Version 8.0
December 2010

xerox

FreeFlow® Web Services
Customer Release Notes

FreeFlow® Web Services Powered by Pageflex™

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Web Services 8.0 Release Notes

This Release Notes document provides the most up to date information about Xerox FreeFlow Web Services version 8.0.

This document contains the following topics:

- New Features and Enhancements
- Fixed Bugs
- System Operating Ranges
- Third Party Support
- Unsupported Product Capabilities
- Known Issues
- Backing Up and Restoring Web Services

New Features and Enhancements

The following new features and enhancements are included in Web Services 8.0 :

Table 1:

Enhancement	Description
PDF Spool Output Channel parameter changes	The following changes have been made to PDF Spool Output Channel parameters sent to the printer: ■ No longer supported: 　■ Use Printer Halftone screens 　■ Download Asian fonts ■ Always supported (sent to printer without GUI settings): 　■ Attach Copies parameter 　■ Attach Duplex Mode parameter
Hiding the Shopping Cart from the Super Store Catalog display	You can now decide whether the Shopping cart in a Catalog should be displayed or hidden. By default, the Shopping Cart is displayed. To hide the Shopping Cart, unselect the **Enable Shopping Cart in the Catalog** check box in the **Items Area** tab (in **Accounts > Store Setup > Catalog**).

Table 1:

Enhancement	Description
Software Downloads on Print Service Provider side	The Print Service Provider Administrator user can now download **Modify PDF**, **Selective Upload**, and **Print Driver** software on the Print Service Provider side (previously these downloads were only available on the Print Buyer side). Access: **System Setup > Integrations > Software Downloads**
Defining Password Expiration at the system level (Maximum Password Age)	The Print Service Provider can now define password expiration (Maximum Password Age) at the system level. (Previously, you could only define it at the account level.) Access: **System Setup > Basic > General**
Trim & Bleed Enhancements	Includes enhancements to the Trim & Bleed tool, and to File Reports. See Trim & Bleed Tool Enhancements on page 2. XY coordinates are added to the trim and bleed tool and represent the top left corner of the trim.
Non-paper workflows	Non-paper workflows are now supported and enhanced. For details, see Non-Printable (Non-Paper) Job Type and Template Enhancements on page 4.
Web Service-Process Manager integration supports XMPie jobs	XMPie jobs can be submitted from web services to Process Manager.
Backup Automation Enabled	Commands to stop and start the application server are now available. This enables automation of the backup procedure. For details, see Performing Automatic Backup on page 44.
Online Shipping & Max Weight per Package	You can now determine the maximum weight for a package for all supported online shipping carriers. Access: **Print settings > Shipping > Shipping method > Pricing model online**

Trim & Bleed Tool Enhancement

In the File Report page, a button enables you to access/activate the Trim & Bleed tool. This tool allows you to edit the Trim & Bleed parameters.

This section contains the following File Report and Trim & Bleed tool enhancement topics:

■ File Report Enhancements
■ Trim & Bleed Tool Enhancements

File Report Enhancements

The File Report feature contains the following enhancements.

- Available even if there is no mismatch.
- Compares the PDF Trimbox to job specified size.
- Uses the same standards to generate unified File Report views for the screens listed in the following bullet.
- Improvements, as listed for the following screens.
    - For Job Types (during file upload) and Templates (during Template creation):
        - Tool button is available for both match and mismatch scenarios.
        - Improved mismatch messages for greater clarity.
        - Bleeds are automatically detected and specified.
    - For File Mapping, Production Queue (Order Center), and File Attachment (Order Center), the Preflight and Mismatch links are no longer in separate displays; instead they are in the same File Report.

Trim & Bleed Tool Enhancements

The Trim & Bleed tool includes the following improvements:

- The tool is available for both the Print Buyer and the Print Service Provider.
- The tool is now supported on Mac.
- Other tool improvements
    - Provides access to size information for the job type, which can simplify mismatch correction.

Note the following limitations:

- Trim & Bleed Tool only shows the first page of the uploaded PDF—any other pages are not shown in the tool.
- Automatic Trim/Bleed detection for uploaded file is done only if the Trim box is defined in the uploaded PDF.
- In the Production queue, the Trim & Bleed Tool is only available for Job Types, not for Templates, and it is not available in the Mismatch link. Also, the tool is not available for templates in **Edit Properties > File Report**.

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=Pressense,DC=pressense,DC=com,CN=taxi,OU=Groups,OU=Pressense,DC=
  pressense,DC=com,CN=QA,OU=Groups,
  OU=Pressense,DC=pressense,DC=com,CN=Office,OU=Groups,OU=Pressense,DC=pressense,DC=co
  m

- "Member of" is DC in this example "member of" for this user is pressense and com

Determining the privilege settings of the LDAP user:

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

Non-Printable (Non-Paper) Job Type and Template Enhancements

The following enhancements/fixes have been made to Non-Printable job types and templates:

Job Types

- In the job definition wizard, "Non-Paper" is changed to "Non-Printable."
- In the job definition wizard for Non-Printable Job Types:
  - In the **Intent** tab, in **Add Joblets**, the **Paper** and the **Colors & Sides** joblets have been removed. Only generic joblet selection is allowed.
  - In the **Ordering Sequence** tab, the **File Report** and **Upload File** steps are unchecked and disabled, regardless of the **Account > Preferences** settings. Instead, the application acts as if "**Send files separately**" has been selected. (This enables the Shopping Cart to always continue processing even if a non-printable job has no content.)
  - In the **Settings > Pricing** tab:
    - Calculation Model displays only **Intent** and **Manual** pricing models (even if other models are available).
    - The **Planner** default is **Manual Impose** (if it exists); otherwise, the default is **All Devices**.
    - Clicking on **Continue** in the **Tax and Urgency** tab no longer gives an error message.

Templates

- Non-Printable templates can be defined as Inventory templates and can use the inventory flows (Print From/To Inventory).
- In the Template definition wizard for Non-Printable templates:
  - Content upload is no longer forced.
  - **Save & Continue** works, even when there is no content uploaded.
  - Preflight is not performed, and pricing and other processing relying on mismatch information now behaves as if no mismatch was found.

Catalog/Launch Pad

- Inappropriate error message are no longer issues when you ordering a Non-Printable template or Job Type (from **Catalog**/**Launch Pad**).

Production Queue

■ If the Non-Printable job does not have a production file (that is, no content was uploaded to template), the Production queue contains the following changes:

  ■ **Approve** button moves the job directly to the **Delivery** queue (bypassing the **Printing** queue)

  ■ Job ticket only displays relevant data.

  ■ Imposition:

    ■ If the job type or template is reconnected to an output device with **Do Not Impose**, the system no longer tries to impose, no longer displays error messages, and it allows the job to be approved (regardless of whether or not there is a Production file).

    ■ The imposition section in the right panel is hidden (like in the **Artwork** queue)

  ■ Icons for the following do not appear in the Production queue: **Mismatch**/**Device Queues**/**Crop & Bleed Tool**/**Gang Jobs**.

  ■ The Job Details section (on the right side of the window) displays the generic joblets with their selected value, for the job type/template.

Fixed Bugs

■ Table 2 lists the Web Services bugs that have been corrected in this release.

Table 2: Fixed Web Services Bugs (Sheet 1 of 15)

Case #	SPAR/WS #	Bug #	Description
492, 10176		IWE-9309	In Book Assembly, new Binding Style and Material icons are missing
499		IWE-10011	Failure to get routing table in **Tasks > Production >Routing**.
512		IWE-11015	Create Layout job—the job disappears from Production queue.
7903		IWE-10316	Shipping carrier Posten Norge no longer works because it changed its URL.
8200, 9277, 9213		IWE-9735	Numerous errors occur in Web Services when Site Customization license is not activated.
8416		IWE-9716	Highlight button and Panel Title button in the Skin Editor Style Sheet were translated incorrectly in Japanese support.
8479		IWE-5330	User moveable option is selected by default when creating a new composite.
8487, 10291, 10381	193932472	IWE-8376	The field order you define in Form Editor **Arrange Fields** tab is not saved if you re-enter Form Editor and return to **Arrange Fields**.

