

Customer Software Release Document

for FreeFlow[®] Web Services Powered by  Press-sense

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

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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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1. Introduction

Overview

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.

Overview of FreeFlow® Web Services

FreeFlow Web Services, Powered by Press-sense™, provides a web order desk that never closes, enabling customers to new jobs and reorder existing ones over the Internet (or an intranet) in a secure environment from virtually anywhere.

FreeFlow Web Services is an end-to-end, web-based, Print-on-Demand, workflow and management solution that enables print buyers to upload independent files, order reprints or personalized and variable data jobs from templates, receive and approve quotes, and track and manage print jobs.



NOTE: FreeFlow Web Services supports only Microsoft Office 2007 Standard Edition (does not include Microsoft Access) or Professional. Customers must retain Microsoft Office 2007 Standard Edition or Professional, including installing and registering the product on their FreeFlow Web Services system. Internal copies and pre-loaded versions of Microsoft Office Standard Edition are not supported.

FreeFlow Web Services optional components and add-on modules

FreeFlow Web Services provides the following optional components and add-on modules:

- **Site Customization** — This optional component provides a branding application that enables the print provider to customize the look and feel of the web page for each specific client. It enables complete design control over the top and left bars of the main print buyer application window, as well as styling control over the fonts, color, and size.
- **Data Export** — This optional component is an add-on module that can be easily integrated with and conveyed to various peripheral systems within the print provider's organization. It enables export of data from FreeFlow Web Services automatically and directly to peripheral systems and on-demand export of select data to an Excel spreadsheet.
- **Book Assembly** — This optional component enables print buyers to do dynamic book assembly, joining multiple files into a book. The books can be sales kits, training kits, etc. It also enables soft proofing of content, binding, and tabs.
- **VIPP Emitter** — This optional module, which supports VIPP 5.1a and above, makes it possible for print providers to create or re-impose a job to a VIPP-enabled print device. The output is a VIPP Print Container (VPC) which can be processed on any VIPP-enabled digital front end.
- **Credit Card** — This optional component provides credit card support that allows customers to use credit cards for online payment. FreeFlow Web Services supports e-commerce using Authorize.Net, DebiTech, PayMaster, SaferPay, Tranzila, and PayPal billing. Payment processing is handled by the e-commerce services built into the module.



NOTE: The print provider must establish an arrangement with the third-party company.

- **EFI Hagen OA Adapter** — This optional component enables duplication of work that occurs between print providers using Hagen OA and FreeFlow Web Services to be minimized.



NOTE: Hagen OA integration with FreeFlow Web Services requires the Data Export add-on module.

- **XMPIE PersonalEffect Adapter** — This optional component enables variable-data one-to-one campaigns across print, web, and e-mail, within the framework of dynamic publishing campaigns providing print buyers access to the XMPIE application through the FreeFlow Web Services workflow.



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

Supported document repositories

FreeFlow applications, including FreeFlow Makeready, FreeFlow Process Manager, FreeFlow Web Services, FreeFlow Output Manager, and FreeFlow Print Manager Advanced Print Path support connecting to the following document repositories:

- **Xerox DocuShare** — version 5.0 (must reside on a non-FreeFlow machine)
- **SharePoint** — (requires Windows Server 2003. Therefore, cannot reside on a FreeFlow Makeready machine.)

The FreeFlow Administration Tool is used to configure local and remote connections to the supported document repositories.



NOTE: You can connect to one repository only at any given time.

Hardware components

This section contains the minimum hardware components and optional hardware components available with FreeFlow Web Services.

Required hardware components

This section lists the minimum hardware components for the FreeFlow Web Services server platform.

Server platform

Table 1-4 lists the minimum hardware components of the FreeFlow Web Services server platform.

Table 1-4. FreeFlow Web Services server platform

Server platform	Description
DELL Precision 670	<p>The FreeFlow server platform:</p> <ul style="list-style-type: none"> • Two Pentium 4 Processors • 1.5 GB system memory • Dual 73 GB Ultra SCSI 320 hard drives • A separate PCI-E x16 slot to support 3D graphic capability • ATI FireGL V3100, 128MB Video card with DVI and VGA input • PCI slots for external connectivity: <ul style="list-style-type: none"> – (3) standard PCI-32b/33 MHz PCI slots for external connectivity (1 PCI slot can only take 1/2 size PCI card) – (1) PCI-Ex4 slot – (1) PCI-Ex1 slot • An embedded 10 Base-T/100/1.0Gb E-net • Adaptec 39160 Dual port SCSI Adapter card • 3.5 Inch floppy drive • 48X CD-RW/DVD combo with IDE/ATA interface • Travan TR5 tape drive • Microsoft Windows Server 2003 Standard Edition SP2 operating system
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 1-5 lists the optional hardware components available with FreeFlow Web Services.

