

# Customer Software Release Document

for FreeFlow<sup>®</sup> Web Services

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

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# Table of contents

<b>1. Introduction</b> .....	<b>1-1</b>
Overview .....	1-1
Overview of FreeFlow Web Services .....	1-2
FreeFlow Web Services optional components .....	1-3
Hardware components .....	1-4
Server platform .....	1-4
Optional hardware components .....	1-5
Software components .....	1-7
Software applications .....	1-7
Third party software applications .....	1-8
Supported browsers .....	1-9
Embedding fonts .....	1-9
Print server compatibility matrix .....	1-10
Supported production printers .....	1-10
Supplemental print paths .....	1-14
Compatible printers .....	1-14
Printing via Quick Print .....	1-15
Configuring the Windows Firewall .....	1-16
Obtaining additional support .....	1-17
X-PRESS FAX .....	1-17
Xerox FAQ web site .....	1-17
Xerox Welcome Center .....	1-18
<b>2. New features</b> .....	<b>2-1</b>
Overview .....	2-1
What's new in FreeFlow Web Services 5.0? .....	2-2
<b>3. Hints and Tips</b> .....	<b>3-1</b>
Hints and Tips .....	3-1
Latest printer created does not appear in the FreeFlow Production Printers dialog .....	3-2
Synchronization error message occurs .....	3-2
Limitations .....	3-4
Server-side conversion .....	3-5



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# 1. Introduction

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## Overview

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This *Customer Software Release Document (CSRD)* is issued with FreeFlow Web Services to provide you with information specific to this application release.

The CSRD is designed to provide a high-level description of hardware and software associated with FreeFlow Web Services. In this chapter, you will find charts describing the compatibility requirements for using third-party software and Xerox print servers with your FreeFlow Web Services system.

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## Overview of FreeFlow Web Services

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The FreeFlow Web Services configuration is a server platform. FreeFlow Web Services provides an end-to-end, web-based software solution for printers and provides features such as workflow management, a template bank, pre-press solutions, archiving, customer management, and online pricing. FreeFlow Web Services enables the printer to become a Print-On-Demand service provider. This means that the printer can provide print buyers with a suite of services that include procurement management tools, approval, tracking, template creation, and an ordering mechanism, as well as innovative tools for maintaining corporate identity for Print-On-Demand jobs.



*NOTE: Customers are responsible for retaining Microsoft Office 2003 SP2 including installing and registering the software on the FreeFlow Web Services system.*

## FreeFlow Web Services optional components

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FreeFlow Web Services provides the following optional components:

- **Site Customization** — This optional component provides the ability to create a customer specific "skin" customization.



*NOTE: FreeFlow Web Services supports multiple skins on the same server.*

- **Data Export** — This optional component provides the ability to export data and link to external systems.
- **Book Assembly** — This optional component allows the creation of a book. Thus multiple documents are brought together.
- **VIPP Emitter** — This optional component provides the ability to output VIPP encoded PostScript.
- **Credit Card** — This optional component provides credit card support that allows customers to use credit cards for online payment.



*NOTE: For additional information on optional components available with FreeFlow Web Services, contact your Xerox Representative.*

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## Hardware components

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This section describes the server platform and optional hardware components available with FreeFlow Web Services.

### Server platform

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Table 1-1 lists the hardware components of the FreeFlow Web Services server platform.

**Table 1-1. Required platform**

Workstation platform	Description
DELL Precision 670	The FreeFlow Web Services platform: <ul style="list-style-type: none"> <li>• Two Pentium 4 Processors</li> <li>• 1.5 GB system memory</li> <li>• Dual 73 GB Ultra SCSI 320 hard drives</li> <li>• A separate PCI-E x16 slot to support 3D graphic capability</li> <li>• ATI FireGL V3100, 128MB Video card with DVI and VGA input</li> <li>• PCI slots for external connectivity:               <ul style="list-style-type: none"> <li>– (3) standard PCI-32b/33 MHz PCI slots for external connectivity (1 PCI slot can only take 1/2 size PCI card)</li> <li>– (1) PCI-Ex4 slot</li> <li>– (1) PCI-Ex1 slot</li> </ul> </li> <li>• An embedded 10 Base-T/100/1.0Gb E-net</li> <li>• Adaptec 39160 Dual port SCSI Adapter card</li> <li>• 3.5 Inch floppy drive</li> <li>• 48X CD-RW/DVD combo with IDE/ATA interface</li> <li>• Travan TR5 tape drive</li> <li>• Microsoft Windows Server 2003 Standard Edition SP1 operating system</li> </ul>
LCD 1901/1905FP DELL Ultra sharp 19-inch monitor or and equivalent LCD monitor	FreeFlow supports the DELL Ultra sharp 19-inch display.



