XEROX®

FreeFlow® Web Services

Version 5.0, July 2006
701P45589

Troubleshooting Guide

for FreeFlow® Web Services

Powered by Press-sense

Xerox Corporation
Global Knowledge and Language Services
800 Phillips Road - Bldg. 845-17S
Webster, NY 14580

Copyright © 1996-2006 Xerox Corporation. All rights reserved. XEROX®, Xerox Canada Ltd®, Xerox Limited®, FreeFlow®, The Document Company® and all identifying numbers used in connection with the Xerox products mentioned in this publication are trademarks of XEROX CORPORATION. Copyright protection claimed includes all forms and matters of copyrightable material and information now allowed by statutory or judicial law or hereinafter granted, including without limitations, material generated from the software programs which are displayed on the screen such as styles, templates, icons, screen displays looks, etc.

While every care has been taken in the preparation of this material, no liability will be accepted by Xerox Corporation arising out of any inaccuracies or omissions.

Printed in the United States of America.

Other company trademarks are acknowledged as follows:

Adaptec®, the Adaptec logo, SCSISelect®, and EZ-SCSI® are trademarks of Adaptec, Inc

Adobe PDFL - Adobe PDF Library Copyright © 1987-2005 Adobe Systems Incorporated

Adobe®, the Adobe logo, Acrobat®, the Acrobat logo, Acrobat Reader®, Distiller®, Adobe PDF JobReady™, PostScript®, and the PostScript logo are either registered trademarks of Adobe Systems Incorporated in the United States and/or other countries.

Copyright 1987 - 2005 Adobe Systems Incorporated and its licensors. All rights reserved.

Autologic® is a registered trademark of Autologic Information International, Inc.

Compaq® and QVision® are registered United States Patent and Trademark Office, for Compaq Computer Corporation.

DEC, DEC RAID, and Redundant Array of Independent Disks are registered trademarks of Digital Equipment Corporation.

Dundas - This software contains material that is © 1997-2000 DUNDAS SOFTWARE LTD., all rights reserved.

Hummingbird NFS Solo® is a registered trademark of Hummingbird Communications, Ltd.

Imaging Technology provided under license by Accusoft Corporation.

ImageGear © 1996-2005 by AccuSoft Corporation. All Rights Reserved.

Intel® and Pentium® are registered trademarks of Intel Corporation.

Novell® and NetWare® are registered trademarks of Novell, Inc. in the United States and other countries.

Oracle® is a registered trademark of Oracle Corporation Redwood City, California

TMSSequoia - ScanFix ® Image Optimizer Copyright © TMSSEQUOIA, Inc. 1991-2000. All rights reserved.

Sony™ and Storage by Sony™ are trademarks of Sony.

Preps™ is a registered trademark of Creo Inc. All rights reserved.

Quark® and QuarkXpress® are registered trademarks of Quark, Inc.

StorageView™ is a trademark of CMD Technology, Inc.

TextBridge® is a Registered Trademark of ScanSoft, Inc.

TIFF® is a registered trademark of Aldus Corporation.

Windows®, Windows XP®, and Internet Explorer are trademarks of Microsoft Corporation; Microsoft® and MS-DOS® are registered trademarks of Microsoft Corporation.

Portions Copyright © 2001 artofcode LLC.

This software is based in part on the work of the Independent JPEG Group.

Portions Copyright © 2001 URW++. All Rights Reserved.

This product includes software developed by the Apache Software Foundation.

Copyright © 1999-2003 The Apache Software Foundation. All rights reserved.

This software is based in part on the work of Graeme W. Gill.

© Press-sense Ltd. 2002-2006. All rights reserved

Includes Adobe® PDF Libraries and Adobe Normalizer technology

The Graphics Interchange Format© is the Copyright property of CompuServe Incorporated. GIF℠ is a Service Mark of CompuServe Incorporated.

Portions contain an implementation of the LZW algorithm licensed under U.S. Patent 4,558,302

All non-Xerox brands and product names are trademarks or registered trademarks of their respective companies.

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

Contents

Introduction **5**

Installation Problems **5**

PRB: Cannot Create Virtual Directories 5
PRB: Cannot start FreeFlow Web Services 9
PRB: Cannot Access FreeFlow Web Services after inserting login name and password 10
PRB: Cannot Access Login Page (page cannot be displayed error) 13
PRB: The FreeFlow Web Services session is timed out every few minutes 15
PRB: Language in Login Page is incomprehensible 16
PRB: Java error while starting FreeFlow Web Services 17
PRB: Toolbox Application Error Appears 18

Upload Files/Images Problems **19**

PRB: A "Save as" message appears when uploading Word or PPT files 19
PRB: Cannot upload an Image file to the Image Bank using FTP capability 20
PRB: Cannot open files while using SSL 21
PRB: Job Thumbnails Do Not Appear 22

Selective Upload and iForm Editor Problems **23**

PRB: Cannot select text lines in a PDF file created with Photoshop 23

Job Ticket Document Problems **25**

PRB: Toolbar is not visible in Job Ticket Word document 25
PRB: Cannot open the Job Ticket Document using Office 2003 27

Production Problems **29**

PRB: "The Parent Size cannot be found" Error Message 29

Print Driver Problems **30**

PRB: Error in the Print Driver 30
PRB: Error when logging in to the Print Driver 32

General Problems **33**

PRB: Decimal Symbol Problem 33
PRB: Cannot See FreeFlow Web Services Buttons 36
PRB: Error message after clicking on Get Quote 38
PRB: The Delivery Dialog Box Appears Unnecessarily When Ordering From a Catalog 39
PRB: The Output Device Page Cannot Be Opened 41

Online Payment **42**

PRB: Error message when using the Authorized.net Credit Card service 42
PRB: Error message when using the Paymaster Credit Card service 54

Site Customization **55**

PRB: Cannot log in through Site Customization skins 55
PRB: The .mht Design File Does Not Work in Site Customization 57

Introduction

The following document has been compiled for *FreeFlow Web Services* users encountering specific difficulties in operating the *FreeFlow Web Services* system. The document is based on actual trouble-shooting documentation and is dynamic in nature.

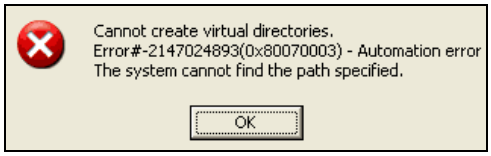
Installation Problems

PRB: Cannot Create Virtual Directories

The information in this section applies to all *FreeFlow Web Services* versions.

Symptoms

When installing *FreeFlow Web Services,* you receive an *Error* message that refers to virtual directories.



Cause

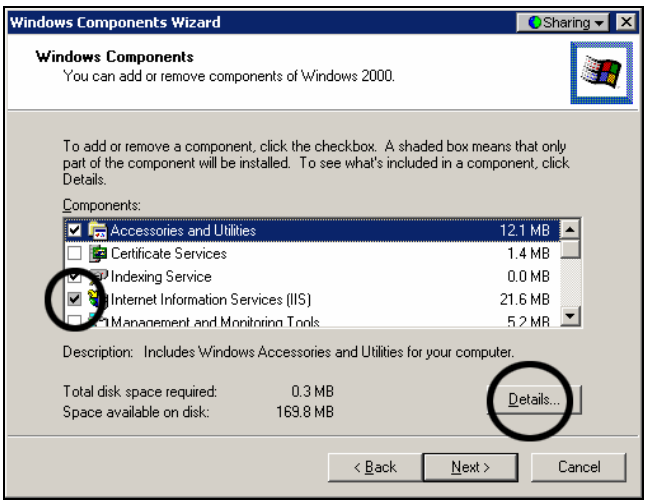
When installing *FreeFlow Web Services,* the *FTP* option was either not activated or not installed.

Resolution

A. Installing the FTP Server Component

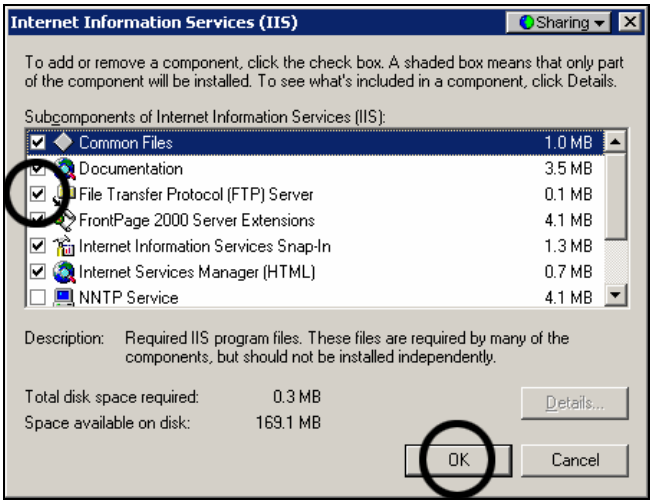
To resolve the problem, carry out the following steps:

1. Click on *Start* > *Settings* > *Control Panel* > *Add/Remove Programs*; the *Add/Remove Programs* window appears.
2. Click on *Add/Remove Window Components*; the *Windows Components Wizard* window appears.



3 Checkmark and select *Internet Information Services* (*IIS*) and then click on *Details;* the *Internet Information Services* (*IIS*) window appears.

4 Ensure that the *File Transfer Protocol (FTP) Server* has been checkmarked.



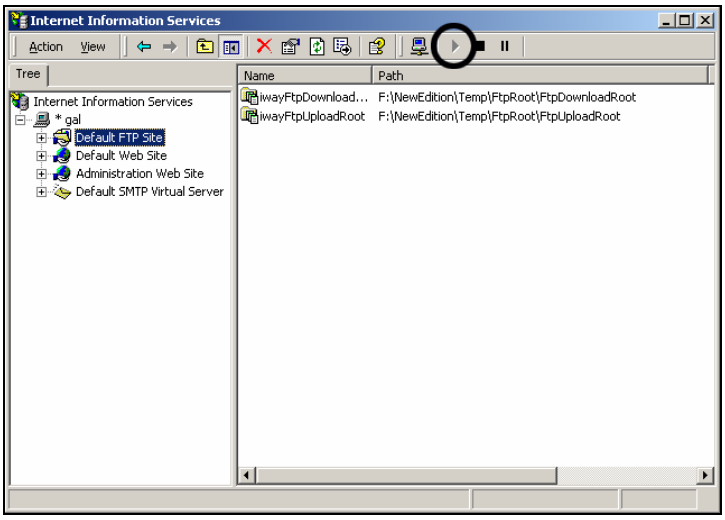
5 Click on *OK* and then click on *Next* in the following window.

6 When the components have been installed, the *Completing the Windows Component Wizard* appears.

7 Click on *Finish* to close the wizard.

B. Verify that the FTP option has been activated

1 Click on *Start* > *Programs* > *Administrative Tools* > *Internet Services Manager;* the *Internet Information Services* window appears.

