Xerox®
FreeFlow® Core
Release Notes

Software Version 6.1.4

Preface

Welcome to the Xerox® FreeFlow® Core and FreeFlow Core Cloud Release Notes. This document contains important information regarding system requirements, new features and enhancements, known issues and limitations, and supported printers for the current software release.

Unless otherwise noted, the information contained herein applies to both the FreeFlow Core on-premise and FreeFlow Core Cloud configurations.

Contents

1.   System Requirements

Minimum System Specifications

FreeFlow Core

FreeFlow® Core is supported on standalone platforms that meet (or exceed) the system requirements defined below.

Installation of FreeFlow Core is supported on private local or wide area Ethernet networks (Intranet) only. Connectivity over the public Internet is available/offered in conjunction with Xerox Cloud Services only.

It is the responsibility of the Customer to provide, install and configure a standalone PC/server with an appropriately licensed version of the Operating System prior to installing the software. See the Xerox FreeFlow Core Installation Guide for more information.

FreeFlow Core cannot be installed on Domain controllers or backup Domain controllers.

Performance Guidelines

FreeFlow Core includes a service that automatically monitors critical resources and provides both email notifications and a warning in the User Interface when memory, disk space and/or database table space become constrained. These warnings are not only informational but identify conditions that will prevent reliable operation of the system.

If these errors appear, upgrade the FreeFlow Core server with additional resources (e.g., system memory and hard disk space).

*The Basic configuration is suitable for performing basic workflow operations only or for evaluating the software. For all other environments, a system that meets or exceeds the High-Performance specifications should be obtained.

	Basic*	High-Performance
Processor	Intel Core i7 Processor (or AMD equivalent), 3.3 GHz or better	Intel Xeon Processor E5 (or AMD equivalent), 2.5 GHz or better (4 or more Cores)
System Memory	8 GB	16 GB
Hard Drive Minimum of 25% free space available at all times. Windows disk volumes larger than 2 TB are not supported.	500 GB SATA Hard Disk Drive (HDD) (single disk partition)	500 GB, SATA Solid State Drive (SSD), 3Gbps (RAID 5) Full system backups are required if non-RAID configurations are used.

Peripherals	• Monitor and Video Controller with at least 1280 x 1024, 1900 x 1200 (recommended) resolution and 32-bit color • Keyboard and mouse	
Network	Permanent connection with a fixed (static) IP address	
Intranet	100Mbps	1Gbps
Operating System Windows Basic, Core, Education, Home, IoT Core, Mobile, Starter, Team, "S", "X", and Preview editions of Microsoft Operating Systems are not supported. Prior to using multi-point server, small business server, or Essentials editions check with product support as some releases are not supported. To achieve optimal performance, choose the 'High Performance' power plan from the Power Options Control Panel.	• Microsoft Windows 10 (64 bit) Windows 10 should always be maintained at the current supported software level.	• Microsoft Windows Server 2019 • Microsoft Windows Server 2016
Infrastructure	• Microsoft .NET Framework 3.5 SP1 must be enabled for some versions of SQL Server. Consult the Microsoft SQL Server documentation for more information. • Microsoft .NET Framework 4.8. • Microsoft SQL Server 2014 SP1 or higher. Enterprise, Express, and Standard editions are supported. FreeFlow Core may be configured with a remote SQL database. See the Installation Guide for more information. The server should be configured with a static IP address. DHCP is not recommended. FreeFlow Core supports Single Sign-on (SSO) from customer Active Directory accounts only. Federated login from third party accounts such as Facebook, Google, Apple, etc. is not supported. Do not use cloud based or federated logon accounts such as Windows Live, Microsoft, Outlook or Office 360 for the server or SQL server. The server must use either a Windows local or Active Directory account.	

Web Browser	• Current versions of modern browsers from Apple®, Google®, Microsoft® and Mozilla® Microsoft Internet Explorer and the original Microsoft Edge are not supported. Only Microsoft Chromium Edge is supported. Browsers older than one year are not supported. To avoid compatibility issues, always use the latest version of the browser. Always use desktop computer browsers. Mobile device browsers may exhibit display issues.
Optional Software	• Microsoft Office 2016 (64 bit), Office 2019 (64-bit) or Office 365 (64-bit) (if conversion of native file formats to PDF is required) • Adobe Acrobat Reader (to open and view PDF files within the browser window) • Adobe Acrobat Pro DC or Callas pdfToolbox version 12.0.553 (to create custom preflight profiles)

Virtual Environment Support

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

Only issues that can be reproduced on the standard FreeFlow product configuration will be supported. For problems unique to the virtual environment itself, Xerox will make best effort to fix.

FreeFlow Core Cloud Clients

Accessing the cloud service is supported on platforms that meet or exceed the system requirements defined below.

It is the responsibility of the Customer to provide, install and configure the client PC (local system) with an appropriately licensed version of the Operating System prior to accessing the cloud service.

	Requirements for Client PCs
Processor	Intel Xeon Processor E5 (or AMD equivalent), 2.5 GHz or better
System Memory	8 GB
Hard Drive	10 GB of available free disk space
Peripherals	• Monitor and Video Controller with at least 1280 x 1024 (minimum) / 1900 x 1200 (recommended) resolution and 32-bit color • Keyboard and mouse
Network	Permanent connection with a fixed (static) IP address
Intranet	100Mbps

Software Components	• FreeFlow Core Cloud Print client • FreeFlow Core Submit client
Operating System Windows Basic, Core, Education, Home, IoT Core, Mobile, Starter, Team, "S", "X", and Preview editions of Microsoft Operating Systems are not supported. Prior to using multi-point server, small business server, or Essentials editions check with product support as some releases are not supported.	• Microsoft Windows 10 (64 bit) • Microsoft Windows Server 2019 • Microsoft Windows Server 2016 Window 10 should always be maintained at the current supported software level.
Infrastructure	• Microsoft .NET Framework 4.8.
Web Browser	• Current versions of modern browsers from Apple®, Google®, Microsoft® and Mozilla® Microsoft Internet Explorer and the original Microsoft Edge are not supported. Only Microsoft Chromium Edge is supported. Browsers older than one year are not supported. To avoid compatibility issues, always use the latest version of the browser. Always use desktop computer browsers. Mobile device browsers may exhibit display issues.
Optional Software	• Microsoft Office 2016 (64 bit), Office 2019 (64-bit) or Office 365 (64-bit) (if conversion of native file formats to PDF is required) • Adobe Acrobat Reader (to open and view PDF files within the browser window)

Security Updates

Xerox recommends that all software products installed on the FreeFlow Core server and clients be kept up to date using Windows Update in order to obtain the latest fixes and security improvements.

See the Xerox FreeFlow Security Guide for more information. This document may be obtained from the Xerox Security website at: https://security.business.xerox.com/

2. New Features and Changes

Version 6.1.1

Email Notification

• FreeFlow Core now supports the option to use a Gmail account in addition to a customer SMTP account for sending Email notifications.

The preconfigured Xerox Email account is no longer supported. If you are using the Xerox account, you must change the account to a Gmail or customer SMTP account under Email Notification Setup. FreeFlow Core Cloud supports a customer SMTP account only.

