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FreeFlow Web Services Release Notes



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ONE

Introduction

This guide provides the most up to date information about FreeFlow Web Services version 8.0.3.0.

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TWO

New Features and Enhancements

In This Chapter

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The following new features and enhancements are included in FreeFlow Web Services 8.0.3.0.

Windows 2008 R2 (64 bit)

A new installation of FreeFlow Web Services 8.0.3.0 must be installed on a computer running Windows Server 2008 R2 (64-bit). Previous versions of Web Services running on Windows Server 2003 or 2008 (32-bit) can also be upgraded to version 8.0.3.0. For more information see the FreeFlow Web Services Installation guide.

Regional Settings

NOTE:

When upgrading from a previous version of Web Services, the default language and supported languages are reset to default values and must be reconfigured.

The regional settings are now grouped together in one location (SYSTEM SETUP -> BASIC -> REGION AND LANGUAGES) where the Print Service Provider defines the default language and region for Web Services and sets the other languages and regions that are also available to Print Buyers to choose from.

Relocated Settings

The following settings were moved from their old location to the Region and Language page:

- Date Format and Time Format settings were removed from SYSTEM SETUP -> BASIC -> GENERAL.
- Currency and Product Price Rounding rules were removed from PRINT SETTINGS -> PRICING -> BUSINESS.

Region and Languages

Each region can be individually enabled and has the following predefined regional settings:

- Language
- Measurement Units
- Date Format
- Time Format
- Price Format

All enabled regions are available on the login page and the user can select the preferred region before logging in:

- On the default login page this option is now displayed as a dropdown box and not as flag icons.
- Customized login page behavior has not been changed.

Editable Settings

The following settings can only be edited for the default region and are then automatically assigned to the other regions as read-only:

- System Currency
- Price Decimal Places
- Products Price Rounding rules

Multiple Currencies

Support for multiple currencies has been added that allows Print Buyers to see prices displayed in their selected currency. The Print Service Provider selects a system currency and can control which other currencies are available to Print Buyers to choose from, and the exchange rate for each of the enabled currencies.

Enabling Multiple Currencies

The feature is disabled by default. To enable multiple currency support:

- 1 Navigate to PRINT SETTINGS -> PRICING -> BUSINESS.
- 2 Check the Enable multiple currencies checkbox.
- 3 (Optional) Check the Display Subtotal and Total prices in system currency checkbox to display the total prices in both currencies to the Print Buyer.
- 4 Select whether the online payment charges are made in either the *displayed* currency or the *system* currency. Note that not all online payment companies support different currencies.
- 5 Click Save.

Adding Currencies

After enabling the multiple currencies feature, the next step is adding the supported currencies:

- 1 Navigate to System Setup -> Basic -> Region and Languages.
- 2 Select the DEFAULT language, choose a currency from the Currency Name dropdown list and then click Save. This currency is used as the system currency.
- 3 Select each of the enabled languages in turn, choose a currency from the Currency Name dropdown list and then click Save.

Setting Currency Exchange Rates

Setting the currency exchange rate is a manual procedure that the Print Service Provider is responsible to keep updated:

- 1 Navigate to PRINT SETTINGS -> PRICING -> CURRENCY RATES.
- 2 Set the Currency Rate and the Surcharge for every currency in the list. Only currencies for enabled regions are shown in the list (SYSTEM SETUP -> BASIC -> REGION AND LANGUAGES).
- 3 Click Save

All changes made to the exchange rates are tracked. Use the HISTORY BY CURRENCY or HISTORY BY DATE tabs to view the previous changes.

NOTE:

To aid the Print Service Provider get more information about the exchange rate at the time a job was ordered, and the price that the Print Buyer saw when placing the order, 2 new columns have been added to job tracking (TASKS -> TRACK JOBS): *User Currency* and *Currency Rate*.

Displayed Currency

When a Print Buyer is logged into the application the default currency displayed is the one chosen for the language that the Print Buyer has selected. The Print Buyer can change the currency in the following locations: Summary panel, Summary step or Shopping cart (currency cannot be changed during checkout).

Improved Book Assembly Preview

When uploading a document with landscape orientation, the preview is automatically rotated 90 degrees counter-clockwise.

Re-estimation

The Re-estimate from plan button has been removed from the Job results matrix. The purpose of the Imposition parameters (Output device, Run Size, N Up and Run length) is for information only and there is no option to re impose by changing these values manually. For changing an imposition use the Edit imposition feature.

Bleeds for Book Assembly Jobs

Bleeds are defined for all components of a particular Biding Style:

- 1 Navigate to Print Settings -> Job Business Flow -> Book Assembly.
- 2 Select α BINDING Style.
- **3** Select the SPLITTING tab.
- 4 Click on the Edit Imposition icon for ALL.
- 5 Select the BLEEDS tab, fill in the desired parameters and then click OK.
 - Bleeds can only be configured per Binding Style.

NOTE:

- When editing the imposition for an individual component, the Bleeds options will be disabled and show the same parameters configured for All.
- If the uploaded file for the Book Assembly has bleeds defined, then the bleeds defined for the Binder Style will not be used and the bleeds will be taken from the file itself. This is relevant for all the pages in the file no matter how the file is split.

Shopping Cart Size

The maximum Shopping Cart size has been increased from 10 to 50 jobs. This means that up to 50 jobs can be placed in the same Order. Note that the Get Quote response time is still dependent on the number of jobs.

Stock Library Display

The maximum number of stock items that can be displayed in the Stock Library has been increased to 50 (PRINT SETTINGS -> PRODUCTION -> STOCK LIBRARY).

New Shipping Method

New carrier added to the Shipping Method options: DPD Poland Carrier.

Customization of Checkout Steps

The steps visible in the checkout process can be customized (ACCOUNTS -> ACCOUNT SETUP -> CHECKOUT) with the following exception: The steps *Choose The Shipping Date* and *Choose The Shipping Method* are always visible - checking the Visibility checkbox allows the default values displayed to be edited.

Translation Improvements

The following default dynamic strings are now translated:

- Default Joblet Names and Joblet Option Names (Descriptions are not translated)
- Default JOB TYPE Names.
- Default Ordering Sequence Step Names as they appear to the Print Buyer.
- **Default** CHECKOUT *Step Names* as defined under ACCOUNTS -> ACCOUNTS SETUP -> CHECKOUT.

NOTE:

Changing a default string will replace all the translations for that string as well - the new string will appear for all languages.

Support for Microsoft Office 2010

FreeFlow Web Services now supports running Microsoft Office 2010 32-bit on the server. Web Services still supports running Microsoft Office 2007 on the server, but the Microsoft Office 2010 new features will not be supported if the Print Buyer uploads a Microsoft Office 2010 file.

Supported Xerox Printers

The Xerox printer list has been updated (PRINT SETTINGS -> PRODUCTION -> OUTPUT DEVICES).

New Features and Enhancements 8.0.2

The following new features and enhancements were included in FreeFlow Web Services 8.0.2.

Quantity of Job Copies

We have improved the capability of changing the quantity of Job copies, which affects the job pricing, the imposition and the number of press sheets. The quantity of Job copies can be changed from the following locations:

- Pricing tab, under Job Properties α new option was added under the left panel which includes the quantity of Job copies.
- Job Pricing, under Track Jobs.
- Order Pricing, under Track Jobs.

NOTE: Changing the quantity of Job copies is no longer available from the Job Details tab.

When changing the quantity of copies of an ordered Job:

- The price will be updated.
- The Job will have to be imposed again in order to calculate the new number of Press Sheets (if the pricing model is based on Press sheets, the price might change at this stage as well).
- If the job is from Inventory, the Print Service Provider will have to update the remaining Customer Inventory manually.
- If a Cost Center with budget is associated with this Job, the Print Service Provider will have to update the relevant Cost Center manually.

New Features and Enhancements 8.0.1

The following new features and enhancements were included in FreeFlow Web Services 8.0.1.

Version Info

The Version information includes the HF number that is installed on the server.

Automatic Bleed in Imposition

You can define to automatically add bleeds to uploaded files. To automatically add bleeds:

- Browse to Print settings> output device>imposition settings
- 2 Select Bleeds tab.
- 3 Define Bleed values
- 4 Select whether to add bleeds inside job's page size (and reduce final page size value) or to scale page size up to include the defined bleeds value.

Notes:

- Auto Bleed is not applicable if uploaded PDF file includes Bleed box definition, or crop box and trim box definition with different sizes.
- If bleeds are defined using the Trim and Bleed tool then automatic bleed values will not be applied.
- For jobs in the production queue, bleed value can be changed by using the trim and bleed tool.