## Optional hardware components

Table 1-2 lists the optional hardware components available with FreeFlow Web Services.

**Table 1-2. Optional hardware components**

Hardware component	Description
8 mm Tape Drive	<p>The 8 mm tape drive is used with the DocuTech Tape Tool for extended storage DocuJob.</p> <p>FreeFlow 5.0 supports the following 8 mm tape drives:</p> <ul style="list-style-type: none"> <li>• Exabyte Eliant</li> <li>• 8505</li> </ul>
Sony Magneto-optical drive (MOD)	<p>This is an optical storage device that allows up to 23 GB of local document storage and retrieval. Two MOD devices may be connected to one FreeFlow 5.0 system.</p> <p>FreeFlow 5.0 supports the following MOD devices:</p> <ul style="list-style-type: none"> <li>• Sony 5.2GB MOD</li> <li>• Sony 9.1GB MOD</li> </ul>
Redundant Array of Independent Disks (RAID)	<p>FreeFlow supports the following optional high capacity RAID devices:</p> <ul style="list-style-type: none"> <li>• Baydel Storage and Backup SubSystem, Model Number SAS04200 — configured with four 200 GB SATA, 7200 RPM drives in RAID-5 configuration. This solution has a minimum capacity of 600 GB scalable up to 2.4 TB. <i>NOTE: This is an optional high capacity storage and backup solution used to enable high capacity storage and tape system backup capabilities.</i> <i>For more information on the Baydel Storage and Backup SubSystem Model Number SAS04200, contact your Xerox Representative.</i></li> <li>• Baydel Storage and Backup SubSystem, Model Number 1559-PCI-221L. This solution has a minimum capacity of 560 GB scalable to 2.2 TB (includes Exabyte 221L Tape Library). <i>NOTE: This is an optional high capacity storage and backup solution used to enable high capacity storage and tape system backup capabilities.</i> <i>For more information on the Baydel Storage and Backup SubSystem Model Number 1559-PCI-221L, contact your Xerox Representative.</i></li> <li>• SafeStor 500 GB RAID, Model Number XRX-2PSQX-651-U4-3 <i>NOTE: For more information on the SafeStor 500 GB RAID, contact your Xerox Representative.</i></li> <li>• SafeStor 1 TB RAID, Model Number XRX-2PSQX-651-U4-6 <i>NOTE: For more information on the SafeStor 1 TB RAID, contact your Xerox Representative.</i></li> </ul> <p>A maximum of two RAID devices are supported with FreeFlow.</p>

**Table 1-2. Optional hardware components**

Hardware component	Description
Sony AIT Autoloader tape library	<p>This Autoloader tape library is used for high capacity backup needs, such as backing up the RAID devices.</p> <p>FreeFlow 5.0 supports the following Sony AIT Autoloader external tape libraries:</p> <ul style="list-style-type: none"><li>• Sony AIT-1 Autoloader</li><li>• Sony AIT-2 Autoloader</li><li>• Sony AIT-3/LIB-D81 Autoloader, Model Number BNAAIT3</li></ul> <p><i>NOTE: This is an optional tape library used for high capacity backup needs.</i></p> <p><i>For more information on the Sony AIT-3/LIB-D81 Autoloader tape library, contact your Xerox Representative.</i></p>

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## Software components

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This section provides descriptions of software applications associated with FreeFlow Web Services, including third party software applications.

### Software applications

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Table 1-3 shows the software applications included with FreeFlow Web Services.