Table 2: Fixed Web Services Bugs (Sheet 2 of 15)

Case #	SPAR/WS #	Bug #	Description
8531, 8711, 9933, 10304, 10629	218664829, 592398467, 518863939	IWE-2266	Print Service Provider is prompted to change password.
8585	376136865	IWE-9173	In Form Editor, if you change the Field Type of a variable field to Composite, any changes you make to its children's Field Input are lost.
8678		IWE-8444	Multiline fields with more than one line only display one line in the Form Editor (scrolling down is disabled).
8720		IWE-8526	"Add Blank" in Book Assembly is incorrectly translated in German support.
8723, 10690		IWE-8510	USA always selected as default country regardless of the default language selected.
8697, 9149, 9289, 10010, 11142		IWE-2386	Footer is not added to a job preview.
9016	687567230	IWE-8920	Image upload refreshes only the first image element in a template with multiple images elements.
9047 11063	390668441	IWE-8910	Updating a job's Ready For Shipping By date does not update the date in the Shipping Column in the Production queue.
9066, 9148		IWE-9053, IWE-9082	Cannot order Book Assembly jobs that belong to a Job Type Group.
9140		IWE-9628	Print Buyer gets an incorrect drill radius in job types with a Drilling joblet.
9158, 9360		IWE-8860	Image Editor return script error if Cancel button is pressed.
9186		IWE-9862	Application gives an incorrect shipping price due to an incorrect weight calculation.
9259		IWE-9154	Variable fields lose position and size when the bleed box is set in the PDF.
9275		IWE-9174	Local system messages do not display all jobs in the Production queue.
9294		IWE-9183	Cannot select a catalog image with FireFox
9389		IWE-9296	If an account with a branding path is deleted, the branding path is not freed for use by an active account.

Table 2: Fixed Web Services Bugs (Sheet 3 of 15)

Case #	SPAR/WS #	Bug #	Description
9393	174084766	IWE-9414	Job ticket logo, alert icons and the thumbnail image on the job ticket are not resized proportionally.
9520		IWE-9332	In the Supervisor Edit Privilege tab in the Skin Editor, if you change the radio button selection from "Customized for this User Type" to "Inherit From Administrator," and Save, the change is not saved.
9589		IWE-9951	Following Selective Upload for a template, if you select and save a large number of fields (more than 140) in Form Editor, not all tagged fields are saved.
9619	942836221	IWE-10082	Warning Images not resized in the Job Ticket.
9636		IWE-9670	Form Editor Position Links rules do not apply to the first record of the dropdown box that appears in the PDF Preview.
9651	098164198	IWE-10081	Thumbnail image on the job ticket not resized.
9670, 10143, 10239		IWE-9690	In the **Track Jobs > Search** window following a search, if you click the **Change Status** button and change the status of an Approved job to **Production**, the change does not work and the job does not return to the Production queue.
9779, 9835	600572294	IWE-9770, IWE-9808	Error message issued when the Print Service Provider tries to access the Paper Sizes page (**Print Settings > Production > Paper Sizes**). The likely cause is that a paper size that is larger than allowed was successfully defined without an error message.
9780	525792810	IWE-9834	B&W properties in Book Assembly do not influence the preview.
9784	814254510	IWE-10028	Book Assembly pricing ignores the **Add Paper Price** checkbox
9786	449750276, 9449750276	IWE-9929	Account's Email Configuration page takes 30-40 seconds to load.
9798		IWE-9781	Long template name shrinks the data entry area in the Variable Information tab of a job order when you enable a Summary for the Variable Information tab.
9804	780176635	IWE-9866	Form Editor issues a Format Rules error message when the template price is recalculated, even when the user followed the format rules.
9832	697369674	IWE-9831	Cannot print two .ppt slides per page on A4 Portrait orientation.
9854, 10035	439922530, 976055589	IWE-10039	In Super Store catalog, an error occurs when you update the price of jobs with customized joblets, following a change of the default quantity.

Table 2: Fixed Web Services Bugs (Sheet 4 of 15)

Case #	SPAR/WS #	Bug #	Description
9861	100000733, 423309652	IWE-9867	During ordering, the user can exceed the Number of Copies limit set by the Print Service Provider.
9873, 10379	479609718, 487455432	IWE-10016	When the list of paper stocks in a Job Type is changed, the templates based on that job type do not reflect the change.
9887	725031058, 224139140, 343239082	IWE-9974	Inventory Search Query not returning templates.
9896 10857	368931220, 426896678, 599901401, 841973916	IWE-9882	Variable template Thumbnail and PDF Preview not refreshed automatically when modified via Form Editor.
9914		IWE-9896	Importing users in Account Setup does not work.
9925	985415353, 100000737	IWE-9975	Paper Stock error message inappropriately issued in German Language support.
9934, 10180, 10265		IWE-10283	Missing information in email confirmation.
9945, 9963	100000736	IWE-9948	In Book Assembly, duplicating and then deleting a Binding style results in the wrong one (the source, not the duplicate) being deleted from the Job Type Group. And you cannot reuse the duplicate name again (when adding or duplicating another Binding style).
9948		IWE-9983	Web Services selects the wrong item, if you order an Inventory template with a drop down menu linked to an asset, and the **First Row Contains Fields Names** checkbox in the Asset screen is selected. In this case, Web Services select the next item in the list.
9991, 10380	962399564, 091474214	IWE-10911, IWE-10437	Track jobs displays the **Attachments** link that allows users to upload files, even if the **Allow file attachment** checkbox (in **Accounts > Account Setup > Preferences**) is not checked.
9998	882351081	IWE-8912	Address block pulls information from pinned fields vs data uploaded.
10016	587097439	IWE-10018	Editing font colors of a CMYK file in Form Editor incorrectly displays an RGB to CMYK conversion message, which forces you to inaccurately convert back to CMYK.
10039, 10920		IWE-10489	In addition to displaying the address of the existing user, the Shipping Address dialog box also displays a second, empty address (as if using Ship to Multiple Addresses), if the user uses the Guest login instead of the regular login.

Table 2: Fixed Web Services Bugs (Sheet 5 of 15)

Case #	SPAR/WS #	Bug #	Description
10079 10179	763694247	IWE-8920, IWE-10263	During ordering of a template with List Management, when you select a record from a drop down list, the other fields' records do not fit.
10138	565607292	IWE-8101	Template ordering is very slow due to the Template Quantity setting.
10140	881529716	IWE-10228	Trying to print a file through the Print Driver while the Print Driver is converting another file to PDF hangs the system.
10160		IWE-10243	The layout of the items in the Items area of a Super Store catalog is not organized correctly when the number of catalogs/ products exceeds the value of the Rows and Items Amount setting in the Layout setting. There is no paging when needed.
10177, 10531	792577607	IWE-10195	Wrong billing address in Order Confirmation e-mail.
10182		IWE-10612	Several strings on the Print Buyer side are not localized in Japanese support
10184	454075518	IWE-10211	Book Assembly preview in catalog gives IIS error.
10187	858863255	IWE-10262	Modifying a template gives an error message because of a deleted tab.
10189, 10585	074929624, 388648715	IWE-9331	Super Store catalog displays the price of Book Assembly jobs, even if **Hide Price From User** is checked in the Customer Preferences.
10190	388312688	IWE-10217	Pricing is not automatically updated when joblets options are changed.
10221, 10490		IWE-9551	Page size duplicated (in the Page Size list) in the Page Size joblet.
10237 10937	567553771	IWE-10270	VI template Image Upload with Gallery Slider Control option does not work for Safari and FireFox browsers (in both Windows and OS X versions).
10238; 10312		IWE-10607	When checking out during job ordering, if a guest registers for a new account, the just entered shipping address does not show up in the Shipping step.
10239	048816642	IWE-9690	Cannot change status of job from Ready for Shipping queue
10249	291150860	IWE-10296	Layout that does not contain side panels does not center on the page as per the thumbnail.
10261		IWE-10370	Form Editor issues an error message issued and Preview cannot be seen, for templates using Composite fields.
10267		IWE-10329	Daylight Saving Time does not influence the time zone.