Redeeming/Licensing Multiple Activation Keys

• When obtaining a License during the initial installation process, or when using the Core License Tool, it is now possible to redeem multiple software Activation Keys when the product configuration includes additional optional modules. Previously, redeeming additional Activation Keys required a multi-step process.

JDF 1.6 Compliance

• FreeFlow Core is compliant with JDF 1.6, including updated JMF command support for signals such as AbortQueueEntry, RemoveQueueEntry and ResumeQueueEntry.

Support for Select Canon® Monochrome Sheetfed Digital Presses

• Limited support for select Canon Monochrome Sheetfed Digital Presses with PRISMAsync Print Server.

See Known Issues and Limitations and Supported Printers for important information regarding capabilities and supported printer model(s).

– To add a Canon Printer Destination in Printer Management and Status:
1. Specify the IP Address of the PRISMsync Print Server and append Port Number 8010 to the IP Address [IP Address:8010].
2. For the Queue Name, select the 'Automated Workflow Name' or 'Printer Default' Print Queue defined on the Canon PRISMsync Print Server.
– To register a Canon printer for LPR Job Submission:
1. Enter the DNS Name or IP Address.
2. For Queue Name, enter 'Canon Automated Workflow name' or 'default'.
3. Set Printer File to 'PDF' and Job Ticket to 'None'. When the job is sent to 'Automated Workflow,' the job attributes will be set to attribute values defined in the automated workflow.

To enable limited Job Ticketing with Canon devices, the 'Canon Printer Capability' file must be loaded when configuring the Printer Destination. See Non-Xerox Printers under Known Issues and Limitations for more information.

Job attributes are limited to Job Name only when submitting jobs to Canon devices via LPR.

Version 6.1

Improved Error Handling

- Improved Application error handling upon system startup—clearer response and recovery messages.

Job Processing Performance

- Job processing performance has been improved when leveraging multiprocessing systems (up to 12 Cores).

List Navigation

- Support for "Jump-to-Item" in scrolling lists, tables and dropdown boxes. To jump straight to an item in a list, begin typing the first character of the item.

Assign Workflows and Printers to Specific Users

- Administrators can now assign specific Workflows and Printers to individual Users (Administration > User Access Settings > Add/Edit User > Workflow/Printers Mapping). Only Workflows and/or Printers assigned to a given User(s) will be visible to that User(s).

User-Specific Jobs View

- To display a list of jobs associated with the current User, select the My Jobs view on the Job Management and Status Tab.

Globally Rename Presets

- Globally rename (Edit) Presets from the Preset List or when editing a Workflow. Changes made to the Preset name will be applied globally, across all Workflows where the Preset is used.

Specify UTC Offset

- Define the Coordinated Universal Time (UTC) offset for Components that include time settings. The default offset value corresponds to the time zone of the Browser.

Predefined Imposition Layouts

- Eight new preconfigured Imposition Presets based on the following commonly used layouts: 3-Fold Booklet, Eighth Fold, Half Fold, Quarter Fold, Cross Fold Booklet, Formal Greeting Card, Reverse Sheet Order Simplex, Reverse Sheet Order Duplex.

Support for Larger PDF Page Sizes and Page Offsets

- The maximum allowable dimensions for PDF pages has been increased to 9,999"x 9,999" for Components that support page dimensions.
- Horizontal and Vertical Offset controls now support up to a maximum of 9,999" for Components that support offset values.

Automatically Round Up Decimal Values

• Components that support Process Number Variables include a Round Up option that automatically rounds up values that contain decimals to the nearest integer. If the Round Up option is not selected, decimals values will be truncated.

Optimize Preflight Settings

• New Optimize Component preflight settings for PDFs and Images:
  – Convert Fonts to Outlines
  – Fix potential font problems
  – Mirror Bleed when No Bleed
  – Pixel Replication Bleed when No Bleed
  – Convert specified Spot Color to Specified CMYK color
  – Convert specified CMYK Color to new CMYK color

Split by Bookmark

• The Split Component now supports the option to split a PDF job by Bookmark according to a variety of user-selectable operators including Ignore, Any, Equals/Not Equal To, Contains/Does Not Contain, Starts/Ends With.

External Component Variables

• FreeFlow Core Variables can be passed to External Systems using a specified script, with updated values returned to, and appended to the job in FreeFlow Core. To view the list of Variables when configuring the External Component, select the Include Additional Variables checkbox, then the Search icon.

User Access to Advanced Application Configuration Settings

• Change or reset default values for certain advanced User configuration settings directly from the Customer Override tab in the Core Configure utility—eliminating the need to modify system configuration settings/files.

Users unfamiliar with these settings should consult with Support before making changes.

Authenticated Connections via a Proxy Server

• FreeFlow Core Submit now supports an Authenticated Connection to FreeFlow Core Cloud through a Proxy Server.

JDF/JMF Enhancements

• New and enhanced JDF/JMF capabilities and commands to help streamline integration. See the latest update to the FreeFlow Core SDK for details (available post-launch).

Version 6.0

User Account Access

- The new **Security** section under the Administration Tab allows Administrators to configure and manage various Account Access settings including account passwords, account lockout, account log out, and account activity. See the Xerox FreeFlow Core Security Guide for more information.

Security settings are retained when FreeFlow Core Exchange is used to export/import data to another server.

Job Approval Workflow

- The new **Review** Component allows users to automatically pause jobs and send them to a recipient(s) via Email as part of workflow, including a preflight report, low- or high-res preview. Upon approval, the job can be released in the Job Management Window.

This feature requires the Advanced Prepress optional module or Cloud Advanced.

Printer Groups

- **Printer Groups** represent the aggregation of Printer Destinations into a defined group. When selected in the Job Submit Dialogue or a Print Component, jobs are automatically distributed across the Printer Destinations within the group according to the defined distribution method (round robin, first available or completion time).

This feature requires the requires the Output Management optional module.

Pass Through Job Submission

- The **Pass Through** option in the Submit Job Dialogue bypasses all job processing— sending jobs to a selected Printer Destination unaltered, in their native file format. Pass Through can be used with Printer Groups to load balance jobs across multiple Printer Destinations.

This feature requires the requires the Output Management optional module.

Job Submission with Release Date

- The **Submit Job in a Held State** option in the Submit Job Dialogue makes it possible to schedule job processing. Jobs will not process until the job is manually released in the Job Management Window or the specified release date/time occurs.

This feature requires the requires the Output Management optional module.

LPR Printer Support (On Premise only)

- It's now possible to submit jobs to LPR (Line Printer Remote Protocol) devices when the device is enabled as part of a Printer Destination. Retrieval of LPR device capabilities and Job Ticketing options are not supported for LPR devices.

Single Sign-On (SSO)

- In addition to local login and Active Directory using a Windows Account, FreeFlow Core now supports login via Single Sign-On (SSO) using only Active Directory.

SFTP and HTTPS Locations for File System Operations/MAX

- HTTPS and SFTP paths now be used to specify the location for file system operations accessed by FreeFlow Core. These paths can also be used with Manifest Automation from Xerox (MAX) to reference the location of files for processing.