Table 1-5. Optional hardware components

Hardware component	Description
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 system.</p> <p>FreeFlow supports the following MOD devices:</p> <ul style="list-style-type: none"> • Sony 2.6GB MOD • Sony 5.2GB MOD • Sony 9.1GB MOD

Table 1-5. Optional hardware components

Hardware component	Description
Redundant Array of Independent Disks (RAID)	<p>FreeFlow supports the following optional high capacity RAID devices:</p> <ul style="list-style-type: none"> • 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). <p><i>NOTE: This is an optional high capacity storage and backup solution used to enable high capacity storage and tape system backup capabilities.</i></p> <ul style="list-style-type: none"> • SafeStor 500 GB RAID, Model Number XRX-2PSQX-651-U4-3 • SafeStor 1 TB RAID, Model Number XRX-2PSQX-651-U4-6 <p><i>NOTE: For more information on any of the optional high capacity RAID devices, contact your Xerox representative.</i></p> <p>A maximum of two RAID devices are supported with FreeFlow.</p>
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 supports the following Sony AIT Autoloader external tape libraries:</p> <ul style="list-style-type: none"> • Sony AIT-1 Autoloader • Sony AIT-2 Autoloader • Sony AIT-3/LIB-D81 Autoloader, Model Number BNAAIT3 <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>

Software components

This section provides descriptions of software applications associated with each supported FreeFlow configuration and available third party software applications for each configuration.

FreeFlow Web Services software applications

Table 1-6 shows the software applications included with FreeFlow Web Services and the optional offerings.

Table 1-6. FreeFlow Web Services software applications

Software application	Optional offerings
Software applications with a new installation include: <ul style="list-style-type: none"> • FreeFlow Web Services • Print Manager Advanced Print Path • Printer Registration • Registered Printer List Locator • Printer Status • FreeFlow File Conversion Tool • Network Agent • Security Certification • FreeFlow Administration Tool • File Manager 	Optional applications include: <ul style="list-style-type: none"> • Site Customization • Data Export • Book Assembly • VIPP Emitter • Credit Card • EFI Hagen OA Adapter • XMPie PersonalEffect Adapter

Third party software applications

Table 1-7 shows third party applications that are required or optional with FreeFlow Web Services.

Table 1-7. FreeFlow Web Services third party software applications

Third party software application	FreeFlow Web Services
Adobe Acrobat 8.0*	required
Microsoft Internet Explorer 7.0	required
Microsoft Windows Server 2003 Standard Edition R2 w/SP2	required
Microsoft Office 2007 Standard or Professional	required
Adobe Photoshop CS2	optional
Adobe Illustrator CS2	optional
Adobe InDesign CS2	optional
Kodak PREPS Pro 5.2.2	optional

* Licensing for these products is provided for use with FreeFlow products. 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: Xerox does not provide support for the Adobe Photoshop, Adobe Illustrator, or Adobe InDesign CS2 third party software applications.

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.

Embedding fonts

The components of FreeFlow products 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.

Supported browsers

FreeFlow Web Services supports the following browsers:

- Microsoft Internet Explorer 7.0 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

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 1-8 lists the supported production printers.

Table 1-8. Supported Production Printers

Printer	Digital Front End
DocuTech / DocuPrint 65	DocuSP 2.0 (TCP/IP) DocuSP 2.1 (TCP/IP)
DocuTech / DocuPrint 75	DocuSP 3.8 (TCP/IP)
DocuTech / DocuPrint 90	DocuSP 3.8 (TCP/IP)
DocuStation DP 301	Print Services 1.x (TCP/IP)
DocuTech 135	Network Server (TCP/IP) 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) DocuSP 51 (TCP/IP) DocuSP 1.4J (TCP/IP) (for 6135/6180 only)
Nuvera 100 DC/P Nuvera 100 DPS Nuvera 120 DC/P Nuvera 120 DPS Nuvera 144 DPS Nuvera 100/120/144 EA (Model 2) (FreeFlow 5.0 SP4, DocuSP 51 SP2 only) Merrimack 288 (FreeFlow 5.0 SP4, DocuSP 51 SP2 only)	DocuSP 50 (TCP/IP) DocuSP 51 (TCP/IP)

