



FreeFlow Scanner 665E **System** **Administration** Guide

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Xerox Corporation
Global Knowledge & Language Services
800 Phillips Road
Building 845
Webster, New York 14580

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Conventions

Standardized conventions have been used in this manual to assist you in visually locating and identifying information quickly.

Symbols



CAUTION: This symbol alerts you to an action that may cause damage to hardware, software, or result in the loss of data.



WARNING: Warnings mark alert users to areas of the machine where there is a possibility of personal injury.



WARNING: This symbol identifies an area on the machine that is HOT and should not be touched.



WARNING: This symbol indicates a laser is being used in the machine and alerts you to refer to the appropriate safety information.



KEY POINT: This symbol identifies information that is being emphasized and is important for you to remember.



The 1 2 3... symbol indicates the beginning of a task or work process you should use to complete a procedure and is followed by the first step of a numbered procedure, task, or work process.

NOTE: *This symbol calls your attention to information that is helpful, but not essential to complete a procedure or task.*



This symbol indicates that there is additional information from another source, such as a web site or manual.

Writing style conventions

- **Bold** type indicates the name of a button to press or touch.
- Underlining is used to emphasize a word or term.
- *Italic* type is used for the text associated with symbols such as Notes to visually bring the information to your attention.
- *Italic* type is also used to indicate names, such as the name of a chapter, or the name of a screen.
- Procedures direct you to press buttons located on the Control Panel, and touch buttons located on the Touch Screen.
- Text referring to illustrations or screen samples precedes the image.

Safety notices

This Xerox product and the recommended supplies are designed and tested to meet strict safety requirements. These include safety agency approval and compliance to established environmental standards. Please read the following instructions carefully before operating the product, and refer to them as needed to ensure the continued safe operation of your product.



KEY POINT: The safety testing and performance of this product have been verified using Xerox materials only.



WARNING: Any unauthorized alteration, which may include the addition of new functions or connection of external devices, may impact the product certification. Please contact your authorized local dealer for more information.

Electrical safety

- Use only the power cord supplied with this equipment.
- Plug the power cord directly into a correctly grounded electrical outlet. Do not use an extension cord. If you do not know whether or not an outlet is grounded, consult a qualified electrician.
- Do not use a ground adapter plug to connect this equipment to an electrical outlet that lacks a ground connection terminal.



WARNING: You may incur a severe electrical shock if the outlet is not grounded correctly.

- Do not place the press where people may step or trip on the power cord. Do not place objects on the power cord.
- Do not override or disable electrical or mechanical interlocks.
- Do not obstruct the ventilation openings. These openings prevent overheating of the machine.



WARNING: Never push objects of any kind into slots or openings on this equipment. Making a contact with a voltage point or shorting out a part may result in fire or electrical shock.

If any of the following conditions occur, immediately switch off the power to the machine and disconnect the power cord from the electrical outlet. Call an authorized Xerox service representative to correct the problem.

- The machine emits unusual noises or odors.
- The power cord is damaged or frayed.
- A wall panel circuit breaker, fuse, or other safety device is tripped.
- Liquid is spilled into the press.
- The machine is exposed to water.
- Any part of the machine is damaged.

Disconnect device

The power cable is the disconnect device for this equipment and is attached to the back of the machine as a plug-in device. To remove all electrical power from the machine, disconnect the power cable from the electrical outlet.



WARNING: This product must be connected to a protective earth current.

Laser safety

North America

This product complies with safety standards and is certified as a Class 1 Laser product under the Center for Devices and Radiological Health (CDRH) of the United States Food and Drug Administration (FDA) implemented regulations for laser products. This product complies with FDA 21 CFR 1940.10 and 1040.11 except for deviations pursuant to Laser Notice No. 50, dated July 26, 2001. These regulations apply to laser products marketed in the United States. The label on the machine indicates compliance with CDRH regulations and must be attached to laser products marketed in the United States. This product does not emit hazardous laser radiation.



CAUTION: Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous exposure of laser light.

Since radiation emitted inside this product is completely confined within the protective housing and external covers, the laser beam cannot escape from the machine during any phase of the user operation.

This product contains laser warning labels. These labels are intended for use by the Xerox Service Representative and are placed on or near panels or shields that require special tools for removal. Do not remove any of the panels. There are no operator serviceable areas in these covers.

Europe (EU) and other markets

This product complies with IEC's safety standard 60825-1 (Edition 1.2) issued August 2001.

The equipment complies with laser product performance standards set by governmental, national, and international agencies as a Class 1 Laser Product. It does not emit hazardous radiation as the beam is totally enclosed during all phases of customer operation and maintenance.



CAUTION: Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

This product contains laser warning labels. These labels are intended for use by the Xerox Service Representative and are placed on or near panels or shields that require special tools for removal. Do not remove any of the panels. There are no operator serviceable areas inside these covers.

If you need additional safety information concerning the product or Xerox supplied materials, you may call the following number:

+44 (0) 1707 353434

Safety standards

North America

This Xerox product is safety certified by Underwriters Laboratories Incorporated to Standards UL60950-1 (first edition), and CSA International CAN/CSA C22.2 No. 60950-1-03 (First Edition).

Europe (EU) and other markets

This Xerox product is safety certified by Underwriters Laboratories Incorporated to publication IEC60950-1 (2001) First Edition.

Maintenance safety

- Do not attempt any maintenance procedure that is not specifically described in the documentation supplied with your product.
- Do not use aerosol cleaners. The use of supplies that are not approved may cause poor performance of the press and could create a dangerous condition.
- Use the supplies and cleaning materials only as directed in this manual. Keep all materials out of the reach of children.
- Do not remove the covers or guards that are fastened with screws. There are no parts behind these covers that you can maintain or service.

Do not perform any maintenance procedures unless you have been trained to do them by a Xerox representative, or unless a procedure is specifically described in one of the manuals included with your press.

Operational safety

Your Xerox equipment and supplies were designed and tested to meet strict safety requirements. These include safety agency examination, approval, and compliance with established environmental standards.

Your attention to the following safety guidelines will help ensure the continued safe operation of your product:

- Use the materials and supplies specifically designed for your product. The use of unsuitable materials may result in poor performance of the machine and possibly a hazardous situation.
- Follow all warnings and instructions that are marked on or supplied with the machine.
- Place the machine in a room that provides adequate space for ventilation and servicing.
- Place the machine on a level, solid surface (not on a thick pile carpet) that has adequate strength to support the weight of the machine.
- Do not attempt to move the machine. A leveling device that was lowered when your machine was installed may damage the carpet or floor.
- Do not set up the machine near a heat source.
- Do not set up the machine in direct sunlight.

- Do not set up the machine in line with the cold air flow from an air conditioning system.
- Do not place containers of coffee or other liquid on the machine.
- Do not block or cover the slots and openings on the machine.
- Do not attempt to override any electrical or mechanical interlock devices.



WARNING: Be careful when working in areas identified with this warning symbol. These areas may be very hot and should not be touched.

If you need any additional safety information concerning the machine or materials, contact your Xerox representative.

Ozone safety

This product produces ozone during normal operation. The ozone is heavier than air, and the quantity is dependent on print volume. Providing the correct environmental parameters, as specified in the Xerox installation procedures, ensures that concentration levels meet safe limits.

If you need additional information about ozone, request the Xerox publication, *OZONE* by calling 1-800-828-6571 in the USA. For a French language version, call 1-800-828-6571 in the USA, then press 2.

Notices

Radio frequency emissions

FCC in the USA

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the Federal Communications Commission (FCC) Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his/her own expense.

Changes or modifications to this equipment not specifically approved by the Xerox Corporation may void the user's authority to operate this equipment.



WARNING: Shielded cables must be used with this equipment to maintain compliance with FCC regulations.

In Canada (ICES-003)

This Class "A" digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe "A" est conforme à la norme NMB-003 du Canada.

Regulatory information for RFID

This product generates 13.56 MHz using an Inductive Loop System as a Radio Frequency IDentification system device (RFID). This system is certified in compliance with European Council Directive 99/5/EC and applicable local laws or regulations as applicable.

Safety extra low voltage approval

This Xerox product is in compliance with various governmental agencies and national safety regulations. All system ports meet the Safety Extra Low Voltage (SELV) circuits for connection to customer-owned devices and networks. Additions of customer-owned or third-party accessories that are attached to the press must meet or exceed the requirements previously listed. All modules that require external connection must be installed per the installation procedure.

Certifications in Europe



The CE marking that is applied to this product symbolizes Xerox Declaration of Conformity with the following applicable Directives of the European Union as of the dates indicated:

January 1, 1995: Council Directive 73/23/EEC amended by Council Directive 93/68/EEC, approximation of the laws of the member states related to low voltage equipment.

January 1, 1996: Council Directive 89/336/EEC, approximation of the laws of the member states related to electromagnetic compatibility.

March 9, 1999 Council Directive 99/5/EC on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity.

A full declaration, defining the relevant directives and referenced standards, can be obtained from your Xerox Limited representative or by contacting:

Environment, Health and Safety
The Document Company Xerox
Bessemer Road
Welwyn Garden City
Herts
AL7 1HE
England
Tel Number +44 (0) 1707 353434



WARNING: This system is certified manufactured and tested in compliance with strict safety and radio frequency interference regulations. Any unauthorized alteration which includes the addition of new functions or the connection of external devices may impact this certification. Please contact your local Xerox Limited representative for a list of approved accessories.



WARNING: In order to allow this equipment to operate in proximity to Industrial, Scientific, and Medical (ISM) equipment, the external radiation from the ISM equipment may have limited or special mitigation measures taken.



WARNING: This is a Class A product in a domestic environment. This product may cause radio frequency interference in which case the user may be required to take adequate measures.



WARNING: Shielded cables must be used with this equipment to maintain compliance with Council Directive 89/336/EEC.

It's illegal in the USA

Congress, by statute, has forbidden the reproduction of the following subjects under certain circumstances. Penalties of fine or imprisonment may be imposed on those guilty of making such reproductions.

1. Obligations or Securities of the United States Government, such as:

Certificates of Indebtedness	National Bank Currency
Coupons from Bonds	Federal Reserve Bank Notes
Silver Certificates	Gold Certificates
United States Bonds	Treasury Notes
Federal Reserve Notes	Fractional Notes
Certificates of Deposit	Paper Money

Bonds and Obligations of certain agencies of the government, such as FHA, etc.

Bonds. (U.S. Savings Bonds may be photographed only for publicity purposes in connection with the campaign for the sale of such bonds.)

Internal Revenue Stamps. (If it is necessary to reproduce a legal document on which there is a canceled revenue stamp, this may be done provided the reproduction of the document is performed for lawful purposes.)

Postage Stamps, canceled or uncanceled. (For philatelic purposes, Postage Stamps may be photographed, provided the reproduction is in black and white and is less than 75% or more than 150% of the linear dimensions of the original.)

Postal Money Orders.

Bills, Checks, or Drafts of money drawn by or upon authorized officers of the United States.

Stamps and other representatives of value, of whatever denomination, which have been or may be issued under any Act of Congress.

- 2.** Adjusted Compensation Certificates for Veterans of the World Wars.
- 3.** Obligations or Securities of any Foreign Government, Bank, or Corporation.
- 4.** Copyrighted material, unless permission of the copyright owner has been obtained or the reproduction falls within the "fair use" or library reproduction rights provisions of the copyright law. Further information of these provisions may be obtained from the Copyright Office, Library of Congress, Washington, D.C. 20559. Ask for Circular R21.
- 5.** Certificates of Citizenship or Naturalization. (Foreign Naturalization Certificates may be photographed.)

- 6.** Passports. (Foreign Passports may be photographed.)
- 7.** Immigration Papers.
- 8.** Draft Registration Cards.
- 9.** Selective Service Induction Papers that bear any of the following Registrant's information:
 - Earnings or Income
 - Dependency Status
 - Court Record
 - Previous military service
 - Physical or mental conditionException: United States military discharge certificates may be photographed.
- 10.** Badges, Identification Cards, Passes, or Insignia carried by military personnel, or by members of the various Federal Departments, such as FBI, Treasury, etc. (unless photograph is ordered by the head of such department or bureau.)
Reproducing the following is also prohibited in certain states:
Automobile Licenses - Drivers' Licenses - Automobile
Certificates of Title.

