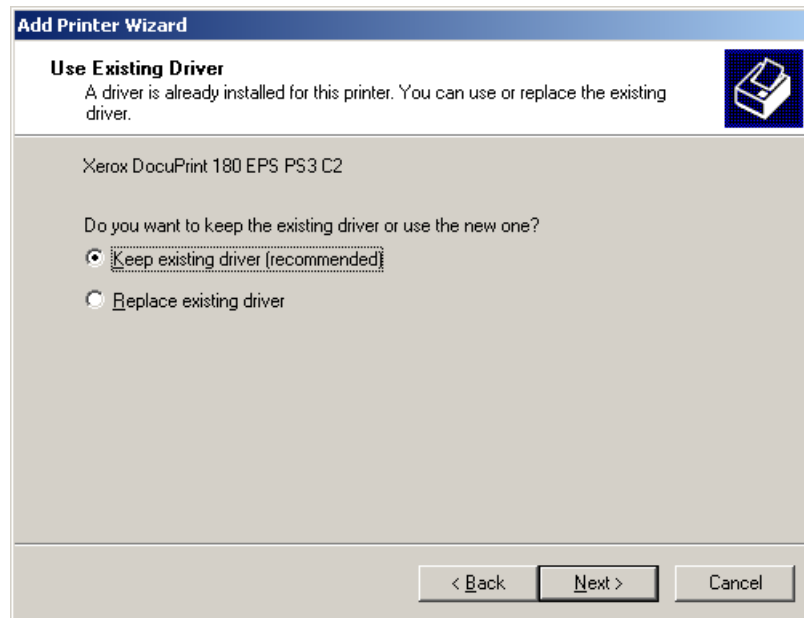


9. Select **Connect to the following printer**. Select the appropriate printer from the drop down menu and click the **Next** button. The **Add Printer Wizard** dialog box appears.



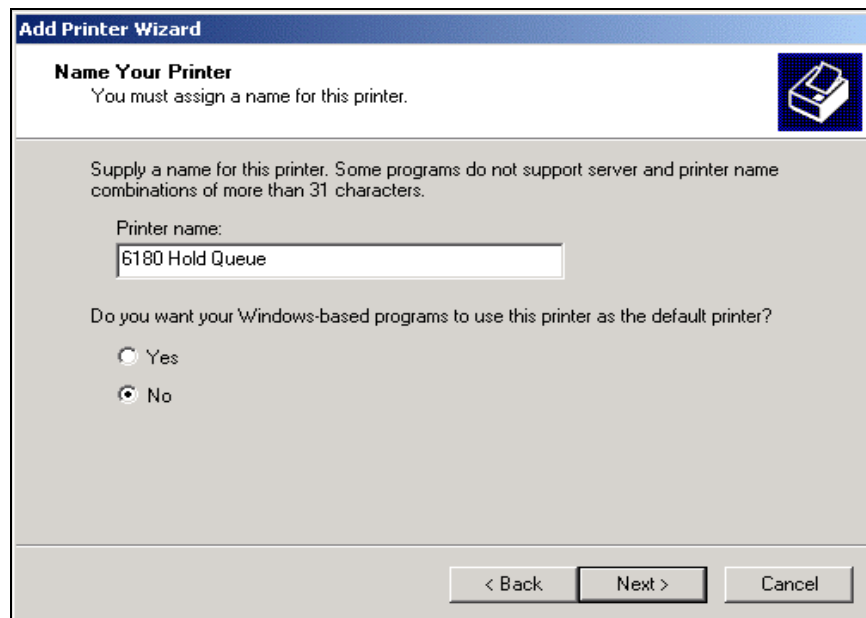
10. Select the **Xerox** option from the **Manufacturers** list. The **Printers** list box is automatically updated with the printer models available for the Xerox manufacturer.
11. Select the appropriate printer model from the **Printers** list.