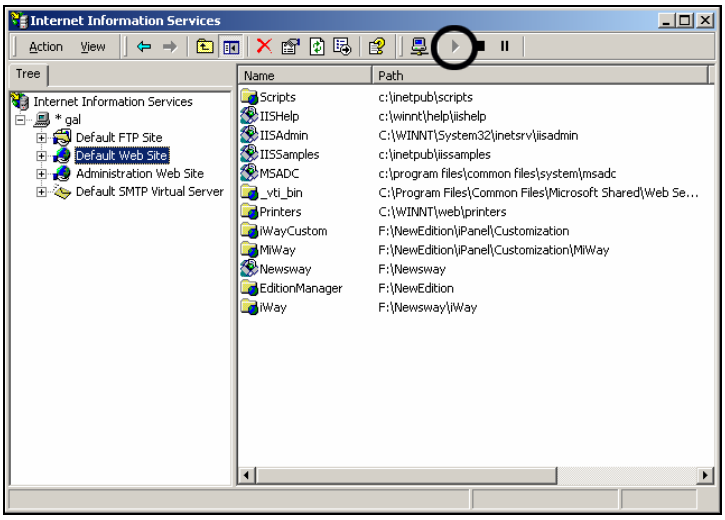


2 Open the *computer name* and click on *Default FTP Site*.

3 Verify that the *Play* button is in the depressed position; if not, click on the *Play* button.

4 Click on *Default Web Site*.

5 Verify that the *Play* button is in the depressed position; if not, click on the *Play* button.



C. Verify that FreeFlow Web Services runs clearly and with no interruptions

To verify that *FreeFlow Web Services* runs clearly and with no interruptions, run *the config.exe*. file, in order to restore all of the *FreeFlow Web Services* default files. Carry out the following steps:

1 Go to *D:* > *NewsWay* > *Installs* and click on *config.exe*; a *Dos* window opens and the *Hasp* installation is started wait until it will finish to work..

Note: It is assumed that *FreeFlow Web Services* has been installed on the *D:* partition; if *FreeFlow Web Services* has not been installed on the *D:* partition, enter the correct partition into the path in Step 1.

2 After the *Hasp* installation has been completed, the program continues to run until the *Dos* window closes and *FreeFlow Web Services* is uploaded.

PRB: Cannot start FreeFlow Web Services

The information in this section applies to all *FreeFlow Web Services* versions

Symptoms

After restarting *FreeFlow Web Services* from the toolbox, *FreeFlow Web Services* icon is grey and you cannot access *FreeFlow Web Services* login page (you always get the "Start-up process still running…" message).

When attempting to run, from the *Internet Explorer* on *FreeFlow Web Services Server*, this URL: http://localhost/newsway/versions/startup.asp, the follow error message appears:

Technical Information (for support personnel)

Error Type:
Server object, ASP 0193 (0x80020009)
An error occurred in the OnStartPage method of an external object.
/newsway/versions/startup.asp, line 20

Cause

There is a problem with the *Windows* web server.

Solution

To solve this problem, carry out the following steps:

1. Stop *FreeFlow Web Services*.
2. Un-install the *Web Server* by carry out the following steps:
   - **a** Click on *Start* > *Settings* > *Control Panel* > *Add\Remove Programs*; the *Add\Remove Programs* window appears.
   - **b** Click on the *Add\Remove Windows Components* button; the *Windows Component Wizard* window appears.
   - **c** Clear the *IIS* checkbox and click on *Next*.
3. Re-install the Web Server by carrying out the following steps:
   - **a** Click on *Start* > *Settings* > *Control Panel* > *Add\Remove Programs*; the *Add\Remove Programs* window appears.
   - **b** Click on the *Add\Remove Windows Components* button; the *Windows Component Wizard* window appears.
   - **c** Checkmark the *IIS* checkbox, click on *Include FTP* and then click on *Next*.
   - **d** Run config.exe.
4. Click on *Internet Explorer* > *Tools* > *Internet Options* >*Delete Files.*
   Checkmark the Delete all offline content checkbox and click on the *OK* button.

PRB: Cannot Access FreeFlow Web Services after inserting login name and password

The information in this section applies to all *FreeFlow Web Services* versions using *Microsoft Internet Explorer 5* and *6*

Symptoms

When accessing *FreeFlow Web Services,* after inserting a login name and a password, nothing occurs.

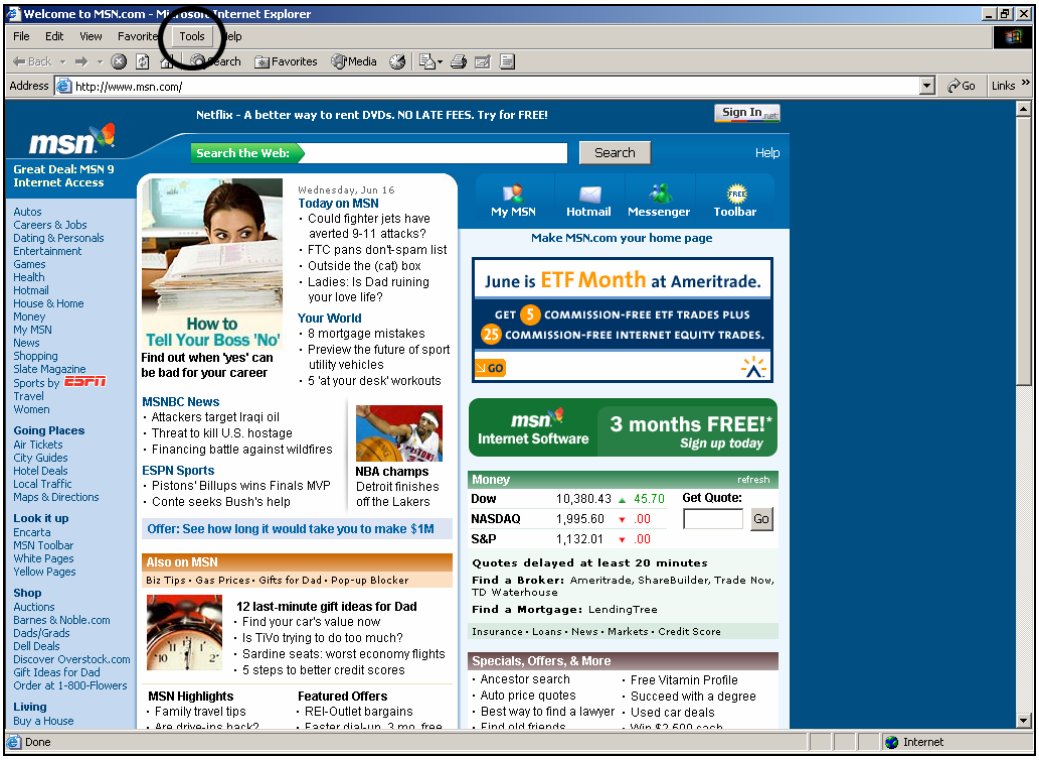
Cause

You have a problem with your security settings in your browser.

Resolution

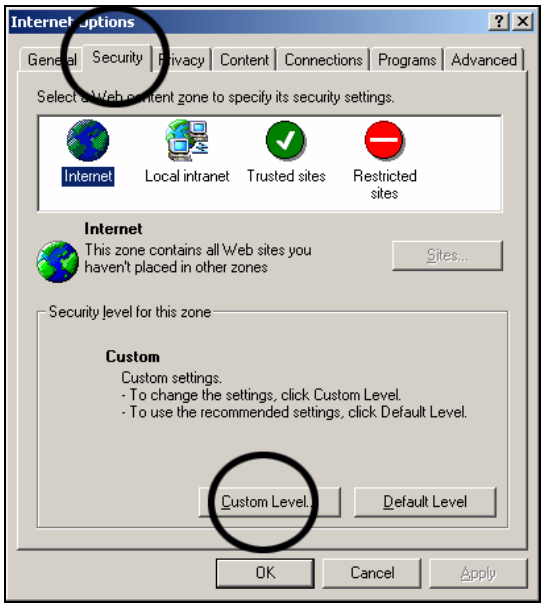
To resolve this problem, carry out the following steps:

1 Click on the *Internet Explorer* icon; the *Internet Explorer* appears.

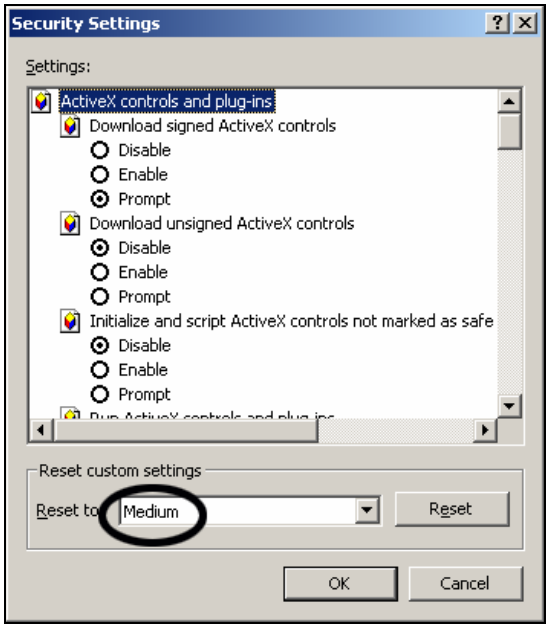


2 Click on *Tools* > *Internet Options;* the *Internet Options* window appears

3 Click on the *Security* tab; the *Security* window appears.



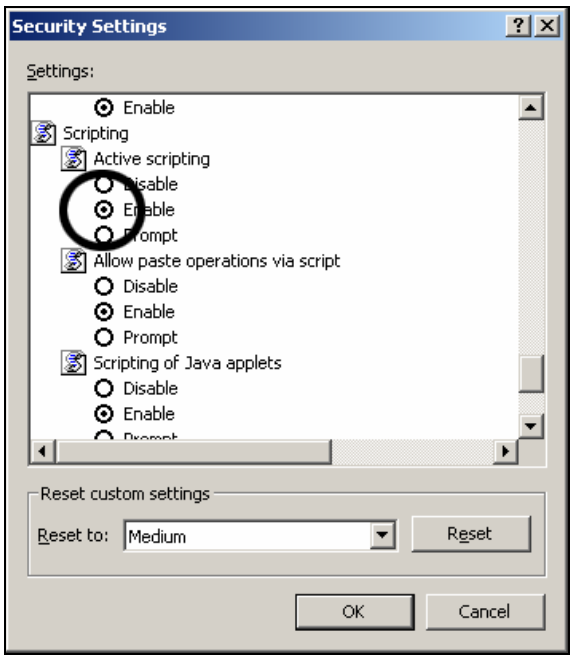
4 Click on the *Custom Level* button; the *Security Settings* window appears.



5 Verify that *Reset custom settings* has been set for *Medium;* if not; change the setting to *Medium*.

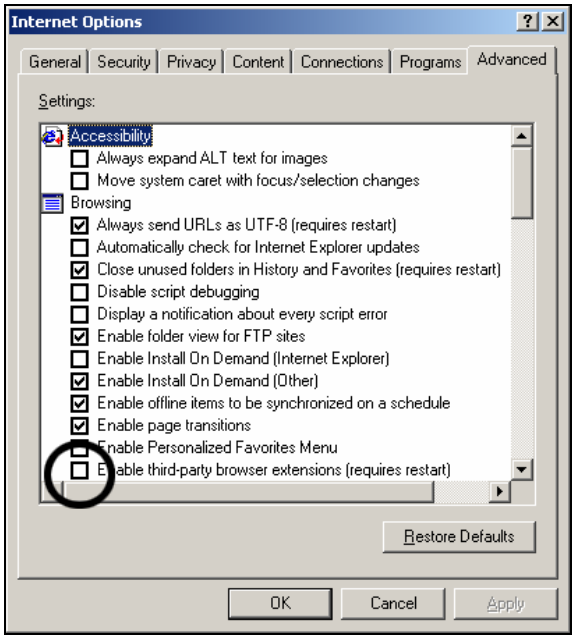
6 Scroll down to *Scripting*.