The above list is not all inclusive, and no liability is assumed for its completeness or accuracy. In case of doubt, consult your attorney.

It's illegal in Canada

Parliament, by statute, has forbidden the reproduction of the following subjects under certain circumstances. Penalties of fines or imprisonment may be imposed on those guilty of making such copies.

1. Current bank notes or current paper money.
2. Obligations or securities of a government or bank.
3. Exchequer bill paper or revenue paper.
4. The public seal of Canada or of a province, or the seal of a public body or authority in Canada, or of a court of law.
5. Proclamations, orders, regulations or appointments, or notices thereof (with intent to falsely cause same to purport to have been printed by the Queen's Printer for Canada, or the equivalent printer for a province).
6. Marks, brands, seals, wrappers or designs used by or on behalf of the Government of Canada or of a province, the government of a state other than Canada or a department, board, Commission or agency established by the Government of Canada or of a province or of a government of a state other than Canada.
7. Impressed or adhesive stamps used for the purpose of revenue by the Government of Canada or of a province or by the government of a state other than Canada.
8. Documents, registers or records kept by public officials charged with the duty of making or issuing certified copies thereof, where the reproduction falsely purports to be a certified copy thereof.
9. Copyrighted material or trademarks of any manner or kind without the consent of the copyright or trademark owner.

The above list is provided for your convenience and assistance, but it is not all inclusive, and no liability is assumed for its completeness or accuracy. In case of doubt, consult your solicitor.

Environmental notices for the USA



As an ENERGY STAR® partner, Xerox Corporation has determined that this product meets the ENERGY STAR guidelines for energy efficiency.

The ENERGY STAR and ENERGY STAR MARK are registered United States trademarks.

The ENERGY STAR Office Equipment Program is a team effort between U.S., European Union and Japanese governments, and the office equipment industry to promote energy-efficient copiers, printers, fax, multifunction machines, personal computers, and monitors. Reducing product energy consumption helps combat smog, acid rain, and long-term changes to the climate by decreasing the emissions that result from generating electricity.

Xerox ENERGY STAR equipment is preset at the factory. Your machine will be delivered with the timer for switching to Low Power Mode from the last copy/print output, set at 15 minutes. The time to switch to power save (auto off/sleep) mode is set at 60 minutes from the last copy/print output. A more detailed description of the Power Saver Mode, together with instructions on changing the default time to suit your work pattern, can be found in the System Administration Guide, System Timers, Power Saver section.

Environmental notices for Canada

Terra Choice Environmental Services, Inc. of Canada has verified that this Xerox product conforms to all applicable Environmental Choice EcoLogo requirements for minimized impact to the environment.



As a participant in the Environmental Choice program, Xerox Corporation has determined that this product model meets the Environmental Choice guidelines for energy efficiency.

Environment Canada established the Environmental Choice program in 1988 to help consumers identify environmentally responsible products and services. Copier, printer, digital press, scanners, and fax products must meet energy efficiency and emissions criteria, and exhibit compatibility with recycled supplies. Currently, Environmental Choice has more than 1600 approved products and 140 licensees. Xerox has been a leader in offering EcoLogo approved products. In 1996, Xerox became the first company licensed to use the Environmental Choice EcoLogo for its copiers, printers, and fax machines.

Product recycling and disposal

If you are managing the disposal of your Xerox product, please note that the product contains lead and other materials whose disposal may be regulated due to environmental considerations. The presence of lead is fully consistent with global regulations applicable at the time that the product was placed on the market.

North America

Xerox operates a worldwide equipment take-back and reuse/recycle program. Contact your Xerox sales representative (1-800-ASK-XEROX) to determine whether this Xerox product is part of the program. For more information about Xerox environmental programs, visit www.xerox.com/environment.

For recycling and disposal information, contact your local authorities. In the United States, you may also refer to the Electronic Industries Alliance web site: www.eiae.org.

If your product is not part of the Xerox program and you are managing its disposal, please follow the instructions provided in the above paragraph.

European union



Application of this symbol on your equipment is confirmation that you must dispose of this equipment in compliance with agreed national procedures.

In accordance with European legislation end-of-life electrical and electronic equipment subject to disposal must be managed within agreed procedures.

Prior to disposal, contact your local dealer or Xerox representative for end-of-life take-back information.

Other countries

Please contact your local waste authorities and request disposal guidance.

1. About this guide

The guide provides information on configuring, customizing, and maintaining your entire system. This guide also provides information for Quick Print, and it also provides instructions for using all the administrative functions in configuring the FreeFlow applications.

This chapter explains the information found in this guide, how the information is organized, and helps you to get the most out of this guide by:

- identifying the audience and the basic skills required to use this guide effectively
- explaining the standard conventions and cues that highlight important information
- listing related documentation you may find helpful
- listing available online Help systems
- providing information on ordering additional materials and supplies
- providing information on obtaining additional information

Audience

This guide is a comprehensive reference manual intended for site administrators and advanced operators. Many of the procedures described in this guide require you to log on to a computer or network as an administrator with administrative privileges. Also, many of the maintenance tasks described in this guide require a solid understanding of hardware components, networks, and operating systems associated with FreeFlow applications.

This guide assumes you are familiar with the Windows XP Professional operating system, standard communication protocols, basic networking terms, and production printer connections. You should also have a working knowledge of the following:

- IBM-compatible personal computers
- Local area networks (LANs)
- Novell operating system
- Xerox Publishing Printers

Related information

This section lists additional materials you may need, or will find helpful, when using your system.

To order the Xerox documentation listed below, or for additional information on Xerox solutions, contact your Xerox Representative.

FreeFlow applications documentation

For more information on FreeFlow applications, refer to the following publications:

- Online Help system in each application
- Xerox FreeFlow Customer Software Release Document
- Xerox FreeFlow Operator Manual
- Xerox FreeFlow Scanner 665E Customer Training Programs

For more information on the training program, contact your Customer Training Specialist (CTS).

Scanner documentation

Xerox FreeFlow Scanner 665E

For more information on the FreeFlow Scanner 665E, refer to the FreeFlow Scanner 665E Online Help system.

Xerox Production Printing Services

For more information on the Xerox Production Printing Services and Network Server products, refer to the following publications:

- Site Configuration Guide
- Using Xerox Production Printing Services
- Problem Solving Guide

Third party software

For additional information about third party software and hardware, refer to the following materials:

- FreeFlow Scanner 665E Online Help
- DELL™ Optiplex and Monitor User's Guides

Windows related information

Microsoft provides users and administrators with several different resources to support the Windows environment. Some of these resources include web sites and online Help. The following sections describe these sources and tell you how to find and use them.

Windows online Help

Windows Server and Professional includes extensive online Help for all aspects of the operating systems. Most likely, the online Help will be your primary source for information. Administrative procedures, from adding users and managing groups to installing Windows printers, can be found in the online Help files. Furthermore, most Windows applications also contain their own online Help system, containing information that is specific to the application.

To access online Help, select **Start: Help** from the Windows task bar. If you are looking for help within a specific application, use the options available from the Help menu within that application.

Windows web site

Microsoft has a Windows World Wide Web site that contains the latest Windows news and information about upgrades. The URL for this site is:

<http://www.microsoft.com/>

Getting Help online

This section describes the type of online help available online for the FreeFlow applications.

Using a Help menu

All FreeFlow applications provide a Help menu.

Select the **Contents** tab to browse for the desired topic in the Help system.

Select the **Index** tab to scroll an alphabetical index of Help topics.

Select the **Search** tab to search for all topics for information on a specific feature or function.

Using Help in a dialog box

Most dialog boxes in the FreeFlow system provide the standard Windows Help button [?] in dialog and message boxes. This button is displayed in the title bar of the dialog, next to the close button, [X].

This button provides context-sensitive Help, so you can select it, then click in the dialog on the field or option for which you need Help. A Help window opens, displaying information for the selected field or option.

Ordering additional materials and supplies

You are provided with all the resources you need to operate and maintain your FreeFlow system; however, you may order additional materials or supplies.

To reorder the scanner registration documents or the training disks, or to order screen finder tools, refer to the Xerox Supplies Resource Catalog (610P18158) or contact your Xerox representative.

To order cleaning supplies for the scanner, refer to the scanner *Operator Manual*.

Obtaining additional support

This section describes where you can obtain additional support for a FreeFlow application.

X-PRESS FAX

You can obtain additional support documentation for a specific FreeFlow system, including solutions to common work process problems and hints and tips for enabling optimal use of the equipment from Xerox C&TS Electronic Services.

Call X-PRESS at 1-800-979-9709 and request document number 12300 to receive a complete index of the documented solutions for a FreeFlow system, along with complete instructions for using the X-PRESS fax system.

Xerox FAQ web site

Xerox provides a FAQ (Frequently Asked Questions) web site for customers who have a FreeFlow system. To access the Xerox FAQ web site:

- Go to <http://www.xerox.com> from your web browser.
- Search on the word “**freeflow**.”
- Find the appropriate FreeFlow link.
- Select the **Support** link under the appropriate FreeFlow link.
- Under the FAQ heading, select the desired topic link to display the FAQ page for that topic.

Xerox Welcome Center

If your system is down, you can't solve a problem, or you have questions about your FreeFlow system, use the following phone numbers to contact the Xerox Welcome Center:

- In North America, call 1-800-821-2797
- In Canada, call 1-800-939-3769



NOTE: *When placing a call to the Xerox Welcome Center, have your serial number available for your FreeFlow system.*

2. Virus protection

This chapter describes the recommended procedures for protecting your system from virus contamination.

Protecting the system from virus contamination

Xerox takes special precautions to ensure the software is shipped free from computer virus contamination. It is strongly recommended that you invest in a virus detection software application to protect your system from viruses.

Computer viruses are best detected by virus detection and control application software that is accepted by the PC industry.

Some of the virus detection and control applications available to and widely-used by the PC industry include:

- Norton Anti-Virus by Symantec
- McAfee VirusScan by Network Associates, Inc.



NOTE: *To ensure maximum protection from new viruses, update or upgrade your virus detection software frequently.*

It is strongly recommended that you follow these guidelines to keep your system decontaminated:

- On a regular basis (at least weekly), run virus detection software on all systems.

You can remove a virus by using the procedures supplied with your virus protection software.



NOTE: *This is is to protect your data in the event of corruption during the course of the virus removal.*

You can then remove the virus using the procedures supplied with your virus protection software.

Microsoft updates

It is recommended that you perform periodic Windows update. This is discussed in more detail in “Using Windows Automatic Update” on page 3-6.

3. Windows and network configurations

This chapter describes some of the Windows functions and network configurations used with Xerox FreeFlow applications.

Topics covered in this chapter include:

- a brief description of some of the basic Windows procedures you may need to perform
- instructions for preparing to shut down the system
- using Windows Update
- instructions on using the Event Viewer



KEY POINT: You are strongly advised to obtain a dedicated Windows operating system administration guide.

Understanding and using Windows

This guide assumes you have a working knowledge of the Windows XP Professional operating systems and does not contain basic Windows procedures, unless they are part of a procedure that is specific to a FreeFlow software.

Performing basic Windows administrative functions



NOTE: *This section does not provide the instructions for performing the basic Windows administrative functions. Refer to your Windows documentation for more information.*

In addition to the FreeFlow software-specific administrative functions you will perform, you may also need to know how to perform the common Windows administrative functions listed below.

Creating shortcuts

You can create a shortcut to an application or file; allowing you to open the application or file directly from the Windows desktop.

Adding Windows printers

To add a local Windows printer, refer to the printer kit instructions packaged with your printer.

Adding and configuring users and groups

Use the Windows User Manager to create Windows local user accounts and groups. The User Manager is accessed by selecting **Start: Settings: Control Panel: Administrative Tools: Computer Management** from the Windows desktop, expanding the System Tools, and expanding Local Users and Groups.

Setting up shared folders, files, and printers

Windows allows you to set up shared folders, files, and printers that can be accessed from other Windows workstations.



