

# Xerox® FreeFlow® Vision Software Release Notes

Software Version 1.2

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# Preface

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

## Online Resources

For additional product documentation, community forums, and support, go to:  
<https://www.xerox.com/vision>.

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# 1. System Requirements

## Minimum System Requirements

The Minimum System Requirements outlined in the table below represent the minimum requirements for hardware, software, and/or accounts, which must be in place to access and make use of the software. Various other factors, such as the number of connected devices, their location (local or remote), and network speed and bandwidth, should also be considered when selecting a capable platform for your environment.

Xerox® FreeFlow® Vision Software is supported on a dedicated, standalone PC/Server, or may be installed co-resident with Xerox® FreeFlow® Core Software (only) that meets or exceeds the system requirements defined below. Installing software components other than those outlined below is not supported.

If installing FreeFlow Vision coresident with FreeFlow Core, the PC/Server must meet (or exceed) the minimum recommended specifications for FreeFlow Vision outlined in the table below.

When co-locating FreeFlow Vision on the same Server as FreeFlow Core, ensure that the FreeFlow Vision is configured with its own, separate SQL database instance.

It is the responsibility of the Client to provide, install, and configure a PC/Server with an appropriately licensed version of the Operating System that meets the minimum system requirements for such Operating System prior to installing the software.

Installation of FreeFlow Vision is supported on private local or wide area Ethernet networks (Intranet) only.

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

### Performance Guidelines

For most environments, including coresident installation with FreeFlow Core, a system that meets or exceeds the Recommended specifications outlined below is required. The Basic configuration is suitable only for evaluating the software, or for small printing establishments with no more than two (2) printers.

	Basic	Recommended
Processor	Intel Core i7 Processor, 3.3 GHz or better (4 or more Cores)	Intel Xeon Processor E5, 2.5 GHz or better (8 or more Cores)
System Memory	16 GB	32 GB
Hard Drive	500 GB SATA Hard Disk Drive (HDD) (single disk partition)	500 GB, SATA Solid State Drive (SSD), 3 Gbps (RAID 5)
	Minimum of 25% free space available at all times. Windows disk volumes up to 4 TB have been tested. Results may vary with larger volumes.	Full system backups are required if non-RAID configurations are used.

	Basic	Recommended
Peripherals	<ul style="list-style-type: none"> <li>• Monitor and Video Controller with 1900 x 1200 resolution and 32-bit color</li> <li>• Keyboard and mouse</li> </ul>	
Network	Permanent connection with a fixed (static) IP address	
Intranet	100 Mbps	1 Gbps
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.	<ul style="list-style-type: none"> <li>• Microsoft Windows 11</li> <li>• Microsoft Windows 10 (64 bit)</li> </ul> <p>Windows should always be maintained at the current supported software level.</p>	<ul style="list-style-type: none"> <li>• Microsoft Windows Server 2022</li> <li>• Microsoft Windows Server 2019</li> </ul>
Infrastructure	<ul style="list-style-type: none"> <li>• Microsoft .NET Framework 4.8.0</li> <li>• Microsoft SQL Server 2014 SP1 or higher. Enterprise, Express, and Standard editions are supported.</li> </ul> <p>Always configure FreeFlow Vision with its own, separate SQL Database Server if installing the software on the same Server as FreeFlow Core.</p> <p>FreeFlow Vision may be configured with a remote SQL database. See the Installation Guide for more information.</p> <p>The server should be configured with a static IP address. DHCP is not recommended.</p> <p>FreeFlow Vision supports Single Sign-on (SSO) from client Active Directory accounts only. Federated login from third party accounts, such as Facebook, Google, Apple, and so on, is not supported.</p> <p>Do not use cloud based or federated logon accounts, such as Windows Live, Microsoft, Outlook, Microsoft 365 (formerly Office 365), or Office 360 for the server or SQL server. The server must use either a Windows local or Active Directory account.</p>	

	Basic	Recommended
Web Browser	<ul style="list-style-type: none"> <li>Current versions of modern browsers from Apple®, Google®, Microsoft®, and Mozilla®</li> </ul> <p>Microsoft Internet Explorer and the original Microsoft Edge are not supported. Only Microsoft Chromium Edge is supported.</p> <p>Browsers older than one year are not supported. To avoid compatibility issues, always use the latest version of the browser.</p> <p>Always use desktop computer browsers. Mobile device browsers may exhibit display issues.</p>	

### Virtual Environment Support

When installing the software in a virtual environment, it is the responsibility of the client to support the virtual environment and virtual environment software itself. Clients must also provide a fully configured virtual environment, including access and support thereof to Xerox support, as necessary. The virtual environment must be explicitly configured to meet or exceed the stated physical hardware requirements.