12. Click the **Next** button. The **Use Existing Driver** dialog box appears.

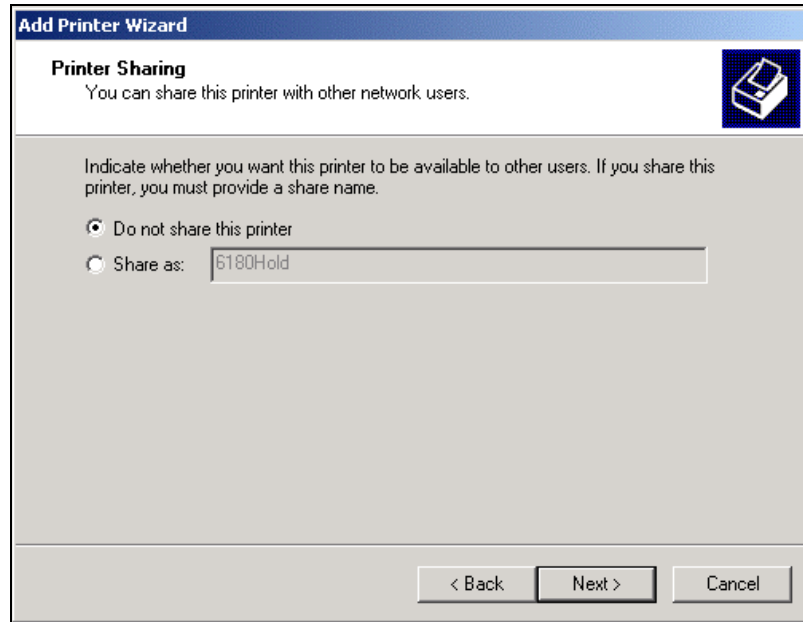


13. Select **Keep existing driver (recommended)** or **Replace existing driver**.

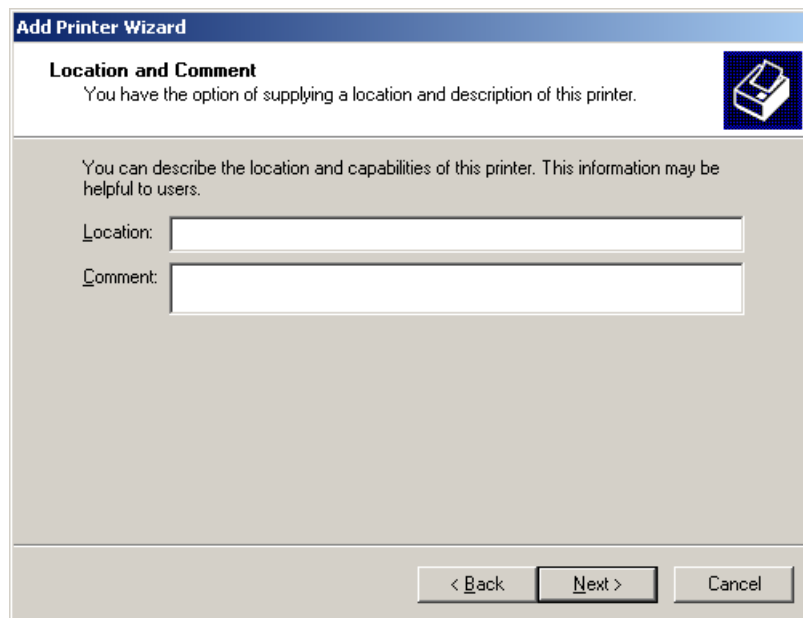
14. Click the **Next** button. The **Name Your Printer** dialog box appears.



15. In the **Printer name** text box, enter your printer or queue name.
16. Select **Yes** if you wish to use this as the default printer or **No** if you do not.
17. Click the **Next** button. The **Printer Sharing** dialog box appears.



18. Select **Share as:** and add a share name if you wish to share this printer or select **No** if you do not wish to share the printer.
19. Click the **Next** button. The **Location and Comment** dialog box appears.



20. Enter Location or Comment information if you wish for this to be displayed.
21. Click the **Next** button. A **Print Test Page** dialog box appears.
22. Select **Yes** if you wish to print a test page, or select **No** if you do not.
23. Select **Finish** to complete EOMS printer configuration.