Job Characteristics Based on One Dimension

- The Job Characteristic for Dimension now supports the selection of 'Any,' making it possible to specify only a single dimension when evaluating the characteristics of a job

New Process Variable for TimeStamp

- The **$$FFtimeStamp$$** variable may be used to display a date/time stamp when used in conjunction with certain components such as Watermark. This is a system timestamp that takes the desired format depending on the system configuration.

Preflight Process Plans

- The **Preflight Using Process Plan** option in the Preflight Component enables the ability to execute multiple Adobe Acrobat or Callas pdfToolbox preflight profiles when combined into a single process plan.

Preserve PDF/VT Record Boundaries Upon Split

- The **Maintain Sub Job Order** option in the Split Component ensures that the sub job order produced by the Split Component is preserved throughout the workflow – for example, when splitting a PDF/VT job based on record boundaries.

InfoMark Code

- Support for the InfoMark code has been added to the Barcode Component. The InfoMark code is an alternative to the more complex QR Code format, supporting a simple 4-digit printed code.

CLI Job Submission (On Premise only)

- Submit jobs to FreeFlow Core for processing via Command Line Interface (CLI) scripts, including the ability to specify select Job Attributes.

FreeFlow Core Reports

- FreeFlow Core Reports enables the exporting of job data from FreeFlow Core. The same configuration settings available via the Xerox FreeFlow Core Reports desktop application (On Premise version) can now be accessed directly in the FreeFlow Core and Core Cloud User Interface.

FreeFlow Core Reports supports both job and printer data. The data available for export in FreeFlow Core Cloud is limited to job data only.

FreeFlow Core Exchange

- FreeFlow Core Exchange enables the importing and exporting of FreeFlow Core configuration data such as User Settings, Hot Folders, Presets, Workflows and Printer Destinations. The same configuration settings available via the desktop application (On Premise version) can now be accessed directly in the FreeFlow Core and Core Cloud User Interface.

Greater Accessibility for Cloud Configurations

- FreeFlow Core Cloud now supports the following additional capabilities depending on the configuration:

  Cloud Base

  – Hot Folders
  – Save

FreeFlow Core Cloud Hot Folders do not support the submission of Microsoft Office native file types. To submit a Microsoft Office file type to FreeFlow Core Cloud Hot Folders, use the FreeFlow Core Submit Microsoft Office add-in to convert the file to PDF first.

  – FreeFlow Core Reports
  – FreeFlow Core Exchange

  Cloud Advanced – all of the features above, plus:

  – Manifest Automation from Xerox (MAX)

When specifying the location (URI) of the job file in a manifest, the file path must be the specific file share (network drive) assigned to the customer cloud account by Xerox.

  – Route using JMF and MAX variables

Certain Job Characteristics, such as Route by Printer Destination status, are not supported in the cloud.

JDF/JMF in the Cloud

- FreeFlow Core Cloud now supports integration with select external workflows systems via JDF/JMF, enabling the submission of JDF instructions directly to FreeFlow Core Cloud workflows.

FreeFlow Core Cloud supports inbound requests from select JMF clients only. Bi-directional status (i.e., job and printer information) is not supported.

Authenticated Connections via a Proxy Server

- FreeFlow Core Cloud Print now supports an Authenticated Connection to FreeFlow Core Cloud through a Proxy Server.

3. Resolved Issues

Version 6.1.4

- Fixed issue where upon reboot, the FreeFlow Core server would sometimes try to access bot.whatismyipaddress[.]com
- Fixed issue with adding printers to FreeFlow Core Cloud
- Fixed issue with files in a zip file not being sorted in alphabetical order
- Fixed issue with Review node email notifications stops working after a while
- Fixed issue with FFCore losing webpage credentials after upgrade

Version 6.1.3

- Fixed issue with incorrect page defaults being used when using German language
- Fixed issue with uStore jobs not appearing in FreeFlow Core
- Fixed issue with unable to connect to email server in FreeFlow Core setup
- Fixed issue with an extraneous line being added to the XPF when converting a JDF with a ProductID node to XPF
- Fixed issue with the Impose calculate height function is not working correctly
- Fixed issue with custom values/variables set in impose node not being retained with Core Exchange regular backup
- Fixed issue with FreeFlow Core permissions on VINIP service fail security scan
- Fixed issue with FreeFlow Core UI having incorrect verbiage in Notifications
- Fixed issue with VIPP files having .dmd and .nmd extensions causing an unsupported file error
- Fixed issue with Split Node not working correctly
- Fixed issue with XML preflight not reporting more than 1000 pages after 6.1.1 upgrade
- Fixed issue with a Postscript error being raised when using a Join node and sending job to lpr printer
- Fixed issue with Override Job Ticket Settings during Submit Job unexpectedly changes job size
- Fixed issue with not being able to set negative non-uniform gutters in imposition node
- Fixed issue with perpetual license showing wrong expiration date

Version 6.1.2

- Fixed issue with jobs intermittently being held and had to be manually released to continue processing and complete in the workflow
- Fixed FreeFlow Core performance issue seen when Core Reports is enabled
- Fixed vertical alignment issue with watermark text when the rotation is set for 180 degrees
- Fixed issue with the hot folder default source file location not being retained if an FTP path is used
- Fixed issue with not being able to manage a hot folder when the hot folder name contains special characters

- Fixed issue seen when multiple users simultaneously submit jobs
- Fixed issue seen with the FreeFlow Core Configure entry "DatabaseCommandTimeout"
- Fixed security issue with MS Active Directory

Version 6.1.1

- Fixed issue where FreeFlow Core would sometimes remain in a processing state
- Fixed job status issue seen with Job Group
- Fixed issue with VIPP files having TXT or CSV extensions building up error logs in the FreeFlow Core hot folders
- Fixed issue with same-named presets can be created if copied, however it cannot be exported
- Fixed issue with the In-app license updater
- Fixed issue with Custom JMF submission failing after upgrade

Version 6.1

- Fixed UI performance issue when using the Edit Workflow page with a workflow that has many Route components
- Fixed DB Admin access issue
- Fixed issue with incorrect page defaults displayed when using non-English language version
- Fixed issue where "Internal Server Error" would occur when editing workflows after upgrading to 6.0.x
- Fixed issue with Split node after upgrading to 6.0.x
- Fixed issue where FreeFlow Core process variables are not supported when specifying the save file location in the Save Component

Version 6.0.3

- Fixed issue when setting maxSimulJobs in MantisServer.exe.config file
- Fixed issue with gutter tab intermittently showing Inches instead of mm
- Fixed issue with uStore job failing with ReturnCode="121"
- Fixed issue with convertSpdCommandsToBookmarks key not working
- Fixed issue with not being able to retrieve printer information from AltaLink C8035

Version 6.0.2

- Fixed "not-enough-memory" error after upgrading from FF Core 5.4.5 to 6.0.0
- Fixed issue with not being able to update the names in the routing rules
- Fixed issue with jobs arriving at the DFE with a name of the last sub-job
- Fixed issue with workflows contains external PDF resources intermittently failing with "An error has occurred on the server"
- Fixed issue causing errors when editing the Watermark node
- Fixed issue where some Characters do not display when the GUI is in German

- Fixed issue where new custom paper size shows as "Zoll" (German for Inches) on a metric system