**Table 1-3. Software applications**

Software application	Optional offerings
Software applications with a new installation include: <ul style="list-style-type: none"> <li>• FreeFlow Web Services</li> <li>• Quick Print</li> <li>• Job Manager</li> <li>• File Manager</li> <li>• Production Printer Settings</li> <li>• Security Certification</li> <li>• Network Agent</li> <li>• FreeFlow Administration Tool</li> </ul>	Optional applications include: <ul style="list-style-type: none"> <li>• Site Customization</li> <li>• Data Export</li> <li>• Book Assembly</li> <li>• VIPP Emitter</li> <li>• Credit Card</li> </ul>

## Third party software applications

Table 1-4 shows third party applications that are required or optional with FreeFlow Web Services.

**Table 1-4. Third party software applications**

Third party software application	FreeFlow Web Services
Adobe Acrobat 7.0.5*	required
Microsoft Internet Explorer 6.0 w/SP1	required
Microsoft Windows Server 2003 Standard Edition w/ SP1 <i>NOTE: The Dell 670 platform may also have Microsoft Windows Server 2003 R2 Standard Edition operating system.</i>	required
Microsoft Office 2003 Standard Edition w/SP2	required
Texas Imperial WFTPD Pro 3.2*	optional
StorageWorks Enterprise Storage Manager 2.1 - 001*	optional
Yosemite TapeWare XE 7.0 SP 5c*	required
Adobe Illustrator CS2	optional
Adobe InDesign CS2	optional

\* Licensing for these products is provided for use with FreeFlow Web Services only. As such, support for these products is provided by the Xerox Customer Support Center (XCSC) and not by the manufacturers. Any other use of these products is both prohibited and not supported.



*NOTE: You are responsible for ensuring that your use of third-party software and other products with Xerox FreeFlow products is in full compliance with your contractual obligations to such third-party licensors/suppliers, including all applicable use restrictions.*

## **Supported browsers**

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FreeFlow Web Services supports the following browsers:

- Microsoft Internet Explorer 6.0 on Windows XP and Windows Server 2003
- Netscape 8.xx and FireFox 1.5 on Windows XP
- Safari 1.3.2 (v312.5) and FireFox 1.5 on Mac 10.3.9

## **Embedding fonts**

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The components of FreeFlow Web Services may be used to embed fonts into PDF files. You may embed fonts or outlines of fonts into your PDF files to the extent that your license from the font vendor copyright owner allows for such font embedding. You may embed any font owned by Adobe. If you have any questions about fonts other than those owned by Adobe, please contact the font owner directly.

## Print server compatibility matrix

This section provides a list of supported production printers and Digital Front Ends for use with FreeFlow Web Services.

### Supported production printers

Table 1-5 lists the supported production printers, including the digital front end for use with FreeFlow Web Services.

**Table 1-5. Supported production printers**

Printer	Digital Front End
DocuTech / DocuPrint 65	DocuSP 2.0 (TCP/IP) (Netware) DocuSP 2.1 (TCP/IP) (Netware)
DocuTech / DocuPrint 75	DocuSP 3.8 (TCP/IP) (Netware)
DocuTech / DocuPrint 90	DocuSP 3.8 (TCP/IP) (Netware)
DocuStation DP 301	Print Services 1.x (TCP/IP)
DocuTech 135	Network Server (TCP/IP) (Netware) Network Server J 1.4.0 (TCP/IP) NS Plus 2.1 (TCP/IP) NS+ Server Series 4.0 (TCP/IP)
DocuTech Publisher — 6100 6115 6135 6155 6180	DocuSP 50 (TCP/IP) (Netware) DocuSP 1.4J (TCP/IP) (Netware) for 6135/6180 only
Nuvera 100 DC/P Nuvera 100 DPS Nuvera 120 DC/P Nuvera 120 DPS	DocuSP 50 (TCP/IP) (Netware) DocuSP 4.1J (TCP/IP) (Netware) (120 version only)
<b>DocuPrint with NPS server</b>  DocuPrint 92C DocuPrint 96 DocuPrint 180 DocuPrint 4050 DocuPrint 4090 DocuPrint 4635 DocuPrint 4850 DocuPrint 4890	DocuPrint Server (TCP/IP) (Netware)