Table 1-8. Supported Production Printers

Printer	Digital Front End
DocuPrint with NPS server DocuPrint 92C / 600 DocuPrint 96 DocuPrint 180 DocuPrint 4050 DocuPrint 4090 DocuPrint 4635 DocuPrint 4850 DocuPrint 4890	DocuPrint Server (TCP/IP)
DocuPrint with DocuSP server DocuPrint 100 EPS DocuPrint 115 EPS DocuPrint 135 EPS DocuPrint 155 EPS DocuPrint 180 EPS	DocuSP 50 (TCP/IP) DocuSP 51 (TCP/IP)
DocuPrint Continuous Feed configurations DocuPrint 350 DocuPrint 425 DocuPrint 500 DocuPrint 525 DocuPrint 700 DocuPrint 850 DocuPrint 1000 DocuPrint 1050	DocuSP 4.2 (TCP/IP) DocuSP 51 (TCP/IP)
EX2101	Fiery EX2101 2.0 LPR (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 — 220/230/332/340/420/432/440 Document Centre — 240/255/265/460/470/480/490 WorkCentre Pro 23/28/32/38/45/55/65/75/90	Document Centre Controller (TCP/IP)
Xerox 4110	GXP 4110 (TCP/IP) DocuSP 51 (TCP/IP) DocuSP 50 (TCP/IP) Fiery EXP4110 1.1 IPP (TCP/IP)
Xerox 4595	DocuSP 51 (SP2)
Xerox 4112 / 4127 EPS Xerox 4112 / 4127 Copier/Printer	Xerox FreeFlow Print Server 60

Table 1-8. Supported Production Printers

Printer	Digital Front End
Xerox 4590	DocuSP 51 (TCP/IP) DocuSP 50 (TCP/IP)
Document Centre 1100/900	DocuCentre (Green) controller (TCP/IP)
DocuColor 3535	EX3535 2.0 (TCP/IP) (LPR only)
DocuColor 240/250	DocuSP 51 (TCP/IP) Fiery EXP250 1.0/1.1 IPP (TCP/IP)
DocuColor 242/252/260	DocuSP 51
DocuColor 2045	EX2000D 1.21A / 2.0 (TCP/IP) EX2000D 3.0 IPP (TCP/IP) EX2000D 3.0 (TCP/IP) CXP6000 4.1 (TCP/IP) DocuSP 50 (TCP/IP) DocuSP 51 (TCP/IP)
DocuColor 2060	EX2000D 1.21A / 2.0 (TCP/IP) EXP5000 2.0 IPP (TCP/IP) EX2000D 3.0 (TCP/IP) EXP5000 2.0 (TCP/IP) CXP6000 4.1 (TCP/IP) DocuSP 50 (TCP/IP) DocuSP 51 (TCP/IP)
DocuColor 5000	DocuSP 51 (TCP/IP) Xerox FreeFlow Print Server 60 (TCP/IP) CXP50 1.0 (TCP/IP) EXP50 1.0 IPP (TCP/IP) EXP50 2.0 IPP (TCP/IP)
DocuColor 5252	DocuSP 50 (TCP/IP) DocuSP 51 (TCP/IP) EXP5000 2.0 IPP (TCP/IP) EXP5000 2.0 (TCP/IP) EXP2000D 3.0 (TCP/IP) CXP6000 4.1 (TCP/IP)
DocuColor 6060	DocuSP 50 (TCP/IP) DocuSP 51 (TCP/IP) EXP6000 3.0 IPP (TCP/IP) EXP6000 3.0 (TCP/IP) CXP6000 4.1 (TCP/IP)
DocuColor 7000 Digital Press	DocuSP 51 (TCP/IP) Xerox FreeFlow Print Server 60 (TCP/IP) CXP8000 3.0 (TCP/IP) EXP8000 2.0 (TCP/IP) EXP8000 3.0 (TCP/IP)