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

### Security Updates

It is recommended that the PC/Server and clients be kept up to date using Windows Update to obtain the latest fixes and security improvements.

For more information, refer to the *Xerox® FreeFlow® Vision Security Guide*. This document can be obtained from the Xerox Security website at: <https://security.business.xerox.com/>.

### Backup and Restore

Backing up the software is the client's 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.

Prior to performing an upgrade or update, ensure that you have a recent backup of the database that can be restored in the event the upgrade fails. If you are not familiar with backing up the SQL Server database, it is recommended to perform a full System Image/backup.



## 2. New Features and Changes

### Version 1.2

#### Install Simplification

- The process of upgrading the software from a prior version has been streamlined and simplified.
- Licensing information, including the software Serial Number, has been relocated from the Administration Tab to the Help menu.
- Users can now easily upload a license post-install or when converting a Trial to a Production version by selecting the “Get License” option from the FreeFlow Vision Windows System Tray icon.

#### Overall Equipment Effectiveness (OEE)

- The formula for Availability, a component of the OEE score, has been improved to more accurately account for productive and non-productive time.

#### Job Accounting/Data Export

- FreeFlow Vision now supports the ability to collect and generate customized reports for a variety of machine and job demographics for a specified Time Period. Reports settings can be customized for an individual printer, all printers or by printer group—users can specify the data and order of the fields, and settings can be saved to easily run the same report in the future.

#### New Printer Support

- FreeFlow Vision 1.2 supports the latest Xerox® Print Servers powered by Fiery™ for Iridesse, Versant 4100, and Versant 280. These new Fiery Print Servers include the latest version of the Fiery API required for FreeFlow Vision, which may be installed via the Fiery downloader – separate download from Xerox.com is not required.

#### Numerous bug fixes and stability improvements

## 3. Resolved Issues

### Version 1.2.37

- Resolved issue with “Unknown Error” appears randomly.

### Version 1.2.36

- Resolved issue with incorrect PERCENTAGE\_OF\_TIME values captured in multi-day report export.

### Version 1.2.35

- Resolved issue with Analyze data shows error for invalid date range.
- Resolved issue with Gauge Card OEE score Availability value displays a negative number.
- Resolved issue with Unscheduled printing events not captured.

### Version 1.2

- Resolved issue with random printers not deleted on the Printers tab.
- Resolved issue with Unknown Error displayed when creating overlapping Planned Production Schedules.
- Resolved issue with the OEE chart on the Dashboard not displayed when the current day is selected.
- Resolved issue with the US date format displayed instead of the Great Britain format.
- Resolved issue with Schedule name already in use, Shift name already in use, or User name already in use errors displayed when user enters any special characters while adding a Schedule, Shift, or User.
- Resolved issue with Unknown Error displayed when user enters any special characters while adding a Schedule, Shift, or User.
- Resolved issue with FreeFlow Vision Service is Not Responding error displayed when user enters % character in the Schedule Name.
- Resolved issue with Printer not getting assigned to the custom schedule when added for the first time.
- Resolved issue with Unknown Error displayed when deleting a shift.
- Resolved issue with Tray Information may not be displayed properly.

### Version 1.1.61

- Resolved issue with Application crashing on opening.
- Resolved issue with Job Name shows up as hexadecimal string.
- Resolved issue with Incorrect URL for the Xerox Software Activation Portal.

### Version 1.1.60

- Resolved issue with Incorrect translation when trying to modify Waste Pages.
- Resolved issue with Tray Names display incorrectly on a French system.
- Resolved issue with Annotations feature data missing from the data export.
- Resolved issue with Waste Sheet entry operability.
- Resolved issue with Number of media trays on Dashboard do not match number configured/available on Baltoro.
- Resolved issue with Expanded Print Card having a horizontal scroll bar.

