

Installation and Setup Guide

Xerox® FreeFlow® Express to Print Windows 10, Windows 11 Installation

702P09119

Introduction

FreeFlow Express to Print supports the following Windows Operating Systems:

- Windows 10 32-bit and 64-bit versions
- Windows 11

For detailed system requirements, refer to *FreeFlow Express to Print Release Notes*. This document can be downloaded from the All Support & Drivers section on www.xerox.com.

Installation

Before You Install Express to Print

1. Log in as the Administrator.
2. Enable the default system administrator account.
 - a. Right-click the **Start** button, then select **Computer Management**.
 - b. Select System **Tools > Local Users and Groups > Users**.
 - c. Right-click on **Administrator**, then select **Properties**.
 - d. For **Account is disabled**, clear the check box.
3. Log off, then log in as the Administrator.
4. Enable .NET Framework 3.5.
 - a. Open the Start Menu, type **Control Panel**, then press **Enter**.
 - b. Select Programs > Turn Windows Features on or off.
 - c. Select .NET Framework 3.5 includes .NET 2.0 and 3.0, then select OK.
 - d. If prompted, select **Download files** from Windows Update.

Note: You must be connected to the Internet.
 - e. Select **Close**.
5. Before you install Express to Print, ensure that you install any applications, such as Microsoft Office, Adobe Acrobat, or any other third-party software required.

Note: For each Microsoft Office document type, ensure that the specified software is installed, launches properly, and operates before you attempt any document conversion in Express to Print.

6. Log in as the Administrator.
7. Ensure that your virus checker software is set to allow software installation.
8. Disable the Indexing Service:
 - a. Right-click the **Start** button, then select **Run**. Type **services.msc**, then click **OK**.
 - b. From the list of services, locate, then right-click on **Windows Search**.
 - c. Select **Properties**.
 - d. Select the **Startup type** drop-down menu, then select **Disabled**.
 - e. Select **OK**, then close the Services window.
9. Disable the User Account Control (UAC):
 - a. Open the **Start** Menu, type **Control Panel**, then press **Enter**.
 - b. Select **System and Security**.
 - c. Under Action Center, select **Change User Account Control Settings**.
 - d. From **User Account Control** settings, select **Never Notify**.
 - e. Select **OK**.
 - f. To allow the changes to your computer, select **Yes**.
10. Run all administrators in Admin Approval Mode:
 - a. Right-click the **Start** button, then select **Run**. Type **gpedit.msc**, then press **Enter**. The Local Group Policy window appears.
 - b. In the left pane, in the Computer Configuration area, for **Windows Settings**, click the triangle. The subfolders appears.
 - c. For **Security Settings**, click the triangle. The subfolders appear.
 - d. For **Local Policies**, click the triangle. The subfolders appear.
 - e. Click **Security Options**. The available policies appear in the right pane.
 - f. Scroll down to **User Account Control: Run all administrators in Admin Approval Mode**, then double-click it to open the window.
 - g. Ensure that **Disabled** is selected, then click **OK**. The Security Setting changes to disabled.
 - h. Close the Local Group Policy Editor window.
 - i. To enable changes, restart the computer.
11. After the computer restarts, log in as the System Administrator.

Install the Software

1. To download the software, visit the Customer Support section on www.xerox.com [Customer Support/All Support & Drivers/Software & Platforms/FreeFlow].
2. Double-click the **ExpressToPrint-9.0.X.X-YYY.exe**, where YYY is the three-letter language extension. If prompted, to allow the program to run, select **Yes**.
3. Follow the onscreen instructions.

The installation program opens and checks for system prerequisites.

Note: If a prerequisite is not met, the installation ends. Resolve any issues, then restart the installation.

4. After the installation completes and the welcome message appears, click **Next**.
5. The **Software License Agreement** window opens. Click **I Agree**.
6. The **Installation Options** window opens. Select the document types to enable. Ensure that at least one document type is selected, then click **Next**.
7. The **Destination** window appears. Verify that the information is correct, then click **Next**.
8. The **Ready to Install** window appears. Click **Install**.

During installation, various windows appear, such as the Prepare System window and Installation window.

9. Once the **FreeFlow Installation Completed Successfully** window appears, click **Finish**. The system restarts.

Note: If the installation completes with warnings, follow the onscreen instructions to resolve any issues.

10. Once installation completes, to ensure that general users can submit print jobs, submit at least one job as the System Administrator.
11. Enable MSMQ on the system:
 - a. Open the Control Panel.
 - b. Navigate to **Programs and Features**.
 - c. Select **Turn Windows Features on or off**.
 - d. Select **Microsoft Message Queue (MSMQ) Server**, then expand the option to enable the following:
 - MSMQ Triggers
 - Multicasting Support
 - e. Select **OK**.
 - f. Reboot the system.