NOTE: *The File Manager application can also be used to set up shared folders and files.*

Adding or removing network connections

From the Network Connections dialog, you can add, remove, or change the properties for network services on the workstation. The Network Connections dialog is accessed by selecting **Start: Settings: Network Connections** from the Windows desktop.

Preparing to shut down the system

For the most part, shutting down the system is the same as shutting down any other Windows system. However, there are some precautions you must take before shutting down a system.

The most important thing to do before shutting down a system is make sure no one else is connected to the system. If you shut down the system while someone is remotely accessing local cabinets, the remote user could lose data and experience problems with their system.



CAUTION: Select **No** if you shut down the system and receive a message such as “still connected to a user; do you want to disconnect?” To properly shut down the local system and avoid problems with the remote workstation, you must have the connected user exit the application and then you must disconnect the remote workstation from the local system.

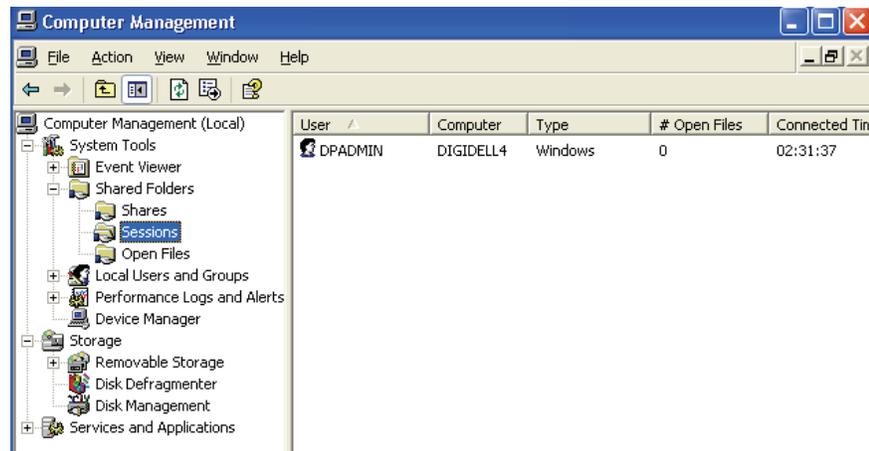
The following sections describe how to check for connected users, notify them that the system is going to be shut down, and then disconnect them from the remote workstation.

Checking for connected users



To check for connected users:

1. Select **Start: Settings: Control Panel** from the Windows desktop. The Control Panel opens.
2. Double-click on the **Administrative Tools** icon.
3. Double-click on the **Computer Management** icon.
4. Expand the **System Tools** console tree.
 - a. Expand the **Shared Folders** folder.
 - b. In the Tree View, highlight **Sessions**.



If any users are connected to the system, the name of their host machine, the resources they are using on the workstation, and other details are listed in the right window frame.

5. If no other machine is connected to the system, it is safe to shut down the system. To shut down the system, refer to the procedure in the Operator Manual entitled “Power off” on page 1-15.

Otherwise, continue with “Notifying users connected to the system” on page 3-5.

Notifying users connected to the system



NOTE: If running Windows XP SP2, by default the Messenger Service is disabled. You must enable the Messenger Service in order to use the `net send` command. Refer to your Windows documentation for information on enabling services.



To notify connected users to close any files or applications they are currently using and disconnect from the system:

1. Select **Start: Programs: Accessories: Command Prompt** from the Windows desktop. The Command Prompt windows opens.
2. At the prompt, type the following command:

net send <destination> <message>

The <destination> is either the name of the connected computer or an asterisk (*), which sends the message to every computer within the current workgroup. The <message> should tell the user or users to close any applications or files they may have open on the workstation.

3. Press **Enter** to send the message to the specified destination.
4. Close the Command Prompt window.
5. Continue with the procedure “Disconnecting users connected to the remote workstation” on page 3-5.

Disconnecting users connected to the remote workstation



After connected users have notified you that they have disconnected, or after giving the users a reasonable amount of time (10 minutes or so) to save any files and disconnect from the database, disconnect the remote workstation by completing the following:

1. From the Computer Management console, highlight **Sessions** and select **Action: Disconnect All Sessions**.
2. Select **Yes** in the confirmation message box that displays.

All connected users are disconnected from the local workstation. It is now safe to shut down the system.

3. To shut down the system, refer to the procedure in the Operator Manual entitled “Power off” on page 1-15.

Using Windows Automatic Update

It is recommended that you use Microsoft's Windows Automatic Update capability to install critical Microsoft Windows updates on your system.

The details surrounding this process are as follows:

- Only critical individual and cumulative updates are approved for download via Windows Update. This includes updates for the operating system, supported release versions of Internet Explorer, IIS, and VM.
- New Service Packs and applicable non-critical patches will still require formal approval by FreeFlow and should only be installed by a Xerox Representative.
- When appropriate, special announcement bulletins will be distributed for security issues requiring immediate communication. Critical security information will also be captured on the www.xerox.com/security web site per the Carnegie Mellon University CERT/CC advisories.
- On a monthly basis, a summary of FreeFlow applicable critical Microsoft security patches that should have been installed on your system will be communicated on the www.xerox.com/security web site under "Other Security News and Advisories."
- Each site should determine who is responsible for routinely running Windows Update. Due to the time criticality of installing many of the Microsoft patches, it is recommended that the customer perform this task. Customers requiring Xerox assistance to install updates per Windows Update should contact the hotline or make arrangements with their Xerox Representative.
- Microsoft Update may need to be run multiple times to install all eligible updates.

Running Automatic Update

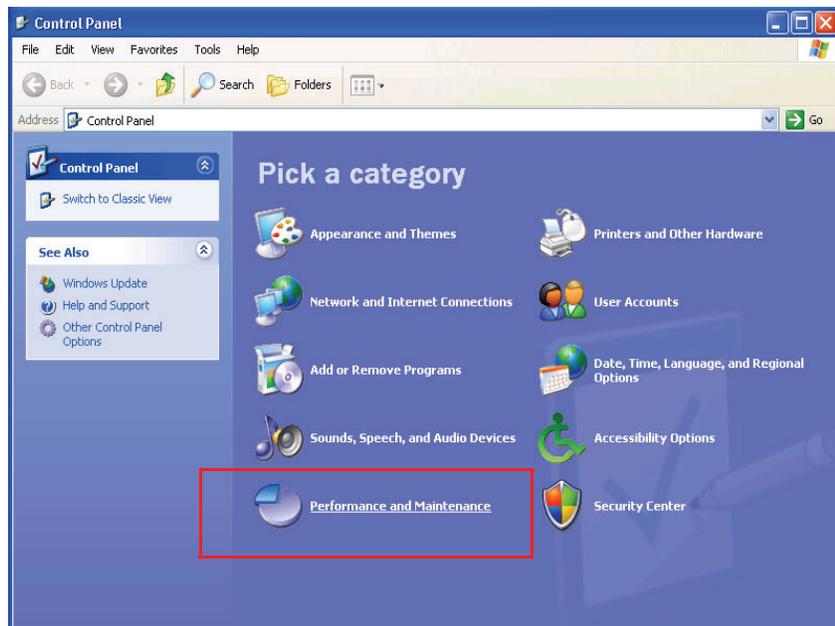


To run Windows Automatic Update on your system, perform the following steps:

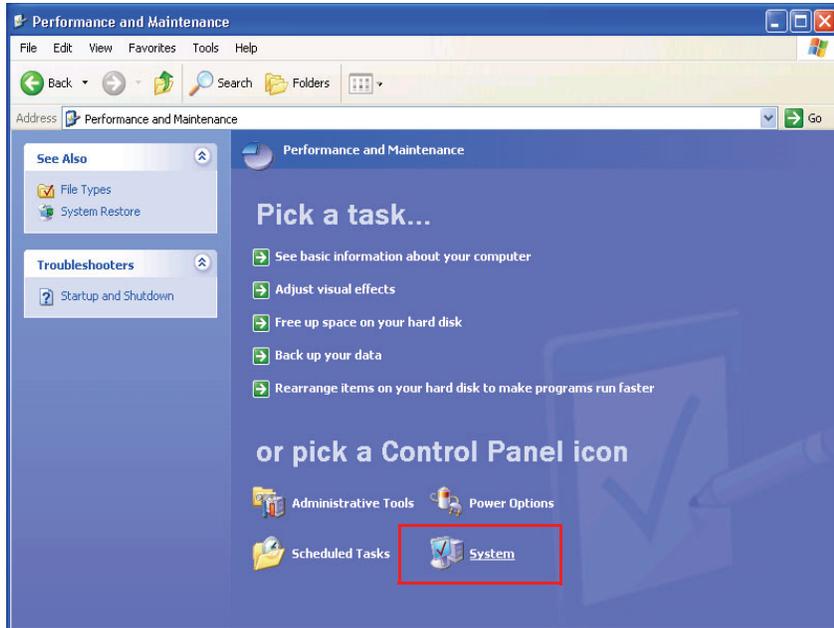
1. Select **Start: Control Panel**.



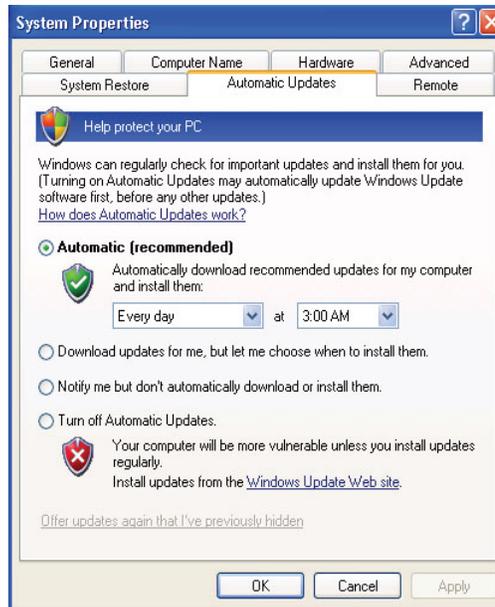
2. From the Control Panel dialog box select **Performance and Maintenance**.



3. Select **System**.



The **System Properties** dialog box opens.



4. From System Properties, select the **Automatic Updates** tab.
5. Select the **Automatic (recommended)** radio circle.
6. From the drop-down lists, select the desired day of the week or **Every day** and select the desired time for the automatic downloads to occur.
7. Select **Apply**.
8. Select **OK** to close the dialog box.
9. Select **Close** () in the title bar to close the System dialog box.

Using the Event Viewer

Use the Event Viewer to view the Windows event logs.

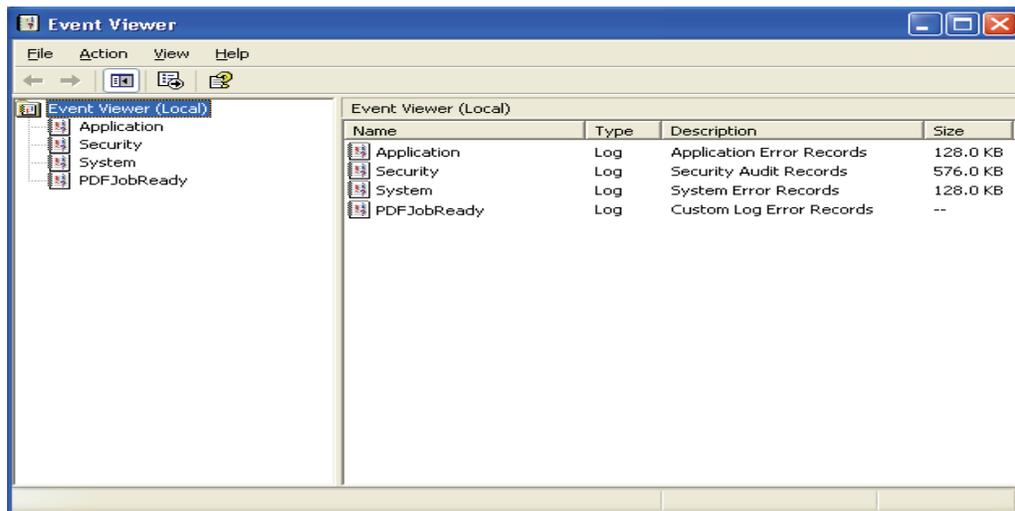


NOTE: For more information on reading and interpreting the event log, refer to your Windows documentation.