**Table 1-5. Supported production printers**

<b>Printer</b>	<b>Digital Front End</b>
<b>DocuPrint with DocuSP server</b>  DocuPrint 100 EPS DocuPrint 115 EPS DocuPrint 135 EPS DocuPrint 155 EPS DocuPrint 180 EPS	DocuSP 50 (TCP/IP) (Netware)
<b>DocuPrint Continuous Feed</b> configurations DocuPrint 350 DocuPrint 425 DocuPrint 500 DocuPrint 525 DocuPrint 700 DocuPrint 850 DocuPrint 1000 DocuPrint 1050 DocuPrint 650 DocuPrint 1300	DocuSP 4.2 (TCP/IP)
EX2101	EFI 2.0 (TCP/IP)
XES 510, 721, 6030/6050	AccXES 10.2 (TCP/IP)
XES 8142/8160	Xerox Wide Format Color RIP 4.0 (TCP/IP)
Document Centre — 220/230/332/340  Document Centre — 420/432/440  Document Centre — 240/255/265  Document Centre — 460/470/480/490  WorkCentre Pro 23/28/32/38/45/55/65/75/90	Document Centre Controller (TCP/IP)
DocuColor 2045	EX2000D 1.21A / 2.0 (TCP/IP) EX2000D 3.0 IPP (TCP/IP) CXP6000 4.1 (TCP/IP) DocuSP 50 (TCP/IP) (Netware) DocuSP 51 (TCP/IP) (Netware)
DocuColor 2060	EX2000D 1.21A / 2.0 (TCP/IP) EX2000 3.0 IPP (TCP/IP) CXP6000 4.1 (TCP/IP) DocuSP 50 (TCP/IP) (Netware) DocuSP 51 (TCP/IP) (Netware)

**Table 1-5. Supported production printers**

<b>Printer</b>	<b>Digital Front End</b>
<b>DocuPrint with DocuSP server</b>  DocuPrint 100 EPS DocuPrint 115 EPS DocuPrint 135 EPS DocuPrint 155 EPS DocuPrint 180 EPS	DocuSP 50 (TCP/IP) (Netware)
<b>DocuPrint Continuous Feed</b> configurations DocuPrint 350 DocuPrint 425 DocuPrint 500 DocuPrint 525 DocuPrint 700 DocuPrint 850 DocuPrint 1000 DocuPrint 1050 DocuPrint 650 DocuPrint 1300	DocuSP 4.2 (TCP/IP)
EX2101	EFI 2.0 (TCP/IP)
XES 510, 721, 6030/6050	AccXES 10.2 (TCP/IP)
XES 8142/8160	Xerox Wide Format Color RIP 4.0 (TCP/IP)
Document Centre — 220/230/332/340  Document Centre — 420/432/440  Document Centre — 240/255/265  Document Centre — 460/470/480/490  WorkCentre Pro 23/28/32/38/45/55/65/75/90	Document Centre Controller (TCP/IP)
DocuColor 2045	EX2000D 1.21A / 2.0 (TCP/IP) EX2000D 3.0 IPP (TCP/IP) CXP6000 4.1 (TCP/IP) DocuSP 50 (TCP/IP) (Netware) DocuSP 51 (TCP/IP) (Netware)
DocuColor 2060	EX2000D 1.21A / 2.0 (TCP/IP) EX2000 3.0 IPP (TCP/IP) CXP6000 4.1 (TCP/IP) DocuSP 50 (TCP/IP) (Netware) DocuSP 51 (TCP/IP) (Netware)