## 4. Known Issues and Limitations

### Administration

- The Add New User option/button is not available when logged in using Active Directory.
- The Default Shift cannot be edited.

### System

- The Server clock and application must be synched, otherwise the HTTPS server may reject the connection. If the HTTPS server connects, jobs that appear in the Completed Jobs list may be incorrect.
- In order for FreeFlow Vision to provide the correct Media Name and Weight, the Paper Catalog on the Digital Front-End (DFE)/Controller must be defined.
- When replacing ink on the Xerox® Baltoro® HF Inkjet Press, if the volume of the bottle is less than 100% full, FreeFlow Vision will display the volume as 100% even if it is only partially full.
- Colorants will not show up in FreeFlow Vision if a Toner Customer Replaceable Unit Monitor (CRUM) is disabled.
- Jobs that contain less than 20 pages (impressions) may not display the correct Impressions and Job Information (Submitted, Next, and Completed Jobs) in FreeFlow Vision.
- If a printer is Disabled, Hidden, or inactive (no data collected) on a given day(s), the printer will not appear in the Analyze View Timeline for that day(s).
- Impressions are measured in Impressions per Minute (IPM) or Hour (IPH). An impression is based on a single, simplex press sheet irrespective of the size of the sheet. Impressions do not equate to linear meters, clicks or the number of pages in a job.
- Impressions include diagnostic sheets.
- When a colorant is replaced, the system expects the insertion of a new colorant.
- The Customer is responsible for the Security Certificate for the application.
- Reporting of device consumable levels percentages may be different.
- SQL Server 2022 is not supported.
- The iGen5 device with FreeFlow Print Server does not display low toner.
- Exporting Job Accounting Data without selecting a data subset will create an empty spreadsheet.

### Live View

- The Submitted Jobs list is empty for iGen5 when active jobs are displayed in the printing queue.
- The levels for Dry Ink Containers are not correct for Nuvera Tandem systems.
- Close pop-up sometimes displays when FreeFlow Vision is idle for a long duration.  
**Close the pop-up and re-login if requested.**
- If job information is missing while printing, navigate to the Administration Tab, select the Printer Tab, and go to the desired printer. Suspend Data Collection for the desired printer and Resume Data Collection to resolve.
- The Submitted and Completed Job List(s) display the most recent jobs – up to a maximum of twenty (20), the priority of which is controlled by the First In, First Out (FIFO) method.

### Printer Management

- If media trays are reprogrammed on Xerox Nuvera® Presses, FreeFlow Vision must be restarted to display the trays correctly.
- The maximum number of printers that can be added to a Printer Group is 65.

## FreeFlow Core Integration

- Always configure FreeFlow Vision with its own, separate SQL Database Server if installing the software on the same Server as FreeFlow Core. Do not select the option to Use an existing FREEFLOWCORE SQL instance when prompted to configure the SQL Database Server during the installation process.
- When adding printers from Xerox® FreeFlow® Core Software, only printers that are active (online and connected) will import successfully.
- When adding printers from Xerox FreeFlow Core Software, the Productivity Target (Impressions) must be manually defined once the printer appears in FreeFlow Vision. The system will not automatically apply the default value.

## 5. Supported Printers

### Xerox Devices

Xerox® FreeFlow® Vision Software supports connectivity to Xerox Simple Network Management Protocol (SNMP) and Xerox Fiery-enabled devices, including Xerox FreeFlow Print Server and Xerox Print Server Powered by Fiery® – enabling real-time collection of operational data.

#### IMPORTANT

The following protocol or interface, as applicable, must be enabled on the Print Server for FreeFlow Vision to establish connectivity with the device. For more information, refer to the *Xerox® FreeFlow® Vision Security Guide*.

#### Xerox FreeFlow Print Server

- **SNMP** (Versions 1, 2c, and 3) enables device type discovery and printer information via the Standard Device Description.

#### Xerox Print Server Powered by Fiery

- **Fiery Application Programming Interface (API)** establishes a secure bi-directional connection with the Fiery server.