Version 6.0.1

- Fixed orientation issue when using the Optimize Node
- Fixed EULA issue when regional settings are set to certain languages
- Fixed Imposition issue seen after upgrading to FFC 5.4.4
- Fixed performance degradation issue
- Fixed issue where Collect Node would intermittently not release jobs
- Fixed issue where not all files were removed after deleting completed jobs
- Fixed "Error opening input file" issue when DBF files were submitted in Zip format
- Fixed issue where the import/export of Watermark Preset would change the syntax of a substring variable
- Fixed issue with Split Node causing blank pages in the PDF output
- Fixed issue with not being able to save printer queue settings

Version 6.0

- Only one Administrator can be logged in to FreeFlow Core at any given time. If the Administrator session is ended by logging out of FreeFlow Core or closing the Browser, a (different) Administrator can log in within 1 minute.
- FreeFlow Core no longer requires Windows Service Accounts to have Administrator privileges.
- Fixed issue with TrimBox size changing after being processed by the Optimized Preset.
- Fixed issue where Optimize would remove objects outside the TrimBox.
- Fixed issue where Optimize would remove content within the CropBox when programmed to removed content outside of the CropBox.
- Fixed issue where some characters would be resized when processed by the Optimize node.
  Fixed issue where Optimize with [Remove invisible image data] would leave temp folders behind.
- Fixed issue where Optimize, when "Remove Objects Completely Outside of" is selected using Trim Box, the clear ink layer was removed.
- Fixed issue that prevented FreeFlow Core Cloud Print Client to be configured to work with customer's proxy server(s).
- Fixed issue that was allowing the Save node to be configured with a process variable location
- Fixed issue where the Finishing options for the Xerox Baltoro HF Inkjet Press would not stay selected in the FreeFlow Core job ticket.
- Fixed issue where outward pressmarks that were center aligned for the top, bottom, left or right for the artbox, trimbox and bleedbox were not appearing in the output.
- Fixed issue when sending an XGF to FreeFlow Core will not convert the umlauts in bookmarks correctly.

4. Known Issues and Limitations

Known Issues

Installation and Upgrade

While checking Roles & Features during the installation process, the Installer repeatedly prompts the user to reboot the system instead of continuing the installation process. This problem occurs if Windows 10's Print Management utility is missing due to various reasons associated with Windows Update and/or upgrading from Windows Home to Pro Edition. To resolve the problem, repair Windows using one of the methods (solution number 2 is recommended) outlined in the following bulletin before attempting the installation again: https://windowsreport.com/windows-10-print-management-missing/

During the Installation process, you may be prompted to reboot the system once, or multiple times depending on the configuration of the system. If the Installer does not automatically restart following the system reboot, **wait several minutes** for the Operating System to fully initialize, then double-click the Installer to continue the installation process.

If the software version and build number is hard to read when viewing the About screen after an upgrade from a previous release, select *control + shift + R* while viewing the About screen. This will reload the resources for that page.

Location of data upon upgrade and reinstall

When upgrading or reinstalling FreeFlow Core, it is not possible to change the "Product Installation" and "Store Users workflow data in ..." locations.

Uninstalling and Retaining FreeFlow Core Configuration Information

When uninstalling, if you choose to retain the FreeFlow Core Configuration information, you must reinstall with the same version for the data to be restored correctly. If you install a different version, the data will not be restored properly.

Compressed Windows Drive for Databases

FreeFlow Core and Microsoft SQL Server are not supported on compressed volumes.

Windows Server Naming

Depending upon how security is configured, changing the name of a Windows Server that is used to host an SQL Database Server could result in breaking database access. Before renaming the SQL Database Server host or FreeFlow Core server when using a local SQL Database Server, please consult the Microsoft SQL Server documentation for instruction on how to rename the server and update the SQL Database server and account names.

Login delay

Upon initial start-up of FreeFlow Core after a reboot, Windows needs to initialize all necessary FreeFlow Core required components. Therefore, it can take a few minutes before the login dialog appears.

Login issues

For Active Directory single sign on, FreeFlow Core domain users must login using the same domain as what was used when FreeFlow Core was installed with. All users must be members of same domain.

Windows Server 2019

When starting the installer, if the %TEMP% folder for Remote Desktop access is missing the Installation will fail. To overcome this, recreate the temp folder.

System

Administrator Login

When creating a new Administrator for the first time, if the user quickly selects the Create button more than once, the User Interface will redirect the user to the FreeFlow Core login screen rather than the End User License Agreement (EULA) acknowledgement screen. After logging back in as a new Administrator, the user will be redirected to the EULA screen as expected.

Email Notification Using TLS

Under Email Notification Setup on the Administration Tab, the checkbox Use SSL under SMTP Settings should appear as 'Use TLS'.

Password Requirement

When configuring a FreeFlow Core account, although it's not specifically stated as a password requirement, it is required to contain at least one lower case letter in the password.

Job Management

Large Jobs

When submitting jobs larger than 1GB, there is no guarantee that the jobs will complete successfully.

Large Files Using Native Windows Compression

Windows native compression uses 2 different compression formats, "Deflate" for files smaller than 2GB and "Deflate64" for files larger than 2GB. FreeFlow Core only supports "Deflate" and "GZip" compressions so files compressed with "Deflate64" cannot be processed.

So FFC does support native Windows compression provided they are small enough to be compressed with "Deflate".

Large MAX Jobs

Processing a large MAX file will take longer than processing multiple MAX files with the same number of sub jobs. As a result, submission of smaller MAX files is recommended.

Unsupported TIFF Formats

The following TIFF features are not supported: JPEG compression, YCbCr, and color space. In addition, TIFF transparencies are flattened during conversion.

Remote ZIP files

Zips files stored on remote servers are not supported.

PDF Compliance

The settings of a selected PDF/X standard may not be retained after processing the job through a FreeFlow Core workflow.

JDF Job Tickets

JDF tickets submitted to FreeFlow Core must be 'Combined DigitalPrinting' only (e.g., JDF/@Type="Combined", JDF/@Types contains "DigitalPrinting").

Drag and Drop Submission from Mac

Drag and drop submission from Mac is not supported. To submit a job from a Mac client, use the Browser button to upload the files.

Collect Job Documents

If Collect Job Documents is selected as an option for a Save or Finish Component, all the sub jobs are submitted correctly to the save location or finisher. However, only one entry appears in the FreeFlow Core Job Status window.

Microsoft Office File Conversion

If Microsoft Excel files fail to convert in FreeFlow Core, check the following settings:

1. Run the Windows service as a user with permissions for Excel. Windows services generally run using the local account, which are not typically configured to open Excel.
2. Open FreeFlow Core Configure and change the service account to an account with permission to open Excel.

   Do not change service accounts directly. Always use FreeFlow Core Configure.

3. Excel expects certain folders in the system. Typically, a Desktop folder is necessary in the systemprofile folder to open Excel files.

   a. For 32-bit (x86), create this folder:
      C:\Windows\System32\config\systemprofile\Desktop

   b. For 64-bit (x64), create this folder:
      C:\Windows\SysWOW64\config\systemprofile\Desktop

   Set the 32-bit folder preferences (detailed above) in addition to the 64-bit preferences on 64-bit systems running 64-bit versions of Microsoft Office.