Table 1-8. Supported Production Printers

Printer	Digital Front End
DocuColor 8000 Digital Press	DocuSP 51 (TCP/IP) Xerox FreeFlow Print Server 60 (TCP/IP) CXP8000 3.0 (TCP/IP) EXP8000 2.0 (TCP/IP) EXP8000 3.0 (TCP/IP)
Xerox iGen3 Digital Production Press	DocuSP 51 (TCP/IP) Xerox FreeFlow Print Server 60 (TCP/IP) Creo Spire 3.0/4.0 (TCP/IP) Q5000/Q5500 3.0 IPP (TCP/IP) Q5000/Q5500 4.0 IPP (TCP/IP)
DocuTech 128/155/180 Highlight Color (DocuPrint 180 IOT configuration)	DocuSP 50 (TCP/IP) DocuSP 51 (TCP/IP) Xerox FreeFlow Print Server 60 (TCP/IP)
DocuTech 128/155/180 Highlight Color (DocuPrint IOT configuration)	DocuSP 51 (TCP/IP) Xerox FreeFlow Print Server 60 (TCP/IP)



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

Table 1-9 lists the supported supplemental print paths for use with FreeFlow applications.

Table 1-9. 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 3.0
Generic IPP Printer	TCP/IP
Generic LPR w/o job ticket	TCP/IP
Xerox DocuJob Converter (PPP only)	XDJC 2.2

Local printers

FreeFlow supports the use of any Windows printer that is supported by the Windows operating system as a local printer.

If you experience problems printing to a local printer through any FreeFlow application, the Xerox Welcome Center will try to replicate the problem on a DocuTech 75 printer.

Compatible printers

Table 1-11 lists the compatible printers that are supported with FreeFlow including, the supported print path to use.

Table 1-11. Compatible printers

Compatible printer / DFE	Supported print path to use
DocuColor 12 with DocuSP 50	DocuColor 2045: DocuSP 50

Duplex pre-cut and full-cut tab support

Duplex pre-cut and full-cut tabs are now supported with the following print paths in FreeFlow 6.0:

- DocuColor 5000 with FreeFlow Print Server 6.0
- DocuColor 7000/8000 with FreeFlow Print Server 6.0

Multiple finishing support

Multiple finishing is now supported with the following print paths in FreeFlow 6.0:

- Xerox 4112/4127 with FreeFlow Print Server
- DocuColor 242/252/260 with DocuSP 51
- Xerox 4110/4590/4595 with DocuSP 51
- DocuColor 242/252/260 with EFI Fiery EX260 v2.0
- Xerox 4110 with EFI Fiery EXP4110 v1.1 IPP
- Nuvera 100/120/144 EA Digital Production System with DocuSP 51

Obtaining additional support

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

X-PRESS FAX

You can obtain additional support documentation for FreeFlow applications, including solutions to common work process problems as well as 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



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

If your machine is down, you can't solve a problem, or you have questions about a FreeFlow application, 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.

2. New features

Overview

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

What's new in FreeFlow Web Services?

The following FreeFlow Web Services enhancements have been made:

- FreeFlow Web Services now includes a Stock Library which permits storing different papers with the same parameters. The Stock Library supports importing and exporting .csv, .txt, and .jdf database files.
- FreeFlow Web Services Print Provider now integrates with FreeFlow Process Manager allowing an administrator to select an order and submit the jobs within the same order as a group to FreeFlow Process Manager.
- FreeFlow Web Services now integrates with JMF Service, FreeFlow Process Manager, FreeFlow Output Manager, and FreeFlow Print Manager through JMF/JDF for job submission, including job and device status.
- FreeFlow Web Services now integrates with FreeFlow Process Manager manifest technology which allows the print provider to view a list of orders and submit one or multiple orders to Process Manager as a single submission.
- FreeFlow Web Services now provides the ability to select multiple files to copy and paste images, templates, documents, cost centers, users and user groups, job types and sub-types with properties settings as well.
- FreeFlow Web Services now provides an enhanced tax calculation feature which allows the Print Provider more control of tax applications, including tax regulations based on customer location.
- FreeFlow Web Services now supports creating groups for Shipping Method.
- FreeFlow Web Services now supports Cost Center Filtering allowing Budget Centers to manage costs available to those ordering jobs within designated budget centers.
- FreeFlow Web Services now enables the sharing of databases between the Print Provider and Print Buyer to allow the Print Buyer to access and create templates in a single environment.
- Free Flow Web Services now supports customization of the web site allowing customer to customize their web site.