Display Tax in Shopping Cart and Summary Panel

- Product tax can be displayed in the shopping cart and summary panel or summary step of the job ordering sequence.
- To display tax in the Shopping Cart and Summary Panel: In PRINT SETTINGS -> PRICING -> BUSINESS select Display Tax.
- Up to 5 taxes are supported in the summary panel.
- Summary panel is not relevant for Book Assembly and HTML catalog ordering flows therefore it will not be displayed from those flows.

Online Shipping and Maximum Weight Per Package

- Maximum weight for a package for all supported online shipping carriers can now be determined from: PRINT SETTINGS -> SHIPPING -> SHIPPING METHOD -> PRICING MODEL ONLINE.
- The Weight Per Package value must be between 1 to 150 lbs, or .45 to 68.04 Kg.

Multiple Tax

In the event that more than one tax is assigned for a job, the *Tax Rate* value in TRACK JOBS will be set to Multiple.

UPS Shipping Method

With the new "Account specific negotiated rates enabled" checkbox you can now set the UPS parameter that helps eliminate time-consuming and costly manual processes used to estimate discounts.

Data Export - Job shipped

Job shipped XML file includes the cost center data fields of the account and the user. The following fields were added:

- Cost Center ID.
- Cost Center Name.
- Cost Center Code.

Product Price Rounding

Price rounding settings were expanded and now can be set for the Product Tax and shipping cost. That means that the Print Service Provider can set the total price to be rounded. Access: PRINT SETTINGS -> PRICING -> BUSINESS -> PRODUCT PRICE ROUNDING.

Excel report enhancement

Excel report in Track jobs includes Stock Catalog ID and Stock Item Name Information. To include stock data in the excel report:

- 1 Navigate to TASKS -> TRACK JOBS.
- 2 Click Excel Report.
- 3 Select the Production Parameters checkbox.

Updated printers list

New printers were added to the printers list.

Assign default privilege level to LDAP user

Assigning a default privilege level to an LDAP user when the given user does not belong to any of the LDAP user groups. Determining a member (of the LDAP user groups):

- LDAP settings.
- Browse to http://IP or Name_Server/iway/?iid=1
- Login user
- View DBwin log file, examine the below line for example:
 - LDAP: Member Of => CN=Cars Owner,OU=Groups,OU=domain name,DC=domain name,DC=com,CN=taxi,OU=Groups,OU=domain name,DC=com,CN=QA,OU=Groups,OU=domain name,DC=domain name,DC=domain name,DC=domain name,DC=domain name,DC=com
- "Member of" is DC in this example "member of" for this user is domain name and com

Determining the privilege settings of the LDAP user:

- Login to PSP
- System Setup -> Integrations -> External System -> LDAP

THREE

Fixed Bugs

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Fixed Bugs 8.0.2	1	0
Fixed Bugs 8.0.1		1

The following table lists the bugs that have been corrected for this release.

Case	SPAR/WS#	Description
		When a Print Buyer or a Print Service Provider deletes a job - the job Folder should be deleted.
13344	63628, 246192712 JS	Print Buyer orders a VI template and gets a server error.
13342	696643856 JS	Name field in the orderexport*.xml file does not list job names within the given order.
13337	380990190 JS	Importing over 1000 users results in an error.
13318	865462612 JS	Uploaded template files become active attachments, ready for download.
13280	606624600 AH	Jobs placed by non-approved self-registered users appear in the Production Queue.
13264	299431910 JS	FedEx shipping error when not entering α Meter Number.
13179	440765526 JS	Searching the template library gives an error.
13164	422329949	A Book Assembly job that has bleeds defined in the original pdf will not have bleeds in the output pdf.
13158	117991935 JS	The Trim and Bleed tool crashes when processing multiple page files.
13157	184929734 JS	Job Delete increments Inventory.
13093	641724940 JS	Shopping Cart Alert message is not localized; quantity change during price calculation.
13065	093379750 AH	Some messages appear in English although the language is set to German/French.
13064	424370294 AH	French translation error on confirmation page.
13060	900857326 JS	Color Bar image shown as a placeholder; missing image.
13037	774891872 JS	The last record added manually to the variable data set is not searchable.
13027	536425244 AH	Non-printable orders bypass the Production Queue and show an inconsistent status; Printing and Delivery.
13014	941137402 JC	When adding some additional text to a field, the information disappears from the template when using composite field spacing.
12904	755350522 JC	The option to change date is still available in multiple shipping fields even though it was deselected by an administrator.
12660	924177305 AH	Translation issues in German version.
12599	840165813 AH	Cannot change price in Job Type on a French WS 2008.
12459	194196463	Unable to change the decimal separator symbol.
11846	847617052 JS	Bleeds rescale is not working.
10602	889629098 JC	German language has wrong characters in the Close button.

Case	SPAR/WS#	Description
9715	835141692 JS	Template Checkout steps are shown in the language they were created, and not localized according to the logged in language.
	WSV-2260	Some emails are not translated.
	WSV-2519	Security Problem: any users (including a guest user) can access the XML file in the job folder of other accounts.
	WSV-2667	IE error occurs while ordering two jobs from items on hold.

Fixed Bugs 8.0.2

The following table lists the bugs that were corrected in version 8.0.2.4.

Case	SPAR/WS#	Description
13184	691304394	Unable to pull Joblet library- times out.
13215, 13217	147684866, 512758259	Price is not updated properly in the case of changing quantities of the ordered Set via Edit properties (PSP side).
13079, 13120, 13121, 12838	640459764, 756349711, 193219516, 394690056	Arrange Fields corrupt templates resulting in Copy/Paste and Page Exception issues.
13096	577115770	HelveticaNeue-Roman font corrupted by Form Editor.
12720	647577739	PDF Preview does not show Fold Marks with VI enabled templates.
11299	560047082	"Ad Hoc" is shown on job spec on PB side, along with "custom". Should only be "custom".

The following table lists the bugs that were corrected in version 8.0.2.3.

Case	SPAR/WS#	Description
13112	691940322, 411685480	"Send a test file" option using Folder balance output format and Network doesn't send the test file.
12506	753204151	Layout jobs show spot colors inherited from the previous template used in the layout maker.

The following table lists the bugs that were corrected in version 8.0.2.2.

Case	SPAR/WS#	Description
10840	724385435	Checkbox for sub-catalogs' Message enablement does not represent the configuration setting.
11120	381819535	Job Type Group items are not syncing to job type name change.
11170	862000757	No Binding Joblet Style HTML issue
11208	327849795	Emails for Job Arrived at the Production Queue are not sent until you go to Tasks > production for Xmpie templates.
11372	462904885	User's Template View option of "Use Customer Defaults" does not take effect
12934	616716499	Price and number of Press Sheets are not calculated when changing the number of copies on the Print Service Provider side.
12325	730856733, 679154245	Images in the superstore catalog have a low resolution.

Case	SPAR/WS#	Description
12735	818837726	Confirmation emails crop pricing values
12815	009911381	Cannot delete a stock associated with a template or job order. Note: see more details under Tips and Known Issues Paper/Stock Size Category
13013	252083642	Jobs not pricing properly when using the Hold button in the superstore catalog; the job type pricing for Total printed pages
10574, 9688	487825807, 316558334, 520833486	When you tab through the guest registration the tabbing is out of order
	WSV-2683	CSV upload impossible with a newly created VDP template
	WSV-2279	5.0.29010.R:Order template created with Multi-page data by Mail to print, just one page's price will be calculated(FX-8478)(FXDF)

The following table lists the bugs that were corrected in version 8.0.2.1.

Case	SPAR/WS#	Description			
13007	479665751 AH	Un priced job is not clear from the shopping cart after confirming the order when paying via Credit Card			
12965	869647817 AH	Excel pricing display total price zero in HTML Catalog During Ordering Flow.			
12727	966967610 JS	Outsourced Layout jobs get lost with Accept/Shipped actions.			
12844	592863346 JS	adding a 'sorted by name' Job Type to a SuperStore Catalog results in the addition of the riginal unsorted Job Type holding the same position.			
12761	321447706 JS	Logo Disappear on conformation page through online payment.			
12497	756916867 JC	Re-order NA job makes it a status of 3.			
12841	633118391 JS	Order job flow, under Job specifications step - Page size valued are not displayed while using FireFox Browser.			
12569	100000795 JS	Cross site scripting - HTML code allowed in fields.			
12346	813197335, 274697083 AH	Problem with Banner Ads not showing.			
12799	700002693 JS	Price Changed email event does not work. Note: view known issues, Pricing &Billing category for more information.			
	WSV-2173	The page size cannot display in [Job Specification] page(FX-8344) using FireFox			