Table 2: Fixed Web Services Bugs (Sheet 6 of 15)

Case #	SPAR/WS #	Bug #	Description
10297		IWE-10391	Job ticket strings not localized in Japanese support.
10303	656869863	IWE-10439	Super Store displays the number of items in the current category, ignoring the numbers in the subcategories.
10326	424069252	IWE-10412	Gang jobs do not honor VI form rules.
10382		IWE-10381	Pricing in Polish currency lacks a space between the currency label and the numeric price value.
10383	464712868	IWE-8162	Typographical error on Packaging joblet in the Joblet Library (says Shrink Warp instead of Shrink Wrap).
10406	843525516	IWE-10431	In Dutch language support, the Book Assembly window and some field displays are too small, leaving information outside the window.
10407 10487	815802356, 908908158	IWE-9646	Script error when navigating between pages in the Stock library.
10417	616684190	IWE-10443	Script error when Print Provider selects Material properties in Book Assembly – in Dutch Localization.
10419	850653817, 155534513	IWE-9919	Watermark does not show.
10422, 10716, 10852	149521357, 196153627, 220965427, 247469640, 455552018, 803094045, 832635542	IWE-10204	Track Jobs search results include deleted jobs even though the request was for **All (excluding deleted)**.
10423	913858689	IWE-10447	Updated wording in the Skin Editor (in Site Customization) is not reflect on the site.
10460		IWE-10610	**Job Arrived at the Production Queue** checkbox is missing, and email notification is not sent, if the Print Service Provider unchecks **Use System Default Email Settings** (and configures the email setting at the customer account level).
10475	610827895, 487769707	IWE-9831	Book Assembly problems with Landscape .PPT files.
10480	153656347, 395618546	IWE-10459	In the Arrange Fields tab of the Variable Information page of a template, clicking **Add Tab** mixes up the fields.
10499	884023730	IWE-10475	Book Assembly finishing material image not found.
10504	689092215	IWE-7269	Joblet descriptions are not inherited by the Job Type intent.

Table 2: Fixed Web Services Bugs (Sheet 7 of 15)

Case #	SPAR/WS #	Bug #	Description
10505	WSV-2542, 101405667	IWE-10409	In Book Assembly, job ticket attributes (ordered date, shipping date...) are missing.
10506	592993614	IWE-9205	Unable to proceed, or communication error, when **Default Image Must Change** option under **Field Input** in Form Editor is enforced.
10527		IWE-10499	Credit card payment ignored when using Email Approval workflow.
10541	047058581	IWE-10836	Thumbnail change is not reflected on the template.
10542	646920646, 886280807	IWE-10613	On the Print Buyer side, the template description shows up only in the Super Store catalog, not in the template view.
10544	961779552, 438507377	IWE-10486	When using Gallery Slider control for an image that the Print Buyer uploaded, the images do not preview in Gallery preview thumbnail.
10548, 10609	590590578	IWE-10493	Problem with the Order Date calculation in Track Jobs.
10557		IWE-10490	The field setting in the Form Editor are lost after using the **Arrange Fields** tab.
10561	815786840	IWE-10496	Localization formatting (page truncation) of the details pane in the Production queue can prevent the display of information (order date and shipping date).
10563 10744	629975122, 824762126, WSV-2100	IWE-6934	Notes that the Print Buyer adds for the Print Service Provider, when ordering Book Assembly jobs, are not displayed in the Production queue or job ticket.
10566	249370705	IWE-10640	Guest workflow allows for orders without shipping information.
10567	219161964	IWE-10511	There is no Book Assembly preview in the Production queue.
10578	496430014	IWE-1569	Print Buyer does not get the Preview when continuing to the Preview tab during ordering of a VDP template.
10598		IWE-10545	Order Confirmation page is not localized after you use China Bank as the payment vendor.
10600	445918761	IWE-10524	When searching on the Stock Library, the Search Results page links after the first page lose the query criteria, and all items (not just the matching items) are displayed on the remaining pages.
10601	956805929	IWE-10530	Changing the imposition on a job in the Production queue generates a **Job Arrived at the Production Queue** email.
10613	414509569, 573095017	IWE-10192	Group Shipping Method appears blank after you create a Shipping Group and refresh the screen.

Table 2: Fixed Web Services Bugs (Sheet 8 of 15)

Case #	SPAR/WS #	Bug #	Description
10622	091640996	IWE-10572	Custom paper color not recognized in Book Assembly jobs.
10623	643233496	IWE-10546	Checking Hide Price from Customer will result in Disable Shipping Price being checked after you click Save.
10624	481101276	IWE-10556	Book Assembly default component is only applied to the first upload, not to subsequent uploads in the same book.
10639	858209079	IWE-7724	Trim and Bleed Editor not functional.
10667	766414709	IWE-10590	When No Numbering is the default for the Numbering joblet, an exception occurs when attempting to create a template if the Numbering joblet is assigned to the Job Type.
10671		IWE-10598	Guest Login does not work with Branded sites.
10679, 10737	003612775, 594853466, 800325900	IWE-10604	Shipping Method default not retained in Shipping Method Group or as an option to be assigned to an account.
10680		IWE-10896	Confirmation email contains incorrect order number.
10687		IWE-10593	Save As Template option does not work properly.
10698		IWE-10609	If you log in and then log out from a branded page, you cannot log back in.
10724		IWE-10758	After upgrade, there is no PDF Preview of XMPie jobs on a branded site.
10725		IWE-10811	Form Editor Advanced Option screen in Asys program does not open.
10726		IWE-10642	Cannot order inventory jobs.
10769		IWE-10865	UPS Next Day Air method is missing from UPS shipping option.
10773	545815154, 823319458	IWE-10815	User defined previews not showing flow in Book Assembly jobs.
10790	207979128, 738096466	IWE-10853	Deleted job still shows for customer.
10797		IWE-10875	Session time-out not working.
10803		IWE-10639	Selecting the "No Numbering" option in the Numbering joblet in a Job Type intent returns Crash numbering and a price.
10842, 10850, 10879, 10936	716699933	IWE-10928	Dropdown list values reverts to default in the Job Properties.

Table 2: Fixed Web Services Bugs (Sheet 9 of 15)

Case #	SPAR/WS #	Bug #	Description
10846	833289795	IWE-10892	Superstore preview only displays Job Types, not templates.
10855		IWE-10369	Preview step hangs trying to create the preview, if the ordering sequence has **Upload File** before **Job Specifications**, and the Print Buyer checked **Send files separately**.
10870	088022713	IWE-11218	Customer details not shown in the Moneris payment vendor page.
10871	982841519	IWE-8660	Price is 0 on Moneris page.
10962		IWE-11089	Site Customization menu option incorrectly translated into Spanish as _nw_oem_skins.
11014	288395137, 156749488	IWE-11064	Job Type Settings tab does not load in IE7 with proxy settings.
11027, 11045		IWE-11058	Deleted templates still show on the Print Buyer side.
11032	507347847	IWE-11088	Pantone Variable text being removed from preview (pdf).
11035	581754737	IWE-11107	XMPie template—Saving a Manual Variable record results in an empty screen display.
	WSV-1626	IWE-5678	OLE database error is displayed when user clicks the Search button for an Advanced Search in the Inventory window.
	WSV-2465	IWE-9942	Mac Print Driver cannot send data if using HTTPS and proxy server.
	WSV-2512	IWE-10254	Internet Explorer crash will display in an open Modify PDF dialog box after you install Selective Upload utility.
	WSV-2578	IWE-10958	Pricing inconsistency caused by revisiting final pricing verification page.
	WSV-2579	IWE-10989	Pricing mismatch between Web Services and PayPal.
	WSV-2591	IWE-11315	Cannot receive "Job Arrived at the Buyer Approval Queue" email.
12579	271744330, AH		After the installation of HF45-guest bypass workflows are generating a 'Cannot be performed please contact print provider' error on live server.
12540	981884699, JC		system generating new user accounts with 'Super User' instead of basic 'User' privileges, even though LDAP has mapped them to 'User'.
12519	132647466, JS		Template Navigation/Administration yields Error; Unable to manage/order templates

Table 2: Fixed Web Services Bugs (Sheet 10 of 15)

Case #	SPAR/WS #	Bug #	Description
11276, 10609	392900805, AH, 590590578, JC		Wrong delivery date/order timestamps
12322	876504164 JS		When adding paper types-the system is erroring out
10717	239569476, JC		Cannot order or delete jobs from shopping cart
11034	660835871 JS		LDAP - new user does not inherit the account preferences for new folders inside root folder.
11406	706683837/ 058605471 JS		Top bar main menu background images not seen in Firefox 4.x
11304	115549848, JC		PDF spool output file is created with incorrect paper size
12264	577959098 JS		Sending to multi addresses displays the first tracking number in confirmation emails only
11970	578134459 JS		Output device long string name yields pricing error in shopping cart
11985	350579782/ 864201750/ 909130580		Shipping date format changes to DD-MM-YYYY from MM-DD-YYYY
11214	026720706 AH		PDF spool output ps file converted to PDF shows incorrect size
12480	415863044 JS		Navigating beyond 6 pages in Superstore catalog yields incorrect page redirections
12425	445005178 AH		Job Specification Summary step is displaying missing info in IE
12426	496019639 AH/ 896303783		Placing over 7 items per order displays error in shopping cart
12469	451260628 AH		Entering a new shipping address in an order displays the default country
11814	62066 AH		System default footer file definition does not allow account footer file to save as 'none'
12199	408879320 JS		VI - allow for a negetive indent on a text field