To access the Event Viewer:

1. Select **Start: Settings: Control Panel** from the Windows desktop.
2. Select **Administrative Tools**.
3. Select **Event Viewer**. The Event Viewer opens.



4. Expand **Event Viewer** in the console tree to view the different events.

The table below lists and describes the three types of events displayed in the Event Viewer.

Event	Description
Application	Collects messages from Windows applications
Security	Tracks success and failure audits
System	Records errors, warnings, and information events of the system

5. To view an event log, select the appropriate event. The event log displays in the right frame.



NOTE: You should save the Windows event logs to file once every two months and keep these log files for approximately one year. After saving the logs to file, you can then clear them from the Event Viewer. It is important to save event logs as they may be needed in the future for diagnosing problems.

The table below provides the Windows log files to which the Xerox FreeFlow Software writes event data.

Log file	Log file path
Application log	C:\WINDOWS\system32\config\AppEvent.Evt
Security log	C:\WINDOWS\system32\config\SecEvent.Evt
System log	C:\WINDOWS\system32\config\SysEvent.Evt

6. Select **File: Exit** to close the Event Viewer.

4. Hardware maintenance

This chapter provides procedures necessary for maintaining the hardware of your FreeFlow system.

Scanner Support

The FreeFlow software provides a Scanner Support application for performing system tests and maintenance procedures on the FreeFlow Scanner 665E. These procedures include, but are not limited to, scanner configuration, resetting scanning counters, keeping a record of all scanner faults and events, and tools for troubleshooting, setting up, and calibrating the scanner.



NOTE: The Scanner Support and TWAIN Scanning applications cannot be open at the same time. If you have the TWAIN Scanning application open, close it before attempting to open Scanner Support.

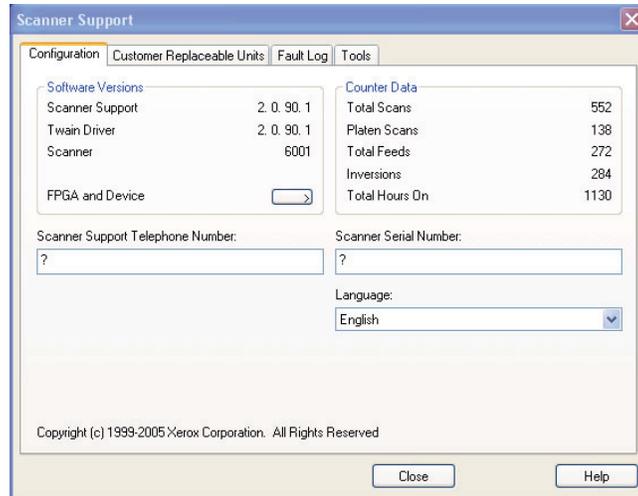


To access the **Scanner Support** application:

Select **Start: Programs: FreeFlow Scanner 665: Scanner Support** from the Windows desktop.



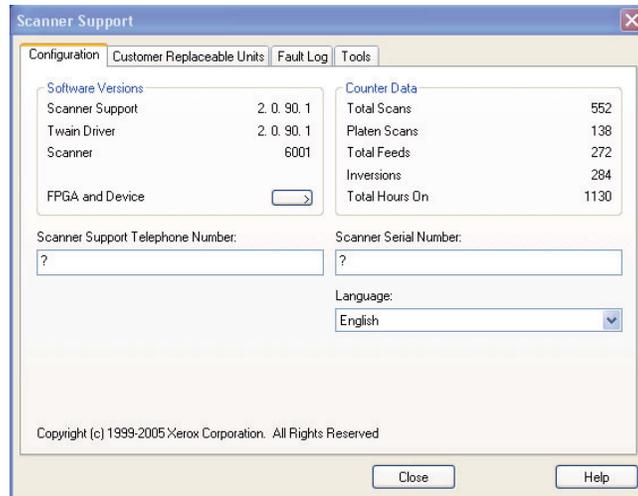
The Scanner Support dialog box opens.



For more information on using the Scanner Support application, refer to the scanner integrated, online Help system.

Configuration tab

This tab provides basic information such as software versions, serial number, and counter data.



This tab contains the phone number for contacting Xerox, the scanner serial number (which you will need when you call in), and the language to use when displaying scanner support information.

Software Versions

The Software Versions section lists the installed versions of the Scanner Support, Scanner control, and TWAIN driver software.

Counter Data The Counter Data section lists the following information to assist in troubleshooting and support:

Total Scans: This area shows the total number of scans performed since the system was first initialized.

Platen Scans: This area shows the number of scans performed from the Document Glass.

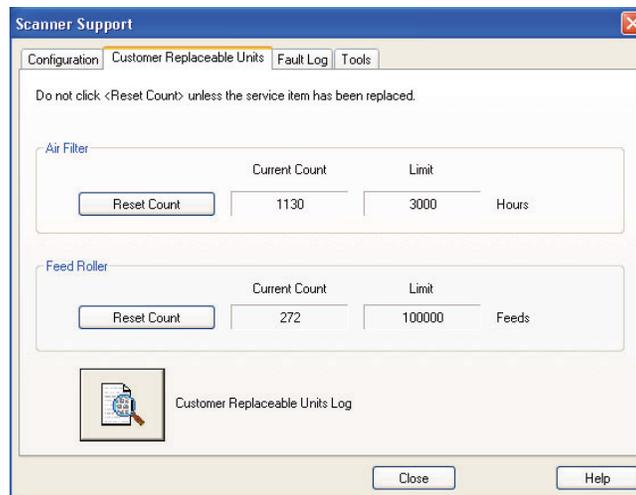
Total Feeds: This area shows the number of documents fed through the Document Feeder.

Inversions: This area shows the number of 2-sided scans performed by the Document Feeder.

Total Hours On: This area shows the number of hours the scanner has been powered on.

Customer Replaceable Units (CRUs)

In order to keep your scanner in good working condition, you will occasionally need to replace worn out components. This tab allows you to reset the scanner counters after replacing a CRU.



The CRUs tab of the scanner support application keeps track of the life of these parts, and will notify you when it is time to replace them.

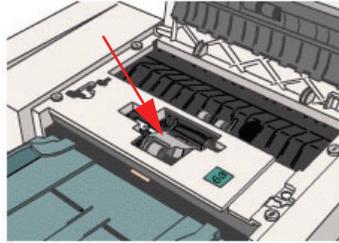
Replacing Parts

When you replace a worn part, be sure to reset the counter for that part on this tab. Parts that may need replacing include the following:

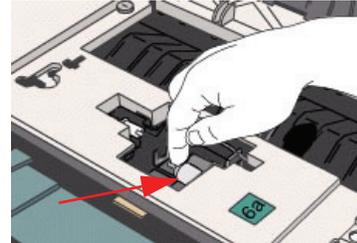


Feed and Retard Rollers

These rollers are located just inside the document feeder.



Feed Roller

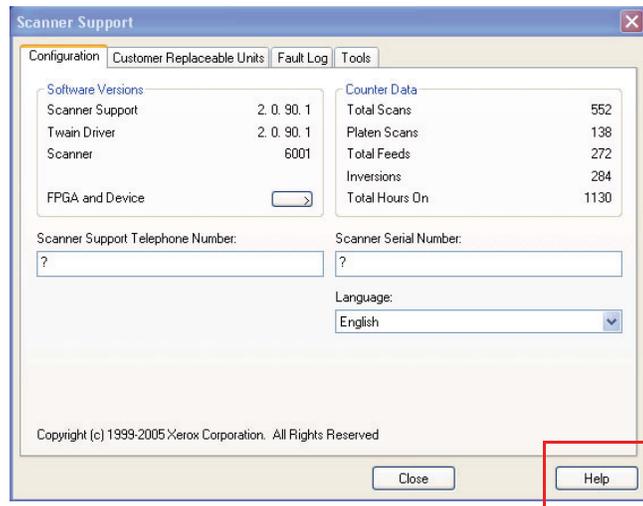


Retard Roller

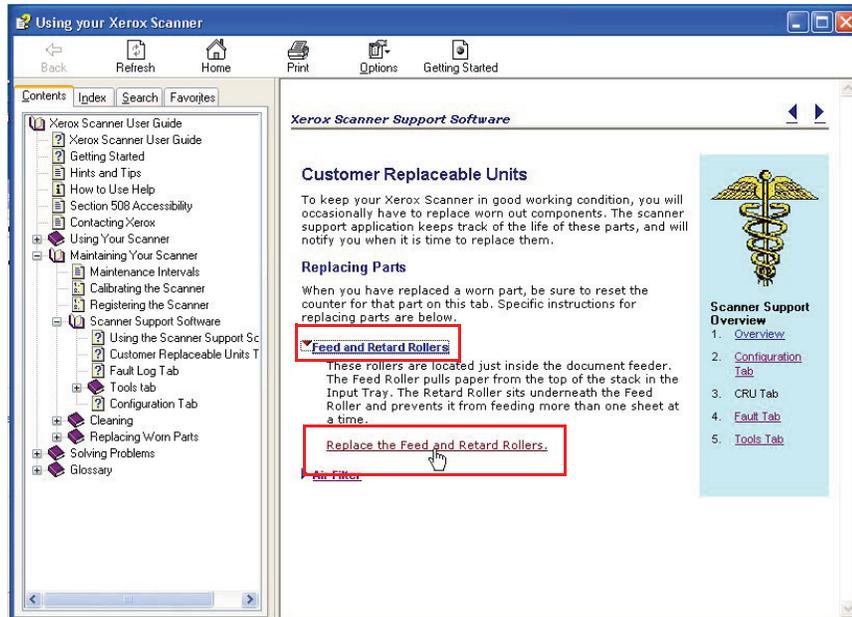
The Feed Roller pulls paper from the top of the stack in the Input Tray. The Retard Roller sits underneath the Feed Roller and prevents it from feeding more than one sheet at a time.

Replacing the Feed and Retard Rollers

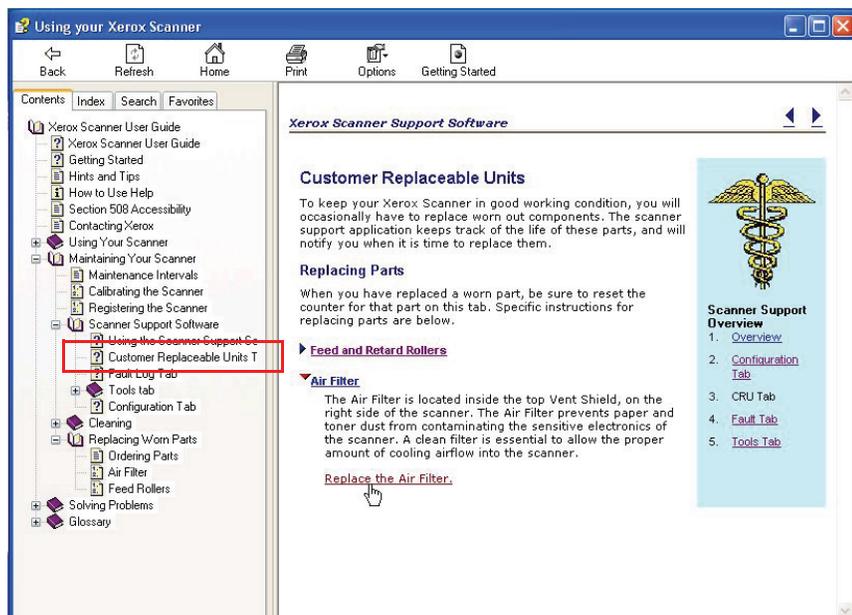
1. From the **Customer Replaceable Units** tab, click on the **Help** button.