- FreeFlow Web Services now provides email notification for the Print Provider administrator, Supervisor, and Manager when a job is in the print queue awaiting approval.

Document repositories

- Document Library is no longer available with products starting with version 6.0. Supported document repositories in FreeFlow 6.0, include Xerox DocuShare and SharePoint.



NOTE: Any previous version of FreeFlow Makeready, FreeFlow Process Manager, and FreeFlow Web Services using Document Library, must migrate to a supported repository. For more information, contact your Xerox representative.

- FreeFlow 6.0 supports integration with SharePoint 6.0 using a SharePoint connector with FreeFlow applications, including:
 - uploading and downloading of RDOs without requiring zipping and unzipping the RDOs for FreeFlow Web Services
 - VIPP container document type, including listing of documents and folders, viewing VIPP container document properties (such as versions and renditions), deleting VIPP container documents from SharePoint, and retrieving VIPP containers from SharePoint

Network Agent

Network Agent supports saving jobs to a supported document repository in addition to the Windows File System.

FreeFlow Administration Tool

The Conversion Settings tab in the FreeFlow Administration Tool provides a background utility for converting documents within supported repositories. Supported document types can be converted to a PDF document for viewing and /or printing from FreeFlow Makeready or FreeFlow Process Manager. JPEG thumbnails can be created for viewing in FreeFlow Web Services.

FreeFlow File Conversion Tool

The File Conversion Tool supports converting RDO documents to JPEG for viewing and PDF for printing. This utility, the File Conversion Tool, can be used for on-demand conversion of RDO, PDF, TIFF, and PS document types.

FreeFlow Print Manager - Advanced Print Path

Quick Print has been removed and replaced by FreeFlow Print Manager - Advanced Print Path. This application is used to print single or multiple supported job types, including RDO, TIFF, JPEG, PostScript, ASCII, HP/PCL, PDF, MS Office, and CS2/CS3 files.

Production Printing

In FreeFlow 6.0, a new common printer interface enables all FreeFlow applications, such as FreeFlow Makeready, FreeFlow Process Manager, FreeFlow Output Manager, FreeFlow Print Manager - Advanced Print Path, and FreeFlow Web Services in the print shop to maintain a single database of configured printers and to have a common job setup GUI interface across FreeFlow applications.

The common printer interface includes the following utilities:

- **Printer Registration Locator Tool** — allows you to set whether the registered printer list used by a FreeFlow application is located on a local computer or a remote computer.
- **Printer Registration** — allows you to register supported production printers and queues for use by FreeFlow software applications. As well as, creates a list of registered printers available to FreeFlow applications.
- **Printer Status/Job Status Tool** — allows you to status jobs, queues, and printers.

Depending on the FreeFlow application accessed to submit a document for Production Print, the Job Setup interface may include any of the following options:

- **Target Destination** — allows you to select a registered printer and queue for a print job (available for FreeFlow Makeready and FreeFlow Print Manager).
- **Job Ticket Select & Save** — allows you to select a job ticket or save the current job ticket to a local directory, a repository, or with the document as an associated job ticket.
- **Job Setup** — allows you to specify the Job Ticket settings for the printing and finishing options supported by Xerox production printers.
- **Preferences** — allows you to specify a default Job Ticket, custom paper size units, image shift units, job note settings, and printer stock library preferences.

Other production printing enhancements

The following other production printing enhancements have been added:

- Generic LPR printer support for all FreeFlow applications provides job ticketing and routing to third party networked printers.
- As of FreeFlow 6.0, the DocuSP product is now known as Xerox FreeFlow Print Server.
- FreeFlow Makeready, FreeFlow Process Manager, and FreeFlow Web Services provide added printer support for new production printers.



NOTE: For more information on supported production printers, refer to the “Supported production printers” on page -HIDDEN of this document.

Backup Strategy

In FreeFlow 6.0, the customer is ultimately responsible for backing up and restoring the FreeFlow systems. Whereas in previous versions of FreeFlow, a backup strategy was recommended.



NOTE: The Yosemite TapeWare software application has been used for backing up the FreeFlow system is no longer being provided. Customers are ultimately responsible for providing a backup solution for their FreeFlow system.

Hardware

Platform Independence

FreeFlow 6.0 supports FreeFlow application software on a customer-supplied platform (hardware and operating system) meeting Xerox specifications for FreeFlow Web Services server platforms.