Changing EOMS Printer Properties

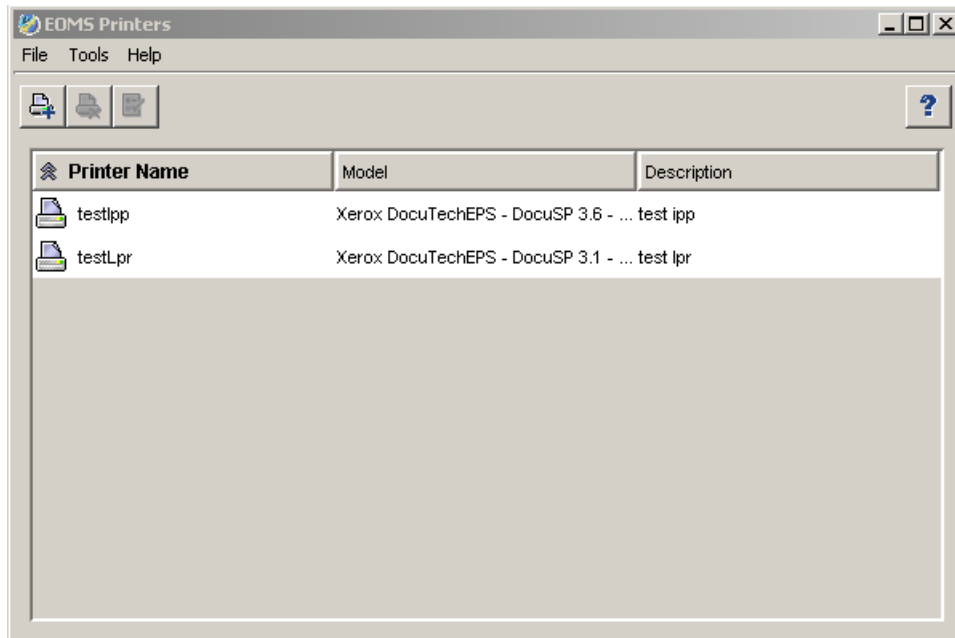
To change the properties of an EOMS printer, you must first delete the printer, following the steps below for deleting an EOMS Printer, and then re-create using the steps described above to create an EOMS Printer.

Deleting an EOMS Printer Port

Please Note: This procedure deletes the EOMS printer port from the C-Services system. The Windows printer will remain. To remove the printer from the C-Services system, follow the steps under *Deleting an EOMS Printer*.

To delete an EOMS printer port:

1. Double click on the **EOMS Printers** icon on the Desktop. The **EOMS Printers** dialog box will appear.
2. Select the printer you wish to delete.



3. Click the **Delete Printer** icon (or select **Delete Printer** from the **Tools** menu).
4. A **Delete EOMS Printers** confirmation box appears.
5. Select **Yes** to delete the printer.

Deleting an EOMS Printer

To delete the EOMS printer port and its associated Windows printer from the C-Services system, follow the steps below:

1. Delete the EOMS Printer using the steps described above.
2. From the Windows taskbar, select **Start**, and select **Settings/Printers**. The **Printers** dialog box appears.
3. Select the printer you wish to remove. From the **File** menu, select **Delete**.
4. A delete printer dialog box will appear.
5. Select **Yes** to delete the printer.
6. To delete the associated printer port, select **Add Printer**.
7. From the **File** menu select **Server Properties**.
8. Click on the **Ports** tab.
9. Select the port you wish to delete. Click the **Delete Port** button.

4. Using the EOMS Web Client

The EOMS Web Client provides access to job status and device status.

To access the EOMS Web Client, double-click on the **EOMS Web Client** shortcut on the Windows Desktop.

Viewing Job Status

The **Job Status** available in the **Web Client** generally provides the most current status when compared to the job status available in the Windows Printer window. For jobs sent to IPP devices, the **Web Client** will also provide a more detailed status than the Windows Printer window.