Fixed Bugs 8.0.1

The following table lists the bugs that were corrected in version 8.0.1

Case	SPAR/WS#	Description			
9465	259343824	Uploading CSV to the stock library yields: "The value in Parent Size cannot be imported" - message is unclear			
10418	354485103	Variable Form Editor missing caption			
10642	898469321	Book Assembly: Tabs additional settings are shown to PB instead of PSP			
10872	937408813	Broken top bar tabs displayed when using branding			
11122	078224744	Select button in List Management for image does not close window			
11126	312044495	Guest self-registration screen size is fixed and truncates registration fields			
11162	930426931	Cannot edit stock joblet which is named "tab paper" - name of joblet starts with the word			

Case	SPAR/WS#	Description				
		tab generates the error				
11167	877510079, 702833849, 088610763	P.B preview screen info is getting truncated (layout)				
11264	645576839	Custom Color bar imposition is incorrect in Even page (e.g. page 2,4,6,8)				
11331	284092007	Pages over page 5, can't be seen in Super Store catalog				
11673	737357110	State and country names are not localized				
11787, 12719	096991328, 630213572, 248689070, 09128886	MiWay folder is missing after upgrade to SP3				
11857	200442992	Search by Order ID on Production Q is fixed.				
11895	477094749	HTML Catalog - Email event inventory below minimum level not sent				
11921	957692130	Job specification step overwrites the page range selection made within the upload step				
11938	880193899	When importing user data for existing users password information is being lost				
11976	767947373, 245479264	XMPie - PDF Preview window shows processing 0 of 100 for α long time				
11982	788742094, 877478582	Job ticket field order should be: Cost, Urgency, Discount, Subtotal, Tax, Shipping, Total				
11995, 12695	267799487, 975314591	LDAP - new user does not inherit the account preferences for new folders inside root folder				
12097	781990657	PDF preview hangs the system when deleting fonts from the system that were assigned to a watermark				
12125	024054218	Exporting file from address book yields an empty file				
12133	866428933, 001071516	Email screen is empty - Corrupted XML break the HTML of the email tab GUI				
12203	397572128	2003 MS Word images with shading preview as solid black.				
12235	388613925	Uploading PDF protected files hangs upload process				
12258	475808457	Urgency fees applied when not selected if the checkout process limits the selection of the shipping date				
12274	706231314	BA Template properties for quantity inconsistent with template's quantity module				
12345	62467	Movable VI Rotated fields are placed incorrectly				
12350	852040354	Custom joblet size changes to inches when reverting back from Printing option in mm				
12354	924167242	Cannot edit stock joblet which is named "tab paper" - name of joblet starts with the word tab generates the error				
12424	176876070	Layout maker jobs remain visible in printing queue after all its jobs have been approved for delivery.				
12434	544650406	Default VI settings persist via PB Save as Template workflow				
12441	164835747	PDF Preview does not work at the Ordering Sequence Step PREVIEW. If step preview is setup to JPEG it works fine but not PDF.				
12449	781652331	Layout maker: Utilization can go over 100% with VDP templates.				
12486	620074959	Default template view Specific folder - user logged in via Guest Access Path has access to Root folder but not to chosen one				
12461	346098150	Approval email workflow: Reply email is sent to user who ordered instead of the user that was set in "other" field				

Case	SPAR/WS#	Description			
12465	361662905	Quantity is always 0 for inventory item in Billing detail			
12501, 12678	048948982, 847895072	Authorize.net orders create 2 order confirmation emails			
12505	643573567	Https not always forced for branding site.			
12506	753204151, 173433194	Layout jobs show spot colors inherited from the previous template used in the layout maker			
12531	853397412	Adding/modifying an archived order on the print provider side is not maintaining changes or database			
12537	613444645	Imposition PDF - gutters, job width and height display in inches always			
12568	726786380	PB submenu items missing with non default skin in French OS			
12573	473452730	Adding to cart from Hold Queue yields errors on template name with a long name			
12614	939258738	Style Selection enabled multiline VI fields lose font spacing in imposition			
12639	159297220	Template with VI image Field shows image placeholder in Layout Maker			
12648	174061032	Order # sent to online payment is different than the # created during the order process			
12676	814950794	Stock changed name appear under JBF->intent as the first name(before change) in order flow			
12699	338283503	Shipping time adds 30 mins in select shipping screen when continuing to billing screen and then back			
12722	302538877	Editing Book Assembly template: opening preflight link - Script error			
12723	002808606	Safari /Firefox browsers - Address can be saved with empty mandatory customized fields			
12763	438855114	Cannot delete User			
12778	850793927	PayPal - after completed payment , we get "Payment transaction has been canceled by the user" message			
12806	397136626	Excel Reports of Column Selection does not show Order Customized fields that are not visible for the system level			
12796	497788824	Custom joblet size changes to inches when reverting back from Printing option in mm			
12772	118579246	Layout jobs cannot be deleted			
12857	95661845	Version link does not display the correct Site Code number			
	WSV-1991	The output paper size is always A4 of FFWS job to print by ProcessManager			
	WSV-2160	The setting of name and address display different from it display in [Ship To Multiple Addresses] of [Shipping Details] page			
	WSV-2298	EPS in Japanese folder cannot be used in variable data.			
	WSV-2332	Same page size is shown in page size Joblet.			
	WSV-2369	If the variable job has over 11 data records, all pages in PDF Preview are never shown.			
	WSV-2379	A PDF and an xpif file aren't created in the Output folder for APP, when a Personal effect job is approved.			
	WSV-2400	Values of [Num of sSaple] are increased when displaying staple Joblet page.			
	WSV-2402	Even if resolving mismatches from Book Assembly job, tentative price cannot be disappeared.			
	WSV-2406	Cannot create XML file in the folder of Job Shipped nerve			
	WSV-2411	Finishing attribute (Stapling) is not reflected correctly under Job properties window at FFOM, PM (through hot folder and JMF over HTTP) and FFPM JMF service			
	WSV-2498	Book Assembly job cannot be created to hot folder intended.			

Case	SPAR/WS#	Description	
	WSV-2595	NW Startup Manager blocks on W2K8 restart	
	WSV-2604 Cannot delete an account, even if the account has no active job and no active order.		
WSV-2636 Quantity is not reflected correctly at FFOM when we submit a layout job from Web to FFOM and the same is carried to printer		Quantity is not reflected correctly at FFOM when we submit a layout job from Web Services to FFOM and the same is carried to printer	
	WSV-2374	Printing from DocuShare stopped on the way	

FOUR

Tips and Known Issues

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The following tables list known issues as well as useful tips and hints for this version, organized by category.

NOTE: Newly added items are indicated with an asterisk (*).

Catalog

Description

Super Store Catalogs support up to 1000 templates per account, and no more than 100 templates in each template bank folder. When working with this volume of templates, it's recommended to use queries in the Super Store.

Archive and Add Records options are not supported for HTML CATALOG or MAILTOPRINT.

The recommended Super Store Catalog Sales Tip image size is 280 x 500 pix. Larger images will be trimmed. (The image is aligned to the top, left corner of the Sales Tip window).

Export HTML support has been removed from the MailToPrint link in the following locations:

- Print Service Provider side: Account -> Store Setup -> Templates.
- Print Buyer (Admin) side: MANAGE TEMPLATES -> TEMPLATES.

However, Export HTML is still supported from the following locations:

- Print Service Provider side: Accounts -> Store Setup -> Catalogs.
- Print Buyer (Admin) side: Manage Templates -> Catalog Library.

When activating Cross sale for a Super Store catalog the Hold queue will be displayed even if it was set to be disabled.

Backgrounds for categories, products, or cross sale items in a Super Store are stretched, if necessary, to fit the Item size. Therefore, if you are preparing the background with no specific layout in mind, it is recommended that you use background images with a width and height greater than 1 pixel.

Approval Email Settings for User Privilege is not supported when using HTML Catalog Template view. Access: Accounts -> Account Setup -> Preferences: GUI section.

Urgency price is not supported for HTML catalogs.

Maximum number of copies allowed per order is not enforced for templates in an HTML catalog.

The option of querying a Parent Account from a Child catalog is disabled. When creating a query in a Child catalog and selecting Parent Account, the selected folder content is brought to the Child catalog. Access: Accounts -> Store Setup -> Catalogs; Content tab of the Super Store catalog—Add Query button; Account field in the Query Detail dialog box.

When copying a Super Store category, the item is copied with the Enable Hold Queue in the Catalog option selected. This happens whether or not the option was selected in the original catalog.

File Upload

Description

- * Embedded links are not supported for Microsoft Office uploads. To turn off automatic update for links, open the MS Office application on the server, select FILE -> OPTIONS -> ADVANCED -> GENERAL and clear the Update automatic links at open checkbox.
- When uploading a Microsoft Office 2010 file, in order to ensure that the conversion includes all Microsoft Office 2010 features. Microsoft Office 2010 must be installed on the server also.

When uploading a Microsoft Excel file, for a job or template, the number of pages will only be recognized after the application performs the preflight.

When you upload a JPEG image as the job content and the PRINTED SIZE is set to Preserve Image Size (under the printing option tab), you must validate the Paper size value and orientation under the Job Specification step.