Configure the System

Complete the steps below to configure the system.

Set Up Printers

The simplest way to add a printer is to know the printer and print server IP address. If you do not know the IP address of the printer, contact your internal IT department for assistance. These instructions assume that you have the IP address.

1. Open the **Start** menu, then select **All apps**. From Xerox FreeFlow, click **Printer Registration**.
2. On the **Installed Products** window, clear all product selections except **FreeFlow Express to Print**. Click **OK**.
3. On the **Printer Registration** window, click **Add**. The Add Printer Wizard appears.
4. Type the IP address for the printer or print server, then click **Identify Configuration**. If you do not know the IP address, you can type the Printer Name.
5. If the Printer Model and Controller or Server Type are identified incorrectly, select the correct values from the respective menus. Click **Next**.

6. Choose one of the following:
 - a. To have all queues that are available on the printer appear in Express to Print, select **Automatically register all queues at printer**, then click **Next**. Clear any queues that are not wanted, then click **Finish**.
 - b. To specify a single queue to appear in Express to Print, click **Next**. Select the queue that you want from the menu, then type a name for the queue as it appears in Express to Print. This name cannot be the same as the actual queue name. Select **Finish**.

Your printer and the selected queues are added to Express to Print.

Note: For details about other settings, consult the Printer Registration online help.

Licensing

To license Express to Print, ensure that you are logged in as System Administrator or equivalent.

Note: Your Activation Key and Product Serial Number are included in the License Letter kit that is shipped upon fulfillment of the order. The Hardware Address (MAC) number is available on the FreeFlow Express to Print Licensing window.

1. Open the Start Menu, then select **All apps**. From Xerox FreeFlow, click **Express to Print**.
2. If a splash screen appears, click the splash screen to close it.
3. If the Getting Started window appears, click **Exit**.
4. After Express to Print starts, click **Help > Licensing**.
The **FreeFlow Express to Print Licensing** window appears. Note the Hardware Address (MAC) number, required to generate the license file in step 7.
5. Click **Enable**.
6. Click Xerox Software Activation Portal.

Note: If you do not have Internet access on the Express to Print device, refer to **Activation Using a Different Computer**.

7. At the portal website, type the requested information.

The license file is generated and presented.

8. To save the license file, click **Save and Download License File**. Ensure that you save the license file to a location that you can easily find.
9. In Express to Print, click **Next**.
10. Click **Load License File**.
11. The **Select License File** window appears. Navigate to the location where you saved the license file. Select the file, then click **Open**.
12. Licensing is complete.

License Maintenance

To retrieve your current license file, remove a license, or reset a license due to a hardware failure, follow these steps:

1. In Express to Print, click **Help > Licensing**.
2. To perform the license maintenance task that you want, click the appropriate link, then follow the instructions that are provided.

Software Maintenance

Moving the Software to Another Computer

If you are moving the software from one computer to another, before you perform the licensing activation steps, ensure that you remove the software license from the old computer. To remove the software, you must obtain a Deactivation key.

1. In Express to Print, click **Help > Licensing**.
2. Follow the onscreen information about deactivation, then click **Next**. The process that you choose depends on how you purchased the software originally.
3. Click the **Xerox Software Activation Portal** button.
4. To acquire the Deactivation file, at the portal website, type the requested information, then click **Next**.
5. To save the file, click **Browse**, then select the destination where you want to save the file. Note where you saved the file.
6. In the FreeFlow Express to Print Licensing window, click **Load Deactivation file**, select the Deactivation file that you saved, then click **Open**.
7. Click **Next**. The software is deactivated.
8. Install Express to Print on the new computer and follow the procedure for [Licensing](#).
Note: You need the original Activation key, Deactivation key, and the Hardware Address (MAC) number.
9. To remove the software from the old computer, refer to [Removing Deactivated Software from a Computer](#).

Removing Deactivated Software from a Computer

1. Open the **Start** Menu. Select **Control Panel > Programs and Features**.
2. From the list, double-click **FreeFlow Express to Print**.
3. To remove the software, follow the instructions that appear.

Activation Using a Different Computer

If you do not have Internet access on the Express to Print device:

1. Take the activation key, product serial number, and Hardware Address (MAC) number and move to a device that does have Internet access.
2. Log in to the Xerox Software Activation Portal at <https://www.xeroxlicensing.xerox.com/activation>.
3. At the portal website, type the requested information.
4. The license file is generated and presented. Click **Save and Download License File**.
5. Save the license file to removable media.
6. Take the license file to the Express to Print device and proceed with step 9 in the **Licensing** section.