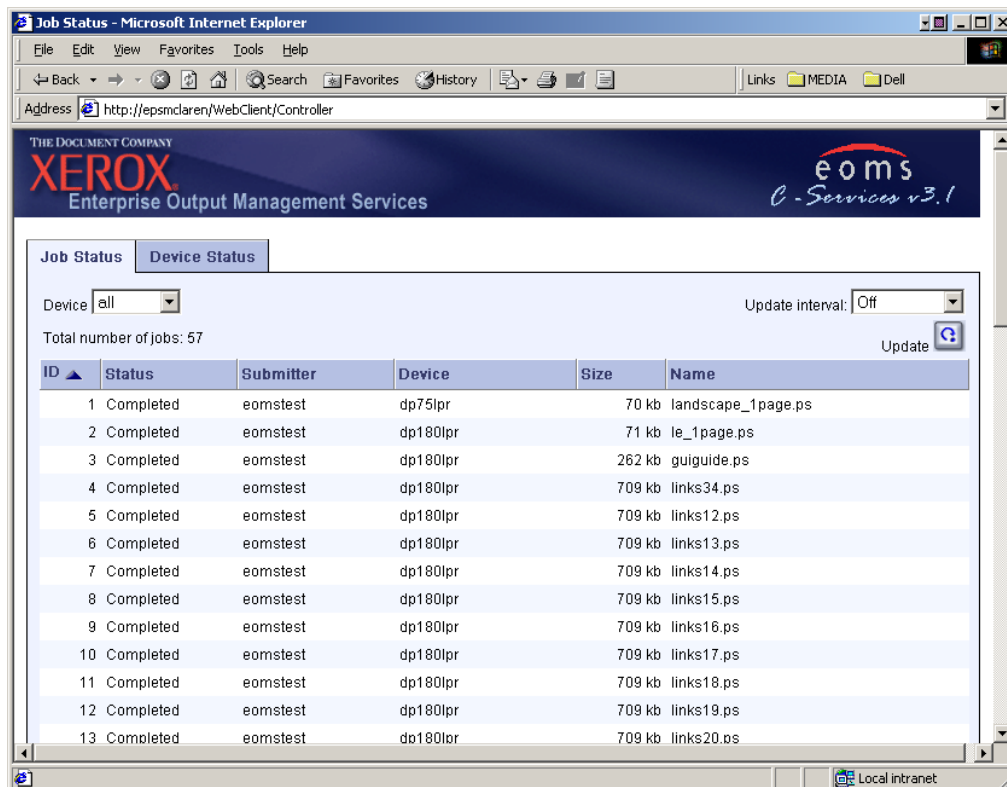
1. Select the **Job Status** tab in the **EOMS Web Client** window.
2. The **Job Status** screen appears.
3. The **Job Status** screen provides the current job status, including job ID, status, submitter, device, size and name.

Please Note: The Web Client displays up to 100 completed and aborted jobs. Completed jobs include jobs that have been successfully sent to a printer and that have a **Completed** status, as well as jobs that have not been successfully sent to a printer and have an **Aborted** status.

After 100 jobs, the newest job entry will overwrite the oldest. The display of jobs with a **Processing** status has no limit.

4. Information may be sorted by selecting the desired column heading. The sort order may be changed by click the column heading again. The current column used for sorting will be denoted with an arrow.
5. To view information for a particular device or for all devices, select the appropriate option from the **Device** drop down box.
6. To change the frequency with which the Job Status information is displayed, select the desired frequency from the **Update Interval** drop down box. To refresh the screen manually, click on the **Update** button.

When the **Update Interval** is set to **Off**, click the **Update** button on the Web Client to obtain the most current status.



Viewing Device Status

The **Device Status** available in the **Web Client** generally provides the most current status when compared to the device status available in the Windows Printer window. For IPP devices, the **Web Client** will also provide a more detailed status than the Windows Printer window.