When uploading a PDF file that contains PDF Comments & Markup, the comments will not be displayed in the file preview and will not be printed.

The option for working with Adobe Creative Suite files (indd, ai, psd) has been removed. When working with such files, you must convert them to PDF before uploading them.

In Mac OS, to ensure that CSV files uploaded by the Print Buyer are analyzed properly, the CSV files should be saved from Excel as "Windows comma delimited (*.csv)" instead of "comma delimited (.csv)".

The image resolution for uploaded Office files (for example, Word, Excel and PowerPoint) are set to 220 dots per inch (DPI). If a higher resolution is needed, the user must convert the file to PDF format and upload it.

The Adobe Acrobat Stamps tool options are not supported when uploading a PDF.

The stamp image is not visible in PDF previews or in the final PDF for print. Uploading a job with mixed paper sizes is not supported.

Tiff files with the following characteristics are not supported for file upload:

- Tiff files with JPEG compression (use other types of compression when creating Tiff files).
- Tiff files with a PHOTOMETRIC-type color space (such as PHOTOMETRIC_MASK, PHOTOMETRIC_YCBCR, PHOTOMETRIC_CIELAB, PHOTOMETRIC_PALLETE) (use other types of color space when creating Tiff files).

GIF files are not supported for file upload.

Protected Office files are not supported for file upload (in Upload, Book Assembly upload, and Template creation flows).

Macros are not supported for Microsoft Office uploads.

Form Editor

Description

* Selective Upload and Modify PDF plug-ins are not supported for a client using Internet Explorer 64 bit, since Adobe is not supported with 64 bits.

When creating Groups for Style Selection (Font, Font size, Color) in FORM EDITOR ADVANCED OPTIONS, to ensure that composite fields will be affected by the Style Selection Group during Print Buyer ordering, all child sub-selections must be added to the composite group as well.

Field Format options in Form Editor are not enforced when uploading a CSV file to a template.

Text selection does not work on text that was rotated in a PDF before being uploaded to FreeFlow Web Services.

The vertical check box is not supported when selecting the field type to be Multi Line in Form Editor.

Child fields in Paragraphs cannot be moveable although this option is enabled in Variable Data Form.

Templates created prior to FreeFlow Web Services SP3 release that have bleeds defined within the PDF file can suffer from VI field location changes if altered via Modify PDF (i.e. add\delete VI field in the template). To prevent this change, re-define the fields in the VI TAB -> SELECTIVE UPLOAD window.

Copy/Paste is not recommended inside the Form Editor. Text can be replaced by its HTML tag translation when copy/paste is used, typically when using international characters.

Right to left documents are not supported for selective upload and Form Editor.

If you split a composite child field between two pages using SPLIT STEPS BY PAGES, you will break the order of the fields created by *Arrange Fields*.

The Gallery Slider is not supported when the Image Upload field in Form Editor, is set to: "Use access to the public Image Library".

Workaround: To upload an image and use the Gallery Slider, select one of the following options in the IMAGE UPLOAD field: "Allow image upload to the Job folder", "Allow image upload to the selected folder" or "Allow image upload to the personal folder".

Masked images are not supported.

VI Template

Description

- * When ordering a VI job and uploading a .csv file, and then mapping an image field to a column which contains image names, you need to verify the following settings in Form Editor, otherwise the image will not be displayed for all records:
 - 1 Verify that you have defined the default image and folder (Select Folder and Default Image link).
 - **Under** the IMAGE UPLOAD FIELD, one of the following 2 options must be selected: Do not allow image upload or Allow image upload to selected folder.

Editing of DeviceN color space is not supported.

An image with more than one layer cannot be selected with the SELECTIVE UPLOAD tool.

Workaround:

- 1 Upload the PDF with all elements except the photo.
- 2 Define personalized fields, including the frame, using Selective Upload.
- 3 In Form Editor, define a new image field.
- 4 Define the x and y coordinates so that the field will be located inside the frame.
- 5 In Form Editor, set the layers accordingly (frame on top of the image, so that you always see the frame around any uploaded image).

When defining an image as part of a template using Selective UPLOAD, the image is assigned to a specific layer other than layer 0. When using a clipping path (image inside a shape) or any other graphic element that is partially hidden by another template element, you must assign it to "Layer 0". You can do this as follows:

- 1 In the Form Editor, in the FIELD NAME list, select the relevant field.
- 2 In the IMAGE ALIGNMENT AND BOUNDARIES pane, in the LAYER option, click Send Backward until the layer is set to 0.

When a Print Buyer selects a VI or Archived template, and the instruction message incorrectly requests the Print Buyer to click on Add to Cart or Add to Cart and Checkout, the Print Buyer should instead click on Continue (the Print Buyer can add to the cart later in the ordering sequence).

Access to Modify PDF is enabled only when creating or editing a template using the Selective Upload button in the VARIABLE INFORMATION tab.

In System Setup -> Advanced -> User Types The *Use Variable Data* and *Use Variable Data Archive* options have been removed from the list of options. This functionality is now available at the template level.

When saving a VI job as a template, the new template will not contain the uploaded images if the IMAGE UPLOAD field in the original template was set to Allow image to be uploaded to the Job folder or Allow image to be uploaded to the Personal folder.

When using a VDP ordering flow, the Print Buyer can preview only the first ten records, not all records.

Selective Upload, Modify PDF, Form Editor and moveable fields are not currently supported when using FireFox.

Rotated fields are not supported when submitted via PPML.

VI fields with spot colors appear as black when you preview the PDF or JPEG file.

When a Print Buyer orders a VI template and uploads RGB and/or low resolution images, the default images of the template will be shown instead of the new ones in the file report and in the alert in the Print Service Provider Production Queue.

Preview

Description

* PDF preview is not supported for Print Buyers using INTERNET EXPLORER 64 BIT. JPG preview is still supported for these Print Buyers.

When the FOLDING option is changed, the preview will only be updated on the next step (after clicking Continue) or after updating the job price (clicking on Update Price).

A high resolution preview will be created for the Print Buyer when the uploaded file is a transparent or masked PDF.

When a converted JPG with a thin horizontal line is rescaled, it may not show the thin line when the Print Buyer uses JPG preview.

A font size bigger than 600pt will not be displayed correctly on JPG preview.

The policy of converting the PDF to low res is as follows:

- When a job contains an image/s with up to 150 DPI, the low res preview will be the same as the original image resolution will not be changed.
- When a job contains an image/s with more than 150 DPI, the application will downgrade its resolution to 96 DPI

File Report

Description

In order to enable the Print Buyer to order a job or template when problems are encountered, the notification that forces the Print Buyer to confirm they are aware of the problem can be set as follows:

- Select the Order Sequence tab in the job or template definition wizard.
- 2 Select FILE REPORT and click Edit.
- 3 Select the Enable user to continue ordering when problems are encountered check box.
- 4 In the Force USER TO CONFIRM FOLLOWING MESSAGE IF CONTINUE WITH PROBLEMS **text box**, **insert the** notification message that will be displayed to the Print Buyer (the notification message is free text and therefore it is not localized).
- To ensure that the File Report is displayed even if no mismatch is found and no Trim or Bleed box was previously defined in the uploaded file, the Print Service Provider should make sure that the Do not display any file report (skips file report step even if a mismatch was found) checkbox is NOT selected.

Fonts

Description

Installing the True Type Font Collection on Windows 2008 Server will cause certain fonts to appear twice, which causes problems in FreeFlow Web Services. To fix the problem:

- 1 Browse to C:\Windows\Fonts.
- 2 For each duplicated font select the duplicate (for example, "MS Mincho.ttf") and delete it.
- 3 Open the FreeFlow Web Services FONT LIST window to validate that there are no remaining duplicated fonts.

Ensure that the Arial font is installed on the FreeFlow Web Services server in the WINDOWS\FONTS folder. PDF preview and production files might not be created if the Arial font is not installed on the FreeFlow Web Services server.

During the PDF upload, the application analyzes the uploaded file via Preflight. A summary report is generated to list any possible concerns. If the listed fonts are not embedded within the file, a warning message (not an error) indicates that the application needs the fonts to be installed on the server. Additionally, the fonts showing in the JPG preview will be the best match from: Times New Roman, Helvetica, Arial and Courier. If the required fonts are subsequently loaded on the server, Form Editor will recognize them and assign them as specified.

Inventory

Description

* An Inventory template can only be priced at the template level (INVENTORY TEMPLATE -> EDIT PROPERTIES -> SETTINGS -> PRICING) - the Use Job Type Settings option is unavailable.

When PRINTING TO INVENTORY a Non-Printable or Auto Approve template, the job will be placed in the Delivery queue and the Print Service Provider will need to update the customer's inventory copies manually.