7 Verify that the *'Enable' Active scripting* radio button has been selected.



8 Click on the *OK* button; the *Internet Options* window reappears.

9 Click on the *Advanced* tab; the *Advanced* window appears.



10 Under *Browsing*, clear the *Enable third-party browser extensions (requires restart)* checkbox.

11 Click on *OK* and restart your computer.

PRB: Cannot Access Login Page (page cannot be displayed error)

The information in this section applies to all *FreeFlow Web Services* versions working with *Microsoft Internet Explorer 5 and 6*

Symptoms

When you try to access the *Login Page* (http://localhost/iway/) from the local computer or *Local Area Network* (LAN), you receive the following *Error* warning: "The page cannot be displayed". This warning indicates that the page that you are trying to access is currently unavailable. The Web site might be experiencing technical difficulties or you may need to adjust your browser settings.

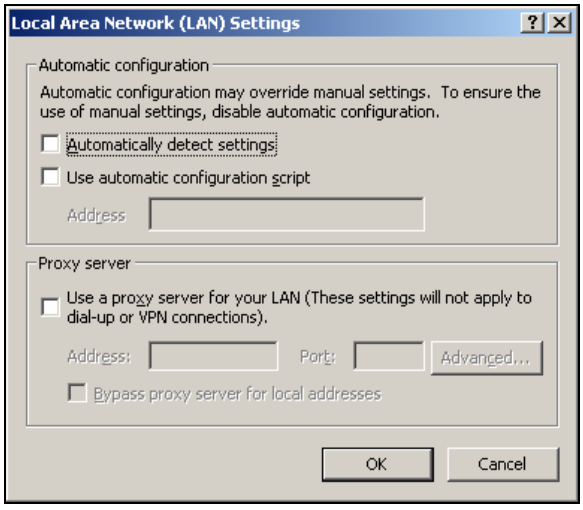
Cause

You are trying to browse to your local computer or the computer located in your *LAN* via a proxy server.

Resolution

To resolve this problem, carry out the following steps:

1 In *Microsoft Internet Explorer*, click on *Tools* > *Internet Options* > *Connections* and then click on the *LAN Settings*… button; the *Local Area Network (LAN) Settings* window appears.

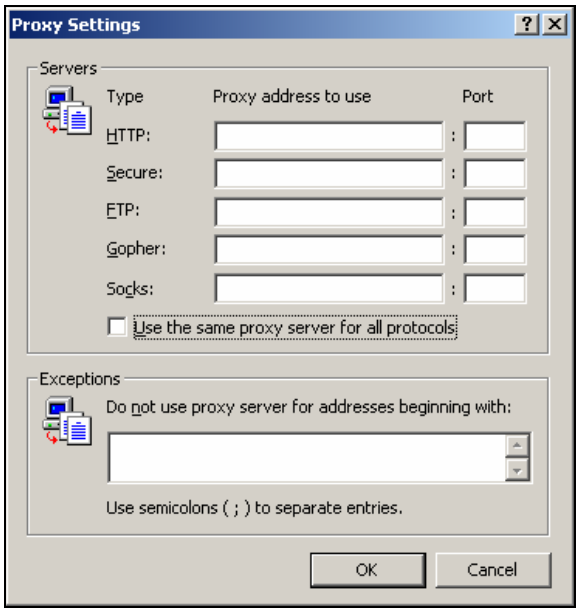


2 Clear both of the *Automatically detect settings* and *Use automatic configuration script* checkboxes.

Note: If the *Use a proxy server for your LAN* checkbox is not checkmarked, disregard Steps 3, 4 and 5.

3 Checkmark the *Bypass proxy server for local addresses* checkbox.

4 Click on the *Advanced…* button; the *Proxy Settings* window appears.



5 In the *Do not use proxy server for addresses beginning with* text box, enter 'localhost;127.0.0.1'

Note: If the *FreeFlow Web Services Server* is located on other computer in your *LAN*, then append the server's network name and *IP* to the mentioned address list (i.e. localhost;127.0.0.1;< *FreeFlow Web Services* server name>;<server IP>localhost;127.0.0.1; FreeFlow Server;198.162.0.21)

6 To confirm the next settings, click on *OK* in all opened windows.

Status

This behavior is dependent upon *Microsoft Internet Explorer*.

More Information

This is not considered a problem, as you do not need a proxy server to access your local computer or the computer located in your LAN.

PRB: The FreeFlow Web Services session is timed out every few minutes

The information in this section applies to all *FreeFlow Web Services* versions

Symptoms

The *FreeFlow Web Services* session (*FreeFlow Web Services* opened in the *Internet Explorer* window) is timed out every few minutes (*Session is expired* message appears).

Cause

Some old *FreeFlow Web Services* sessions have remained opened.

Solution

To solve this problem, carry out the following steps:

1. Close all open sessions of *FreeFlow Web Services.*
2. Start a new session of *FreeFlow Web Services.*

PRB: Language in Login Page is incomprehensible

The information in this article applies to all *FreeFlow Web Services* versions

Symptoms

When logging in to the main page of *FreeFlow Web Services,* the language that you have chosen does not appear. In place of the regular fonts, illegible fonts appear (squares instead of characters).

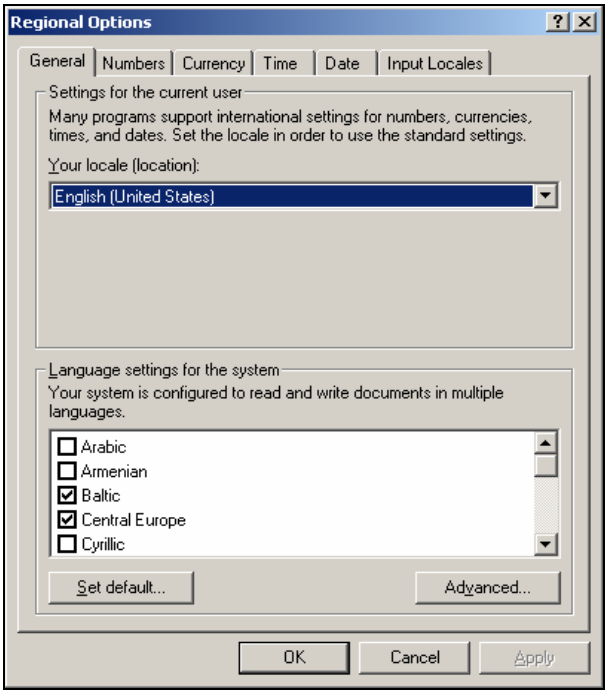
Cause

The target language has not been installed in *Windows Regional Options*.

Resolution

To resolve this problem, carry out the following steps:

1 Click on *Start* > *Settings* > *Control Panel* > *Regional Options;* the *Regional Options* window appears.



2 Select your language from the *Your locale* dropdown box.

3 In the *Language settings for the system* box, checkmark the language(s) that you want to install on *Windows* and then click on *OK.*

Note: *Windows* will request the installation disk for *Windows 2000.*

PRB: Java error while starting FreeFlow Web Services

The information in this article applies to *FreeFlow Web Services* V2 SP2, running on *SUN Java VM*.

Symptoms

When starting *FreeFlow Web Services,* the following error message appears in the Log file:

java.lang.ClassNotFoundException: proimage.JavaAgent.class
at sun.applet.AppletClassLoader.findClass(Unknown Source)

at java.lang.ClassLoader.loadClass(Unknown Source)
at sun.applet.AppletClassLoader.loadClass(Unknown Source)

at java.lang.ClassLoader.loadClass(Unknown Source)
at sun.applet.AppletClassLoader.loadCode(Unknown Source)

at sun.applet.AppletPanel.createApplet(Unknown Source)
at sun.plugin.AppletViewer.createApplet(Unknown Source)

at sun.applet.AppletPanel.runLoader(Unknown Source)
at sun.applet.AppletPanel.run(Unknown Source)

Cause

FreeFlow Web Services operates only with *MS Java VM*.

Resolution

To resolve this problem, carry out the following steps:

1. Uninstall *SUN Java VM*.
2. Install *MS Java VM*.

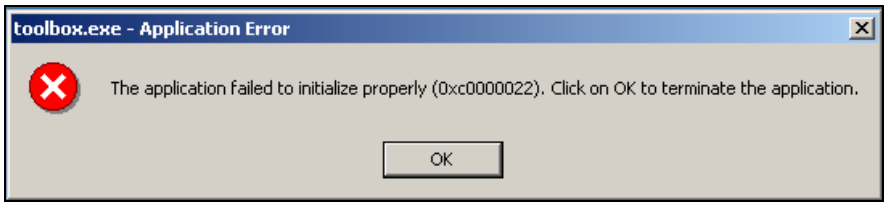
Note: *FreeFlow Web Services* does not require *Java VM*; therefore, Step 2 can be ignored.

PRB: Toolbox Application Error Appears

The information in this section applies to all *FreeFlow Web Services* versions.

Symptoms

When starting *FreeFlow Web Services,* an *Error* message appears.



Cause

You do not have the necessary permission to start *FreeFlow Web Services* (i.e. you did not enter into the system as an *Administrator* or with administrator permission).

Resolution

Log in as an *Administrator* or as a user with administrator permission.

Upload Files/Images Problems

PRB: A "Save as" message appears when uploading Word or PPT files

Symptoms

When you try to upload a *Word* or *PPT* file, you receive a *Save as* message.

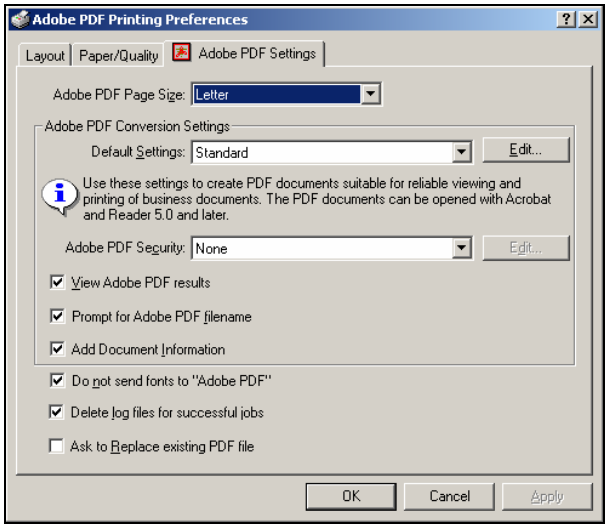
Cause

You have a problem with the settings of the printer on your server.

Solution

To resolve the problem, carry out the following steps:

1. Click on *Start* > *Settings* > *Printers* to open the *Printer* panel.
2. Right-click on *Adobe PDF*; a menu appears.
3. Click on *Printing Preferences* to open the *Printing Preferences* window.



4. Click on the *Adobe PDF Settings* tab; the *Adobe PDF Settings* panel appears.
5. Clear all of the checkboxes with the exception of *Delete log files for successful jobs*.
6. Click on the *OK* button.

PRB: Cannot upload an Image file to the Image Bank using FTP capability

The information in this section applies to all *FreeFlow Web Services* versions

Symptoms

When trying to use *Upload image to image bank using FTP capability,* the *PDF* is not uploaded.