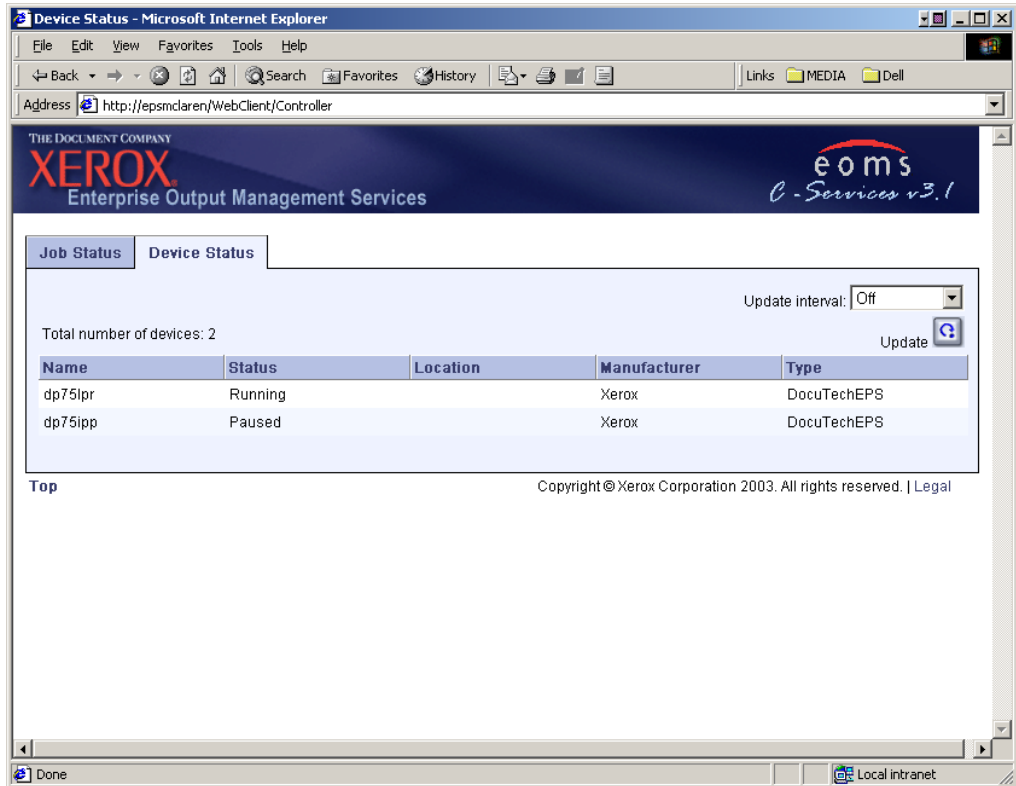
To view Device Status:

7. Select the **Device Status** tab in the **EOMS Web Client** window.
8. The **Device Status** screen appears.
9. The **Device Status** screen provides the printer name, status, location, manufacturer and type.
10. Information may be sorted by selecting the desired column heading. The sort order may be changed by click the column heading again. The current column used for sorting will be denoted with an arrow.
11. To change the frequency with which the Job Status information is displayed, select the desired frequency from the **Update Interval**

drop down box. To refresh the screen manually, click on the **Update** button.

When the **Update Interval** is set to **Off**, click the **Update** button on the Web Client to obtain the most current status.