Hardware not supported in FreeFlow 6.0

The following hardware has gone end of life and is not supported in FreeFlow 6.0:

- **DocuImage 620S Scanner**
- **Compaq W8000 1.7/2.2 GHz PC Platform**



NOTE: Contact your Xerox Representative for more information on the supported FreeFlow 6.0 platforms.

- **TR5 Internal Tape Drive**
- **8 mm Tape Drive** — The ExaByte 8505 and ExaByte Eliant tape drives are no longer supported. Therefore, customers currently using these tape drives will need to move their DocuTech objects to a supported peripheral device, such as a Sony AIT tape device.

If using an ExaByte tape drive, perform one of the following prior to upgrading to FreeFlow 6.0:



NOTE: Contact your Xerox Representative for more information on the supported Sony AIT tape device.

- If using an ExaByte tape drive to read DJO objects at the DocuTech and do not use a FreeFlow product to manage the DJO objects will still have the functionality, providing DocuTech continues to support it.

- If using an ExaByte tape drive to read DJO objects at the DocuTech and use a FreeFlow product to manage the DJO object you must use the current release of Tape Tool (prior to upgrading to FreeFlow 6.0) to move the DJO objects onto the FreeFlow system. The DJO objects could then be managed on the FreeFlow system and also be made available back to the DocuTech via the Remote File Server capability.
- **Baydel SASTOR RAID Solution**

3. Hints and Tips

Hints and Tips

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

NOTE: The content contained in this section is current and is subject to change as new releases of software become available. Contact your Xerox representative for updated Hints and Tips pertaining to your FreeFlow system.

FreeFlow Web Services

Not all information is captured when using the Entire Workbook option

- Description** Printing Excel files with the “Entire Workbook” option enabled, prints only the active page.
- Scenario:
1. Submit an xls file with data in three tabs (worksheets).
 2. During the ordering process when asked what pages to print, enable the “entire workbook” option.
 3. Complete the order.
 4. Login as PP, and go to the Tasks tab.
 5. Select the job you just submitted in the production queue and select the pdf preview.
 6. Print the job via any device.
- Only the active sheet is displayed.

- Solution** Create files from each tab section in the Excel file as the entire workbook option is not capturing all the information.

Using Hot Folders with FreeFlow Web Services and FreeFlow Print Manager Advanced Print Path

- Description** This tip provides general information regarding the FreeFlow Web Services connectivity to FreeFlow Print Manager Advanced Print Path.

- Solution** The hot folder option for printing from FreeFlow Web Services to FreeFlow Print Manager Advanced Print Path only works with “Catalog Items” imported from repositories. The setup is the same, however, different types of jobs are treated differently. The FreeFlow Web Services “native” jobs (all other jobs than the “Catalog Item”) when submitted to FreeFlow Print Manager Advanced Print Path are processed through a cold folder.

Job ticket information does not reflect changes after an upgrade

Description Job Ticket information changes in previous versions of FreeFlow Web Services will not reflect after an upgrade.

Solution When upgrading from FreeFlow Web Services 5.0 to FreeFlow Web Services 6.0, changes made by the Print Provider to the job ticket template in a previous version of software is lost during the upgrade procedure due to the changes in the job ticket in FreeFlow Web Services 6.0.

Composite Fields not supported on PML, VPS, or VIPP formats

Description Composite Fields, formally known as Paragraph Fields (located in the Form Editor), are supported only on output devices using folder balance.

Solution Composite Fields are not supported with PPML, VPS, or VIPP formats.

Config.exe interferes with McAfee Antivirus 8

Description McAfee AntiVirus interferes with the config.exe tool.

Solution McAfee Antivirus 8 and above identifies the config.exe file as a Trojan horse and deletes it or disables it's function. The config.exe file must be excluded from McAfee antivirus scan on the VirusScan console.

Perform the following steps:

1. Open VirsuScan console and double-click on **Unwanted program policy**.
2. Select the **Detection** tab.
3. Clear the check boxes for any categories of programs that you would like to exclude from detection.
4. To exclude specific detections in the DATs, select **[Exclusions....]**. The Set Unwanted Program Exclusions window displays.

5. Add a new custom exclusion and select [**Add...**]. The Unwanted Program Exclusion window displays.
6. Enter the specific detection name to be excluded (in this case, config.exe) and select [**OK**].