Table 2: Fixed Web Services Bugs (Sheet 11 of 15)

Case #	SPAR/WS #	Bug #	Description
12433	974829289 JC		Duplicate folders are appearing on PB side.
12421	492153578 AH		Job Let order defined in Job Type not reflected when PB order job.
12383	819310003 AH		Non admin users can see deleated templates in the system.
12337	209296811 JS		Revisions made to stock library not properly reflected in Job Type
12325	730856733 JS		Images in superstore catalog have bad resolution
12305	890257221 JS		Catalogue's Template thumbnails not consistent in size
12296	843256172 JC		Shipped XML does not show correct pricing.
12268	263509846 JS		PB Search does not show correct template properties via Order Jobs
12256	100000788 JC		Quantity changes in the shopping cart are not committed to the data source if submitted by a distant client.
12245	552057357 AH		Customized Fields are not showing on the Delivery portion of the Job Ticket
12110	430285245 JS		Template Search - The comment field does not pull the description
11961	363131970 JS		New Shipping Date not Retained for Multiple Addresses Page
11937	62154 AH		Error When Linking to TIF images
11081	574740337 AH		Jobs in Checkout being displayed as Quantity 0.
11038	945259908 JS		Form Editor:> Un-ticking "Print Background" not being applied for PDF's, "Outsourced" as Non-Imposed PDF's
10752	61643 JS		Tax calculations and xml files discrepancies
9718	008359405 JS		Joblet order not respected in checkout
12349	794230928		VI Split pages yields this action cannot be performed
12271	822295144 AH		Whenever attempting to click arrange fields tab (under variable information) getting this page cannot be displayed

Table 2: Fixed Web Services Bugs (Sheet 12 of 15)

Case #	SPAR/WS #	Bug #	Description
11787	096991328, 630213572, 248689070 JC		Branding accounts on demo server stop working
12236	899238237 JC		Since applying HF31 some of their jobs will not calculate shipping.
12019	224862918 JC		When using FTP upload to create a BA document, sometimes a document hangs during Doc to PDF conversion.
12015	010699068 JS		Buttons do not work after paying via credit card and clicking button to return to shopping cart
11952	115536668 JC		Modification of Book Assembly template cannot be completed.
12300	692437377 AH		Composite HTML issue with URL's
12294	104395996 JS		Field input restrictions are showing as code instead of icon
12022	873704121 JS		The description field in a template does not match what has been defined in the template
#11033	050043957		Issues with XMPie Integration Job and Process Manager
#11035	581754737		Saving of Manual Variable record leads to empty screen - XMPie templates
#11762	446932474		U6 Not respecting catalogue product thumbnail size setting
#11648	526260151 JS		Layout Thumbnail size rules not applied if one of the dimentions is already smaller than the rule
#11117	914825140 JS		Job Specification ordering step does not display Custom Page Size Textboxes unless upload is repeated
#11118	126612655		Job Specification ordering step - Custom Page Size Textboxes populate with incorrect values.
#11119	060354664 JS		Job Specification ordering step - Custom Page Size Textboxes reset after update price
#10947	211627369		Photo positioning
#11131	100000754 JS		The collation parameter is not applied to the JDF file
#11355	062932485		Order job from Approval Email , Email "Job Ordering Confirmation " and "Job Approved" arrived twice.

Table 2: Fixed Web Services Bugs (Sheet 13 of 15)

Case #	SPAR/WS #	Bug #	Description
#11265	100000760 JS		Infinite Loop on changing the number of copies of a job already in shopping cart
#11273	100000761 JS		Wrong price is shown for a job pending approval with a modified quantity
#11980	788742094 JS		authorize.net sends an error message and e-mail; Issue noticed after HF20
#11652	710798234		In the Form Editor, a Internet Explorer script error appears when manipulating text within a composite field
#11687	581786661,296054042 JS		Permissions Script error being thrown in form editor selecting parent composite field after selecting custom Field Format
#11629	784130422		The new Trim & Bleed tool does not show the bleeds made using the automatic detection in previous version.
#11712	752816224 JS		Crop marks are not appearing correctly on some jobs
#11628	784037549		Data Upload Error in Browser
#11627	812215472, 258764264		Book Assembly job ticket formatting is cut off in composite definition area
#11681	006978412, 496616827		Using an apostrophe in a composite child yields "" in the apostrophe's place
#11672	637465033		Deleting composite fields in Selective Upload will cause the customer's page to hang and then give timeout error
#11684	958973966		BA job with multiple shipping can't view Delivery; Script error
#11706	942090363		Selective upload modifies PDF with transparent image
#11708	598831742		Editing quantity text boxes for drop down intermittently does not retain changes
#11351	146895239		cannot move item in catalog list
#11731	647080159		VI Preview Does not Refresh Formatted fields automatically
#11746	982739995		VI Bleed through issues in progressed templates
#11842	55407338		Adding many different items in cart corrupts user
#11855	701006354		Bullets read as &bul; on the provider side
#11865	936826680 JS		Form Editor translates strings into links and then changes them into HTML code
#11969	038269781		The collation parameter is not applied to the JDF file

Table 2: Fixed Web Services Bugs (Sheet 14 of 15)

Case #	SPAR/WS #	Bug #	Description
#12024	968676593 JS, 010699068		Buttons do not show the hand after paying via credit card and clicking button to return to shopping cart
#11858	244406200		Double jumps occur in Form Editor when using multiline
#11917	362905665		Custom Page size not appearing in Shopping Cart job link page
#11979	183428728		Print Driver submitted jobs halt at 'Create Layout File' process
#12000	217202516		VAR Fields are disapearing from iForm
	WSV-2596		Preview fails with Japanese PDF file names (FXCR)
	WSV-2598		PS and EPS files fail to convert to PDF when uploaded to a drive E installation (FXCR)
	WSV-2600		Japanese text is garbled to read, if converting PS/EPS using printer fonts. (FXCR)
	WSV-2603		Cannot use the "Selective Upload" to select the variable information fields in the graphic file (IBG-5593)
	609062429	#10897	Changing the shipping method in Delivery is not displaying properly under the Carrier in Shipped Deliveries.
	473703462	#10936	Invoices created for non-Order Center customers are incomplete.
	110288206 340555533	#11024	Authorize. Net does not show tax information. The information is not being sent to them correctly.
	126612655	#11177	Job Specification ordering step - Custom Page Size Textboxes populate with incorrect values.
	062932485	#11396	Order job from Approval Email , Email "Job Ordering Confirmation " and "Job Approved" arrived twice.
	460935856	#11641	When an inventory item order is deleted or moved back to a Print Buyer's queue, inventory items are not replenished.
	965526360	#11643	Print Service Provider inventory templates are not updated when an inventory item order is deleted or moved back to the Print Buyer's queue.
	217339778	#11758	Jobs go to the default queue rather than the selected queue in Process Manager.
	784130422	#11945	The new Trim & Bleed tool does not show the bleeds made using the automatic detection in previous version.
	956942836	#11950	PDF file hangs up on or around Selective Upload.

Table 2: Fixed Web Services Bugs (Sheet 15 of 15)

Case #	SPAR/WS #	Bug #	Description
	657307477	#11738	When working with UPS Shipping and sending information to receive a price, a generic URL is sent instead of the customer specific information.
	920919158	#11867	For price shown as tentative there is NO Errors in the Upload report available.
	282133466	#11739	UPS fails for small weights.
	850293575	#11192	Shipping Carrier change by Print Service Provider is not reflected by Print Buyer side.
	011758457, Case # 11,286	#11762	U6 can't upload EPS files.
	61566, 980748444	#10871	Safari does not allow re-logins from the same browser session.
	470044286	#10871	If you change text color from job properties in the production queue, the job will fail to print.
	886335863	#10851	Image color/background gets dark/black after upload.
	312462935 322102052	11130	When ordering a large quantity of Book Assembly with UPS online shipping, the pricing fails.
	193660261	11667	Jobs are able to impose and throw exceptions in the Alerts windows.
	413080712	11066	Job ticket total price is missing shipping price
	174084766	9414	Job ticket logo, alert icons AND Thumbnail image on the job ticket not resized proportionally.
	232654321	9433	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.
	416036463	10868	Safari flow with Style selection automatically turn a blue then order will cause imposition to become hung up and production queue Crash.