When outsourcing an Inventory template, the number of Customer Copies will not be updated automatically and the Print Service Provider will have to update this number manually.

In order to set up printing for a template from inventory without charging an extra fee, template pricing should be defined as 0:

- Navigate to Inventory template -> Edit Properties -> Settings -> Pricing.
- **2** Enable the Order Form Inventory Line Item and set the PRICE to 0.

The Print Service Provider Guide provides instructions for enabling a template for inventory. These instructions only work for Book Assembly templates. For regular templates, the correct instructions are:

- 1 Select the template and click EDIT PROPERTIES.
- 2 On the Variable Information tab, select Enable Inventory for this template and then Save the changes.

The following should appear in the *Print Buyer Guide*: To access the *Print to Inventory* button, navigate to MANAGE TEMPLATE -> TEMPLATES, and select an Inventory template from the list.

Trim and Bleed

Description

When changes are made through the Trim and Bleed tool for a job (either from Job Properties in Track Jobs, or in the Production queue (via the Job Properties icon, the Mismatch icon, or the Modify Crop and Bleed icon) in order to see the changes take effect, the job needs to be re-imposed. This can be done from the Device & Imposition icon in the PRODUCTION QUEUE.

Using the Trim and Bleed tool for changing job orientation doesn't resolve the mismatch alert in the FILE REPORT step.

Imposition

Description

When defining gutters, access the Gutters and Bleed tab of the Device and Imposition dialog box as follows:

- To define system default gutters: Navigate to PRINT SETTINGS -> PRODUCTION -> OUTPUT DEVICES -> IMPOSITION TAB and click the Imposition Settings button.
- To define gutters for a specific job type or template: Navigate to the Job Type or Template Definition wizard -> Pricing Tab, select the specific device and click the Edit button.

To impose a job with a press sheet size of A3, 12X18, Tabloid, or larger, set the ORIENTATION parameter to landscape.

For DIGITAL printers, only use the following imposition settings:

- Simplex (only for Same up).
- Perfecting (Top Bottom) for Same up, OR Multiple up + Saddle Stitch, Multiple up + Perfect Bound.
- Work and Back (Top Top) for Same up, OR Multiple up + Saddle Stitch, Multiple up + Perfect Bound.

For Offset printers, only use the following imposition settings:

- Work and Tumble
- Work and Turn.

There is no imposition for the PPML output format.

Documentation Error in the Print Service Provider User Guide:

The procedure for setting custom Color Bar elements in the DEVICE AND IMPOSITION window incorrectly says "Type color bar position and dimensions values (in inches) in the Position and Dimensions fields." The GUI has since changed in the last release.

To correctly define the COLOR BAR settings, you must select Alignment from the drop-down list (the Alignment is the location of the printed color bar on the press sheet), then specify the *Dimensions* (size) of the printed color bar (Width and Height).

ICC profile assigned in the DEVICE AND IMPOSITION settings screen cannot be used with PDF files that contain RGB TIFF images.

Output Device

Description

When a new output device is added, a warning icon appears near the device name in the device list window. To remove the icon, click Refresh.

Print Test Page for Output device with output channel JMF over HTTP is not supported.

Layout Maker

Description

Layout Maker lets you gang jobs that use different paper weights, if the paper size is the same.

When creating Layout jobs in the Production Queue, refresh is not automatic. To view the new Layout click the Refresh button.

Joblets

Description

In the Position settings for the Binding Joblet, the Stapling Saddle style is not supported (Print Settings -> Job Business Flow -> Joblet Library -> Binding -> Stapling)

The *Thickness* value in the LAMINATION joblet is expressed in Micron units, and only whole numbers are supported.

Edits or changes to Joblet values in the Joblet library, Job Type library, or a specific template take effect only after the Print Service Provider clicks Save.

When a color Joblet with three or fewer CMYK color separations is defined, you must delete the relevant separations in the DFE to avoid unnecessary click charges, as all channels are sent, even if not all of them are in use.

Paper Size/Stock

Description

Stock items cannot be deleted if they are associated with deleted templates or job types.

When adding a new page size, specify the name of the page size in English.

When creating a new paper size (PRINT SETTINGS -> PRODUCTION -> PAPER SIZES), you must still add it to the page size joblet in the joblet library to make it available to Joblets:

- 1 Navigate to Print Settings -> Job Business Flow -> Joblet Library.
- Select the PAGE SIZE joblet and click Edit.
- 3 Click Edit Page Size List.
- 4 Click New Size and add the new size.
- 5 Click Save.

When the INTENT step of a Job Type is configured as *not visible* to the Print Buyer during ordering, only the default page size option is taken from the job type; other options will appear as a mismatch in the File Report.

The ADD PAPER PRICE check box is not supported for Book Assembly jobs and has been removed. Therefore, the price for each paper size selected for the BINDING style should be entered manually. This applies to both Intent Pricing and Production Pricing (if Web Services Order Center is installed).

Book Assembly

Description

- * When a client using the launch pad default view, adds a Book Assembly template with one of the Workflow Policies enabled to the shopping cart, the client is navigated back to the launch pad.
- * The Mark for Production action is not supported for Book Assembly jobs.

Workflow Policy doesn't apply to Book Assembly jobs ordered via the SuperStore Catalog, using the *Hold* button.

For the Saddle Stitch and Perfect Bind settings, the system will always complete the imposition to the next multiple of 4, although the preview shows the original number of pages.

The *splitting* option in Book Assembly can be used for Simplex Book Assembly jobs, Duplex uploads, or Book Assembly templates that have mixed pages (B&W and color on the same page).

Stock front and back coating for Book Assembly overrides the finishing defined in Binding styles of the job type. This is reflected in the JDF.

JDF is not supported for Split Book Assembly jobs.

Page exceptions for Book Assembly are supported only when using the Do not impose Output device setting.

Book Assembly Job Tickets can contain up to 10 components.

Only PDF image uploads are supported for each of the preview images (e.g. External Spine Image, External Front Cover Image) in the Binding style Page Size Edit Preview link (PRINT SETTINGS -> BOOK ASSEMBLY -> BINDING STYLES -> PAGE SIZE TAB).

If you request B&W processing while uploading a color PDF, the preview shows the file in color instead of black and white (however, it does print in black and white as requested).

The page breakdown thumbnails under Book Assembly component definitions will always be displayed as the first thumbnails.

Single Front or back Cover in Book Assembly is not supported.

Pricing & Billing

Description

* When opening a Book Assembly job pricing window, the Change Planning and Pricing setup link is not supported.

When the Ordered Job intent is changed, in the case that some of the changes affect pricing, the pricing will only be updated after clicking the Calculate button under the PRICING tab of this job.

The quantity of Book Assembly Job copies can be changed by the Print Service Provider from the following locations:

- Job Pricing, under Track Jobs.
- Order Pricing, under Track Jobs.

FreeFlow Web Services implements the Server Integration Method (SIM) to integrate with Authorize.Net. To ensure successful integration verify that:

- 1 Your FreeFlow Web Services server has an external IP and can be accessed from the Internet.
- The external IP Address or DNS name of the FreeFlow Web Services server and the address specified in the Server Address field (SYSTEM SETUP -> GENERAL) are identical.
- 3 The FreeFlow Web Services server's system clock is set to the correct local time and time zone.

Negative discount is not supported.

To hide the decimal point on the Print Buyer side when prices are rounded off, the Print Service Provider should set the value of the Price decimal places (Print Buyer side only) field (in PRINT SETTINGS -> PRICING -> BUSINESS) to 0. This will hide the decimal place when prices are rounded off, in the following displays:

- Catalog Shopping Cart "Total Price"
- Job Specification/Edit properties
- Shopping cart
- Billing Details
- Order confirmation

Production Pricing can be activated only when the Web Services Order Center module is enabled on the license

The first shipping address from a multiple shipment order will be displayed in the vendor payment screen.

If pricing is defined for LAMINATION subtypes (e.g. Lamination: Both Sides, Lamination: Gloss), the prices of the Intent subtypes are calculated for the job order even if the Print Buyer selects *No Lamination*.

Excel files used for Excel Pricing cannot contain macros.

Enabling Electronic Direct Debit (EDD)

The following information corrects details included in the *Print Service Provider User Guide*. Before you can set the default Payment Method for an account to EDD, you must first have defined a Payment Service that supports EDD. Paymaster is currently the only supported Payment Service that supports EDD.

To define a Payment Service that supports EDD (that is, Paymaster):

- 1 Navigate to System Setup -> Integrations -> Credit Card.
- 2 In the PAYMENT SERVICE field, select Paymaster and then click Settings.
- 3 Fill in the settings which you obtained from the Payment Service, and click OK.
- 4 Click Save.

To select EDD as the default Payment Method for an account:

- 1 Navigate to Accounts -> Account Setup -> Preferences.
- 2 In the PRICING area, select the EDD (Electronic Direct Debit) check box as the Payment Method and click Save.