Cause

This problem can have two causes:

- Your *FTP* port in the firewall is not open
- You have a *Pop-up Stopper* program

Resolution

To resolve this problem, carry out the following steps:

For the first problem:

- Configure your firewall so that *Port 21* will be open all the time

For the second problem:

- Uninstall the *Pop-up Stopper* program or exclude *FreeFlow Web Services* from the *Pop-up Stopper* program

PRB: Cannot open files while using SSL

The information in this section applies to all *FreeFlow Web Services* versions using *Microsoft Internet Explorer 5 and 6*

Symptoms

Cannot upload a file of any kind through the server, while using *SSL* to ensure secure connection.

Cause

The *SSL* configuration is incorrect.

Solution

SSL Installation With FreeFlow Web Services

In order to set up *FreeFlow Web Services* on an *SSL*-secured web server, the following points must be regarded:

- A valid *SSL* certificate must be installed on the server before installing *FreeFlow Web Services.* Help for installing an *SSL* certificate can found in the relevant *Microsoft* documentation
- The *SSL* configuration on the server must allow for regular calls as well as *SSL* calls. This configuration can be set up in the *Internet Information Services* console.

To set up an *SSL* configuration on the server that allows for regular calls as well as *SSL* calls, carry out the following steps:

1. Go to *Properties* of the Web site from where you installed the SSL.
2. Click on the *Directory Security* tab.
3. Click on the *Edit* button in the *Secure Communications* section and ensure that the *Require secure channel (SSL)* checkbox is unchecked.

After installation of *FreeFlow Web Services,* configure *FreeFlow Web Services* so as to work in the secure mode:

4. On the Print Provider side, go to *Settings* > *General* > *System*.
5. Ensure that the *Use Secure Connection* checkbox has been checkmarked.

PRB: Job Thumbnails Do Not Appear

The information in this section applies to all *FreeFlow Web Services* versions using *Adobe Acrobat 7.0*

Symptoms

After creating a new Job, the Job's thumbnails do not appear in any of the queues that the Job appears. In addition, the low-res preview of the Job does not function.

Cause

This problem occurs only with *Adobe Acrobat 7.0* and as a result of the following:

The *NWUnicodeFS6.api* file was missing from the plug-ins in the *Adobe Acrobat* folder.

Resolution

To resolve this problem, carry out the following steps:

1. In the toolbox, click on *Stop FreeFlow Web Services.*
2. Go to *D:\Newsway\ExtInterfaces\Acrobat.*
3. Copy the *NWUnicodeFS6.api* file and paste it under *C:\Program Files\Adobe\Acrobat 6.0\Acrobat\plug_ins*.
4. Click on *Restart FreeFlow Web Services.*

Selective Upload and iForm Editor Problems

PRB: Cannot select text lines in a PDF file created with Photoshop

The information in this article applies to all *FreeFlow Web Services* versions

Symptoms

After uploading to *FreeFlow Web Services*, a *PDF* that was created with *Photoshop*. When working in the *Modify PDF* window, lines cannot be selected using the *Selective Upload* option.

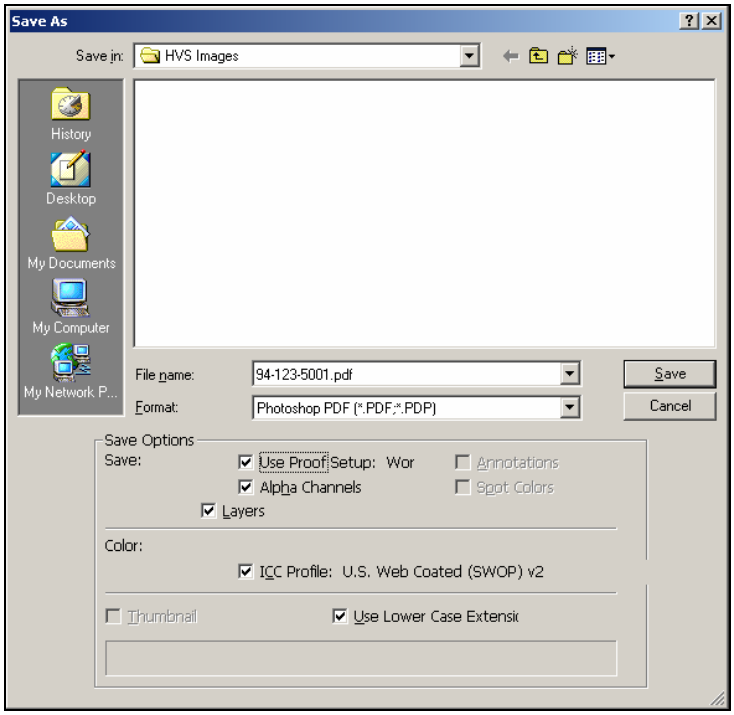
Cause

The *PDF* file was incorrectly created using *Photoshop*.

Resolution

To resolve this problem, carry out the following steps:

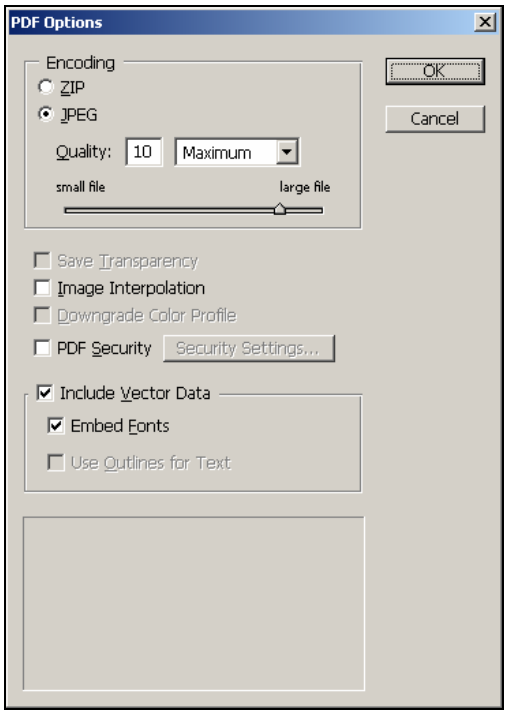
1. Open the file in *Photoshop*.
2. Go to *File* >> *Save As*…; the *Save As* window appears.



3. From the *Format* dropdown box, select *Photoshop PDF*.

4 Choose the other options as you wish.

5 Click on *Save*; the *PDF Options* window appears.



6 Checkmark both the *Include Vector Data* and the *Embed Fonts* checkboxes and then click on *OK*.

Job Ticket Document Problems

PRB: Toolbar is not visible in Job Ticket Word document

The information in this article is relevant to all *FreeFlow Web Services* customers.

Symptoms

When trying to *open Job Ticket* and *Delivery Ticket* from Internet Explorer as a *Word* document, the standard *Word* toolbar does not appear.

Cause

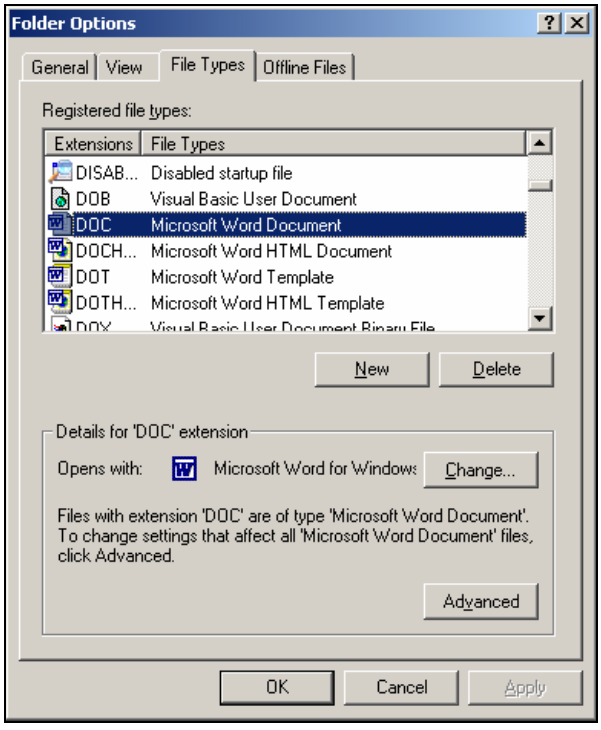
Word behavior changes when opened within a browser window.

Resolution

Open *Word* documents in a standalone window.

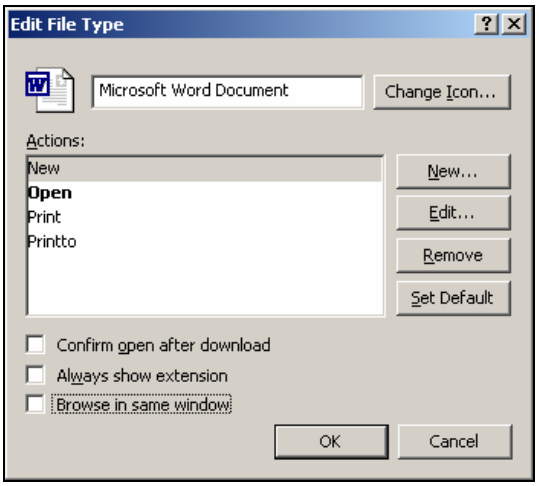
To resolve this problem, carry out the following:

1. Launch *Windows Explorer*.
2. From the *Tools* menu, select *Folder Options*.



3 In the *Options* dialog box, click on the *File Types* tab.

4 From the listing of *Registered File Types*, select *Microsoft Word Document* and then click on *Advanced*; the *Edit File Type* window appears.



5 Uncheck the *Browse in same window* checkbox (this toggles whether a *Word* document is launched outside of *Internet Explorer*).

6 Verify that the *Confirm open after download* checkbox is not checked.

7 Click on *OK* to close the dialog boxes.

PRB: Cannot open the Job Ticket Document using Office 2003

The information in this article applies to the *FreeFlow Web Services V2.5* server, running with *Office 2003*.

Symptoms

When trying to view the *Job Ticket* document, the "Page cannot be displayed" error message appears and in the *iWay Log* file, the following error message is displayed:

*[11:00:23.625] [2656] ** iwReporting.WordXmlToDoc: Word encountered an error processing the XML file D:\NewEdition\IPanel\WordTemplates\JobTicket.xsl*

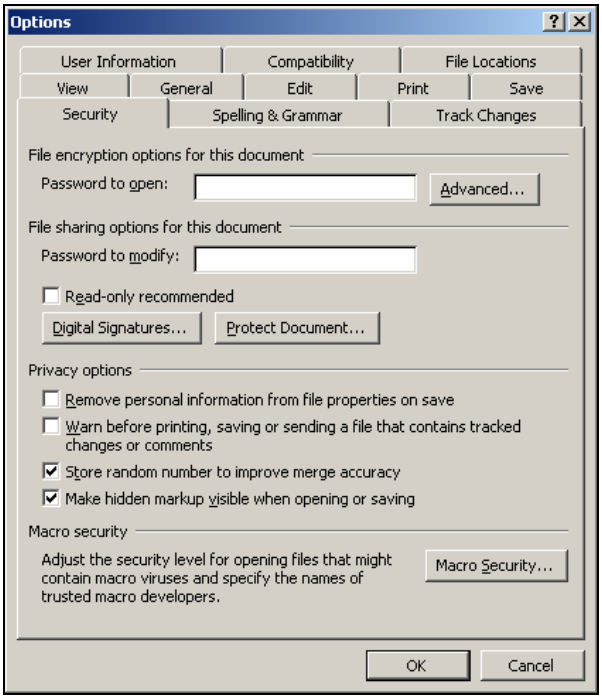
Cause

Security settings do not allow the execution of script code within this style sheet.