Tips and Hints

Table 3— lists Tips and Hints that are useful in this version. These are organized into the following categories: Catalogs, File Upload, Form Editor, Imposition, JPEG images, Joblets, Paper/Stock Size, Pricing & Billing, Shipping, Special Characters, User Privileges, VI Template, Book Assembly, Site Customization, Order Center, Others.

Table 3: Tips and Hints (Sheet 1 of 11)

Description
Catalogs
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, Xerox recommends you use queries in the Super Store.
Users without upload job content privilege can upload job content when using superstore catalog
Archive and Add Records options are not supported for HTML Catalog or Mail to Print.
The recommended Super Store Catalog Sales Tip image size is 280 x 500 pix. If you upload a bigger image, it 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**.
File Upload
* When a Print Buyer uploads a PDF file that contains **PDF Comment & Markup**, the comments will not be displayed in the file preview and will not be printed.
* 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 with the file: ■ A warning message (not an error) indicates that the application needs the fonts to be loaded. ■ The fonts showing in the JPG preview will be the best match from: TimesNewRoman, Helvetica, Arial and Courier. If the required are fonts subsequently loaded on the server, Form Editor will recognize them and assign them as specified.
The options for working with Adobe Creative Suite files (indd, ai, psd) have been removed from the GUI. When working with such files, you must convert them to PDF before uploading them to Web Services.
To ensure that CSV files uploaded from Mac 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)".

Table 3: Tips and Hints (Sheet 2 of 11)

Description
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).
Uploading Office files (for example, Word, Excel and PowerPoint), the images resolution will be set to 220 DPI. If a higher resolution is needed, the user must convert the file to PDF format and upload it.
Due to a change in Internet Explorer functionality, each time you upload a file to the FTP using Internet Explorer 7, you must define the page configuration. (This is an Internet Explorer limitation.)

Form Editor

*	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, you must add all the children of the composite to the group as well.

Imposition

*	The following three radio buttons have been removed from the Device and Imposition dialog box, because they are now available in the new Trim and Bleed tool: Regular bleeds, Rescale jobs, and Reduce Job size. For more information on the new Trim and Bleeds tool, see Trim & Bleed Tool Enhancements on page 2.
	When defining gutters, as of version 7.0, access the **Gutters and Bleed** tab of the **Device and Imposition** dialog box as follows: ■ When defining system default gutters: **Print Settings > Production > Output Devices > Imposition tab > Imposition Settings button**. ■ When defining gutters for a specific job type or template: **Job Type** or **Template Definition wizard > Pricing Tab > select the specific device > Edit button**. (Prior to version 7.0, gutters were defined in **Settings > General > Production**.)
	To impose a job with press sheet size of A3, 12X18,Tabloid, and larger, set the orientation parameter to landscape.

Table 3: Tips and Hints (Sheet 3 of 11)

Description

■ For Digital printers, use only the following imposition settings:
   ■ Simplex (only for Same up)
   ■ Perfecting (Top Button) – 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, use only the following imposition settings:
   ■ Work and Tumble, and Work and Turn

JPEG images
After you upload JPEG image with a custom paper size, you must validate the paper size value and orientation in the GUI.
Joblets
In the Binding joblet, the Stapling - Saddle style should not allow you to select a position. Therefore, the only value that you should use for this style is None or Null.
The Thickness value in the Lamination joblet is expressed only in Micron units, and only whole numbers are supported.
Paper/Stock Size
When adding a new page size, specify the name of the page size in English.
When you create a new paper size (**Print Settings > Production > Paper Sizes**), you must still add it to the page size joblet in the joblet library (**Print Settings > Job Business Flow > Joblet Library**) to make it available to joblets. You do this as follows: **1** Access the joblet library (**Print Settings > Job Business Flow > Joblet Library**). **2** Select the Page Size joblet and click Edit. **3** Click Edit Page Size List. **4** Click New Size. Add the new size. 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 job type; others options will appear as a mismatch in the File Report.

Table 3: Tips and Hints (Sheet 4 of 11)

Description
Pricing & Billing
Web Services implements the Server Integration Method (SIM) method to integrate with Authorize.Net. To ensure successful integration verify that: **1** Your Web Services Server has an external IP and can be accessed from the Internet. **2** The external IP Address or DNS name of the Web Services server and the address specified in the Server Address field (**System Setup > General**) are identical. **3** The Web Services server's system clock is set to the correct local time and time zone.
When setting Moneris as your online payment vendor, to ensure successful integration, access Moneris configuration and add the following path to the Approved URL field and Declined URL field: **http://<*dns name*>/Newsway/Versions/250/Site/IWay/App/Payment/Moneris/status.asp**
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 **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

Table 3: Tips and Hints (Sheet 5 of 11)

Description
Enabling Electronic Direct Debit (EDD) The following information corrects incorrect 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 in the **System Setup > Integrations > Credit Card** window. Paymaster is currently the only supported Payment Service that supports EDD. ■ To define a Payment Service that supports EDD (that is, Paymaster), do the following: **a** Select **System Setup > Integrations > Credit Card**. **b** In the **Payment Service** field of the **Credit Card** window, select **Paymaster** and click **Settings**. **c** In the Payment Service Settings dialog box, fill in the settings which you obtained from the Payment Service, and click **OK**. **d** In the **Credit Card** window, click **Save**. ■ To select EDD as the default Payment Method for an account, do the following: **a** Select **Accounts > Account Setup > Preferences**. **b** In the Pricing area, select the **EDD (Electronic Direct Debit)** checkbox as the Payment Method and click **Save**.
Production Pricing can be activated only when the Order Center module is enabled on the license.
When the working day (start and end times) is set to 24/7 (**System Setup > General > Calendar Options**), you cannot change the currency (**Print Settings > Pricing > Business**).

Table 3: Tips and Hints (Sheet 6 of 11)

Description
Account Links Feature **Note:** The documentation for this feature was omitted from the Print Service Provider Guide. The Account Links feature enables you to create and track billing invoices for a Print Buyer's orders. It is available only when the Order Center license is not activated; otherwise (when the Order Center license is activated), Account Billing will have the enhanced billing options of Invoices/Receipts/Credit Notes/Deposits. You create and assign invoices to a Print Buyer as needed. You can include all of a Print Buyer's unpaid orders in a single invoice, or include only specific orders (you can create and assign multiple invoices to a Print Buyer). To access this feature, you choose **Accounts** in the main menu, and select the Print Buyer from the list. You then choose **Billing > Account Links**. to display the Account Links window. The left side of the window displays the current Invoices (Account Links), and has a button (**Create New**) for creating a new invoice.; the right side of the window display the details of the currently selected invoice. To create an invoice, click **Create New**; then click Select Orders, then check 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. Click **Confirm**. The Invoice is listed in the Account Links window and its details are displayed. From the Account Links window, you can print or cancel invoices.
The job price value may appear as N/A (not available). For example, in the event that the job type page size values does 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**. The planner will explain the error (e.g, the page size uploaded doesn't exist in any of the output devices selected for this job print; it is too large and therefore the job cannot be imposed on the existing devices). 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.

Table 3: Tips and Hints (Sheet 7 of 11)

Description
Shipping
*   If you delete a Shipping Method Group for an account, you must manually select another Shipping method or group as the default for the account, or Print Buyer account users will not be able to order.
You must enable and enter a price for the shipping method. Otherwise, if the Print Buyer selects this shipping method, the print buyer will see the price as N/A.
Special Characters
Do not use special characters (such as: @,$,') for the print driver password.
Do not use the ' character in the User Name field when you log on.
Space code and special characters are not supported in application-editable fields (for example, input fields of ordered templates).
User Privileges
User Access defined using the User Access button (in **Accounts > Store Setup > Templates**) is not enforced in the following cases: ■   If the user who is ordering has Manage Templates privilege, this overrides the User Access definition. ■   For templates that appear in Superstore catalogs. **Workaround:** Create a new (duplicate) Superstore catalog and remove the templates from it, and assign this catalog to the users who should not have access to the templates.
When using Print driver flow, you must have a username and password; if no password exists, it will not login to Web Services.
VI Template
*   The **Gallery Slider** in the **Form Editor** is not supported when selecting images from the image library. **Workaround:** To upload an image to the Gallery Slider, select one of the following options in the **Image Upload** field: **Allow image upload to the** [**Job folder** | **selected folder** | **personal folder**].
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 other template element, you must assign it to "Layer 0." You can do this as follows: In the Form Editor, in the **Field Name** list, select the relevant field. In the **Image Alignment and Boundaries** pane, in the **Layer:** option, click **Send Backward** until the layer is set to 0.
When the Print Buyer user selects a VI or Archived template, and the instruction message incorrectly says to click on **Add to Cart** or **Add to Cart and Checkout**, the Print Buyer should instead click on **Continue**. (The User 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.