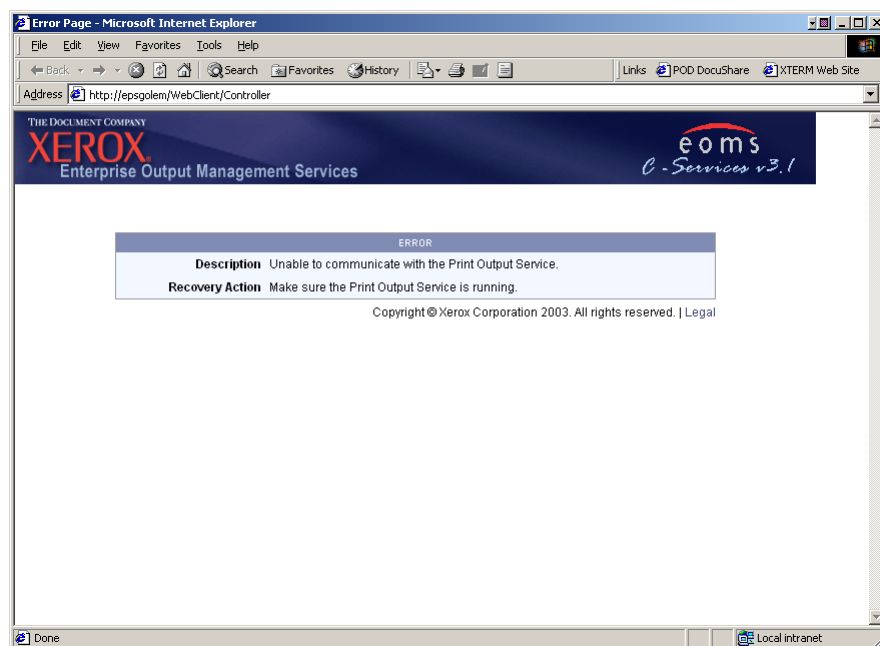
Please Note: Having a large number of devices defined will impact the speed of the Web Client refresh.



5. Product Notes

EOMS Web Client Initialization

The EOMS Web Client may take about a minute to initialize after the system is rebooted. If you try to start the Web Client before this initialization is complete, you may see the following message:



Please Note: The actual time to restore the system will vary depending on the number of jobs currently in the system.

Job Recovery

If a power loss, system crash, system reboot, or other failure occurs, the following will apply to jobs currently in the system:

- All jobs moved to an EOMS printer (and not fully received at the physical printer) will have a **Paused-Printed** status. If the system is restarted, any jobs in the EOMS printer queue with **Paused-Printed**

status will revert to **Paused** status. When the system is restarted, the jobs will automatically be sent to the printer. The jobs will be removed from the EOMS printer queue when the job has been submitted to the physical printer.

- Jobs residing in a paused input queue will still be available.

XPIF Job Ticket

C-Services does not allow you to view or edit XPIF Job Tickets.

DocuSP levels supported

The following minimum DocuSP software levels are support by C-Services v3.1:

For **LPR** printing

- For DocuSP 61xx printers, the DocuSP version should be 02.10.18 or higher.
- For DocuSP 65/75 printers, the DocuSP version should be 02.10.22 or higher.

For **IPP** printing

- For DocuSP 61xx printers, the DocuSP version should be 03.61.07 or higher.
- For DocuSP 75/90, printers, the DocuSP version should be 03.61.16 or higher.

Installing over a previous version of EC-PJM

To install C-Services v3.1, on an existing EC-PJM v2.0 system, you will need to attach the current printers to C-Services v3.1.

Please Note: The PC to which you are installing must meet the minimum system requirements.

1. First define your EOMS printer, per the instructions in this document.
2. From the Windows taskbar, select **Start**, and select **Settings/Printers**. The **Printers** dialog box appears.
3. Right Click on the **Printer > Properties**.
4. Select the **Ports** tab.
5. Click on **Add Port**.
6. Double click on **EOMS Printer Port**.
7. Select - **Connect the following Printer**:
8. From the drop down Menu select one of the previously defined **EOMS Printers** (i.e.DT6180) and click **Next**.
9. Click **Close** on the **Printer Ports** dialog.
10. You should see your defined Port (i.e. <your computer name>:DT6180)
11. Click **Close** and select **Done**.

Upgrading a DocuSP printers from LPR to IPP

If you upgrade your DocuSP printer to IPP after you have defined your printers in C-Services, you will need to remove the old printers and reinstall them as IPP printers, following the instructions defined in this document.

If you wish to have more than one IPP output queue defined in C-Services for each printer, you will need to have a matching IPP queue defined on the DocuSP controller. This may require that you define additional queues, by editing the Printer Discovery file (printer.disc) file on the DocuSP controller. Refer to your DocuSP documentation for details.