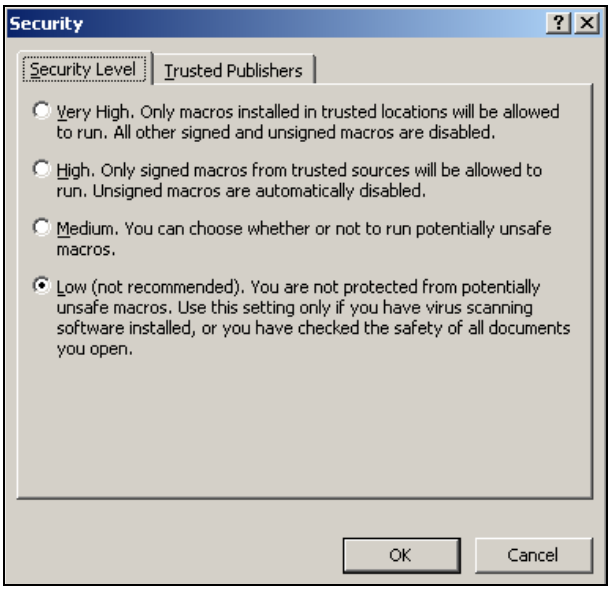
Resolution

To resolve this problem, carry out the following steps:

1. Open *Word* on the *FreeFlow Web Services* server.
2. Go to *Tools* > *Options*; the *Options* window appears.



3 Click on the *Security Level* tab and in the *Security* view, click on *Macro Security…* button; the *Security* window appears.



4 Click on the *LOW* option radio button and then click on *OK*.

Production Problems

PRB: "The Parent Size cannot be found" Error Message

The information in this section applies to all *FreeFlow Web Services* versions.

Symptoms:

When selecting Jobs from the *Approval* queue, *The Parent Size cannot be found* error message can appear.

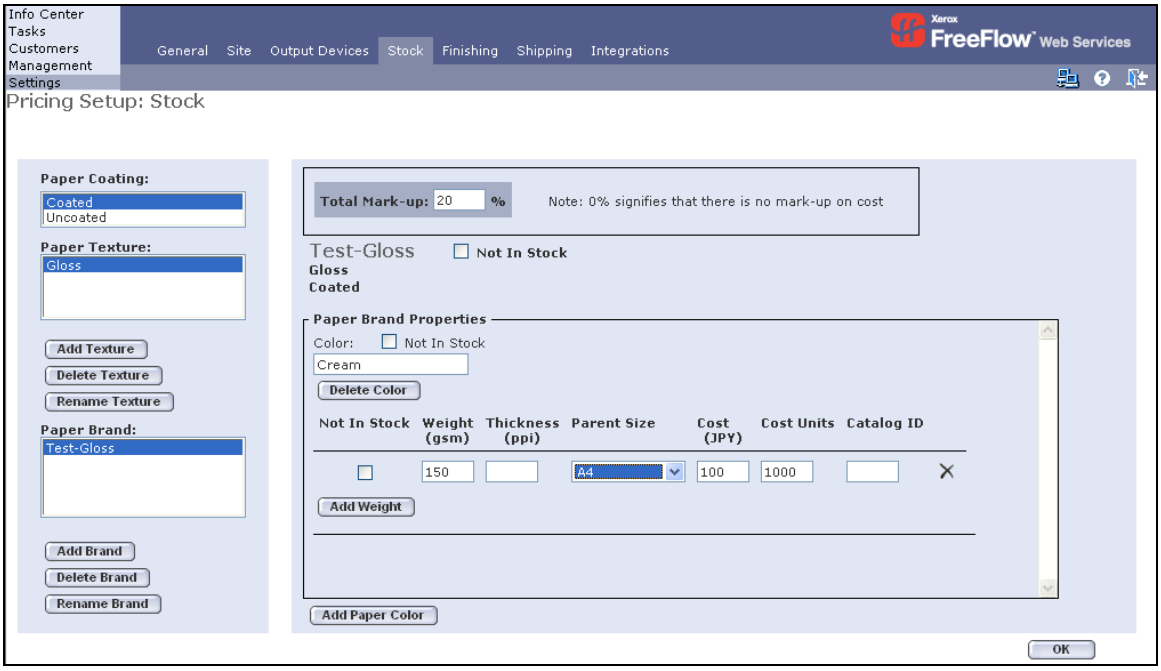
Cause:

This will occur when *Production* pricing has been set but in *Settings*/*Stock*, the *Parent Size* has not been defined (the *Parent Size* field has been left empty).

Resolution:

To resolve this problem, carry out the following steps:

1. On Print Provider side, go to *Settings*/*Stock*.
2. For every *Paper Coating*, select a *Parent Size*.



3. Click on *OK* to save the changes.

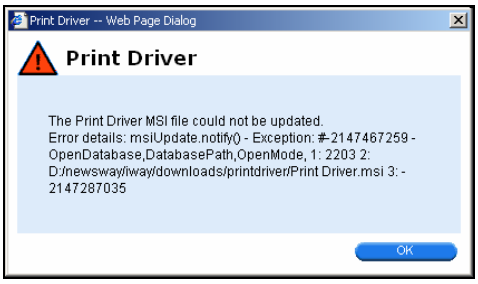
Print Driver Problems

PRB: Error in the Print Driver

The information in this section applies to *FreeFlow Web Services* with the *LockDown Tool*

Symptoms

When trying to download the *Print Driver* or save settings in Print Provider (*Settings* > *General* > *System*) window, you receive the following error:



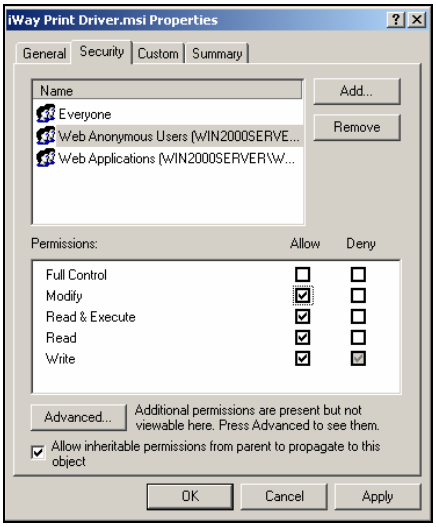
Cause

The file *iWay Print Driver*.msi cannot be updated by *Web Anonymous User*.

Resolution

To resolve this problem, carry out the following steps:

1 Go to NewsWay\IWay\downloads\PrintDriver and right-click on iWay Print Driver.msi.



2. In the dialog box, click on *Properties* > *Security Tab*.
3. In the *Name* box, select *Web Anonymous Users* and in the *Permissions* box, checkmark the *Allow*/*Modify* checkbox.
4. Click on *OK*.
5. Start *FreeFlow Web Services*.

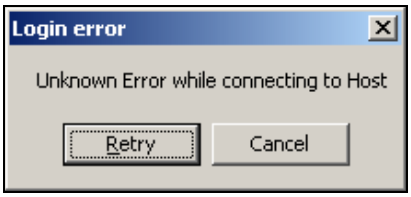
For more information about the configuration of *FreeFlow Web Services* and the *LockDown Tool*, see the *FreeFlow Web Services Installation Guide*.

PRB: Error when logging in to the Print Driver

The information in this section applies to *FreeFlow Web Services*, installed with the *Print Driver*

Symptoms

When trying to print via the *Print Driver* utility, you receive the following *Error* message:



Cause

The *IP* that was set on the Print Provider side is not the correct *IP*. This type of problem occurs when trying to work with the *Print Driver* **both inside and outside a network** as the *IP* of *FreeFlow Web Services* is different when connecting to *FreeFlow Web Services* inside a network or outside a network *.

Resolution

To resolve this problem, verify that the IP is correct by carrying out the following steps:

1. On the Print Provider side, go to *Settings* > *General* > *System* and examine the *IP* that has been set in the *Remote Support* panel.
2. Reset the *IP* accordingly.

Note: When changing the *IP* address, the *Print Driver* must be downloaded again to your computer.

* For further information on configuring the *IP* for internal an external networks, see the *FreeFlow Web Services Network Configuration* guide.

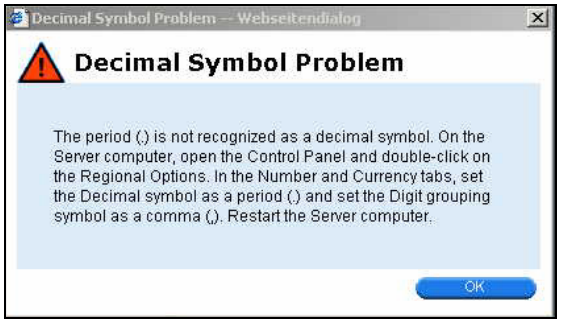
General Problems

PRB: Decimal Symbol Problem

The information in this section applies to all *FreeFlow Web Services* versions using *Microsoft Internet Explorer 5 and 6*

Symptoms

- An *Error* icon appears together with the "*Decimal Symbol Problem*" in the *Info Center* (Print Provider side)



- Clicking on the *Get Quote* button in the *Shopping Cart* does not return the price

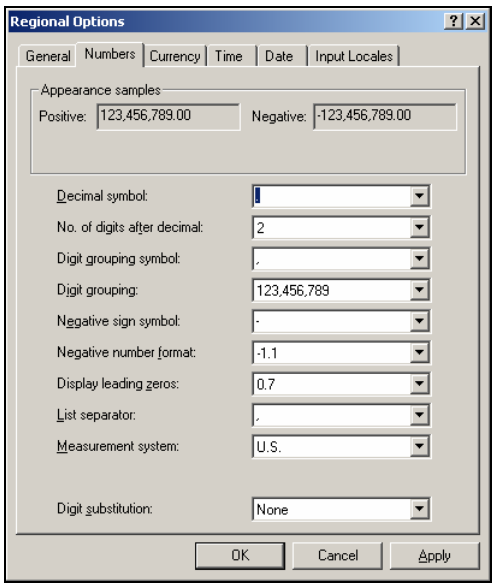
Cause

The period symbol (.) is not recognized as a decimal symbol (the string "5.5" is converted to the number 55 instead of 5.5).

Resolution

To resolve this problem, carry out the following steps:

1 On the *Server* computer, click on *Start* > *Settings* > *Control Panel* and then double-click on *Regional Options*; the *Regional Options* window appears.



2 In the *Numbers* and *Currency* tabs, set the *Decimal* symbol as a period (.) and set the *Digit Grouping* symbol as a comma (,).