Table 3: Tips and Hints (Sheet 8 of 11)

Description	
	The **Use Variable Data** and **Use Variable Data Archive** options have been removed from the list of User Type options (**System Setup > Advanced >User Types**). This functionality is now available at the template level.
Book Assembly	
*	Add Paper Price checkbox for Book Assembly jobs is not supported and has been removed. Therefore, you should manually enter the price for each paper size selected for the Binding style. (This applies to both Intent Pricing, and if Order Center is installed, to Production Pricing.)
	In Saddle Stitch and Perfect Bind settings, the system will always complete the imposition to the next multiple of 4, although the preview shows only the original number of pages.
	The splitting option in Book Assembly can be used for the following: ■ Simplex jobs ■ Duplex uploads or templates that have mixed pages (B&W and color on the same page)
	JDF is not supported for Split Book Assembly jobs.
	Page exceptions for Book Assembly is supported only if you use the **Do not impose** Output device setting.
	For Book Assembly, used stock front and back coating overrides the finishing defined in Binding styles of the job type, and is reflected in the JDF.
Site Customization	
	You cannot create an .mht file (for Site Customization skins) from an HTML file, if the folder path of the HTML file contains spaces or special characters. Therefore, ensure that there are no spaces or special characters in the folder path.
	When creating Site Customization skins, all images must be embedded in the .mht file.
Others	
*	When you use Internet Explorer 8 to create/edit templates, and click **Selective Upload** or open PDF Preview in the application, an inappropriate and incorrect pop-up message is displayed. Click **OK** in the message to continue with your request. Note that the results will be displayed in Adobe Acrobat, not in Internet Explorer.
*	If you change bleed and trim 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), to see the changes take effect you must re-impose the job. You can do this by clicking on the Device & Imposition icon in the Production queue.

Table 3: Tips and Hints (Sheet 9 of 11)

Description

* If you enable the Print Buyer to order a job or template when problems are encountered, you can add a notification that forces the Print buyer to confirm that he/she is aware of the problems. You do this as follows:
 	
1 Select the **Order Sequence** tab in the job or template definition wizard.
 	
2 Select the **File Report** line and click **Edit**.
 	
3 In the **File Report** dialog box:
 	
  a Select the **Enable user to continue ordering when problems are encountered** check box.
 	
  b In the field titled **Force user to confirm following message if continue with problems**, write the notification that you wish to display.
 	
The notification will be displayed in the language you write it.

Installing the True Type Font Collection on Windows 2008 Server will cause certain fonts to appear twice, which causes problems in 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 Web Services Font List window to validate that there are no remaining duplicated fonts.
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 checked. **Access: Job Type** (or **Template**) **definition wizard > Ordering Sequence** tab. Select the **File Report** option and click **Edit**.
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 PS and PDF. However, PDF is recommended.
When you create a Gang job in the Production Queue, refresh is not automatic. You must manually perform a refresh.
XMPie integration: The user name and password that is defined in Web Services under integrations must match the user login details of the XMPie user (who creates campaigns and upload cpkg files), not the XMPie administrator (who manages users and preferences, etc.).
XMPie: In Track Jobs, when doing a PDF Preview, a "job in process" message is issued. To see the preview, you must click on "abort process."

Table 3: Tips and Hints (Sheet 10 of 11)

Description
Before downloading and installing a new version of print driver from FFWS server on MAC, do the following: **1** Go to Finder, select the **MAC version# > Library folder** and delete the **Print Driver** folder. In the Receipts folder, delete the **pkg** file and every instance of Print driver. Verify through Finder that no Print Driver pkg or instance can be found. **2** Delete from the desktop the pkg instance of the Print Driver. **3** In **System Preferences > Printer & Fax**, delete old Print Driver. **4** Empty trash. **5** Restart
For 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
Macros are not supported for Microsoft Office uploads.
Existing accounts cannot be deleted if deleted jobs are still available for the account. Instead, you should disable the account.
To enable Process Manager and Manifest-driven Hot Folder: **1** Define the Hot Folder and Manifest folder in Process Manager. **2** Create the output device in 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.
PDF preview and production files might not be created if the Arial font is not installed in the FFWS server. Ensure that Arial font is installed on the FFWS server in the Windows\Fonts folder.
For eastern languages users to see tooltips (for example, in Japanese), the language must be installed on the client that reads the tooltips.
You cannot start Web Services if you change the server password after installing the application. **Workaround: Stop Web services > Close all applications> Run\\NewsWay\Installs\config.bat** to run developer installer. (**Note:** The default drive is D:)

Table 3: Tips and Hints (Sheet 11 of 11)

Description
WorkFlow policy functionality is available from the Ordering Sequence tab of the template definition wizard. Access Workflow Policy fields, as follows: **1** Edit the template (**Accounts > Store Setup > Templates**; **Edit Properties** button). **2** Select the Ordering Sequence tab. **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.
Using add-ons (Skype, Google, etc.) might cause problems in the client GUI (for example, on links that are activated). It is recommended that you not use such add-ons when using Web Services.
U.S. dollars (USD) is the only supported currency for U.S.-based merchants, when Authorize.Net is the selected Payment Service for credit card (**System Setup > Integrations > Credit Card**).
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.
Terms and Conditions currently appears in two locations—in the Place Order and in the Shopping Cart windows. You can remove Terms and Conditions from either of these locations, as follows: ■ To remove one Terms and Conditions from the Place Order window: In **Accounts > Account Setup > Checkout**, unselect the **Terms and Conditions** check box. ■ To remove one Terms and Conditions from the Shopping Cart window: In **Accounts > Account Setup > Preferences**, in the Utilities section, unselect the **Force Terms and Conditions confirmation before ordering** check box.
The Reprint Jobs feature is no longer available from the Print Service Provider side. It should now be done from the Print Buyer side. The **Reprint Job** button has been removed from the **Track Jobs > Search** window.
You must make sure that the same time zone is set in Web Services (**System Setup > Basic > Time Zone**) and in the OS system (regional and language options); otherwise the shipping date can be inaccurate.
In Microsoft Windows XP on the Print Buyer side, Print Driver support is limited to XP SP3; it is not supported on SP1 and SP2.
HTTPS connection for **Print from Docushare** is not supported.
When a Print Buyer returns to the Shopping Cart after paying with Authorize.NET, an error message appears. The error message can be ignored as the job was sent to the Production Queue and processed properly.

System Operating Ranges

The system is optimized to perform according to the operating ranges listed in Table 4.

Table 4: System Operating Ranges

Reliability and Load
- Load parameters   50 concurrent users   50 jobs per hour   - Stress parameters   - Max job types - 100   - Generic joblets - 50   - Scheduled maintenance   - Weekly ½ hour maintenance window
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 - 5000 users

Third Party Support

The FFWS server is compatible with the following:

- XMPie PersonalEffect 4.6.2

> If you purchase 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.
>
> - **" <?xml version="1.0" encoding="utf-8" ?>**
> - **- <result>**
> - **<err>-3</err>**
> - **<src>GetOutputFormatList</src>**
> - **<descr>Required Parameter [cn] Missing</descr>**
> - **</result>"**
>
> **3** If the results are different than the above XML, contact XMPie support.

- To use the Selective Upload and Modify PDF plug-ins, you need Adobe Professional 8.1.7 or 9.4 on the client-side.
- Supported Browsers:
    - On the Print Service Provider Side: Internet Explorer 7 and 8
    - On the Print Buyer Side: Internet Explorer 7 and 8, Safari 4.0.3, FireFox 3.5.6
- Anti-virus (optional)
    - Norton Symantec Endpoint Protection 11.0.

> The "Configuring your Anti-Virus Software" section in the *Installation Guide* contains an incorrect list of files that should be excluded from the anti-virus software. If you are configuring anti-virus software, use the following correct exclusion list:
>
> - D:\NewsWay\Global.asa
> - D:\NewsWay\Global.asax
> - D:\NewsWay\Web.config
> - D:\NewsWay\installs\SetPermissions.vbs
> - D:\NewsWay\installs\Config.bat
> - D:\NewsWay\installs\DeveloperInstaller (all files and subfolders)

- Microsoft Security updates until October 15, 2010
- Image Personalization feature of DirectSmile VDP Studio 3.5 and DirectSmile VDP Pro 3.5.