Account Links Feature

Note: The documentation for this feature was omitted from the Print Service Provider Guide.

The ACCOUNT LINKS feature enables a user to create and track billing invoices for a Print Buyer's orders. It is available only when the Web Services Order Center license is not activated; otherwise (when the Web Services Order Center license is activated), Account Billing will have the enhanced billing options of Invoices/Receipts/Credit Notes/Deposits.

A user creates and assigns invoices to a Print Buyer as needed. All of the Print Buyer's unpaid orders can be included in a single invoice or can include specific orders per invoice (multiple invoices may be assigned to a Print Buyer).

To access this feature, navigate to <code>Accounts</code>, select the Print Buyer from the list and then select <code>Billing-> AccountLinks</code>. The left side of the window displays the current Invoices, and has a button for creating a new invoice; the right side of the window displays the details of the currently selected invoice.

To create an invoice:

- 1 Click Create New and then click Select Orders.
- 2 Select the orders to be included in the invoice and click OK. The details of the invoice, including the total amount left to pay, are displayed in the NEW INVOICE dialog box.
- 3 Click Confirm. The Invoice is listed in the ACCOUNT LINKS window and its details are displayed.

The job price value may appear as N/A (not available). For example, in the event that the job type page size values do not match the paper size list as defined for the selected output device.

To troubleshoot the issue:

- 1 On the Print Service Provider side, select TASKS -> TRACK JOBS -> READY TO ORDER.
- 2 Select the job, and click Job Pricing.

To correct the problem, either change the job type default page size, or change the page size of the Output Device, so that there is no longer a mismatch.

The Job Price Changes email event will only be sent to the recipient when defined according the following configurations:

- 1 Job Price has changed through the Job Pricing or Order pricing dialog box opened from Track Jobs.
- The total price of the Job was changed.
- The application will only compare the total price of the job when using the *Close* button. Closing the Job Pricing or Order Pricing dialog box from the X is not supported.

Online Payment

Description

The DemoOnlinePayment option in System Setup -> Integrations -> Credit Card is a restricted tool intended for training purposes only. It is not fully certified, and its use may result in unexpected errors.

When setting Moneris as the online payment vendor, to ensure successful integration, access Moneris configuration and add the following path to the *Approved URL* and *Declined URL* fields:

http://<dns name>/Newsway/Versions/250/Site/IWay/App/Payment/Moneris/status.asp

When setting PayPal as the online payment vendor, to ensure successful integration, access PayPal configuration and add the following path to the $Approved\ URL$ and $Declined\ URL$ fields:

http://<dns name>/Newsway/Versions/250/Site/IWay/App/Payment/PayPal/status.asp

U.S. dollars (USD) are the only supported currency for U.S.-based merchants when *Authorize.Net* is the selected Payment Service for credit cards (SYSTEM SETUP -> INTEGRATIONS -> CREDIT CARD).

Shipping

Description

* When setting the shipping method to use Online FedEx, the Meter number information is mandatory, otherwise the connection to the FedEx service will not be reachable.

Only the following UPS shipping methods are supported in Europe:

- UPS Ground
- UPS Worldwide Express(SM)
- UPS Standard
- UPS Next Day Air(R) Early A.M.(R)
- UPS Worldwide Express Plus(SM)

To ensure accurate shipping, verify that the same time zone is set in FreeFlow Web Services and on the Server (SYSTEM SETUP -> BASIC -> TIME ZONE).

When deleting a Shipping Method Group, another Shipping Method Group must be selected as the default for the account, or Print Buyer account users will not be able to order (Accounts -> General Info -> Shipping Method Groups).

When enabling any shipping methods for an account, its shipping price must be defined in order to avoid a price n/a for the Print Buyer.

Shipping price is not calculated for non-printable jobs.

Multiple shipping supports up to 20 addresses.

The email for Delivery confirmation is determined by the Print Service Provider session's localization and not per the Print Buyer's original localization during job ordering.

Special Characters

Description

Do not use special characters (such as: "@", "\$", or "'") for the print driver password and in the Variable template's input fields or any other input fields such as: Account name, user name, or customized fields.

Do not use the apostrophe (') character in the USER NAME field when you log on.

If the customer is using the PDF spool and the job name contains a double quote ("), the job will not clear the Printing Queue.

Space code (% 20) and special characters are not supported in application-editable fields (for example, input fields of ordered templates).

Selective upload will not recognize the apostrophe sign (') and it will be missing from the default field text.

The underscore sign () cannot be used in a field name in Form Editor and list management.

An apostrophe (') cannot be used in the Super Store Catalog name.

When creating Site Customization Skins, ensure that the folder path of the HTML file does not contain special characters or spaces. A .mht file created in violation of this specification will not integrate with FreeFlow Web Services correctly.

Print Buyer User Types

Description

Upload job content privilege is not enforced if the user is utilizing the Super Store Catalog.

User Access Properties of a Template (ACCOUNTS -> STORE SETUP -> TEMPLATES) are not enforced in the following cases:

- If the user who is ordering hαs Manage Template privileges (this overrides the User Access definition).
- For templates that appear in Super Store catalogs.

Workaround:

Create a new (duplicate) Super Store catalog and remove the templates from it. Assign this catalog to the users who should not have access to the templates.

A user privilege of *Edit Job Properties* is always granted in the job specification tab and enabled in the Ordering Sequence.

Users with Manage Template privileges can access the Form Editor even if they do not have Use Form Editor privilege.

Print Service Provider User Types

Description

Web Services Order Center Advanced user type appears for all FreeFlow Web Services Print Service Provider users. It only works and should only appear if Web Services Order Center is licensed (Web Services Order Center Advanced user type provides the same privileges as the Web Services Order Center user type, but also allows the user to create and edit credit notes and cancel receipts).

Print Service Provider users with non-Admin permissions can access and change job properties, including pricing.

Site Customization

Description

System provided skins contain a logo with a default size of 70×160 , which is different to the home page customization logo size of 45×140 . To prevent image distortion verify that the original logo box of 70×160 is replaced with box size 45×140 . The System Standard Skin cannot be edited. When using this skin the image will be slightly distorted.

When creating Site Customization skins, all images must be embedded in the .mht file.

Disabling the main menu in the top bar while using external links also disables navigation back to the shopping cart.

Changes in the Customize Link dialog box are currently not supported. To access this on the Print Service Providers side: Navigate to System Setup-> Home page Customization and click Customize in the GUI Links section.

XMPie Integration

Description

The user name and password that is defined in FreeFlow Web Services under Integrations must match the user login details of the XMPie user (who creates campaigns and uploads cpkg files), not the XMPie administrator (who manages users and preferences, for example).

In Track Jobs, when doing a PDF Preview, a "job in process" message is issued. To see the preview, you must click "abort process."

VI Fields that do not apply to XMPie template are not disabled in the Form Editor. The table below lists the fields for which the XMPie template definitions you change using Form Editor will apply, as well as fields for which the XMPie template changes that you make will not be applied.

Field Type	Definitions that are applied	Definitions that are not applied	
Text	Field Type - Login Driven is the only valid value	Pinned	
	Default Text	User moveable	
	Field Input	Do not print this field	
	View by	Text Alignment and Boundaries fields.	
	Field Format	Font Properties fields Advanced Options.	
Image	Use Image Generator	Pinned	
	View By	User Moveable	
	Image Upload	Non-Editable	
	Image Selection GUI	Advanced Options	
	Select Folder and Default Image		
	Field Input		

Fields that you want to define as Pinned must be defined as such in the XMPie template and not in Form Editor.

FreeFlow Web Services does not impose XMPie jobs. This is done in XMPie.

FreeFlow Web Services does not generate press sheet calculations in the imposition section in the Job Info panel in the Production queue.

VI templates cannot download the Print Buyer's database that was uploaded in the order (there is no import/export database capability).

XMPie VI fields behave like Form Editor VI fields. Uploading a file that is unsupported through the Form Editor will not work.

When outsourcing an XMPie job, only the job ticket will be attached to the outsource email.

The Auto approve feature is not supported for XMPie Jobs.

Print Driver

Description

- * The Print Driver cannot be installed on a Windows 7 64-bit OS.
- * There are known issues with the Windows 7 printer spooler that may require restarting the printer spooler or installing a Microsoft fix.
- * The Print Driver language is set by default to "Use System Default" (of the Client Operating System) and can be changed in PRINTER SETTINGS.
- * Print Buyers need Administrator access on their computers in order to use the Print Driver.