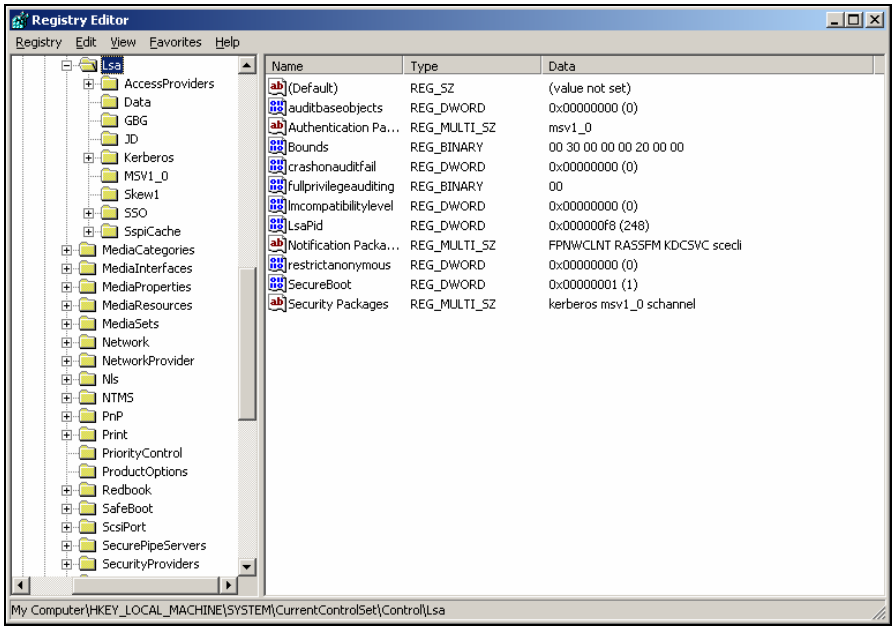
3 In the *General* tab, click on the *Set Default*... button and choose the *English* (United States) locale as the default.

4 Restart the *Server* computer.

If the problem with the decimal symbol persists, carry out the following steps:

1 On the *Server* computer, click on *Start* > *Run*... and enter 'regedit' into the text box.

2 Click on *OK*; the *Registry Editor* appears.



3 Click on *Edit* > *Find* and enter *sMonDecimalSep* as search value.

4 Click on the *Find Next* button.

5 In the *Found* key, set the following values as specified below:

Value Name	Value Data
sDecimal	.
sThousand	,
sMonDecimalSep	.
sMonThousandSep	,

6 Press F3 (*Find Next*) to find the next key.

7 Repeat Steps 3 and 4 until all values have been changed.

8 Restart the *Server* computer.

Status

This behavior is dependent upon the *Microsoft Visual Basic Script* used in the server layer of the *FreeFlow Web Services* application.

PRB: Cannot See FreeFlow Web Services Buttons

The information in this section applies to all *FreeFlow Web Services* versions running on *Windows XP SP2*

Symptoms

FreeFlow Web Services buttons do not appear properly, even though *Windows XP SP2* was configured according to the instructions found in the *Configuring Windows XP SP2* guide.

Cause

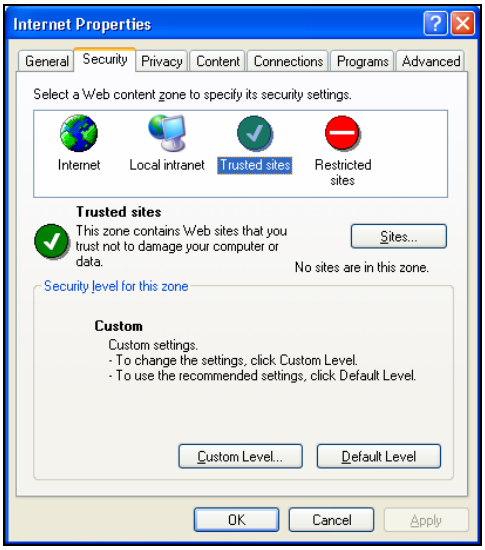
The *FreeFlow Web Services* server *URL* was entered into the trusted sites as HTTPS:// instead of HTTP://.

Solution

To solve this problem, carry out the following steps:

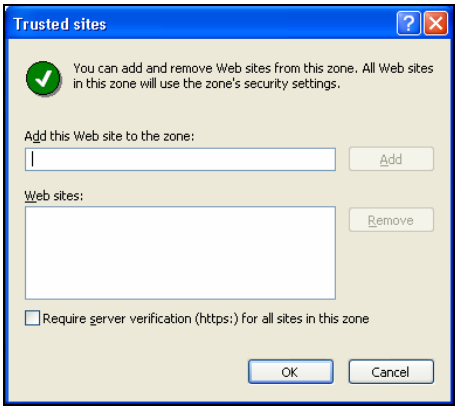
1 Click on *Start* > *Settings* > *Control Panel* and then click on *Security Center*; the *Windows Security Center* window appears.

2 Click on *Internet Options*; the *Internet Properties* window appears.



3 Click on the *Security* tab and then click on the *Trusted* sites button.

4 Click on the *Sites* button; the *Trusted sites* window appears.



5 In the *Web sites* box, verify that the *FreeFlow Web Services* server *URL* appears as HTTP://.

6 If the *URL* appears as HTTPS://, remove the incorrect *URL* and enter HTTP://.

Note: If the *Require server verification (HTTPS) for all sites in this zone* checkbox is checkmarked, HTTP:// cannot be entered in place of HTTPS://.

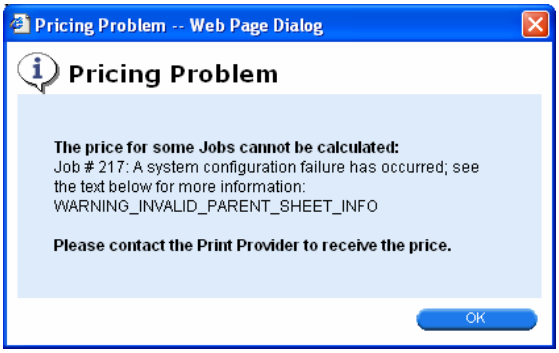
To enter HTTP://, first uncheck the *Require server verification (HTTPS) for all sites in this zone* checkbox.

PRB: Error message after clicking on Get Quote

The information in this section applies to all *FreeFlow Web Services* versions.

Symptoms

When requesting a quote by clicking on *Get Quote*, the following *Error* message appears:



Causes

The *Parent* size was not defined for the paper that had been chosen or the *Run Sheet* size is larger than the *Parent* size.

Resolutions

To resolve the first cause, carry out the following steps:

1. On the Print Provider side, go to *Settings* > *Stock.*
2. Choose the target *Paper Type*, *Paper Texture*, and *Paper Brand* and then change the *Parent Size* according to one of the options in the *Parent Size* dropdown box.

To resolve the second cause, carry out the following step:

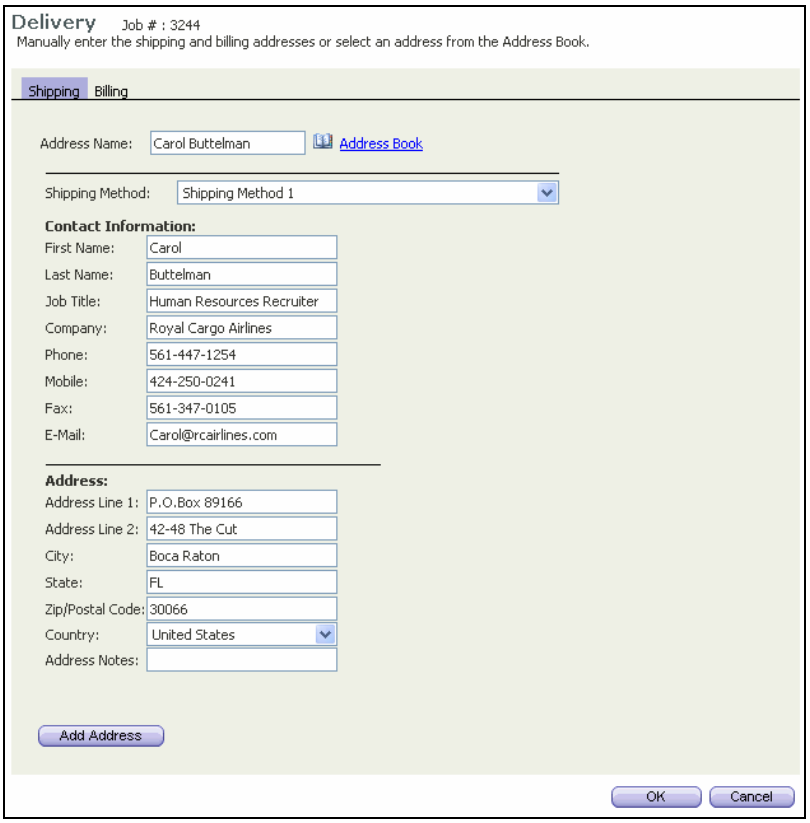
1. Verify that the *Parent* size is larger than the *Run Sheet* size.

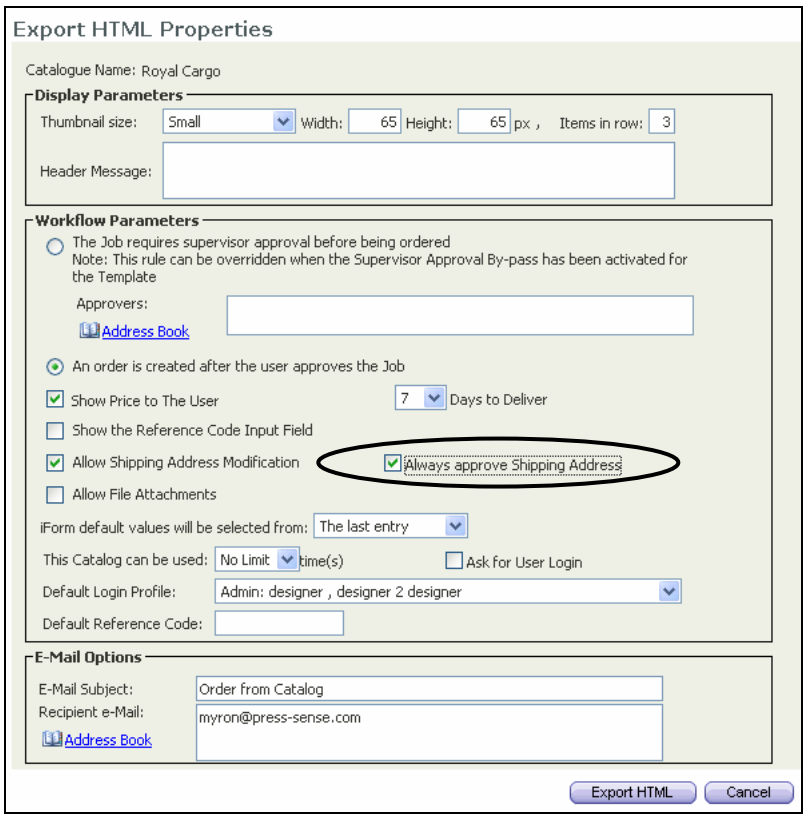
PRB: The Delivery Dialog Box Appears Unnecessarily When Ordering From a Catalog

The information in this section applies to all *FreeFlow Web Services* versions.

Symptoms

When ordering from a catalogue, the *Delivery* dialog box appears even though the *Always approve Shipping Address* checkbox in the *Export HTML Properties* window has been cleared.





Causes

The *Always approve Shipping Address* has not been neutralized.

Resolutions

To resolve this problem, carry out the following steps:

1. Go to My Computer/D/NewEdition/ IPanel/Db.
2. Double-click on the *_nw_setup.txt* file.
3. Add the "; " sign before *ApproveShippingAddress=true*, so that it appears as follows:
   ;ApproveShippingAddress=true

PRB: The Output Device Page Cannot Be Opened

The information in this section applies to all *FreeFlow Web Services* versions.