4. Change the DCOMConfig settings for Excel:
   a. Select [Start > dcomcnfg.exe > Console Root > Component Services > My Computer > DCOM Config].

   You may be prompted for Administrator credentials.

   b. Select "Microsoft Excel Application". If Microsoft Excel Application does not appear in the DCOM list, find the equivalent key [00020812-0000-0000-C000-000000000046] in the DCOM list.
   c. Right-click 'Properties.'
   d. Select the Identity tab. Select 'Interactive User.'
   e. Select the Security Tab. Customize "Launch and Activation Permissions". Edit and add permissions to the user who is running the Windows service.
   f. Customize "Access Permissions". Edit and add permissions to the user who is running the windows service.
5. Restart the FreeFlow Core service.

Printer Management

Printer Queue Setup

If a Printer Queue is named IPP it will not display in FreeFlow Core. To avoid this issue, do not use IPP as the queue name.

Unsupported Printer Queue Names

If a printer queue name is not supported by FreeFlow Core such as one with a space, it will not be listed in FreeFlow Core when the printer is polled.

Printing Jobs

When printing a job, if an error is encountered at the printer as a result of incorrect stock orientation, the job will print if the width and height are swapped.

Job Submission Regulation

Job Submission Regulation assumes the spool directory of the printer is on the largest drive of the printer. If the spool directory is the not on the largest drive, job submission regulation will not process properly. When setting up a printer, please ensure the largest volume is used for the spool.

Deleting a Printer

To delete a printer, you must delete the Printer Destination. To delete the Printer Destination, open the Printer Preset in Workflow Builder and select the Delete button to delete the Printer Destination. Once the Printer Destination is removed, the printer will no longer appear in Printer Management.

Printer Management and Printer Locale

In Printer Management, information retrieved from the printer may be in a language different from the FreeFlow Core system. The specific language is not communicated to FreeFlow Core and the text may not be translated properly.

AltaLink Printers

Printer information may not be available for certain versions of the AltaLink controller.

In FreeFlow Core 6.1.4, the Define job ticket defaults options are currently enabled but shouldn't be. Please uncheck Define job ticket defaults in Printer Management when adding AltaLink printers to 6.1.4 to avoid any printing issues.

Non-Xerox Printers

Each Printer Destination represents a connection to a specific Print Queue on the Controller and a set of job ticket defaults. Not all Print Queues and Job Ticket defaults are discoverable by FreeFlow Core.

Print Queues

• The following Fiery Print Queues are supported:
  – Default (configured as hold, print, print and hold, process and hold) and custom queues (Virtual Printer)
• The following Canon Print Queues are supported (via JDF or LPR):
  – Automated Workflow Name
  – Printer Default (configured as "default")

Canon devices are not supported in FreeFlow Core Cloud.

Job Properties

• To enable limited Job Ticketing with Canon devices, the 'Canon Printer Capability' file must be loaded using the Add Additional Printer Capabilities option (Printer Management and Status > Printers > Edit a Printer) when configuring the Printer Destination. To add the file, select the "JDF Settings" button in the Edit a Printer window, then select the Add Additional Printer Capabilities checkbox. From the Add Additional Printer Capabilities Open File dialogue, select "master.xpaf", then OK to load the file. Select Save to close the Edit a Printer window
• With the capability file loaded, the following Job Ticket Defaults (Setup Tab) are enabled on Canon devices:
  – Job Name
  – Copies
  – Main Stock

- – Sides-Imaged
- – Collation (uncollated is visible using the Job Ticket Editor. The collated option is supported using the provided job ticket, e.g., XPIF Job Ticket associated with PDF file or JDF job ticket)
- – Output Order
- – Output Location
- The following Job Ticket Defaults (Setup Tab) are <u>not</u> supported on Non-Xerox printers:
  - – Color (Canon devices)
  - – Slip Sheets
  - – Offset
  - – Leading Banner Page
  - – Sender
  - – Finishing (Canon devices)
  - – Exceptions (Canon devices
  - – Inserts (Canon devices)

When adding or editing a Non-Xerox Printer Destination in the Printer Management and Status Tab, certain capabilities including Job Submission Regulation and Job Ticket Verification may be disabled depending on the capabilities of the Printer Destination.

In FreeFlow Core Cloud, disable the Printer Retrieves the File for Printing option from the Edit a Printer window on the Printer Management and Status Tab.

The nomenclature and operation of equivalent FreeFlow Core Printer Job Commands (Release, Hold, Cancel) in Job Management and Status may differ on Non-Xerox Printers. These capabilities are not supported for Canon devices.

- To Suspend a job from FreeFlow Core when it is processing at the Fiery Controller, select Hold from Printer Job Commands. To Resume the job, select Release.
- It is possible to cancel a job that is Held at the Fiery Controller but remains visible in the FreeFlow Core job listing. If a job is cancelled from FreeFlow Core when it is suspended or printing at the Fiery Controller, the job will abort and be deleted from the Fiery Controller.

In Printer Management and Status, Printer Status and Consumables may report Not available for this printer. These capabilities are not supported in FreeFlow Core Cloud.

In Job Management and Status, job status at the printer is limited to Job ID for FreeFlow Core Cloud.

The options to Distribute Jobs Between Printer Destinations and Send Jobs to Printer Destinations Based on Job Characteristics in the Print Component, as well as, assigning job property conditions based on Printer Destination Status in workflow components that support Job Characteristics are not supported in FreeFlow Core Cloud.

The Color Split component is not supported.

The Quantity specified in FreeFlow Core will always override the value for Copies defined in the Print Queue. If Quantity is not specified in FreeFlow Core, the quantity will be set to one (1) by default when the job arrives at the Controller even if a different value for Copies has been defined.

Enabling Number of Uncompleted Jobs at the Printer as part of Job Submission Regulation may not reflect the actual state of Uncompleted Jobs and Time Required at the Controller. This capability is not supported for printers associated with a Printer Destination configured as LPR.

Jobs that specify fold finishing should be submitted to the default Print Queue on the Fiery Controller. Submitting jobs to a Virtual Printer may produce unexpected results.

After a job completes printing, the status of the job at the printer may change from Printed to Error (Unable to Close Job). Enabling port 4004 (incoming) through Windows firewall may resolve the issue. This applies to Fiery devices for Printer Destinations configured for JDF. For Canon devices, after the job is sent to the printer, the status of the job at the printer will be "Sent to Printer".

The performance of the system may be impacted when submitting several large jobs to non-Xerox printers (registered using port 8010) simultaneously. Adding additional RAM to the system and/or reducing the number of large jobs submitted concurrently may improve performance.

Components, Workflows and Presets

Job Processing

All jobs should be processed in the workflows before restarting FreeFlow Core. If jobs are still being processed after a restart, the jobs will abort.

Saving Jobs

FreeFlow Core process variables are not supported when specifying the save file location in the Save Component.

When specifying a save location using an absolute path in the Save Component, only one directory level is supported below the predefined "Save Destination" directory.

Easy Start Workflows

After installing the Easy Start Workflows and Presets, reset the 'Print' and 'Print with Leading Banner Page' Presets to a valid Printer Destination(s). The Easy Start Print Presets configured at install are not valid Printer Destinations (IP Addresses).