The online Help displays the CRU information:



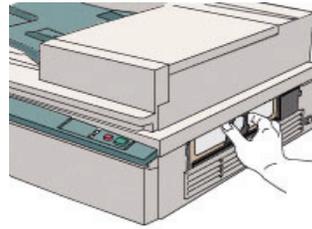
2. Click on [Feed and Retard Rollers](#) to display the [Replace the Feed and Retard Rollers](#) link.
3. Click on the [Replace the Feed and Retard Rollers](#) link; the *Replacing the Feed Rollers* dialog box is displayed.
4. Follow the procedure as it is outlined in the online Help. Click the link in Step 1 to start the procedure.
5. After completing the last step of the procedure, click on the **Consumable Replaceable Units Tab** link to return to the main CRU page.





Air Filter

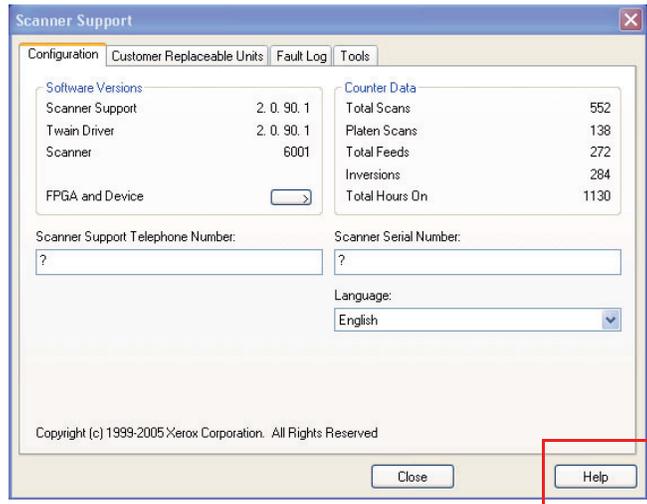
The Air Filter is located inside the top Vent Shield, on the right side of the scanner.



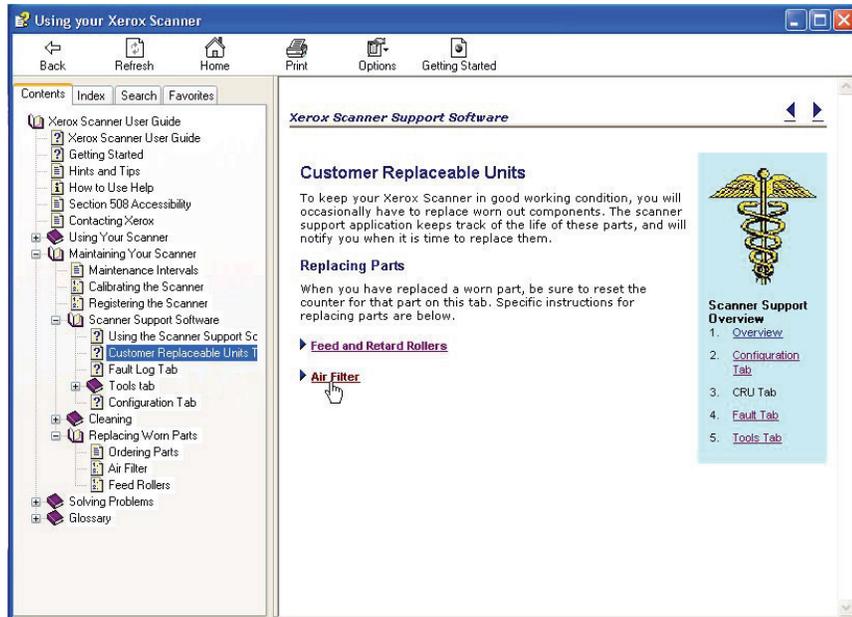
The Air Filter prevents paper and toner dust from contaminating the sensitive electronics of the scanner. A clean filter is essential to allow the proper amount of cooling airflow into the scanner.

Replacing the Air Filter

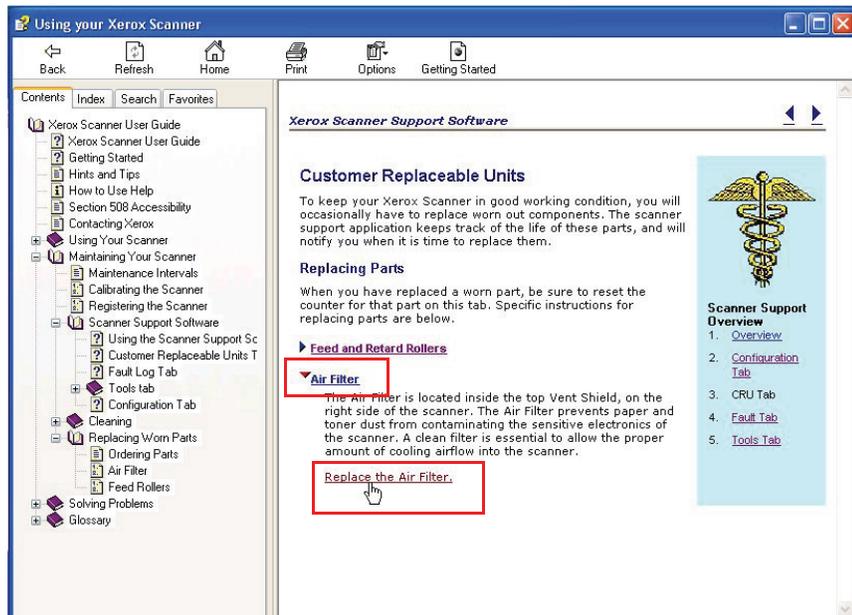
1. From the **Customer Replaceable Units** tab, click on the **Help** button.



The online Help displays the CRU information:



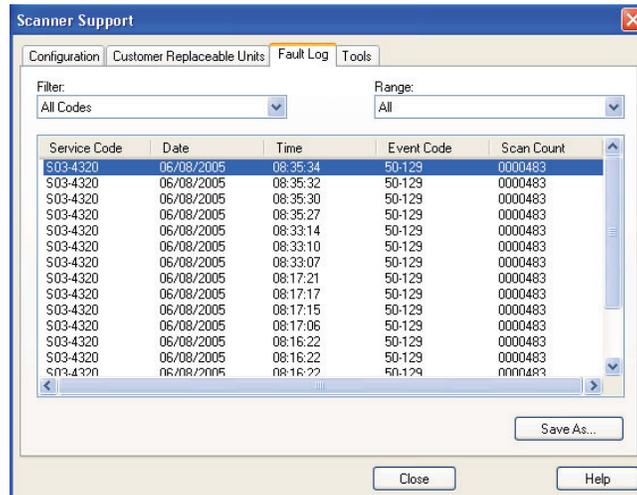
2. Click on the [Air Filter](#) to display the [Replace the Air Filter](#) link.



3. Click on the [Replace the Air Filter](#) link; the *Replacing the Air Filter* dialog box is displayed.
4. Follow the procedure as it is outlined in the online Help.
5. After completing the procedure, close the online Help dialog box.

Fault Log

The Fault Log keeps a history of the recent problems and errors encountered by the scanner.



NOTE: The Fault Log is for use by a Xerox representative only.

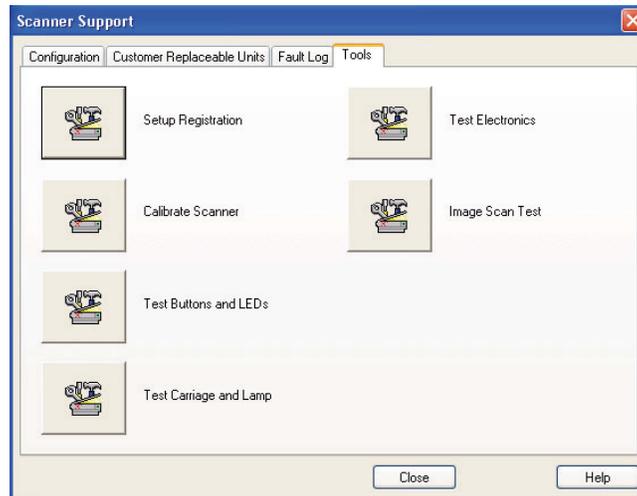
Filter This drop-down list allows you to view the fifteen most frequent faults, All codes (faults), or just the Service Codes associated with the faults.

Range This drop-down list allows you to view all faults or just those that have occurred since the last service visit.

Save As... This button exports the Fault Log as an ASCII text file.

Tools

The Tools tab contains all of the tests to troubleshoot your scanner, as well as routines for setup and calibration of the scanner.



Most of the tools on this tab are intended to be used under the direction of a Xerox representative. However, the Registration and Calibration tools can be used whenever needed.

Setup Registration

Use the Setup Registration wizard whenever you notice any of the following:

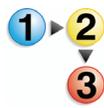
- Black borders on images

- Parts of the image are missing, as if they were chopped off

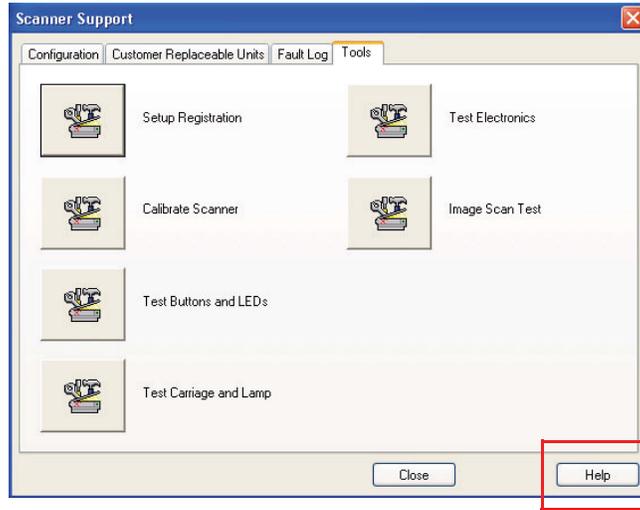
- The image appears slightly stretched or squashed



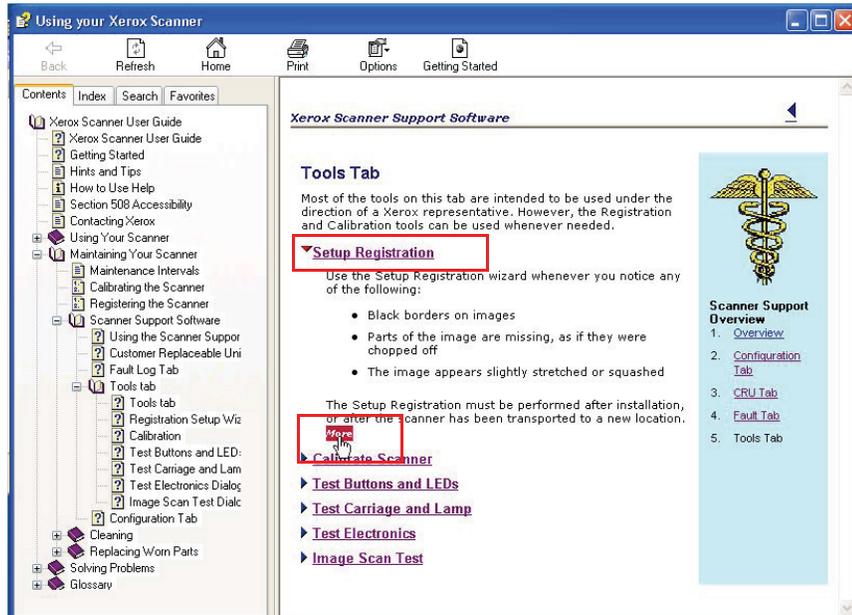
KEY POINT: The Setup Registration must be performed after installation, or after the scanner has been transported to a new location.