Symptoms

When creating a new device and selecting the *PDF spool (using Acrobat Reader)* option in the *Output Channels* window; after clicking on *OK* to save the settings and then opening the *Output Device* page for a second time (after saving a new device), the *Page Cannot Be Displayed* message appears.

Cause

A specific character in the *Windows Printer* name is not in English.

Resolution

The *PDF Spool* option, which connects the *Output Device* driver to *FreeFlow Web Services* system, enables viewing the *Output Device* on the printer screen. To correct the non-English character, carry out the following steps:

1. Go to *Start*/*Settings*/*Printers* and choose the printer with the name containing the problematic, non-English character.
2. Replace the problematic, non-English character with an English character.

Online Payment

PRB: Error message when using the Authorized.net Credit Card service

The information in this section applies to *FreeFlow Web Services* versions that include *CC - Authorized.net*

Symptoms

After a Job has been accepted and a price quote obtained, proceed to order and select *Credit Card* payment; you should then receive a message that the *Credit Card* form is loading.

If you receive an error message that includes a number, search for the number in the *Response Reason* table below, under the "*Response Reason Code*" column:

Example: The following message appears: "(14) The referrer, relay response or receipt link URL is invalid".

Cause

You have a problem with the settings for the *e-Payment* provider.

Solution

To resolve this problem, carry out the following steps:

1. Search for error number 14 in the *Response Reason* table; you will find the following information: "The *Relay Response* or *Referrer URL* does not match the merchant's configured value(s) or is absent. Applicable only to SIM and Web Link APIs".
2. Surf to the *Autorized.net* URL: https://secure.authorize.net.
3. Provide the correct URL for your server, without the "< >" signs (i.e.http://64.185.15.174/NewsWay/Versions/250/Site/IWay/App/Payment/AuthorizeNet/relayResponse.asp).
4. Save the changes and then repeat the procedure for ordering and selecting *Credit Card* payment.
5. If you receive another error message, repeat Steps 1-3.

Response Reason Table

RESPONSE REASON CODE	RESPONSE REASON TEXT	NOTES
1	This transaction has been approved.	
2	This transaction has been declined.	
3	This transaction has been declined.	
4	This transaction has been declined.	The code returned from the processor indicates that the card being used must be picked up.
5	A valid amount is required.	The value entered into the *Amount* field did not pass validation for a number.
6	The Credit Card number is invalid.	
7	The Credit Card expiration date is invalid.	The submitted format of the date was incorrect.
8	The Credit Card has expired.	
9	The ABA code is invalid.	The value submitted in the x_Bank_ABA_Code field did not pass validation or was not for a valid financial institution.
10	The account number is invalid.	The value submitted in the x_Bank_Acct_Num field did not pass validation.
11	A duplicate transaction has been submitted.	A transaction with identical amount and credit card information was submitted two minutes prior.
12	An authorization code is required but not present.	A transaction that required x_Auth_Code to be present was submitted without a value.
13	The merchant Login ID is invalid or the account is inactive.	

Response Reason Table cont.

RESPONSE REASON CODE	RESPONSE REASON TEXT	NOTES
14	The Referrer or Relay Response URL is invalid.	The Relay Response or Referrer URL does not match the merchant's configured value(s) or is absent. Applicable only to SIM and WebLink APIs.
15	The transaction ID is invalid.	The transaction ID value is non-numeric or was not present for a transaction that requires it (i.e., VOID, PRIOR_AUTH_CAPTURE, and CREDIT).
16	The transaction was not found.	The transaction ID sent in was properly formatted but the gateway had no record of the transaction.
17	The merchant does not accept this type of Credit Card.	The merchant was not configured to accept the credit card submitted in the transaction.
18	ACH transactions are not accepted by this merchant.	The merchant does not accept electronic checks.
19	An error occurred during processing. Please try again in 5 minutes.	
20	An error occurred during processing. Please try again in 5 minutes.	
21	An error occurred during processing. Please try again in 5 minutes.	
22	An error occurred during processing. Please try again in 5 minutes.	
23	An error occurred during processing. Please try again in 5 minutes.	

Response Reason Table cont.

RESPONSE REASON CODE	RESPONSE REASON TEXT	NOTES
24	The Nova Bank Number or Terminal ID is incorrect. Call the Merchant Service Provider.	
25	An error occurred during processing. Please try again in 5 minutes.	
26	An error occurred during processing. Please try again in 5 minutes.	
27	The transaction resulted in an AVS mismatch. The address provided does not match the billing address of cardholder.	
28	The merchant does not accept this type of Credit Card.	The Merchant ID at the processor was not configured to accept this card type.
29	The PaymentTech identification numbers are incorrect. Call the Merchant Service Provider.	
30	The configuration with the processor is invalid. Call the Merchant Service Provider.	

Response Reason Table cont.

RESPONSE REASON CODE	RESPONSE REASON TEXT	NOTES
31	The FDC Merchant ID or Terminal ID is incorrect. Call the Merchant Service Provider.	The merchant was incorrectly set up at the processor.
32	This reason code is reserved or not applicable to this API.	
33	FIELD cannot be left blank.	The word FIELD will be replaced by an actual field name. This error indicates that a field the merchant specified as required was not filled in.
34	The VITAL identification numbers are incorrect. Call the Merchant Service Provider.	The merchant was incorrectly set up at the processor.
35	An error occurred during processing. Call the Merchant Service Provider.	The merchant was incorrectly set up at the processor.
36	The authorization was approved but settlement failed.	
37	The Credit Card number is invalid.	
38	The Global Payment System identification numbers are incorrect. Call the Merchant Service Provider.	The merchant was incorrectly set up at the processor.

Response Reason Table cont.

RESPONSE REASON CODE	RESPONSE REASON TEXT	NOTES
39	The supplied currency code is either invalid, not supported, not allowed for this merchant or does not have an exchange rate.	
40	This transaction must be encrypted.	
41	This transaction has been declined.	Only merchants set up for the FraudScreen.Net service receive this decline. This code will be returned if a given transaction's fraud score is higher than the threshold set by the merchant.
42	There is missing or invalid information in a required field.	This is applicable only to merchants processing through the Wells Fargo SecureSource product who have requirements for transaction submission that are different from merchants not processing through Wells Fargo.
43	The merchant was incorrectly set up at the processor. Call your Merchant Service provider.	The merchant was incorrectly set up at the processor.
44	This transaction has been declined.	The merchant receives this error if the Card Code filter has been set in the Merchant Interface and the transaction received an error code from the processor that matched the rejection criteria set by the merchant.
45	This transaction has been declined.	This error is returned if the transaction received a code from the processor that matched the rejection criteria set by the merchant for both the AVS and Card Code filters.
46	Your session has expired or does not exist. You must log in to continue working.	

Response Reason Table cont.

RESPONSE REASON CODE	RESPONSE REASON TEXT	NOTES
47	The amount requested for settlement may not be greater than the original amount authorized.	This occurs if the merchant tries to capture funds greater than the amount of the original authorization-only transaction.
48	This processor does not accept partial reversals.	The merchant attempted to settle for less than the originally authorized amount.
49	A transaction amount greater than $99,999 will not be accepted.	
50	This transaction is awaiting settlement and cannot be refunded.	Credits or refunds may only be performed against settled transactions. The transaction against which the credit/refund was submitted has not been settled, so a credit cannot be issued.
51	The sum of all credits against this transaction is greater than the original transaction amount.	
52	The transaction was authorized, but the client could not be notified; the transaction will not be settled.	
53	The transaction type was invalid for ACH transactions.	If x_Method = ECHECK, x_Type cannot be set to CAPTURE_ONLY.
54	The referenced transaction does not meet the criteria for issuing a credit.	

Response Reason Table cont.

RESPONSE REASON CODE	RESPONSE REASON TEXT	NOTES
55	The sum of credits against the referenced transaction would exceed the original debit amount.	The transaction is rejected if the sum of this credit and prior credits exceeds the original debit amount
56	This merchant accepts ACH transactions only; no credit card transactions are accepted.	The merchant processes eCheck transactions only and does not accept credit cards.
57	An error occurred in processing. Please try again in 5 minutes.	
58	An error occurred in processing. Please try again in 5 minutes.	
59	An error occurred in processing. Please try again in 5 minutes.	
60	An error occurred in processing. Please try again in 5 minutes.	
61	An error occurred in processing. Please try again in 5 minutes.	
62	An error occurred in processing. Please try again in 5 minutes.	
63	An error occurred in processing. Please try again in 5 minutes.	
64	The referenced transaction was not approved.	This error is applicable to Wells Fargo SecureSource merchants only. Credits or refunds cannot be issued against transactions that were not authorized.

Response Reason Table cont.

RESPONSE REASON CODE	RESPONSE REASON TEXT	NOTES
65	This transaction has been declined.	The transaction was declined because the merchant configured their account through the Merchant Interface to reject transactions with certain values for a Card Code mismatch.
66	This transaction cannot be accepted for processing.	The transaction did not meet gateway security guidelines.
67	The given transaction type is not supported for this merchant.	This error code is applicable to merchants using the Wells Fargo SecureSource product only. This product does not allow transactions of type CAPTURE_ONLY.
68	The version parameter is invalid.	The value submitted in x_Version was invalid.
69	The transaction type is invalid.	The value submitted in x_Type was invalid.
70	The transaction method is invalid.	The value submitted in x_Method was invalid.
71	The bank account type is invalid.	The value submitted in x_Bank_Acct_Type was invalid.
72	The authorization code is invalid.	The value submitted in x_Auth_Code was more than six characters in length.
73	The driver's license date of birth is invalid.	The format of the value submitted in x_Drivers_License_Num was invalid.
74	The duty amount is invalid.	The value submitted in x_Duty failed format validation.
75	The freight amount is invalid.	The value submitted in x_Freight failed format validation.
76	The tax amount is invalid.	The value submitted in x_Tax failed format validation.
77	The SSN or tax ID is invalid.	The value submitted in x_Customer_Tax_ID failed validation.
78	The Card Code (CVV2/CVC2/CID) is invalid.	The value submitted in x_Card_Code failed format validation.

Response Reason Table cont.

RESPONSE REASON CODE	RESPONSE REASON TEXT	NOTES
79	The driver's license number is invalid.	The value submitted in x_Drivers_License_Num failed format validation.
80	The driver's license state is invalid.	The value submitted in x_Drivers_License_State failed format validation.
81	The requested form type is invalid.	The merchant requested an integration method not compatible with the ADC Direct Response API.
82	Scripts are only supported in version 2.5.	The system no longer supports version 2.5; requests cannot be posted to scripts.
83	The requested script is either invalid or no longer supported.	The system no longer supports version 2.5; requests cannot be posted to scripts.
84	This reason code is reserved or not applicable to this API.	
85	This reason code is reserved or not applicable to this API.	
86	This reason code is reserved or not applicable to this API.	
87	This reason code is reserved or not applicable to this API.	
88	This reason code is reserved or not applicable to this API.	
89	This reason code is reserved or not applicable to this API.	

Response Reason Table cont.