#### Fiery API

To obtain the latest version of the Fiery API, go to [www.xerox.com](http://www.xerox.com). Select **All Support & Drivers > Software and Platforms > FreeFlow > FreeFlow Vision** and download the version that corresponds to your Xerox printer and Print Server model as indicated in the following table.

Ensure that the filename (prefix and OS – Windows or LINUX) corresponds to your device.

Xerox Printer	Xerox Fiery Print Server	Software Version	Fiery API Download on <a href="http://www.xerox.com">www.xerox.com</a>
Xerox® iGen® 5 Press	Xerox® EX-P 5 Print Server Powered by Fiery®	2.1/2.11 SP1	FS400_FieryAPI_WIN_5_2_73-00.ps
Xerox® Iridesse® Production Press	Xerox® EX-P 6 Print Server Powered by Fiery®	3.1	FS400_FieryAPI_WIN_5_2_73-00.ps
Xerox® Versant® 4100 Press	Xerox® EX-P 4100 Print Server Powered by Fiery®	1.1	FS400_FieryAPI_WIN_5_2_73-00.ps
	Xerox® EX 4100 Print Server Powered by Fiery	1.1	FS400_FieryAPI_WIN_5_2_73-00.ps
Xerox® Versant® 280 Press	Xerox® EX 280 Print Server Powered by Fiery®	2.1	FS400_FieryAPI_WIN_5_2_73-00.ps
	Xerox® EX-i 280 Print Server Powered by Fiery®	2.1	FS400_FieryAPI_LINUX_5_2_73-00.ps
Xerox® PrimeLink® C9065/C9070 Printer	Xerox® EX C9065/C9070 Print Server Powered by Fiery®	2.0	FS500_FieryAPI_WIN_5_2_73-00.ps
		1.0 SP2	FS400_FieryAPI_WIN_5_2_73-00.ps
	Xerox® EX-i C9065/C9070 Print Server Powered by Fiery®	2.0	FS500_FieryAPI_LINUX_5_2_73-00.ps
		1.0 SP2	FS400_FieryAPI_LINUX_5_2_73-00.ps
Xerox® PrimeLink® B9100 Series	Xerox® EX B9100 Series Print Server Powered by Fiery®	1.x	FS400_FieryAPI_WIN_5_2_73-00.ps

## Minimum Printer and Print Server System Requirements

FreeFlow Vision supports current Xerox printer models with FreeFlow Print Server and Xerox Print Server Powered by Fiery running the latest software releases. The table below outlines the Xerox devices that are fully supported by the software, as well as the Minimum System Requirements for the printer and Print Server, which must be in place to access and make use of the software.

If your device does not meet (or exceed) the minimum requirements outlined below and the software is not available to you as a client download, contact your Sales Representative for assistance.

Minimum System Requirements for Xerox® Devices and Print Servers					
Xerox Printer	Version	How to obtain	Print Server	Version/Patch(s)	How to obtain
Xerox® Baltoro® HF Inkjet Press	WH.16.0.20	Contact your Sales Representative	Xerox® FreeFlow® Print Server	24.0.23126.0	Contact your Sales Representative
Xerox® iGen® 5 Press	MOF.7.0.36	Contact your Sales Representative	Xerox® FreeFlow® Print Server	24.0.23126.0	Contact your Sales Representative
			Xerox® EX-P 5 Print Server Powered by Fiery®	2.1/2.11 SP1	Contact your Sales Representative
				FIT102651822 FIT102658104	Contact your Sales Representative
Xerox Nuvera® Family of Presses <b>(Models IV-B and IV-D only)</b>	RV.14.5.x	Contact your Sales Representative	Xerox® FreeFlow® Print Server	73N1.96.11_X86	Contact your Sales Representative
Xerox® Iridesse® Production Press	6.0.77	<a href="http://www.xerox.com">www.xerox.com</a> : All Support & Drivers	Xerox® EX-P 6 Print Server Powered by Fiery®	3.1	Contact your Sales Representative
				SP1_FIT102555706	Fiery System updates or <a href="http://www.xerox.com">www.xerox.com</a> : All Support & Drivers
				FIT102659042	
Xerox® Versant® 4100 Press Product IDs: <b>PZZ/QAA</b> and <b>RAZ/RCQ</b>	101.22.93	Contact your Sales Representative	Xerox® EX-P 4100 Print Server Powered by Fiery® Product ID: <b>TNQ</b>	1.1	Contact your Sales Representative
				FIT102506332 FIT102623490 FIT102659042	Fiery System updates or <a href="http://www.xerox.com">www.xerox.com</a> : All Support & Drivers
			FIT102506332 FIT102623490 FIT102659042	Fiery System updates or <a href="http://www.xerox.com">www.xerox.com</a> : All Support & Drivers	
			Xerox® Versant® 280 Press Product ID: <b>QAM</b> and <b>RFQ</b>	81.22.91	Contact your Sales Representative