1. To perform Setup Registration, click on the **Help** button from the **Tools** tab.

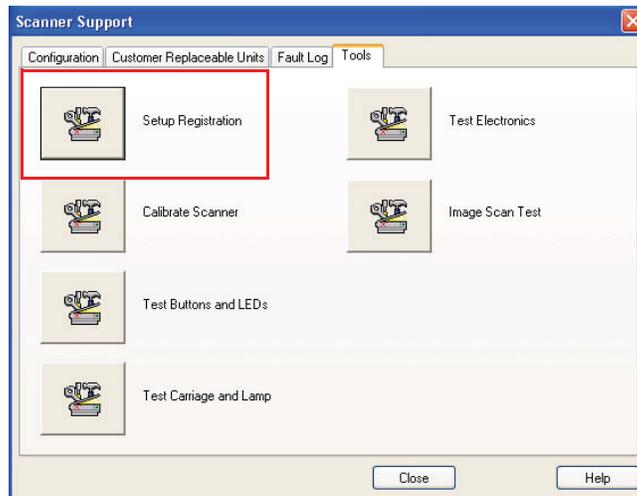


The online Help displays the **Tools Tab** information:



2. Click on [Setup Registration](#) to display registration information and the **More** link.
3. Click on the **More** link; the **Setup Registration Wizard** dialog box is displayed.

4. Follow the procedure as it is outlined in the online Help and in the wizard after clicking on the Setup Registration button.



5. After completing the last step of the procedure, a dialog box displays telling you that successfully completed. Click the **OK** button to return to the Scanner Support dialog box.



NOTE: If setup registration cannot be successfully completed, tray again. If you continue to have problems setting up the scanner registration, call the Xerox Customer Support Center.

Calibrate Scanner

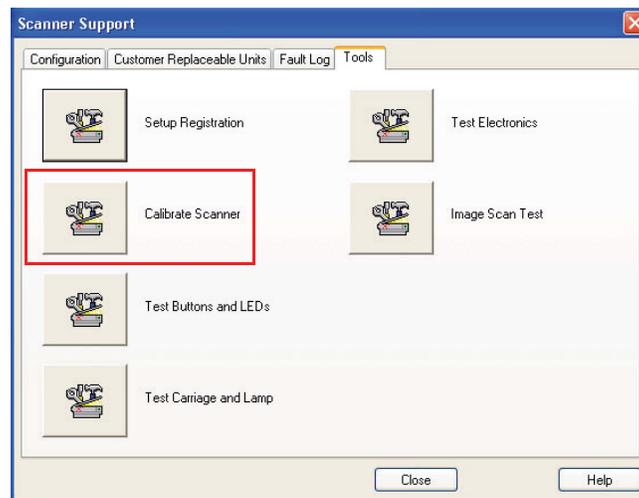
The Calibration routine scans a strip inside the scanner and checks the result against the expected results. The scanner software then makes minor adjustments so that the actual scan matches the expected results. This ensures that image quality is not affected by slight differences in lamp intensity between scans.

The scanner is programmed to calibrate itself every time you power it up. After the scanner completes the Power On Self Test, it automatically calibrates itself. Additionally, the scanner is programmed to fully calibrate itself once every twenty-four hours if it is not busy performing a scan. However, during periods of heavy use the scanner may not be able to perform the self-calibration process. If this happens, and you start to notice a general decline in the image quality of your scans, you should take a few moments to calibrate the scanner manually.

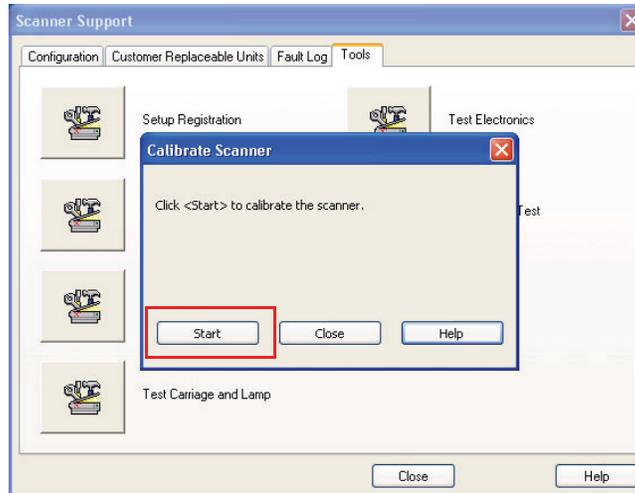


To calibrate the scanner, perform the following steps:

1. Open the Scanner Support application by selecting it from **Start: Programs: FreeFlow Scanner 665: Scanner Support**.
2. Click on the **Tools** tab and click on **Calibrate Scanner**.



3. Click the Start button from the **Calibrate Scanner** dialog box.

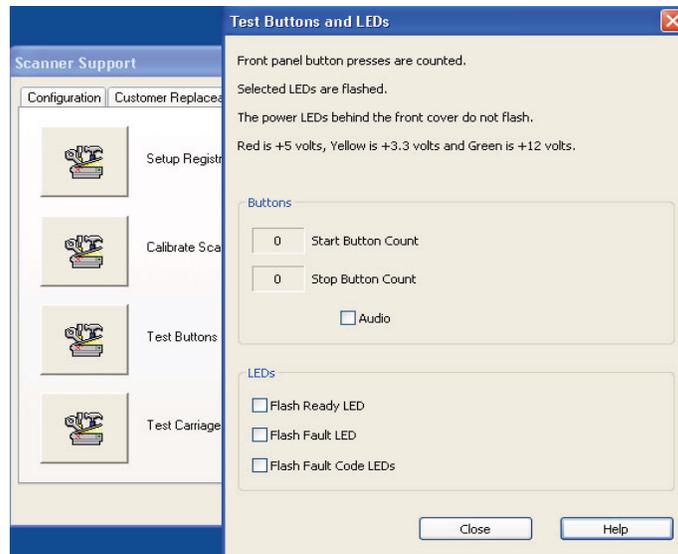


Wait for the calibration process to finish before closing using the scanner.

4. Click **Close** to exit the Support Scanner application.

Test Buttons and LEDs

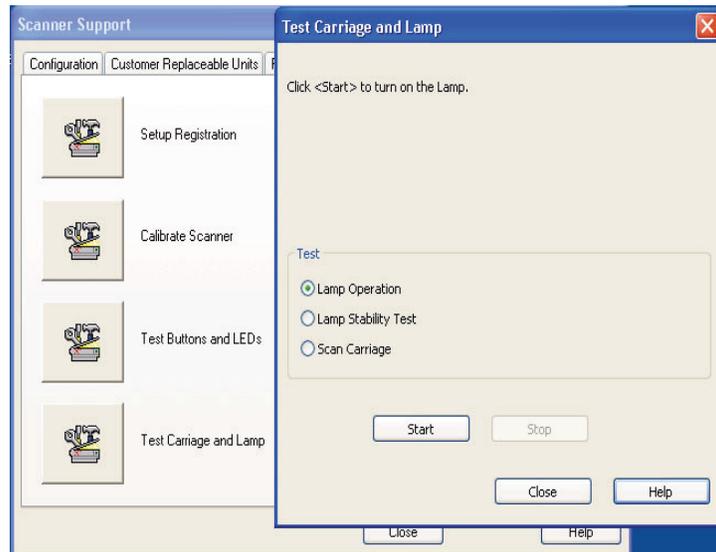
These tests verify that the buttons and LEDs on the scanner function properly.



KEY POINT: Do not perform these tests unless directed to do so by a Xerox representative.

Test Carriage and Lamp

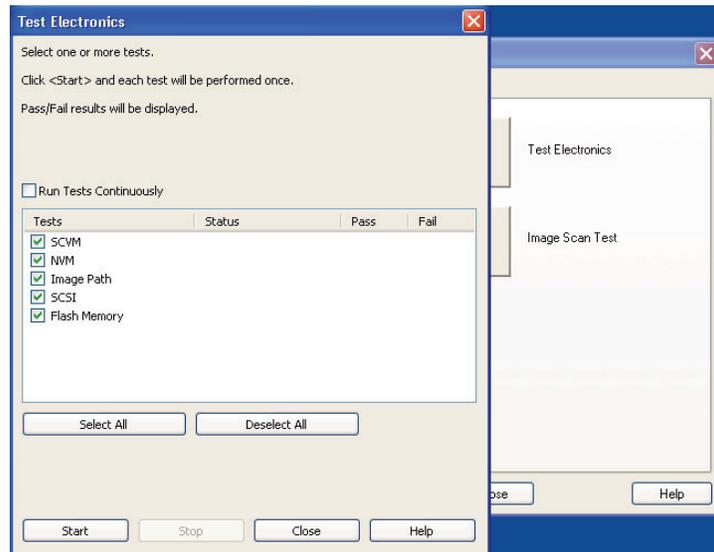
These tests verify that the Lamp Carriage and Lamp function properly.



KEY POINT: Do not perform these tests unless directed to do so by a Xerox representative.

Test Electronics

These tests verify that the electronic assemblies in the scanner function properly.



KEY POINT: Do not perform these tests unless directed to do so by a Xerox representative.

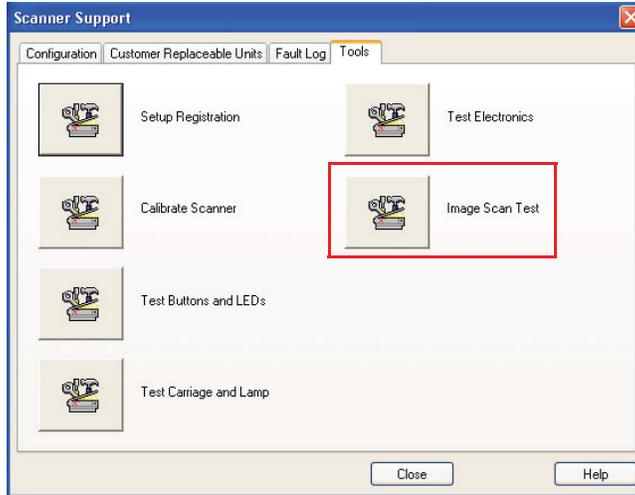
Image Scan Test

This test dialog allows you to scan directly from the scanner, bypassing the TWAIN interface. This allows independent verification that the scanner is functioning properly.

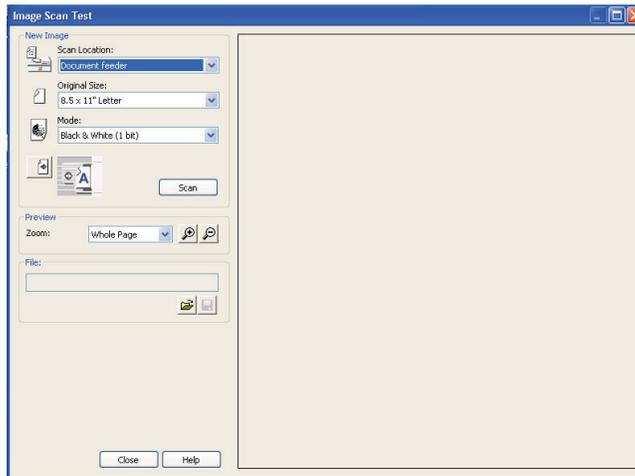


To perform this test, use the following procedure:

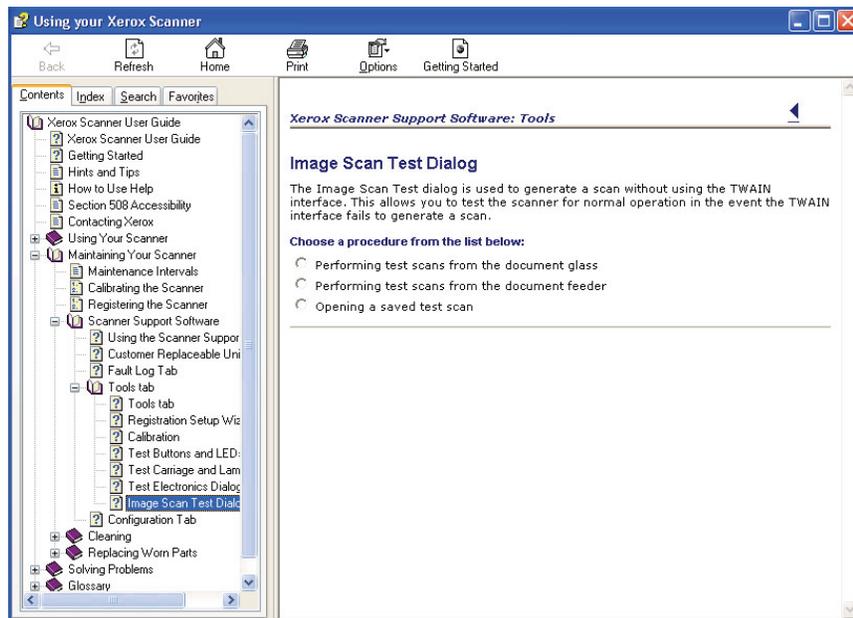
1. Open the Scanner Support application by selecting it from **Start: Programs: FreeFlow Scanner 665: Scanner Support**.
2. Click on the **Tools** tab and click on **Image Scan Test**.