Acrobat vs. FreeFlow Core Preflight

FreeFlow Core Preflight can execute both Acrobat and Callas pdfToolbox preflight profiles. Acrobat preflight may result in behavior that is different than FreeFlow Core. Acrobat preflight uses a different version of pdfToolbox than is being utilized by FreeFlow Core. In addition, Acrobat preflight uses a different color conversion engine compared to pdfToolbox.

Preflight Language Based on FreeFlow Core Server

The messages displayed by the preflight report are displayed in the OS language set at the FreeFlow Core server. They are not based on the language set from the client browser.

FreeFlow Core Exchange

Workflow Missing from Workflow List after using Core Exchange to Import a Clone

Prior to importing a clone using FreeFlow Core Exchange, log out of FreeFlow Core and close the browser. Once the import is complete, open the browser and log back into FreeFlow Core. If the browser wasn't closed prior to the import, log out of FreeFlow Core – close, then reopen the browser and log back into FreeFlow Core.

Reboot May Be Required After Importing File

After importing a file using FreeFlow Core Exchange, a reboot maybe required for FreeFlow Core to start up correctly. This is especially true if you are importing a file that is a clone.

FreeFlow Core Configure

Customer Override

The Tooltip for the key name "ExpiredJobSweepInterval" states the value is an interval in seconds. The interval represents milliseconds.

FreeFlow Core Cloud

Hot Folders

FreeFlow Core Cloud Hot Folders do not support the submission of Microsoft Office native file types. To submit a Microsoft Office file type to FreeFlow Core Cloud Hot Folders, use the FreeFlow Core Submit Microsoft Office add-in to convert the file to PDF first.

FreeFlow Core Submit

If you experience issues submitting Microsoft Office files using the FreeFlow Core Submit Microsoft Office add-in, close the Microsoft Office file, then open the standalone FreeFlow Core Submit utility and submit the file.

After adding a Printer Destination in Printer Management and Status, the printer may not appear immediately. Select the green Refresh button in the top right corner of the Printer list or select the Job Management and Status tab or the Workflow Setup tab, and then go back to the Printer Management and Status tab to update the display.

FreeFlow Core Cloud Print Client

When adding a printer using the FreeFlow Core Cloud Print client, there may be a delay before it appears in the FreeFlow Core printer drop down menu. To minimize the delay, select the green Refresh button in the top right corner of the Printer list in the Printer Management and Status tab after adding a printer in the FreeFlow Core Cloud Print client.

Forwarding print jobs to an EFI printer will take longer than to a Xerox FreeFlow Print Server printer.

Route using JMF and MAX variables

Certain Job Characteristics, such as Route by Printer Destination status, are not supported in the cloud.

FreeFlow Core Reports

The data available for export in FreeFlow Core Cloud is limited to job data only.

JDF/JMF

FreeFlow Core Cloud supports inbound requests from select JMF clients only. Bi-directional status (i.e., job and printer information) is not supported.

5.   Supported Printers

Xerox Devices

FreeFlow Core supports job submission to Internet Printing Protocol (IPP)-based Printer Destinations including FreeFlow Print Server, FreeFlow Print Server Integrated, Xerox Integrated Color Server, Xerox Integrated copy/print server, EFI Print Server and Integrated Fiery Print Server running supported versions of software, enabling retrieval of supported device capabilities.

To the extent that a particular device publishes certain capabilities via IPP such as copy count, media type, sides-imaged, output location, etc., FreeFlow Core will retrieve that information and use it to populate the printer description, the list of queues and the job ticketing options for that device. If a particular device does not publish certain attributes, they will not be available in FreeFlow Core but may still be programed at the device.

A device may publish Perfect Binding capabilities; however, these capabilities are not supported by FreeFlow Core.

The following protocols must be enabled on the Controller:

*   **IPP Printing** – enables retrieval of supported job ticketing and print submission.
*   **SNMP** – enables device type discovery and limited printer status information via the Standard Device Description.

Printer	Controller and Minimum Supported Version
Xerox AltaLink® B8XX/B81XX	Standard controller
Xerox AltaLink C80XX/81XX	Standard controller
	Xerox EX-c C8000 Print Server, powered by Fiery
Xerox PrimeLink® B9100 Series Printer	Xerox Integrated Server
	Xerox EX B9100 Series Print Server powered by Fiery
Xerox D136 Copier Printer	Xerox EX136 Print Server 1.0, powered by Fiery
	Xerox FreeFlow Print server 9.0
	Xerox Integrated copy/print server 1.0
Xerox D95A/D110/D125 Copier/Printer	Xerox EX Print Server 1.0, powered by Fiery
	Xerox FreeFlow Print Server 9.0
	Xerox Integrated copy/print server 1.0
Xerox Nuvera® 1xx/200/288/314	Xerox FreeFlow Print Server 7.0 SP3 (CP.73.C3.x) and higher

Xerox PrimeLink C9065/C9070 Printer	Xerox Integrated Color Server Limited support for printer capabilities and device attributes.
	Xerox EX 9065-70 Print Server, powered by Fiery
	Xerox EX-i 9065-70 Print Server, powered by Fiery
	Xerox EX-c 9065-70 Print Server, powered by Fiery
Xerox Color C60/C70 Printer	Xerox EX/EX-i C60/C70 Print Server 1.0, powered by Fiery
	Xerox Integrated Color Server
	Xerox FreeFlow Print Server Integrated 2.0 SP1 (CP.20.1.15187.0 or higher)
Xerox Color C75 Press	Xerox EX Print Server 1.0, powered by Fiery
	Xerox Integrated Fiery Color Server 1.0
	Xerox FreeFlow Print Server 9.0 SP3
Xerox Color J75 Press	Xerox EX Print Server 1.0, powered by Fiery
	Xerox FreeFlow Print Server 9.0 SP3
Xerox Color 560/570 Printer	Xerox EX Print Server 1.0/2.0, powered by Fiery
	Xerox FreeFlow Print Server 9.0 SP3
	Xerox Integrated Fiery Color Server 1.0 (System 10)
	Xerox Integrated Color Server Support limited to copy count, main stock, sides-imaged, collation, sender and output location. Orientation and limited finishing options. Other attributes are not returned by the controller and not accessible by FreeFlow Core.
Xerox Versant® 4100 Press	Xerox EX-P 4100 Print Server 1.0
	Xerox EX 4100 Print Server 1.0
Xerox Versant 3100 Press	Xerox EX/EX-P 3100 Print Server 1.0 and higher
	Xerox FreeFlow Print Server 9.0 SP3
Xerox Versant 2100 Press	Xerox EX/EX-P 2100 Print Server 1.0 and higher
	Xerox FreeFlow Print Server 9.0 SP3
Xerox Versant 280 Press	Xerox EX 280 Print Server 1.3/2.0
	Xerox EX-i 280 Print Server 1.3