				FIT000293151 FIT102623492 FIT102659042	Fiery System updates or <a href="http://www.xerox.com">www.xerox.com</a> : All Support & Drivers
			Xerox® EX-i 280 Print Server Powered by Fiery® Product ID: <b>QMF</b>	2.1	Contact your Sales Representative
				FIT102630611 FIT102659088	Fiery System updates or <a href="http://www.xerox.com">www.xerox.com</a> : All Support & Drivers
Xerox® PrimeLink® C9065/C9070 Printer	85.06.11	Contact your Sales Representative	Xerox® EX C9065/C9070 Print Server Powered by Fiery®	2.0	Contact your Sales Representative
				FIT102623486 FIT102658103	Fiery System updates or <a href="http://www.xerox.com">www.xerox.com</a> : All Support & Drivers
				1.0 SP2	Contact your Sales Representative
				FIT102623487 FIT102671687	Fiery System updates or <a href="http://www.xerox.com">www.xerox.com</a> : All Support & Drivers
			Xerox® EX-i C9065/C9070 Print Server Powered by Fiery®	2.0	Contact your Sales Representative
				FIT102623488 FIT102658102	Fiery System updates or <a href="http://www.xerox.com">www.xerox.com</a> : All Support & Drivers
				1.0 SP2	Contact your Sales Representative
				FIT102623489 FIT102671686	Fiery System updates or <a href="http://www.xerox.com">www.xerox.com</a> : All Support & Drivers
Xerox® PrimeLink® B9100 Series	90.40.71	Contact your Sales Representative	Xerox® EX B9100 Series Print Server Powered by Fiery®	1.1	Fiery System updates or <a href="http://www.xerox.com">www.xerox.com</a> : All Support & Drivers
				1.0 SP1_FIT102390297	Fiery System updates or <a href="http://www.xerox.com">www.xerox.com</a> : All Support & Drivers
				1.0 SP2_FIT102555709	Fiery System updates or <a href="http://www.xerox.com">www.xerox.com</a> : All Support & Drivers
				FIT102620812 FIT102659042	Fiery System updates or <a href="http://www.xerox.com">www.xerox.com</a> : All Support & Drivers

## Non-Xerox Device Support

FreeFlow Vision is a vendor-neutral solution, supporting connectivity via the Simple Network Management Protocol (SNMP) protocol to most multi-vendor devices that conform with this industry-standard protocol. Certain limitations apply. If a particular device does not support, or otherwise broadcast certain operational data via SNMP, FreeFlow Vision will be unable to connect, and/or display (any/all) operational data from the device.

Xerox shall have no responsibility for identifying or correcting deficiencies in any non-Xerox products connected to or used with the product, or for otherwise providing service or support for such non-Xerox product.



## 6. Installation Procedures

### Installation and Upgrades

Refer to the *Xerox® FreeFlow® Vision Software Installation Guide* for installation and upgrade instructions. This document can be obtained by accessing the Owner Resources section on the Xerox FreeFlow Vision Software product page at [www.xerox.com/vision](http://www.xerox.com/vision).

Prior to performing an upgrade or update, ensure that you have a recent backup of the database that can be restored in the event the upgrade fails. If you are not familiar with backing up the SQL Server database, it is recommended to perform a full System Image/backup.

## 7. License Disclosures

### End User License Agreement

The Xerox® FreeFlow® Vision Software End User License Agreement (EULA) can be found at C:\Program Files\Xerox\FreeFlow Vision\license for installs performed using the default location.

### License Disclosures

License disclosures for third-party components can be found at C:\Program Files\Xerox\FreeFlow Vision\disclosures for installs performed using the default location.