**Table 1-5. Supported production printers**

<b>Printer</b>	<b>Digital Front End</b>
DocuColor 5000	DocuSP 51 (TCP/IP) (Netware) CXP50 1.0 (TCP/IP) EXP50 1.0 (TCP/IP) (LPR only)
DocuColor 240/250	DocuSP 51 (TCP/IP)
DocuColor 3535	EX3535 2.0 (TCP/IP) (LPR only)
DocuColor 5252	DocuSP 50 (TCP/IP) (Netware) DocuSP 51 (TCP/IP) (Netware) EXP5000 1.0 (TCP/IP) EXP5000 2.0 (TCP/IP) EXP2000D 3.0 IPP (TCP/IP) CXP6000 4.1 (TCP/IP)
DocuColor 6060	DocuSP 50 (TCP/IP) (Netware) DocuSP 51 (TCP/IP) (Netware) EXP6000 2.2 (TCP/IP) EXP6000 3.0 IPP (TCP/IP) CXP6000 4.1 (TCP/IP)
DocuColor 7000 Digital Press	DocuSP 50 (TCP/IP) (Netware) DocuSP 51 (TCP/IP) (Netware) CXP8000 1.0 (TCP/IP) CXP8000 2.0 (TCP/IP) EXP8000 1.0 (TCP/IP) EXP8000 2.0 IPP (TCP/IP)
DocuColor 8000 Digital Press	DocuSP 4.1J (TCP/IP) (Netware) DocuSP 50 (TCP/IP) (Netware) DocuSP 51 (TCP/IP) (Netware) EXP8000 1.0 (TCP/IP) EXP8000 2.0 IPP (TCP/IP) CXP8000 1.0 (TCP/IP) CXP8000 2.0 (TCP/IP) CXP8000 1.0J (TCP/IP) (PPP applications only)
Xerox iGen3 Digital Production Press	DocuSP 50 (TCP/IP) (Netware) DocuSP 51 (TCP/IP) (Netware) Creo Spire 3.0/4.0 (TCP/IP) Q5000 3.0 EFI) (TCP/IP)
DocuTech 128/155/180 Highlight Color	DocuSP 50 (TCP/IP) (Netware) DocuSP 51 (TCP/IP) (Netware)
Document Centre 1100/900	DocuCentre (Green) controller (TCP/IP)
Xerox 4110	GXP 4110 (TCP/IP) DocuSP 50 (TCP/IP) (Netware) EXP4110 1.1 IPP (TCP/IP)
Xerox 4590	DocuSP 50 (TCP/IP) (Netware)



*NOTE: Novell Netware configurations do not support printing RDO documents, except for the legacy Network Server to the DocuTech 135, which does support printing RDO documents.*

## Supplemental print paths

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Table 1-6 lists the supported supplemental print paths for use with FreeFlow Web Services.

**Table 1-6. Supported production printers**

Printer	Digital Front End
Extended Connectivity Print Job Manager (EC-PJM)	EC-PJM 1.3 (10/100/TR) EC-PJM 2.0 (10/100/TR)
Generic PostScript Printer	(TCP/IP)
FreeFlow Output Manager	FreeFlow Output Manager 1.1

## Compatible printers

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Table 1-7 lists the compatible printers that are supported with FreeFlow Web Services including, the supported print path.

**Table 1-7. Compatible printers**

Compatible printer / DFE	Supported print path to use
DocuColor 12 with EFI	DocuColor 2045: EX2000 1.2A / 2.0
DocuColor 12 with DocuSP 50	DocuColor 2045: DocuSP 50
Xerox 4110 with EFI	Document Centre

## Printing via Quick Print

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When printing from FreeFlow Web Services via Quick Print:

- **FreeFlow repository Catalog items** — Printing is transparent to supported production printers
- **All other jobs** — Jobs are stored in a cold folder and the Print Provider processes printing through Quick Print manually.

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## Configuring the Windows Firewall

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When configuring the Windows Firewall for FreeFlow Web Services, refer to the *Xerox FreeFlow Security Document* for recommended security settings for your FreeFlow Web Services system.

In addition to the lists exception ports in the *Xerox FreeFlow Security Document*, the following program is required when using the PDF Preview feature:

- **Acrobat.exe (Browse to C:\Program Files\Adboe\Acrobat 7.0\Acrobat**

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## Obtaining additional support

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This section tells you where to obtain additional support for FreeFlow Web Services.

### X-PRESS FAX

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You can obtain additional support documentation for FreeFlow Web Services, 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 FreeFlow applications, along with complete instructions for using the X-PRESS fax system.

### Xerox FAQ web site

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

1. Go to <http://www.xerox.com> from your web browser.
2. Search on the word “freeflow”.
3. Locate and select the appropriate FreeFlow application.
4. Select the [[Support](#)] link under the appropriate FreeFlow link.
5. Under the FAQ heading, select the desired topic link to display the FAQ page for that topic.

## **Xerox Welcome Center**

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If your machine is down, you can't solve a problem, or you have questions about FreeFlow Web Services, 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 FreeFlow system serial number available.*

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## 2. New features

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### Overview

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This section describes the new features and functionality of the software components of FreeFlow Web Services.

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## What's new in FreeFlow Web Services 5.0?