The **Image Scan Test** dialog box opens.



3. Click the **Help** button to open the **Image Scan Test Dialog** and get step-by-step instructions for running this test.



4. Click **Close** to exit the Help dialog box.
5. Click **Close** to exit the Image Scan Test dialog box.
6. Click **Close** to exit the Support Scanner application.

5. System administration

This chapter identifies and describes the procedures needed to administer and support the system, specifically user and group administration.

Security recommendations

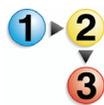
The following are security recommendations for keeping the system secure:

- Disable the following services by selecting **Start: Settings: Control Panel: Administrative Tools: Services** from the Windows task bar and changing the start up type to **Disabled**:

- Computer Browser
- Distributed Link Tracking Client
- Remote Registry

- Microsoft XP SP2 Pop-Up Blocker

If your client has Windows XP with SP2 operating system, you may turn off the Pop-up Blocker. The default setting for the Windows XP SP2 Pop-up Blocker is on which prevents most pop-up windows from appearing over the web page you are currently viewing.



To turn off the Pop-up Blocker:

1. Open the Internet Explorer browser.
2. Select **Tools: Pop-up Blocker: Turn Off Pop-up Blocker** from the browser menu bar.
3. Select **File: Close** to close the browser.

The Pop-up Blocker does not block pop-ups from web sites that are on your local intranet or listed as a Trusted Site. If browsing a web site that is outside your intranet, you must change the Pop-up Blocker settings to allow the address of the web site you wish to browse.



To change the Pop-up Blocker settings:

1. Open the Internet Explorer browser.
2. If the Pop-up Blocker is turned off, you must turn on the Pop-up Blocker before changing the Pop-up Blocker settings. If necessary, turn on the Pop-up Blocker settings by selecting **[Tools: Pop-up Blocker: Turn On Pop-up Blocker]**.
3. Select **[Tools: Pop-up Blocker: Pop-up Blocker Settings]**
The Pop-up Blocker settings dialog opens.
4. Enter the address or URL of the web site you want to allow and select **[Add]**.
5. Select **[Close]**.
6. Select **[File: Close]** to close the browser.

- **Check Microsoft's website**

www.microsoft.com for additional suggestions on system security.

6. Production printing administration

This chapter provides information and procedures for setting up and maintaining production printing with FreeFlow applications. Topics covered in this chapter include:

- understanding production printing
- setting up the DocuColor 8000 and/or DocuColor 7000 digital presses
- configuring Network Agent
- using high security with DocuSP 4.x/5.x and TCP/IP
- installing a security certificate
- setting up the Remote Print Service (RPS)
- using Print Manager options
- resolving production printing problems



NOTE: *This chapter covers only topics specific to production printing with the applications in FreeFlow. Refer to your color server and production printer documentation for detailed information regarding those Xerox products.*

Understanding production printing

The following sections provide a basic overview of how production printing works within FreeFlow applications and some of the things that need to be considered when setting up production printers for use with the FreeFlow applications. FreeFlow applications support production printing using two network types: TCP/IP and IPX/SPX.

TCP/IP: The most commonly used network protocol is TCP/IP. This protocol is used for communication between the system and production print servers.

IPX/SPX: The IPX/SPX network protocol is used for communication between the system and production print servers that use Novell NetWare as their network operating system.

Two basic types of production printing are supported:

- Printing locally from the system
- Printing remotely on another system using the Remote Printing Service (RPS)



NOTE: *To set up and configure network printers and local printers, refer to your printer documentation.*

Production printing via TCP/IP (UNIX)

To print to a TCP/IP production printer, a valid user account must be available on the print server. Two kinds of accounts are available on a TCP/IP print server. One account does not require the user to log in to the server and the other requires the user to log in when submitting a print job.

To allow a user to print an RDO to a DocuSP/DocuColor production printer without logging in to the color server, you must create an account with the user name **xrxusr** and a password of your choice (such as **xrx123**). Once this account is created, the color server is available to any user that knows the name of the server and print queue. No security check is provided by the server.

To provide some degree of security, a login can be required from the user before a job is submitted to a color server. You can either create a local account for the user on the color server with the same account information as the system, or the user can use a network information service (NIS) account. Either way, the user will be prompted for an account name and password when submitting a print job to a particular color server.

Setting up production printers

The Production Printer Settings application allows you to:

- configure and manage production printers
- install and/or update a security certificate
- add, modify, and, remove production printers
- set a production printer as the default printer
- specify print and finishing options using the Create a Job Ticket/Job Setup dialog



NOTE: *The following production printers supported in the Xerox FreeFlow applications: DocuColor 8000 Digital Press and DocuColor 7000 Digital Press.*

The following sections provide detailed instructions for setting up production printers.

Adding a production printer



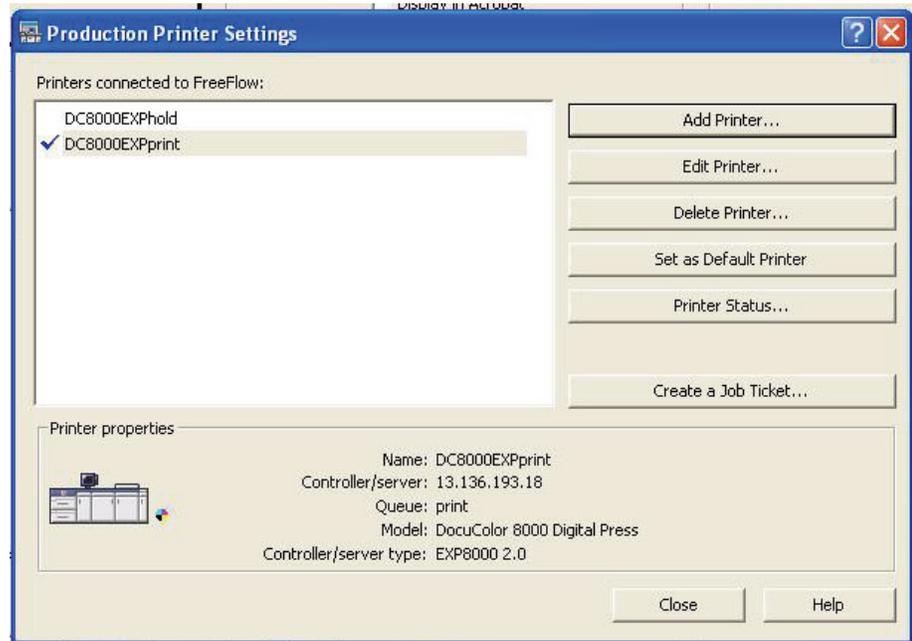
KEY POINT: This book uses illustrations showing a DocuColor 8000 Digital Press connected to a Fiery EXP8000 color server. Your system may vary depending on the digital press and color server for your work environment.

Perform this procedure to connect a production printer to the workstation/server.



To add a production printer:

1. Select **Start: Programs: Xerox FreeFlow Software: Printer Administration: Production Printer Settings** from the Windows desktop. The Printer Production Printer Settings dialog box opens.



2. Select **Add Printer**. The Add Printer dialog box opens.

3. In the **Printer name** text box, enter a descriptive name for the printer.
4. In the **Print controller/server** text box, enter the host name or IP address of the print server.
5. In the **Print queue** text box, enter the name of the desired queue on the print server.
6. In the **Printer model** drop-down list box, select the appropriate printer.
7. In the **Print controller/server** type drop-down list, select the appropriate print controller/color server.
8. From the **Print manager** drop-down list box, select the appropriate print manager.
9. In the Job handling area, select the appropriate options:



NOTE: The options below are only available if your digital press system includes a DocuSP color server. The options are grayed out if the printer does not support the option.

- Mark the **Convert PDF files to PS** check box if you want to automatically convert PDF files to PostScript.
- Mark the **Support legacy DocuSP** check box if you want to enable legacy DocuSP compatibility.

10. In the Network type area, select the appropriate options:

- TCP/IP



NOTE: Mark the **High security** check box if you want to enable high security for the specified printer.

- Novell Netware

11. Select **Test Print** if you want to validate the connection with the printer.

12. Select **OK** to save and close the Production Printer Settings dialog box.

Modifying a production printer

To modify the settings of a production printer:



- 1.** Select **Start: Programs: Xerox FreeFlow Software: Production Printer Settings** from the Windows desktop. The Production Printer Settings dialog box opens.
- 2.** Select the printer you wish to edit from the printers list.
- 3.** Select **Edit Printer**. The Edit Printer dialog box opens.
- 4.** Edit the printer settings as desired.
- 5.** Select **OK** to save and close the Production Printer Settings dialog box.

Setting the default production printer



To set the default production printer:

- 1.** Select **Start: Programs: Xerox FreeFlow Software: Production Printer Settings** from the Windows desktop. The Production Printer Settings dialog box opens.
- 2.** Select the production printer you wish to set as the default printer from the printers list.
- 3.** Select **Set as Default Printer**.



NOTE: A blue check mark to the left of the printer name in the printer list indicates that the printer is set as the default printer.

- 4.** Select **Close** to exit the Production Printer Settings dialog box.

Removing a production printer

The following procedure describes how to remove production printers.



NOTE: This procedure is valid for both Novell NetWare (IPX/SPX) and UNIX (TCP/IP) production printers.



To remove an existing production printer:

1. Select **Start: Programs: Xerox FreeFlow Software: Production Printer Settings** from the Windows desktop. The Production Printer Settings dialog box opens.
2. Select the production printer you wish to remove from the printers list.
3. Select **Delete Printer**. A confirmation message box appears.
4. Select **OK** to delete the selected printer.
5. Select **Close** to exit the Production Printer Settings dialog box.



CAUTION: To remove the access to the print/color server for a particular Windows user, you must do either of the following:

- For a Novell NetWare server, delete the matching user account from the NetWare server account database.
- For a UNIX server, delete the user account from the UNIX server account database. In addition, or as an alternative, delete the default **xrxusr** account.

Creating a Job Ticket

The Job Setup dialog box is used for specifying print and finishing options for production printers and is used to:

- reset to the default job ticket value
- save the job ticket (.xpf file extension)
- open an existing job ticket file



NOTE: Only features supported by the selected printer are available in the Job Setup dialog box.



To display the Job Setup:

1. Select **Start: Programs: Xerox FreeFlow Software: Production Printer Settings** from the Windows desktop. The Production Printer Settings dialog box opens.
2. From the printer list, select the production printer for which you wish to display the job setup features.
3. Select **Create a Job Ticket**. The Job Setup dialog box for the specified printer opens.
4. Make the desired changes and save the job ticket.
5. For more information on Job Setup, refer to the Printer Administration section of the online Help system.
6. Select **OK** to close the Job Setup dialog box.
7. Select **Close** to exit the Production Printer Settings dialog box.

Using High Security with DocuSP 4.x./5.x and TCP/IP

A high security option is available for data transmission when production printing to a DocuSP 4.x/5.x color server using TCP/IP.



NOTE: If using high security, you must set the security setting to “on” in the DocuSP color server for both the FTP and IPP settings. Refer to your DocuSP documentation for information on setting these settings.