Before downloading and installing a new version of the Print Driver from the FreeFlow Web Services server on a Mac OS, do the following:

- 1 In the Finder, select MAC VERSION# -> LIBRARY FOLDER and delete the Print Driver folder.
- 2 In the RECEIPTS folder, delete the pkg file and every instance of the Print driver.
- 3 Verify through Finder that no Print Driver pkg or instance can be found.
- Delete the pkg instance of the Print Driver from the desktop.
- 5 In System Preferences -> Printer & Fax, delete the old Print Driver.
- 6 Empty trash.
- 7 Restart

With Microsoft Windows XP, Print Driver support is limited to XP SP3.

When using Print driver flow, a username and password are mandatory; if no password exists, the login to FreeFlow Web Services will fail.

FreeFlow Integrations

Description

- * To enable synchronization with an external FreeFlow Repository:
 - 1 Navigate to Start -> Administrative Tools -> Internet Information Services (IIS) Manager.
 - **2 Expand the** [SERVER NAME] **node and select** APPLICATION POOLS.
 - Select DefaultAppPool and click Advanced Settings.
 - 4 Set .NET Framework Version to v2.0 and then click OK.

To enable FreeFlow Process Manager and a Manifest-driven Hot Folder:

- 1 Define the Hot Folder and Manifest folder in FreeFlow Process Manager.
- 2 Create the output device in FreeFlow Web Services, and select the workflows that are enabled for it from the Device Supports Multi-Queue System link.
- 3 Select Manifest-driven Hot Folder from the Manifest-driven Hot Folder link.

HTTPS connections for Print from DocuShare are not supported.

Job preview cannot be viewed upon ordering a job from the DocuShare server.

Repository templates imported from SharePoint or DocuShare do not show watermarks.

Process Manager/Manifest - Approved order to FreeFlow Process Manager Output device via manifest doesn't get to Workflow Job Manager.

When importing a document with a Japanese name from DocuShare, the client regional settings need to be set to Japanese.

Multiple Currencies

Description

- * Multiple Currencies are not supported for HTML Catalogs.
- * Use Currency Abbreviations (USD, EUR, etc.) to filter a job search (TASKS -> TRACK JOBS) do not use Currency Symbols (\$, €, etc.).
- * Jobs that were created before upgrading to this version of FreeFlow Web Services will display empty User Currency and Currency Rate columns (TASKS -> TRACK JOBS).
- * Budget information is displayed in the default system currency for both Print Buyers and Print Service Providers.
- * The Demo online payment method is not displaying the currency correctly when multiple currencies are

Regional Settings

Description

* The Horizontal Scale % field in the Form Editor will always appear with a decimal separator, without consideration of the locale selected.

General

Description

* Integration with Microsoft SharePoint 2007/2010 (32 or 64-bit versions) is not supported on Windows Server 2008 R2 (64-bit).

The top ribbon icons might be cut if the Print Service Provider user's first name and last name have more than 19 characters.

In Control Panel -> Add or Remove Programs, FreeFlow Web Services may be listed multiple times. Do not try to uninstall the old instances, it will corrupt the application.

After the FreeFlow Web Services server is restarted, the Toolbox doesn't appear although the service and system is already running.

FreeFlow Web Services will not start if the server password has been changed after the installation of the application.

Workaround:

- 1 Stop FreeFlow Web Services
- 2 Close all applications
- 3 Run: <Default Drive>\Newsway\Installs\config.bat to run the developer installer (Note: The default drive is D).

Dynamic IP for FreeFlow Web Services is not supported.

Using add-ons (Skype, Google, etc.) may cause problems in the client GUI (for example, on links that are activated). It is recommended that you do not use such add-ons when using FreeFlow Web Services.

Using the browser's Back and Forward buttons is not supported. Use the application's Back and Continue buttons to navigate.

Order Buttons may become inactive while using Internet Explorer 8.

Workaround:

Reset Internet Explorer 8 settings (TOOLS -> INTERNET OPTIONS -> ADVANCED TAB -> RESET button, select the check box and press Reset).

For FreeFlow Web Services to work smoothly and appropriately, the following URLs should not be blocked by a firewall or any other security application (such as: anti-virus):

- http://exchange.printiway.com/iwaynet/village/siteupdaterequest.asp
- http://exchange1.printiway.com/iwaynet/village/siteupdaterequest.asp
- http://exchange2.printiway.com/iwaynet/village/siteupdaterequest.asp
- http://exchange3.printiway.com/iwaynet/village/siteupdaterequest.asp
- http://exchange4.printiway.com/iwaynet/village/siteupdaterequest.asp

Recommended Client Monitor Resolution is: 1280 x 1024 and higher.

Due to a change in Internet Explorer functionality when uploading files via FTP using Internet Explorer 7 & 8, page configuration must be defined. (Internet Explorer 7/8 -> Page -> Open FTP Site in Windows Explorer)

For eastern languages users to see tooltips (such as Japanese), the language must be installed on the client that reads the tooltips.

Others

Description

- * When opening a Job ticket in the Production queue (TASKS -> PRODUCTION), a client with a Windows 7 OS is prompted with a Windows Security Credentials popup. Click cancel to continue.
- * The Reference code field, on the Print Buyer and Print Service Provider side, is limited to 50 characters.
- * The On Hold queue can contain up to 25 jobs.
- * A Non-Printable Job cannot be ordered from a job type with all the Ordering Sequence options unchecked. Workaround: enable one of the options in the Ordering Sequence options.
- * When exporting .csv or .txt files column names are always in English.

When using the search feature to find all jobs designated with the *deleted* status, any deleted job that was not ordered and had no tax package defined will not be displayed in this search result.

When working time is set to start from xx:30 to yy:00 or xx:00 to yy:30 the urgency fee will not be calculated properly (SYSTEM SETUP -> BASIC -> GENERAL).

In the orderexport.xml file NoteFromCustomer is the same as Note For Print Provider that appears in the GUI.

Do not delete default values that come with the system (for example, default job types, default accounts), or the database might become corrupted.

Supported formats for transparent images are PostScript and PDF. However, PDF is recommended.

Workflow policy functionality is available from the Ordering Sequence tab of the template definition wizard. Access Workflow Policy fields as follows:

- 1 Navigate to Accounts -> Store Setup -> Templates and click the Edit Properties button.
- 2 Select the Ordering Sequence tαb.
- 3 Select the relevant line item and click the Edit button (for Preview policies, select the *Preview* line item; for ref code, cost center and job name policies, select the *Job Details* line item). A dialog box opens, allowing you to define the Workflow policy for that item.

The Terms and Conditions confirmation check box currently appears in two locations—the Place Order and the Shopping Cart windows. They may be disabled as follows:

- To remove Terms and Conditions from the Place Order window:
 Navigate to ACCOUNTS -> ACCOUNT SETUP -> CHECKOUT and clear the Terms and Conditions check box.
- To remove one Terms and Conditions from the Shopping Cart window:
 Navigate to ACCOUNTS -> ACCOUNT SETUP -> PREFERENCES and clear the Force Terms and Conditions confirmation before ordering check box in the UTILITIES section.

If a user checks the *Mandatory* checkbox for Address data fields (e.g. City, State, Zip) in the General Customized Fields window (System Setup -> Advanced -> Customized Fields), users must also fill in the default address for the Print Buyer in the account customized fields (Accounts -> Account Setup -> Customized Fields). Otherwise, the Print Buyer will be able to finish the job ordering flow without any address data, and will have to manually add the address (Order Jobs -> Checkout -> Shipping Details: Edit button in the Ship to This Address field).

Documentation Error—"Defining Self-Registration Details" in the *Print Service Provider Guide*. The instructions incorrectly instruct the user to "Type the URL that directs the guest user to the system home page." The path is not editable, so the user must copy, not type, the URL. The instructions should state: "Copy the path of the URL that directs the guest user to the system home page."

FIVE

System Operating Ranges

The system is optimized to perform according to the operating ranges listed in the tables below:

Reliability and Load

Load parameters:

- 50 concurrent users
- 50 jobs per hour

Stress parameters:

- Max job types 100
- Generic Joblets 50

Scheduled maintenance:

- Weekly maintenance window
- Backup the Database and Newedition.

File Upload

File size: 400 MB

Page size: 100x100 inch

VI file upload:

- VI Data: 30 columns, 15 active columns x 10,000 records
- Total file size: 5MB

Import Data

Stock item import - 1000 items

Customer import - 1000 customers

User import - 1000 users

SIX

FreeFlow Web Services Client Software Requirements

Print Service Provider Client Software Requirements

The following table lists the software requirements for a Print Service Provider User's computer. This User will be browsing to the server as a client and never as localhost as it is not supported.