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The following FreeFlow Web Services enhancements have been made:

- FreeFlow Web Services now supports Order Workflow using Production Print.
- FreeFlow Web Services now supports automatically importing FreeFlow Process Manager Hot Folder workflows from within FreeFlow Web Services.
- FreeFlow Web Services now supports concurrent languages on the same FreeFlow Web Services server.
- FreeFlow Web Services now supports variable data.
- FreeFlow Web Services now supports PDF editing.
- FreeFlow Web Services now includes Print Driver submission as part of the base FreeFlow Web Services product.
- FreeFlow Web Services now supports send mail to print.
- FreeFlow Web Services now supports enhanced tax calculation and multiple tax levels.
- FreeFlow Web Services now supports enhanced integration with delivery companies, such as, FedEx, DHL, etc.
- FreeFlow Web Services now supports Hagen and XMPie Integration.
- FreeFlow Web Services now supports creation of books as an optional component.
- FreeFlow Web Services now supports the ability to create a custom look for each customer as an optional component.



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## 3. Hints and Tips

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### Hints and Tips

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The Hints and Tips in this section have been written to support the launch of FreeFlow Web Services. Look for the potential problem and the conditions creating the problem. Look, too, for ways to avoid the problem and for ways to recover.

### **Latest printer created does not appear in the FreeFlow Production Printers dialog**

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**Condition** Selecting **Get Printers** from the FreeFlow Production Printers dialog does not pick up the latest printer created.

**Workaround** Deselect the queues and select the printers list again.

### **Synchronization error message occurs**

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**Condition** When using “Synchronize with External Repository” feature in FreeFlow Web Services to get a catalog listing of repository items on the remote Windows XP SP2 system, an error will occur with the following message: “An error occurred during synchronization: An unknown error occurred during the operation within FreeFlow Document Library”. If any of the cabinets being imported are on a Windows XP SP2 system, the import process will be halted. The problematic cabinets will not be skipped. This is due to a Windows XP SP2 limitation. Remote cabinets on Windows XP and Windows XP SP1 will work successfully.

**Workaround** Copy the remote cabinets to a Windows 2003 Server or non-Windows XP SP2 system and mount the cabinets from that system instead of the Windows XP SP2 system prior to any synchronization with external repositories in FreeFlow Web Services

**Avoidance** Do not remotely mount cabinets from a Windows XP SP2 system. Additionally, avoid remote UNC paths pointing to XP machines in Thumbnail attributes.

The following are hints and tips for FreeFlow Web Services 5.0:

- FreeFlow Web Services 5.0 does not support an online library (previously supported in previous versions of FreeFlow Web Services). All FreeFlow repository items must be set as Catalog ready items and assigned a price.
- When viewing thumbnails in the FreeFlow Web Services catalog, a Document Library file must be converted to JPG before importing.
- When viewing renditions in the FreeFlow Web Services catalog, a Document Library file must be converted to JPG before importing.
- When performing a user search, do not use spaces for user search criteria.
- Customer accounts are imported as disabled by default. Set Disable Account to “Yes” at “Import Database — Select Customer Default Preferences” window to enable customers after importing, if applicable.

## Limitations

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FreeFlow Web Services 5.0 has the following limitations:

- Cabinets in an older FreeFlow or DigiPath format (database schema) are not mountable.
- The following is not supported with the Netscape, FireFox, and Safari browser:
  - Operator interface (Print Provider) is not supported
  - For the normal customer (Print Buyer):
    - MAC OS: The **Selective Upload** and **Modify PDF options** are not supported in the **Downloads** section
    - iForm Editor is not supported
- DocuShare does not support renditions. Therefore, PDF preview is not supported for catalog items imported from DocuShare.

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## Server-side conversion

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FreeFlow Web Services supports converting and printing the following file types using the server-side PDF conversion:

- PhotoShop (psd)
- Adobe Illustrator CS2 (\*.ai)
- Adobe InDesign CS2 (\*.indd)
- Microsoft Word (doc)
- Microsoft PowerPoint (ppt, pps)
- Microsoft Excel (xls, xlc, xlt, xlw)
- JPG, JPEG
- AutoCAD (dwg)
- PS (ps and eps)
- PDF
- TIF and TIFF (JPegTiff)
- GIF (JPegTif)