RESPONSE REASON CODE	RESPONSE REASON TEXT	NOTES
90	This reason code is reserved or not applicable to this API.	
91	Version 2.5 is no longer supported.	
92	The gateway no longer supports the requested method of integration.	
93	A valid country is required.	This code is applicable to Wells Fargo SecureSource merchants only. Country is a required field and must contain the value of a supported country.
94	The shipping state or country is invalid.	This code is applicable to Wells Fargo SecureSource merchants only.
95	A valid state is required.	This code is applicable to Wells Fargo SecureSource merchants only.
96	This country is not authorized for buyers.	This code is applicable to Wells Fargo SecureSource merchants only. Country is a required field and must contain the value of a supported country.
97	The time period for this request has expired.	Applicable only to SIM API. Fingerprints are only valid for a short period of time. This code indicates that the transaction fingerprint has expired.
98	This transaction cannot be accepted.	Applicable only to SIM API. The transaction fingerprint has already been used.
99	This transaction cannot be accepted.	Applicable only to SIM API. The server-generated fingerprint does not match the merchant-specified fingerprint in the x_FP_Hash field.
100	The eCheck type is invalid.	Applicable only to eCheck. The value specified in the x_Echeck_type field is invalid.
101	The given name on the account and/or the account type does not match the actual account.	Applicable only to eCheck. The specified name on the account and/or the account type does not match the NOC record for this account.

Response Reason Table cont.

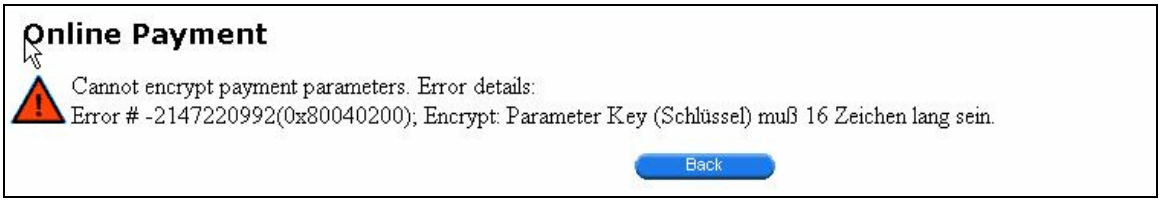
RESPONSE REASON CODE	RESPONSE REASON TEXT	NOTES
102	This request cannot be accepted.	A password or transaction key was submitted with this WebLink request. This is a high security risk.
103	This transaction cannot be accepted.	The fingerprint, transaction key, or password is required for this transaction.
104	This transaction is currently under review.	Applicable only to eCheck. The value submitted in x_Country failed validation.
105	This transaction is currently under review.	Applicable only to eCheck. The values submitted in x_City and x_Country failed validation.
106	This transaction is currently under review.	Applicable only to eCheck. The value submitted in x_Company failed validation.
107	This transaction is currently under review.	Applicable only to eCheck. The value submitted in x_Bank_Account_Name failed validation.
108	This transaction is currently under review.	Applicable only to eCheck. The values submitted in on x_First_Name and x_Last_Name failed validation.
109	This transaction is currently under review.	Applicable only to eCheck. The values submitted in x_First_Name and x_Last_Name failed validation.
110	This transaction is currently under review.	Applicable only to eCheck. The value submitted in x_Bank_Account_Name does not contain valid characters.

PRB: Error message when using the Paymaster Credit Card service

The information in this article applies to all *FreeFlow Web Services* versions using the *Paymaster* service

Symptoms

When ordering a Job using a credit card, the following *Error* message appears:



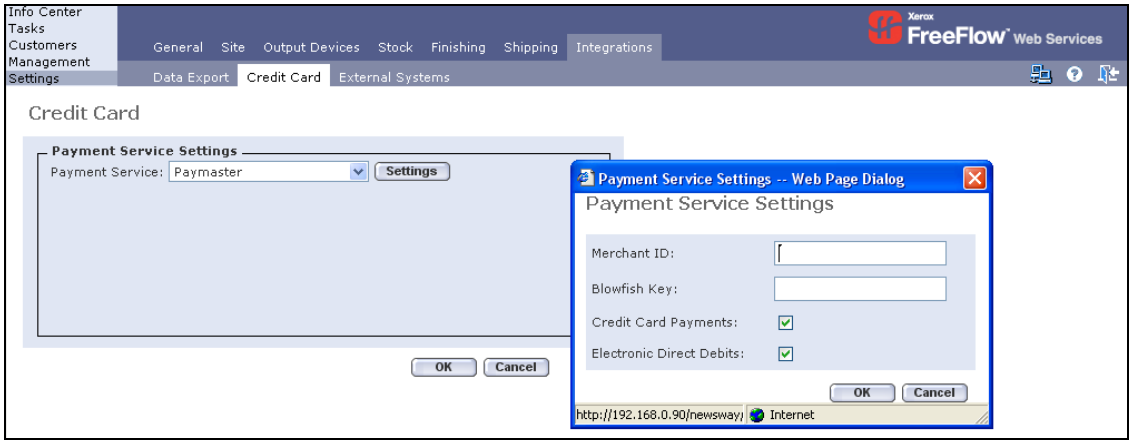
Cause

The *Blowfish Key* for *Paymaster Service* must contain 16 characters

Solution

To solve this problem, carry out the following steps:

1. On the Print Provider side, go to *Settings* > *External Links* > *Online Payment*.
2. In the *Payment Service* dropdown box, select *Paymaster* and then click on *Settings*; the *Payment Settings* dialog box appears.



3. Enter all the parameters and verify that the *Blowfish Key* number contains 16 characters.
4. Click on *OK* to save the settings and close the dialog box.

Site Customization

PRB: Cannot log in through Site Customization skins

The information in this section applies to all *FreeFlow Web Services* versions with *Site Customization*

Symptoms

When the user tries to login through a personal skin created by *Site Customization*, the user receives one of the following *Error* messages:

"This page cannot be displayed".

Or

"Microsoft VBScript runtime error '800a01b6'

Object doesn't support this property or method:
'NWLclz'/NewsWay/Versions/250/Site/IWay/App/SkinEditor/Login/customerRedirection/inc.asp, line 12"

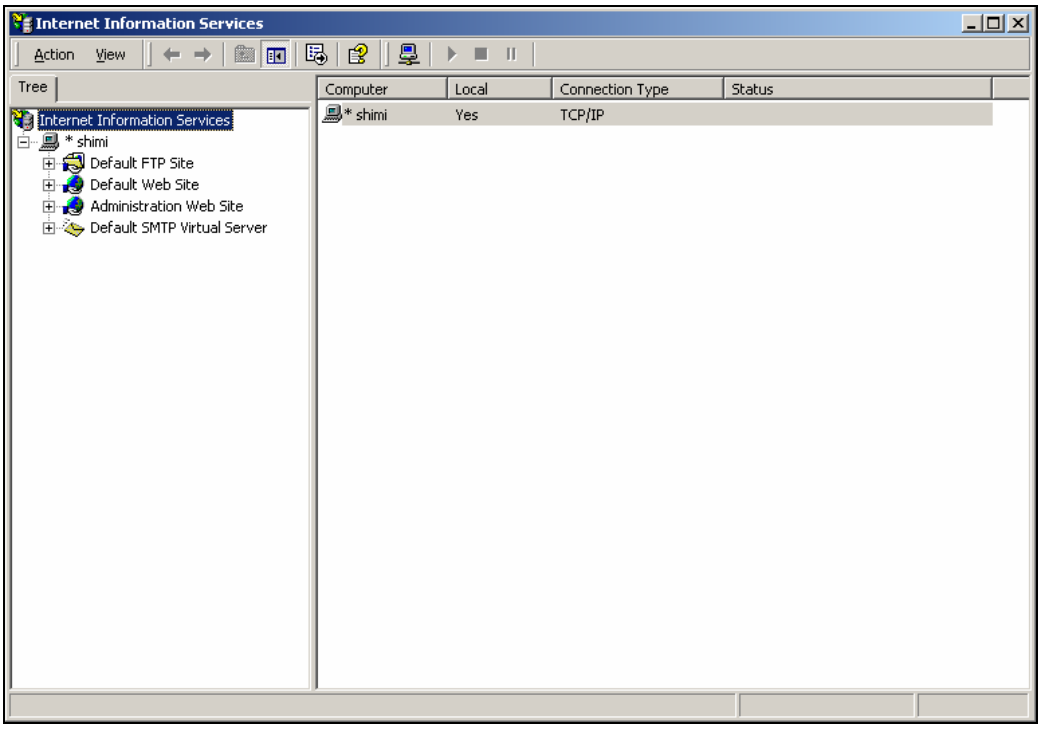
Cause

The default *Web Site* configuration is incorrect.

Solution

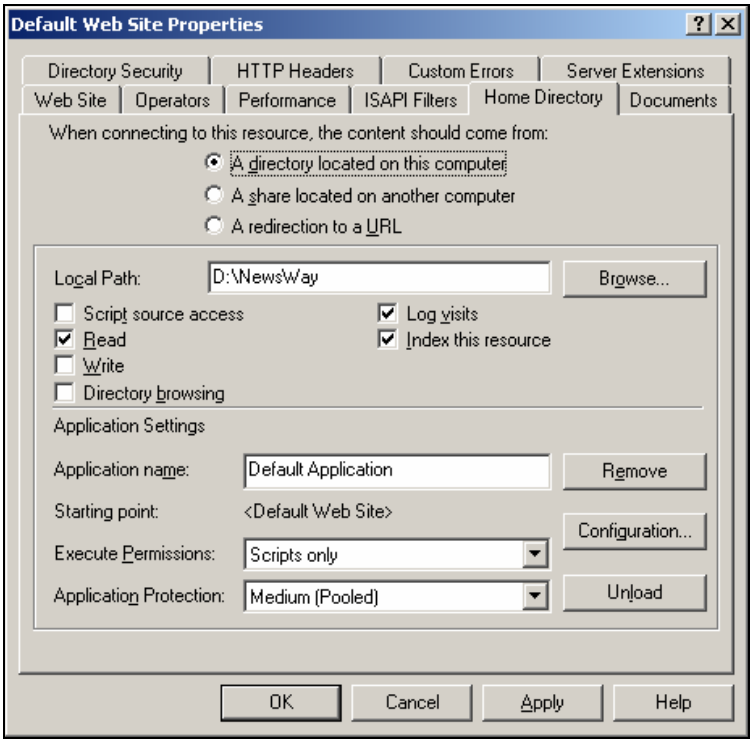
To solve this problem, carry out the following steps:

1 Click on *Start* > *Programs* > *Administrative tools* > *Internet Services Manager*; the *Internet Information Services* window appears.



2 Right-click on *Default Web Server* and then click on *Properties*; the *Default Web Site Properties* window appears.

3 Click on the *Home Directory* tab; the *Home Directory* page appears.



4 In the *Local Path* information box, change *D:\NewsWay* to *D:\NewsWay\iway*.

Note: *"D"* refers to the drive that *FreeFlow Web Services* has been installed in.

5 Click on OK to accept the changes and close the window.

PRB: The .mht Design File Does Not Work in Site Customization

The information in this section applies to all *FreeFlow Web Services* versions with *Site Customization*

Symptoms

Carry out the following steps:

1 Create a new .mht file with special effects for *Site Customization.*

2 Upload the new mht file to *FreeFlow Web Services.*

3 Link the new skin to a user and save the file; when the user logs in to *FreeFlow Web Services,* the user will see the skin but the special effects will not work.

Cause

This problem is caused by using *JavaScript* in the .mht file.

Resolution

Replace the *JavaScript* in the .mht file with *CSS Hover*, which is supported by *FreeFlow Web Services.*

CSS is suitable for html documents and includes several levels of styles that can be changed by people creating websites (allowing for flexible design options).