Parameter	Required		
Operating System	Windows XP SP3, Windows Vista SP2, Windows 7		
PDF Software	Adobe Acrobat Reader 8.2.2 or Adobe Acrobat Reader 9.4 Note: If the User will be using the Selective Upload and Modify PDF plug-ins, they must use Adobe Acrobat 8.2.2 of Acrobat 9.4.2 Standard Edition (including Acrobat Distille		
Office Software	Microsoft Office 2007/2010 (Standard or Professional)		
Compression Software	Any compression software. WinZip or Winrar are recommended.		
Web Browsers	Internet Explorer 8 or 9 Note: The 64-bit version is not supported when using the Selective Upload and Modify PDF plug-ins, and the pdf file cannot be previewed within the browser (only downloaded).		

Print Buyer Client Software Requirements

The following table lists the software requirements for the Print Buyer clients of FreeFlow Web Services.

Parameter	Required	
Operating System	 Windows XP Pro SP2/SP3 Windows Vista Business SP2 Windows 7 Mac 10.6.7 Mac 10.6.8 Note: This version is not supported when using the Selective Upload and Modify PDF plug-ins, and the pdf file cannot be previewed within the browser (only downloaded). 	
PDF Software	Adobe Acrobat Reader 8.2.2 or 9.4.2 Note: If the Print Buyer client will be using the Selective Upload and Modify PDF plug-ins, they must use Adobe Acrobat 8.2.2 or 9.4.2 Standard Edition (including Acrobat Distiller).	

Parameter	Required		
Web Browsers	 Firefox 6.x Safari 5.0.5 (only on Mac 10.6.8) Note: This version is not supported when using the Selective Upload and Modify PDF plug-ins, and the pdf file cannot be previewed within the browser (only downloaded). Internet Explorer 8 or 9 Note: The 64-bit version is not supported when using the Selective Upload and Modify PDF plug-ins, and the pdf file cannot be previewed within the browser (only downloaded). 		
Office Software	MS Office 2010MS Office 2007		

SEVEN

Integrations

XMPie PersonalEffect 5.x

Upon purchasing the XMPie integration, contact XMPie to receive the relevant API files. To test the API:

- 1 Browse to http://<server IP>/api/GetOutputFormatList.asp
- 2 Verify that you receive the following XML.

If the results are different to the XML above, contact XMPie support.

DirectSmile VDP Studio 4.0.399

Image Personalization feature: To install the DirectSmile plug-in on the application server, run DirectSmileSetup.bat from the following path: <installation drive>\NewsWay\Installs\DeveloperInstaller

NOTE:

DSM 4.0.399 must be locally installed on the Web Services Server.

FreeFlow Integrations

- FreeFlow Print Manager 9.0
- FreeFlow Output Manager 9.0
- JMF Services 9.0.4.0
- DocuShare 6.5.3.C1.746

EIGHT

Backing up and Restoring Web Services

In This Chapter

Backing up FreeFlow Web Services via "copy NewEdition"	37
Backing Up the FreeFlow Web Services Database	
Restoring a Backup via the "copy NewEdition" method	
Automatic Backup	

It is important to backup FreeFlow Web Services data regularly. Much of this data is held in a MS SQL Server database.

A backup plan can be devised by the organization's System Administrator to best fit the organization's needs. If the Print Service Provider receives a large, daily load of new Jobs through FreeFlow Web Services, the recommendation is to perform a complete backup once a day, at 3:00 AM. It is also recommended to perform an additional complete backup, once a week, at any time that the system is not working. The backup can be saved on a tape or in a file, but if using a file, it should not be kept on the FreeFlow Web Services server itself, to avoid filling up needed disk space. The files should be kept on a separate, safe disk.

Backup for the FreeFlow Web Services files can be carried out using any available backup software. If no software is available, the files can be copied to a safe disk as a backup procedure; however, it's highly recommended to use reliable 'Advanced Open File' backup software.

Windows Server has a built-in backup module that can be used for this purpose. The module can be
accessed from START -> PROGRAMS -> ACCESSORIES -> SYSTEM TOOLS -> BACKUP. See Microsoft's Help for
instruction on using the module.

NOTE:

The Removable Storage service must be running for the backup module to function correctly.
 Removable Storage runs by default but if it has been disabled, it can be re-enabled through START -> PROGRAMS -> ADMINISTRATIVE TOOLS -> SERVICES.

Backing up FreeFlow Web Services via "copy NewEdition"

To backup FreeFlow Web Services, you must back up the NEWEDITION folder. This folder holds all of the Job data and all of the Print Service Provider settings. The sub-folders of importance, within this folder, are IPanel/JobTemplates and IPanel/Profiles.

To perform a backup:

- 1 Stop FreeFlow Web Services using the Toolbox.
- 2 Navigate to START -> ADMINISTRATIVE TOOLS -> SERVICES.
- 3 Right click on SQL SERVER (IWDBSQL) and select Stop.
- 4 Right click on IIS ADMIN SERVICE and select Stop.
- 5 Backup FreeFlow Web Services by copying the NEWEDITION folder.
- 6 Right click on SQL SERVER (IWDBSQL) and select Start.
- 7 Right click on IIS ADMIN SERVICE and select Start.
- 8 Start FreeFlow Web Services using the Toolbox.

It is recommended that you change the newly copied folder name to Newedition_<current date>_8.0.3.0.

Backing Up the FreeFlow Web Services Database

In addition to backing up FreeFlow Web Services, you must backup the MS SQL database separately, using the MS SQL backup tool, or any other software that can backup SQL databases.

The following section explains how to schedule a daily, complete backup of the Web Services database in MS SQL:

Before You Begin

Download and install the Microsoft SQL Server Management tool from:

http://www.microsoft.com/download/en/details.aspx?id=7593

To back up the FreeFlow Web Services database:

- 1 Navigate to START -> PROGRAMS -> MICROSOFT SQL SERVER 2008.
- 2 Select the FreeFlow Web Services Database (e.g. EXHIBITION2\SLQSERVER2005).
- 3 Right-click on the Web Services database name and select Tasks -> Back Up... The Back Up Database iWayDBSql window appears.
- 4 Under Source, set the backup type to Full.
- 5 Under BACKUP SET:
 - a Enter a file name to back up the file.
 - b Set the backup expire time. You can enter a value between 0 to 99999 days, with 0 indicating that the backup set will never expire.
- 6 Under DESTINATION, select a Backup Device and click Add... The Select Backup Destination window appears:
 - a Click ... and select the path for the backup file.
 - b Click OK to save and close the window.
- 7 Under SELECT A PAGE, click Options.
- 8 Select the Verify backup when finished checkbox and then click OK.

Restoring a Backup via the "copy NewEdition" method

NOTE:

- The following procedure is valid only when restoring a backup of the current version. If you upgraded FreeFlow Web Services since your most recent backup, you must perform a rollback. For more information about performing a rollback, contact Technical Support.
- It is strongly recommended that you also create a backup of your current data before restoring a backup.

To restore data for the current version of Web Services:

- 1 Stop Web Services using the Toolbox.
- 2 Navigate to START -> ADMINISTRATIVE TOOLS -> SERVICES.
- 3 Right click on SQL SERVER (IWDBSQL) and select Stop.
- 4 Right click on IIS ADMIN SERVICE and select Stop.
- 5 Select the NEWEDITION folder on the local drive where Web Services is installed and change the Newedition folder name (e.g. by appending the date and software version number to the folder name).
- 6 Copy the NEWEDITION folder from the backup (e.g. Newedition_<backup date>_8.0.3.0) to the Web Services local drive and rename the folder to "Newedition".
- 7 Navigate to START -> ADMINISTRATIVE TOOLS -> SERVICES.
- 8 Right click on SQL SERVER (IWDBSQL) and select Start.
- **9** Run Config.bat from the \NEWSWAY\INSTALLS folder.
- 10 Start FreeFlow Web Services using the Toolbox.

Automatic Backup

The following commands can be used to automate your system backup. Incorporate these commands in whatever solution you create for automated backup.

Shut down Application Server

Use the following commands to shut down the application server (the explanation of what a command does is written in parenthesis after the command).

```
sc Stop PressSense$iWayService (stops the application service)
iisreset /stop (stops IIS)
sc stop W3SVC (stops IIS)
sc stop MSSQL$IWDBSQL (stops SQL server)
TASKKILL /F /IM NWServicesE.exe /T (verifies an application Process is down)
TASKKILL /F /IM NWProcessX.exe /T (verifies an application Process is down)
TASKKILL /F /IM iwFactry.exe /T (verifies an application Process is down)
TASKKILL /F /IM PressSense.Core.WindowsServices.iWayService.exe /T (verifies an application Process is down)
```

NOTE:

In some cases, the shutdown procedure suggested above might fail to stop all services due to timing issues on specific platforms. Repeating the STOP command of the relevant service or adding a delay command at the proper place in the script will usually solve the problem. If you encounter this scenario, consult with an IT person for possible solutions.

Restart Application Server

After the backup completes, use the following script to restart the application server. Note that the "rem" commands are optional notes that describe the batch file script that you can create to perform these actions.

Release Notes '-