Xerox Versant 180 Press	Xerox EX/EX-i 180 Print Server 1.0 and higher
	Xerox FreeFlow Print Server 9.0 SP3
Xerox Versant 80 Press	Xerox EX/EX-i 80Print Server 1.0 and higher
	Xerox FreeFlow® Print Server 9.0 SP3
Xerox DocuColor® 8080 Digital Press	Xerox FreeFlow Print Server 7.0 SP3 (CP.73.C3.x and higher)
Xerox Iridesse™ Production Press	Xerox EX-P 6 Print Server 1.0 and higher
Xerox Color 800i/1000i Press	Xerox EX-P 1000i Print Server 3.0/3.1, powered by Fiery
	Xerox FreeFlow Print Server 9.0 SP3
Xerox Color 800i/1000i Press	Xerox EX Print Server 2.2 (System 10)
	Xerox FreeFlow Print Server 9.0 SP1
Xerox iGen® 5 150 Press	Xerox EX-P 5 Print Server, powered by Fiery
	Xerox FreeFlow Print Server 21 (CP.21.0.15141.0) and higher
Xerox iGen 5 90/120 Press	Xerox EX Print Server 1.1, powered by Fiery
	Xerox FreeFlow Print Server 21 (CP.21.0.15219.0) and higher
Xerox iGen 150 Press	Xerox EX Print Server 1.0, powered by Fiery
	Xerox FreeFlow Print Server 9.0 SP1
Xerox Color 8250 Production Printer	Xerox FreeFlow Print Server 9.0 SP3
Xerox iGen4™ (90/100/220 Perfecting) and Diamond Edition	Xerox EX Print Server 1.0, powered by Fiery
	Xerox FreeFlow Print Server 9.0 SP1
Xerox Rialto® 900 MP Inkjet Press	Xerox Impika PDF Controller Support limited to printer Hot Folder submission only.
Xerox Baltoro™ HF Inkjet Press	Xerox FreeFlow Print Server 24 (CP.24.0.19119.0) and higher
Xerox Brenva™ HD Production Inkjet Press	Xerox FreeFlow Print Server 22
Xerox Trivor™ 2400 Inkjet Press	Xerox IJ Print Server 1.0, powered by Fiery
	AlphaStream Controller Support limited to printer Hot Folder submission only.

Xerox Impika® Compact/Reference/ Evolution	Xerox IJ Print Server, powered by Fiery
	Xerox FreeFlow Print Server 9.0 SP3 Job Ticketing support limited to Copy Count only. Other attributes returned from Xerox® FreeFlow® Print Server are not supported.
Xerox CiPress® 325/CiPress 500	Xerox FreeFlow Print Server 9.0 SP3 Job Ticketing support limited to Copy Count. Other attributes returned from Xerox® FreeFlow® Print Server are not supported.

Non-Xerox Devices

FreeFlow Core supports job submission to EFI Fiery, JDF-enabled Printer Destinations running supported versions of software, enabling JDF device (uni- or bi-directional, depending on the device) connectivity between FreeFlow Core via Job Messaging Format (JMF) and the non-Xerox device.

To the extent that FreeFlow Core supports, and a particular device publishes certain capabilities via JDF, FreeFlow Core will retrieve that information and use it to populate the printer description, the supported queues ("Virtual Printer") and job ticketing options for that device. If FreeFlow Core does not support and/or a particular device does not publish certain queues or attributes, they will not be available in FreeFlow Core but may still be programed at the device. Other limitations may apply. See Known Issues and Limitations for more information.

The table below represents the list of non-Xerox printers that have been tested and validated by Xerox. Issues with non-Xerox printers that are directly related to FreeFlow Core that can be validated on a reference configuration will be addressed via standard support. Xerox will provide 'best-effort' support only for non-Xerox printers that do not appear below. Xerox is not responsible for resolving issues that are unrelated to FreeFlow Core, or otherwise involve engaging the vendors of non-Xerox printers.

The following protocols must be enabled on the Fiery Controller:

- **Fiery JDF** – enables bi-directional JDF device connectivity between FreeFlow Core and the Fiery Controller.

Fiery JDF may require the purchase of a Productivity Package license on certain Fiery Controllers. For more information, please consult https://www.efi.com/fjdf

- **SNMP** – enables device type discovery and limited printer status information via the Standard Device Description.

Printer	Controller and Minimum Supported Version
Canon® varioPRINT 6000 TITAN Series Sheetfed Digital Presses	Canon PRISMAsync Print Server version R7.3 or higher LPD, JMF Support must be enabled on the Print Server.

Canon varioPRINT 140 Series Monochrome Sheetfed Digital Presses	Canon PRISMAsync Print Server version 7.2 or higher LPD, JMF Support must be enabled on the Print Server.
Canon imagePRESS C10000 Color Sheetfed Digital Presses	Canon PRISMAsync Print Server version 6.1.3 or higher LPD, JMF Support must be enabled on the Print Server.
Konica-Minolta® AccurioPress C3070 Digital Production Press	EFI Fiery Image Controller IC-417 version 2.1 Requires Fiery Productivity Package IC-417.
Konica-Minolta AccurioPrint C3070L Digital Press	EFI Fiery Image Controller IC-417 version 2.1 Requires Fiery Productivity Package IC-417.
Ricoh® Pro 8110e/8120e Series B&W Cutsheet Printer	EFI Fiery Printer Controller EB-32
Ricoh Pro C700EX Color Cutsheet Printer	EFI Fiery E-8100 Print Server
Ricoh Pro C7200 Graphic Arts Edition Series Color Cutsheet Printer	EFI Fiery Color Controller E-45A (7200) EFI Fiery Color Controller E-35A (7200SL) EFI Fiery Color Controller E-85A (7200)
Ricoh Pro C9100/C9110 Color Cutsheet Printer	EFI Fiery E43/Pro 80 Controller EFI Fiery E83/QX Controller
Ricoh Pro C9200/C9210 Color Cutsheet Printer	EFI Fiery Color Controller E-85

6. Installation Procedures

Installation and Upgrades

See the Xerox® FreeFlow® Core Installation Guide for installation instructions. This document may be obtained from the Support & Drivers section on Xerox.com.

Prior to performing an upgrade, ensure all jobs have completely finished processing through the workflows. To minimize the time to perform the upgrade, delete all jobs.

Perform a full system backup. If you encounter issues during the upgrade, the backup can be restored.

FreeFlow Core 6.0 supports upgrades from version 5.0 or higher. Upgrading from prior versions requires upgrading to version 5.n.n prior to upgrading to 6.0. To obtain version 5.0, contact Support.

If you are upgrading from a version of FreeFlow Core 4.0.2.x or lower to FreeFlow Core 5.1.x prior to upgrading to version 6.0, the Save location will be automatically be relocated from <User Data Location>\Save Destinations to <User Data Location>\00000000-0000-0000-0000-000000000000\Data\Save Destinations.

For example, following the upgrade, the Save location will move from:
C:\Xerox\FreeFlow\Core\Data\Save Destinations to
C:\Xerox\FreeFlow\Core\Data\00000000-0000-0000-0000-000000000000\Data\Save Destinations.

FreeFlow Core 6.0 licensing only supports UUID in the form of (xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx) or MAC address in the form (xxxxxxxxxxxx). Customers using other license identifiers will need to provide a new license identifier in order to renew their license when upgrading to FreeFlow Core 6.0.

Upgrading to FreeFlow Core 6.n.n

1. Double-click the **FreeFlowCore-6.n.n-Setup.exe**.
2. Select the desired language and click [**OK**].
3. Click [**Yes**] when prompted to reboot the system. Following the system restart, the FreeFlow Core Installer will reinitialize.