    To install the DirectSmile plug-in on the application server:

a On the application server, extract the **DirectSmile.Zip** file, as follows: from: *<installation_folder>*\ Xerox_8.0.39975\DirectSmile.

b From the folder to which you extracted, run **DirectSmileSetup.bat**.

The following Client operating systems are supported:

■ XP Pro SP3, Vista Business SP2, Windows 7, and Mac OS 10.6

> To print from Mac 10.6 to web services you have to select and install the Mac 10.5 print driver.
>
> Selective upload and modify PDF utilities are not supported for Mac 10.6.

Known Issues

This section contains the following tables:

Table 5— lists Known Web Services 8.0 Issues that are outstanding in this version. These are organized into the following categories: Catalogs, File Upload, Form Editor, Imposition, Joblets,Pricing & Billing, User Privileges,VI Template, Book Assembly, Others.

Table 6 on page 38—lists Known Web Services Order Center 8.0 Issues that are outstanding in this version.

> Items that are new or changed in this Release Note have an asterisk (*) in their first column in the tables.

Table 5: Known Web Services 8.0 Issues (Sheet 1 of 5)

Description
Catalogs
Approval Email Settings for User Privilege is not supported when using Catalog Template view.   Access: **Accounts > Account Setup > Preferences**; **GUI** section.
Approval Email is not supported in HTML catalogs.
Urgency price is not supported for HTML catalogs.
Maximum number of copies allowed per order is not enforced for templates in an HTML catalog.
A catalog keyword query on a template does not return a hit list if the template contains more than one keyword in its properties. (**Accounts > Store Setup > Catalogs**; **Add Query** button; **Look for Products by: Keyword**.)

Table 5: Known Web Services 8.0 Issues (Sheet 2 of 5)

Description	
	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 Superstore category, the item is copied with the **Enable Hold Queue in the Catalogue** option selected. This happens whether or not the option was selected in the original catalog.
File Upload	
*	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 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 is not supported for file upload (in Upload, Book Assembly upload, and Template creation flows).
Form Editor	
	Format rules (Field Format option 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 Web Services.
	Using the Form Editor to mark the location of a field in Layout Preview is not supported for Composite field types.
Imposition	
	Work & Tumble + Alignment combination is not supported.
	Documentation Error in the Print Service Provide User Guide: **To set custom color bar elements:** 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." This instruction reflects old usage; the GUI was since changed in the last major release. To correctly define the Color Bar settings, you must: ■ Select the **Alignment** from the drop down list (the Alignment is the location of the printed color bar on the press sheet) ■ Specify the **Dimensions** (size) of the printed color bar (Width and Height).
*	There is no imposition for PPML output format.

Table 5: Known Web Services 8.0 Issues (Sheet 3 of 5)

Description
Joblets
*   The name of a joblet cannot start with the word "Tab" or "Tabs."
Pricing & Billing
*   Only one shipping address is supported for online payment vendors. If more than one shipping address is defined, only the first shipping address will be displayed in the vendor payment screen.
*   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.
If pricing is defined for Lamination subtypes (e.g., Lamination: BothSides, Lamination: Gloss), the prices of the Intent sub types are calculated for the job order even if the Print Buyer selects No Lamination.
Shipping carrier, Posten Norge, does not work.
User Privileges
Users with Manage Template privileges can access the Form Editor even if they do not have Use Form Editor privilege.
Print Service Provider users with non-Admin permissions can access and change job properties, including pricing.
VI Template
Space between words or characters and special characters (such as: @,$,') are not supported in the Variable template's input fields as well as other input fields such as: Account name, user name, site name, customized fields etc.
*   Selective Upload and Modify PDF plug-ins are not supported locally on the server; each client must download the plug-ins to the local computer to be able to use them.
*   Selective Upload is not currently supported when using FireFox.
When using a VDP ordering flow, the Print Buyer can preview only the first ten records, not all records.
VI fields with spot colors appear as black when you preview the PDF or JPEG file.
Book Assembly
*   During Book Assembly creating or ordering, the trim size in the Trim And Bleed tool is not correctly reflected in the PDF Preview size mismatch.
*   You cannot open the Preflight link for existing Book Assembly templates.
*   Only PDF image uploads are supported for each of the preview images in the Binding style Page Size Edit Preview link (e.g., External Spine Image, External Front Cover Image). Access: **Print settings > Set > Binding Styles > Page Size tab**.

Table 5: Known Web Services 8.0 Issues (Sheet 4 of 5)

Description
Uploading a job with mixed paper sizes is not supported.
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.)
Others
Default email banners should not be deleted when customizing a skin.
*   XMPie integration does not work with Xerox FreeFlow application printers (for example, Process Manager, Output Manager).
*   A converted JPG with a thin horizontal line, that has been rescaled, might not show the thin line when the Print Buyer uses JPG Preview.
*   Toolbox does not start after restart, though Web Services service is up.
*   LDAP Configuration Guide documentation correction: Novell eDirectory is supported; Novell NDS is not supported.   The LDAP Configuration Guide incorrectly states that Novell NDS is supported and omits support for Novell eDirectory for LDAP. The correct directory service information for LDAP is that Novell eDirectory is supported, and Novell NDS is not supported. (Other directory service support is as written.)
*   If you check the **Mandatory** checkbox for Address data fields (e.g., City, State, Zip) in the general Customized fields window (**System Setup > Advanced > Customized Fields**), you 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).
*   Cannot view job preview when ordering the job from the Docushare server machine.
*   Inventory Template documentation errors: ■ 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: Select the template and click **Edit Properties**. Then, in the **Variable Information** tab, check **Enable Inventory for this template**. Save the changes.   ■ The following should appear in the *Print Buyer Guide*: To access the Print to Inventory button, go to **Manage Template > Templates**, and select an Inventory template from the list.
*   Output Device name cannot include special characters (such as apostrophe).
*   Job Expiration does not work.
*   You cannot calculate the shipping price for non-printable jobs.

Table 5: Known Web Services 8.0 Issues (Sheet 5 of 5)

Description	
	Adobe Acrobat's **Stamps** tool options are not supported when uploading a PDF. The stamp image will not be visible in PDF previews or in the final PDF for print.
	Repository templates imported from Sharepoint or Docushare do not show watermarks.
	Pricing settings, and Tax and Urgency values, are not duplicated when you duplicate a template.
	Documentation Error— "Defining Self-Registration Details" in the Print Service Provider Guide. The instructions incorrectly say "Type the url that directs the guest user to the system home page." The path is not editable, so you need to copy, not type, the url. The instructions should have said "Copy the path of the url that directs the guest user to the system home page."
	Layout Maker lets you gang jobs that use different weight paper, if the paper size is the same.
	XMPie PersonalEffect: Web Services does not impose XMPie jobs. This is done in the XMPie.
	XMPie PersonalEffect: Web Services does not generate press sheet calculations in the imposition section in the Job Info panel in the Production queue.
	XMPie PersonalEffect: For VI template, cannot download the Print Buyer's database that was uploaded in the order (there is no import/export database capability).
	XMPie PersonalEffect: XMPie VI fields behave like Form Editor VI fields. If you try to Upload a field that is not supported through the Form Editor, it will not work.
	Internet Explorer 6 is not supported on the client side nor on the server side.
	Changes in the Customization Link dialog box currently not supported. **Access:** (On Print Server Provider Side) **System Setup > Home page Customization**. Click **Customize** in the **GUI Links** section.

Table 6: Known Web Services Order Center 8.0 Issues (Sheet 1 of 3)

	Description

*	Documentation Error: In the *Order Center User Guide*, the explanation of Account Group usage is not clear. Below are highlights concerning Account Groups functionality that should have been made clear in the *Order Center User Guide*:
	
	 ■ Account Group definition serves as additional Criteria for Accounts.
	 ■ Account Group definition has no relation to Parent/Child relationship.
	 ■ Account Group implementation serves two main purposes:
	   ■ It provides another way to filter the list of accounts; this is very useful when list is long, and you need to perform manual changes/work (for example, give a discount, or check activity in the dashboard)
	   ■ It is a convenient way to export accounts (filtered according to their Account Groups). For example, a Print Service Provider who wants to send an email campaign to a number of accounts can assign the relevant accounts to a Group, and then export the list of accounts with their users. The emails of all the users will then be in one place.
	