Adding a High Security printer

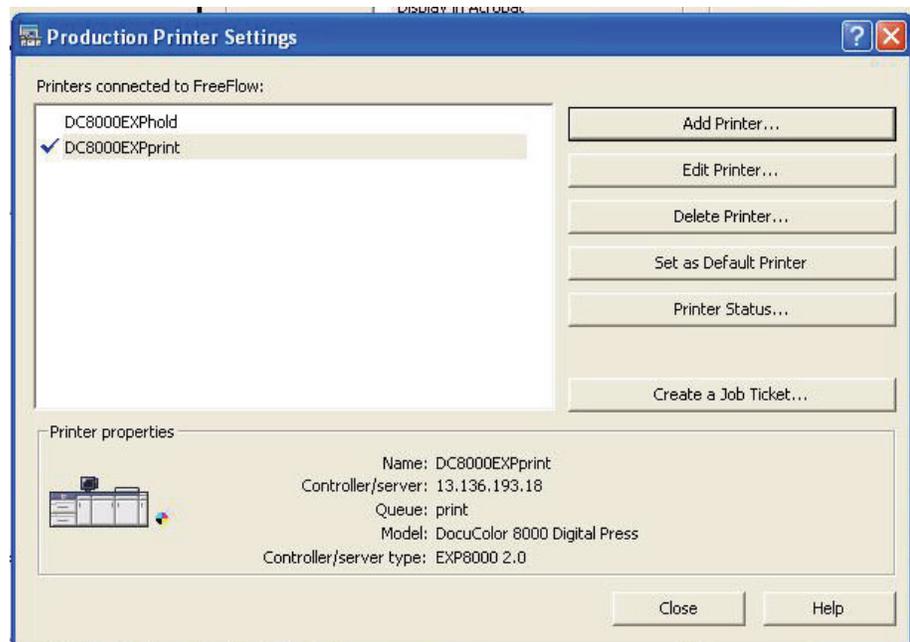


KEY POINT: This book uses illustrations showing a DocuColor 8000 Digital Press connected to a Fiery EXP8000 color server. Your system may vary depending on the digital press and color server for your work environment.

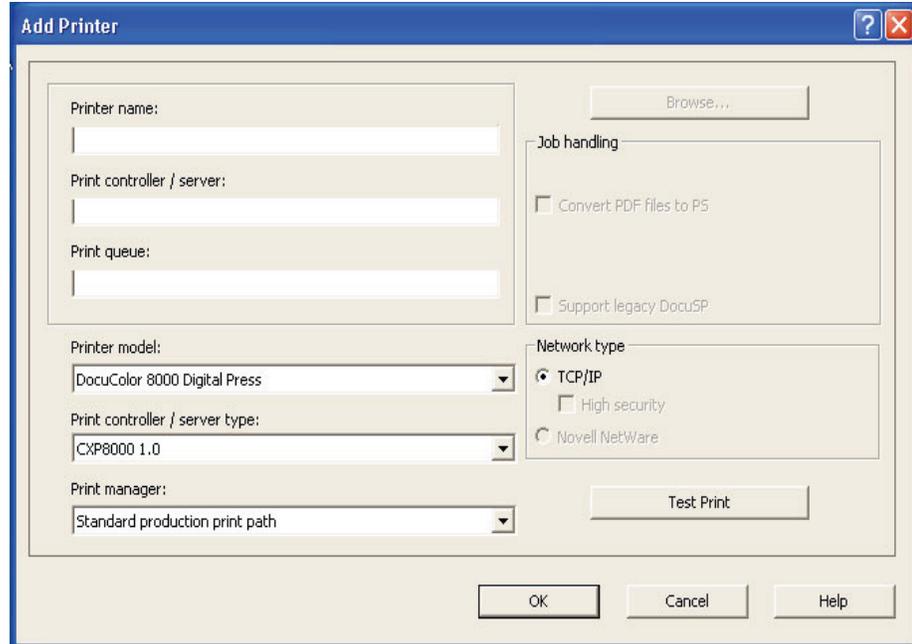


To add a high security printer:

1. Select **Start: Programs: Xerox FreeFlow Software: Production Printer Settings** from the desktop. The Production Printer Settings dialog opens.



2. Select **Add Printer**. The Add Printer dialog box opens.



3. In the **Printer name** text box, enter a descriptive name for the printer.
4. In the **Print controller/server** text box, enter the host name or IP address of the print server.
5. In the **Print queue** text box, enter the name of the desired queue on the print server.
6. In the **Printer model** drop-down list box, select the appropriate printer.
7. In the **Print controller/server** type drop-down list, select the appropriate print controller/color server.
8. From the **Print manager** drop-down list box, select the appropriate print manager.
9. In the Job handling section, select the appropriate options:



NOTE: The options below are only available if your digital press system includes a DocuSP color server. The options are grayed out if the printer does not support the option.

- Mark the **Convert PDF files to PS** check box if you want to automatically convert PDF files to PostScript.
- Mark the **Support legacy DocuSP** check box if you want to enable legacy DocuSP compatibility.

10. In the Network type area: select the following:

- TCP/IP



NOTE: Mark the **High security** check box if you want to enable high security for the specified printer.

- Novell Netware

11. Select **OK** to save and close the Production Printer Settings dialog box.

Installing a security certificate



KEY POINT: The following information is applicable for systems connected to a DocuSP color server/controller.

If your site requires a high security communication and you are connected to a DocuSP color server, you will need to implement the client-side secured FTP and/or Secure IPP security certificate in order to communicate with the DocuSP 4.x/5.x color server.

The Security Certification application is used for installing the certificate and checking the status of an existing certificate on the DocuSP 4.x/5.x color server.



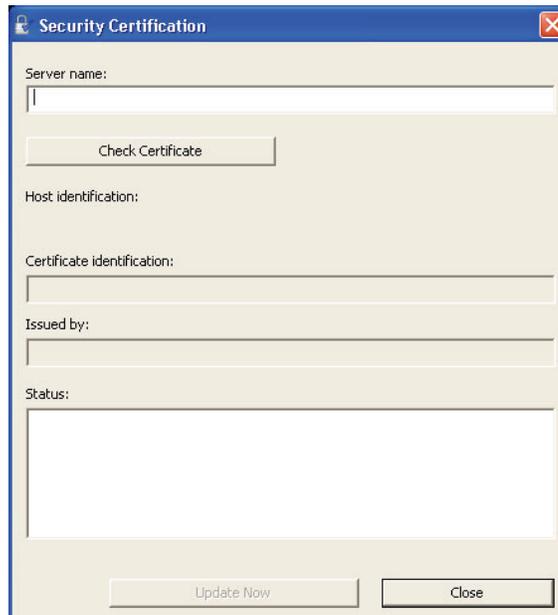
NOTE 1: The security certificate must be enabled on the DocuSP color server. Refer to your DocuSP documentation for more information.

NOTE 2: The security certificate is not the security certificate for use by FreeFlow applications to communicate to browsers connected to the site.



To install a security certificate:

1. Select **Start: Programs: Xerox FreeFlow Software: Security Certification** from the desktop. The Security Certification dialog opens.



2. In the **Server name** text box, enter your print server name.
3. Select **Check Certificate** to check the certificate installed on the DocuSP 4.x/5.x color server and populate the information about the existing certificate on the DocuSP 4.x/5.x color server.



NOTE: *The status area populates with information regarding the match between the certificate on the DocuSP and the certificate on the workstation/server.*

4. Select one of the following options:
 - If the existing certificate on the system and the color/print server are the same, this status message displays: “The system security certificate matches the DocuSP certificate and jobs may be printed.” Select **Close**.
 - If the existing certificate on the system and the color/print server are different from the print server’s current certificate, this status message displays: “The system security certificate must be updated to match the DocuSP security certificate before jobs may be printed.” Select **Update Now** to accept the new updated certificate.

Resolving production printing problems

This section describes resolving TCP/IP and Novell Netware printing problems, viewing the event viewer to troubleshoot printing problems, and cleaning up print file problems.

Resolving TCP/IP problems

If you or a user encounter problems when printing from a system to a TCP/IP server, some things to check include the following:

- Make sure the user is using a valid login for the print server.
For example, `xrxusr/<site specific password>`
- Make sure the printer added in the Production Printer Settings dialog box has a selected printer type and server type that matches the TCP/IP print server.
- Make sure the print queue exists on the TCP/IP server and is enabled.
- If you or a user are having problems printing remotely, make sure you have properly set up the Remote Print Service and that it is using a valid user account for the print server.
- Make sure the server name and IP address are entered correctly in the host and lmhost files on the Windows file system.
- Make sure the system host name and IP address have been added to the host file of the print server.

Viewing the Event Viewer

The Event Viewer log captures all printing type faults. Refer to this log when experiencing problems printing.

To view the event log, select **Start: Settings: Control Panel: Administrative Tools: Event Viewer** from the Windows desktop. For more information on using the Event Viewer, refer to Chapter 3, Windows and network configurations.



NOTE: Refer to your Windows documentation for additional information on reading and interpreting the event log.

Cleaning up print file problems

Occasionally, production print job files submitted to the DocuSP server may not be deleted from the server queue directory after they are finished printing. If such files are not removed, the queue directory could reach maximum capacity and no longer accept incoming print jobs. Documentation for this server contains procedures for manually cleaning up the server queues if this situation occurs. Refer to the following documentation:

- Refer to the section regarding undeclared faults in the *Xerox Document Services Platform Series Problem Solving Guide*.

7. Quick Print administration

This chapter provides information for using DOS command lines to automate job submission with Quick Print.

The Quick Print application is a full-featured print utility that allows comprehensive programming of printing attributes for a broad array of Xerox Production Printing and Publishing devices.

The Quick Print utility can be executed only on Windows XP Professional PC platforms other than those supplied with the Xerox FreeFlow applications

This capability provides the flexibility to access print-ready jobs that are support by FreeFlow, such as PostScript, PDF, TIFF, HP/PCL, ASCII, JPEG, and RDO document formats.

System requirements

The minimum system requirements for Quick Print are as follows:

- Windows XP Professional operating system
- 733 MHZ CPU
- Minimum of 256 MB RAM
- 200 MB free hard drive space for application installation
- Free hard drive space for application use



NOTE: *The space required for application use is dependent on the size of the jobs.*

Using DOS command lines

This section provides information for using DOS command lines to automate job submission with Quick Print.

You can write and run a batch (a list of DOS commands) to print multiple jobs in Quick Print without the user interface display or user interaction. Quick Print prints the specified file(s) with the specified copy count to the specified printer and exits. All other job ticket attributes are default values (default values can be whatever job ticket values are in the RDO document).

This is how the initiating program accesses Quick Print via the command line:

domgr “<path name/file>” /b “<printer queue>”<copy count>

If an invalid file name is entered, an error displays. You can re-enter the command line with a valid file name. If an invalid printer name is entered, no error messages display, but the Printer Settings window displays for you to select an existing printer or to add the desired printer. In these cases, user interaction is required.

If an invalid copy count is specified, Quick Print prints the specified file with copy count of 1 (default value) to the specified printer and exits.

Printing a document using Quick print

You can print RDO, TIFF, JPEG, PostScript, ASCII (TXT), HP/PCL, and PDF files using Standalone Quick Print. You can print one document at a time or print multiple documents as a single print job.



NOTE: *You cannot print page ranges for a multiple print job.*

To print a document using Quick Print:

1. Select **Start: Programs: Xerox FreeFlow Software: Quick Print** from the Windows desktop. The Quick Print application opens.
2. Select **Windows File System** from the Select from drop-down list box.
3. From the Show file type drop-down list box, select the file type you want to print.
4. Use the directory window to navigate to the desired document and select the document.
5. In the Copies text box, enter the number of copies you want to print.
6. Mark the **All** check box to print all pages of the selected document. Or clear the **All** check box to print a range of pages in the document.



NOTE: *The **All** check box is checked or grayed out for multiple file jobs; all pages of the documents in multiple file jobs must be printed.*

7. From the Printer drop-down list, select the desired production printer.



NOTE: *You can select **Printer Settings** to add another printer to the Printer drop-down list.*

8. Select **Job Setup** to open the job ticket for the specified printer if you want to change the document printing options.



NOTE: *The **Job Setup** option is available when **Print as Separate Job** is selected.*

9. When you have specified all the printing options, select **Print** to submit the document to the specified production printer.
10. When the print job submission is complete, a message box displays. Select **OK** to acknowledge the message and return to the Quick Print application.
11. Select **Close** to close Quick Print when you have finished submitting print jobs.

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