It could take several minutes for the Installer to reinitialize. If the Installer does not automatically restart after several minutes, double-click the Installer to continue the installation process.

4. Select the desired language and click [**OK**].
5. In the Welcome window, click [**Next**].
6. If the required prerequisite Roles and Features are not configured, the Installer will make the change and then prompt for a reboot before continuing. Reboot and start the installation process again.
7. If the Installer is unable to configure the prerequisite Roles and Features, a System Check log will appear. Perform the following steps:

      a. Cancel the upgrade.

      b. Search 'ERROR' in the System Check log and configure the appropriate requirements. See the Installation Guide for more information.

      c. Restart the installation process.

8. In the License Agreement window, accept the terms of the agreement and click [**Next**].

9. Do not change the destination of the install folders in the Destination Folders window. Click [**Next**].

10. In the License window, add a license file, if necessary. Click [**Next**].

11. In the Database Administration window, click [**Next**].

The values in the Database Administration window should be prepopulated with the same values from the previous release. If the values are incorrect, see Configuring SQL Server earlier in this section for more information. To reconfigure the Database Administration information, refer to the step below. Otherwise, skip to step 14.

12. Enter the SQL Server database information, if necessary.

      a. If Windows Authentication is being used with the SQL Server, select 'Windows Authentication,' otherwise select 'SQL Server Authentication.'

      b. Enter the account credentials, if necessary.

      c. Enter the Instance ID during SQL Server installation as the Database Instance ID. The Server name in SQL Server is formatted as: <hostname>\<Instance ID>. Only the Instance ID is required.

      d. Enter 'localhost' as the Database System Hostname if using a local database or the hostname if using a remote database.

To change the Database Administration credentials after installation, use the Core Configure tool. If the database or service account credentials are changed manually, independent of Core Configure, the settings will not be retained in Core Configure or preserved during an upgrade.

13. In the Service Account window, click [**Next**].

The values in the Service Account window should be prepopulated with the same values from the previous release.

If prompted for the service account logon, enter the service account user name and password if you are using a service account and uncheck the box to configure FreeFlow Core to use the local System account. If you are not using a service account, leave the check box selected to configure FreeFlow Core to use the local system account.

The service account can also be configured after installation using the Core Configure tool.

14. Click [**Install**] to begin the installation.

15. If you are asked if you want to permanently delete your FreeFlow Core configuration, click [**No**]. This saves your configured workflows, presets, etc.

16. Upon completion, click [**Finish**] and then [**Yes**] when prompted to restart the system.

Easy Start Workflows

To configure your system with predefined workflows, download the FreeFlow Core Easy Start Workflows from the Support & Drivers section on Xerox.com and follow the provided instructions.

1. Open a web browser and go to www.xerox.com.
2. Select [Customer Support/Support & Drivers/Software & Platforms/FreeFlow/FreeFlow Core].
3. Under FreeFlow Core, select 'Software.'
4. Select the appropriate Operating System and Language from the menus presented.
5. In the Utilities & Applications area, click on the appropriate FreeFlow Core Easy Starts link to download the file.
6. Once downloaded, decompress the file and double-click the **install.bat** file to install.

For detailed descriptions of each workflow and product configuration requirements, see the Xerox FreeFlow Core Easy Start Workflows Getting Started Guide. This document may be downloaded from the Support & Drivers section on Xerox.com.

Secure JMF

To enable secure JMF communication between a JMF Client and FreeFlow Core, configure the following:

1. Open port 7759 using the Windows Firewall utility.
2. Create a Self-Signed Certificate through IIS.
3. Right-click the certificate, and select [**Export Certificate**]. Export the certificate to the desktop.
4. Run the **installJMFCertificate** utility, entering the same password entered in step 3 when exporting the certificate.
5. Restart the FreeFlow Core JMF Server from the Service panel.
6. Using a web browser, enter: https://<ip address of the FreeFlow Core server>:7759.
7. Click [**Continue to this website**]. If a page displaying 'HTTP Status 404' appears, the configuration of FreeFlow Core for Secure JMF communication was successful.

Secure Printing

To enable secure printing between FreeFlow Core and a Xerox FreeFlow Print Server, the following must be configured:

1. Enable SSL at the print controller:

    a. At the FreeFlow Print Server, login as System Administrator.

    b. Go to [Setup > SSL/TLS].

    c. Click [**Add Certificate**].

    d. Create a 'Self Signed' certificate or Import a signed Certificate by choosing 'Signed Certificate from a Certificate Authority.'

    e. Follow the steps in the Wizard and fill in the necessary information.

    f. Click [**Install**].

    g. Click the [**Close**] button in the Certificate window after configuring the certificate.

    h. Select the 'Enable SSL/TLS' option.

    i. Click the [**Close**] button and reboot the print controller, if necessary.

2. Enable the Printer certificate on the FreeFlow Core system.

   a. From the FreeFlow Core desktop, launch the FreeFlow Core Certificate Tool.

   b. Specify the Print Controller IP address or DNS name.

   c. Choose the Print Controller.

   d. Click [**Retrieve Certificate**].

   e. Once the certificate is installed, a message will appear stating "Certificate successfully installed".

3. Add a Printer Destination via FreeFlow Core and select the [**Secure Print**] check box to perform secure communication.

Saving a JDF Ticket to a Remote File System

When configuring a Save Node with options to save the ticket as JDF and the file path is to retrieve a remote file system (e.g., \\host\sharedDir), the Login ID of the FreeFlow Core JMF Server must be changed to a user that has access to the remote directory location.

FreeFlow Core Cloud Print and FreeFlow Core Submit

If you are running FreeFlow Core Cloud and utilizing the Core Cloud Print or Core Submit client applications, the version of the client applications need to match the version installed on the server. If your server has been upgraded to a newer version of software, the client software must also be upgraded for the all the functionality to work properly. To upgrade the client applications:

1. Double-click the **FreeFlowCoreCloudPrint-6.x.x-Setup.exe** or **FreeFlowCoreSubmit-6.x.x-Setup.exe** to run the file.
2. Select [**Run**], if prompted, to allow an unknown publisher to make changes to this computer.
3. Select the desired language for the Installer user interface to display and click [**OK**].
4. In the Welcome window, click [**Next**].
5. In the License Agreement window, accept the terms of the license agreement and click [**Next**].
6. For upgrades, do not change the installation folder. Click [**Next**].
7. Click [**Install**] to start the installation.
8. Upon completion, click [**Finish**].

Backup and Restore

Backing up the software is a Customer responsibility. Backup for your FreeFlow product can be performed using any commercially available backup and restore software. Ensure that you run a full system backup that includes all hardware drives that contain the FreeFlow product and database software. It is recommended that the backup software have the ability to back up open files.

Online Resources

For additional product documentation, community forums, and support, go to http://www.xerox.com/automate.

7.   Third Party License Disclosures

License Disclosures

License disclosures for third party components utilized in Xerox® FreeFlow® Core can be found at C:\Program Files\Xerox\FreeFlowCore\ThirdPartyLicenses for installs done on the C: drive. For installs done with a different drive location, the license disclosures can be found at X:\FFC\FFC1\ThirdPartyLicenses where "X" is the drive where the install took place.