	 Note: It is not possible to import users using a mixed file (that is, a file that was exported and includes both accounts and users). This combination is used solely for exporting in cases a centralized information is needed by the Print Service Provider.

*	Only upload of PDFs (not other file types, such as Office doc, ppt, xls) is supported for job creation in Quotes.
*	Only PDF format is supported for File Mapping. (Files can be mapped either by direct upload or through retrieval of an email with attached files sent to Order Center.)
	Urgency and express colors in a quote are not shown in the Shipping Date calendar dialog box. Access: **Accounts** > **Sales** > **Quotes** >**Products** tab > **Job Details** tab > **Shipping** link > **Choose the Shipping Date** *date* or *calendar* link
	Documentation Error: In the *Order Center User Guide*, the procedure for defining Quick Sales Settings contains steps for setting up non-existing fields (in the chapter on defining System Settings). The following fields do not exist, and the steps in which they are mentioned should be ignored: ■ Receipt Printer Path ■ Cash Drawer: Path, Code, and Link options. In addition, the section on Handling Quick Sales incorrectly states that receipts are printed on a printer that was pre-defined through the Quick Sales settings.
	Documentation Error: In the *Order Center User Guide*, the procedure for customizing document numbering contains the following errors: ■ It incorrectly contains a step for checking the **Use Receipt numbering for Refunds** checkbox. The application does not issue refunds. ■ In the default Numbering Prefixes table, there should be no Other Options shown for Invoices, and the Other Options information that is incorrectly showing for Invoices should instead be showing for Deposits.

Table 6: Known Web Services Order Center 8.0 Issues (Sheet 2 of 3)

	Description
	Documentation Error: In the *Order Center User Guide*, the procedure for moving a job from the Artwork queue to the Delivery queue (in the chapter on managing your business and production) incorrectly states that you can also move jobs to the Printing queue.
	Invoices are incorrectly formatted, CSR and customer addresses might be incorrect, currency is shown in USD, and dates are shown in US date format.
	Inventory level is not updated for templates ordered from Order Center.
	Jobs of Canceled Order cannot be found in Track Jobs.
	Mismatch icon is displayed when a mismatch does not exist, if you upload a file for a job in a Quote by clicking the Attachments link in the Job Details tab.
	Cannot commit a receipt if you set a Rounding value in it.
	Commercial Queue shows "Unread Messages" status for orders/invoices that have no unread messages.
	Credit note % is not updated when you enter an amount.
	Quotes take values for Order Customized fields from the System level, even if you also defined Customized fields at the Account level.
	Email Retrieval feature supports quotes and orders only.
	Production pricing calculations for paper stock by weight and for cutting of Parent sheet to Press sheet are incorrect. This affects Cutting setup and Cutting runtime line items.
	The Excel pricing feature is not available in Order Center (but is available in Web Services for non-Order Center users).
	To use Production Pricing, you must enter a value for the Thickness of Stock attribute in the Cutting Process Estimator.
	Dashboard displays an incorrect number of offline orders in the pie chart. Online orders are represented under the offline orders in the chart. Quick Sale is drawn under online orders.
	Cannot cancel an invoice that is associated with an order from a Quick Sale.
	If you create a new item during a Quick Sale order, the new item is not automatically added to the order; you must add it from the Item tables which appear in the right panel.
	Data (Original/Copy/Payment Details) is missing in printouts of invoices/receipts/deposits/credit notes.
	When you request a third party quote, clicking the Job Ticket link does not display the job ticket.
	When you upload a file to a job in quote and mark it for production, mismatch messages between the uploaded file and the job specification do not appear in the Artwork queue. You can see the mismatch details in the Production Queue.

Table 6: Known Web Services Order Center 8.0 Issues (Sheet 3 of 3)

Description
When multiple quantities are listed for the same job in a quote, Urgency, Shipping and Tax will not be displayed on the Quote Products tab. However, when the quote is committed to an order and the desired quantity is selected, these parameters will be displayed under the Order Products tab
AccountManager and SalesPerson data are missing from the Order node of an OrderExport XML file generated for an order created in Order Center.

Backing Up and Restoring Web Services

You can back up Web Services by Copying NewEdition.

Web Services contains commands that can be used to automate your backup scenarios.

This section contains the following topics:

Performing Automatic Backup

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

1 Insert the following commands to shut down the application server (the explanation of what a command does is written parenthetically after the command):

   a **sc stop PressSense$iWayService** (stops the application service)

   b **iisreset /stop** (stops IIS)

   c **sc stop W3SVC** (stops IIS)

   d **sc stop MSSQL$IWDBSQL** (stops SQL server)

   e **TASKKILL /F /IM NWServicesE.exe /T** (verifies an application Process is down)

   f **TASKKILL /F /IM NWProcessX.exe /T** (verifies an application Process is down)

   g **TASKKILL /F /IM iwFactry.exe /T** (verifies a application Process is down)

   h **TASKKILL /F /IM PressSense.Core.WindowsServices.iWayService.exe /T** (verifies an application Process is down)

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

2 Following the completion of the backup, insert the following commands to restart the application server:

   a **sc start MSSQL$IWDBSQL** (starts the SQL server)

   b **@ECHO OFF**

   c The following commands are optional. They explain the sleep script:

   i **rem --#---**

   ii **rem --# Script: sleep.BAT**

      iii   rem --# Tested: Microsoft Windows XP [Version 5.1.2600]

      iv   rem --# Purpose: Sleep for number of seconds

      v   rem --# Every 2 pings to localhost takes about 1 second

      vi   rem --#

      vii   rem --# Usage: sleep.BAT {# of seconds to sleep}

      viii   rem --#--

d   **ECHO %TIME%**

e   **FOR /l %%a IN (120,-1,1) do (ECHO 1 >NULL %%as&ping -n 2 -w 1 127.0.0.1>NUL)**

f   **ECHO %TIME%** (waits 120 sec ("Shock time") for SQL server to start accepting connections)

g   **Start PressSense$iWayService** (starts the Application service)

Performing Web Services Backup via Copy NewEdition

To perform the backup:

1   Stop the FFWS server.

2   Stop the SQL Server as follows:

      i   Click the **Start** menu and select **Run**.

      ii   Type in **services.msc** and click **OK**.

      iii   Select **SQL Server (IWDBSQL)**. Right click and select **Stop**.

3   Stop the IIS Admin Service as follows:

      a   Click the **Start** menu and select **Run**.

      b   Type in **iisreset /stop** and click **OK**.

4   Backup the /NewEdition folder

5   Click the Toolbox button to restart Web Services.

> - When backing up this folder by copying, it is recommended to change the new, copied folder name to NewEdition_*(current date)_(version)*. For example, *NewEdition_20Nov09_WS7U5*.
> - The Windows Server Editions has a built-in backup module that can be used for this purpose. The module can be accessed from the Programs menu / Accessories / System Tools / Backup. See Microsoft's Help for instruction on using the module.
> - 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 Programs menu / Administrative Tools / Services.

Restoring a Backup

This procedure can be used for restoring a backup regardless of which method you used to perform the backup.

> ⚠ ■ The following procedure is valid only when restoring a backup of the current version. If you upgraded Web Services since your most recent backup, you must perform a rollback. For more information about performing a rollback, contact Technical Support.
>
> ■ Xerox strongly recommends that you also create a backup of your current data before restoring a back up.

1 Stop the FFWS server.

2 Stop the SQL Server as follows:

    i Click the **Start** menu and select **Run**.

    ii Type in **services.msc** and click **OK**.

    iii Select **SQL Server (IWDBSQL)**. Right click and select **Stop**.

3 Stop the IIS Admin Service as follows:

    a Click the **Start** menu and select **Run**.

    b Type in **iisreset /stop** and click **OK**.

4 Select the NewEdition folder on the local drive where Web Services is installed, and change the NewEdition folder name by appending the date and software version number to the folder name. For example, NewEdition_*20Nov09_WS7U5*.)

5 Copy the NewEdition folder from the backup (NewEdition_(*backup date*)_*WS7U5*) to the Web Services local drive (e.g D:\).

6 Rename the folder in Step 5 to NewEdition.

7 Start the SQL Server as follows:

    i Click the **Start** menu and select **Run**.

    ii Type in **services.msc** and click **OK**.

    iii Select **SQL Server (IWDBSQL)**. Right click and select **Start**.

8 Run SetPermissions.vbs from \Newsway\installs.

9 Run Config.bat from \Newsway\installs.

10 Using the Toolbox, start the FFWS server.