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FreeFlow® Web Services

Customer Software Release Document



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

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New Features and Enhancements

The Web Services Customer Release Document provide the most up to date information about Xerox FreeFlow® Web Services version 7.0. The document is organized as follows:

- Chapter 1: New Features and Enhancements
- Chapter 2: Known Issues and Limitations
- Chapter 3: Software Backup and Restoration

New Features and Enhancements

Enhancements for the following features are included in this version:

- Print Server Compatibility Matrix
- Supplemental Print Paths
- Web Services running as a Service
- Application Interface (GUI) Redesign
 - Remapped Menu Items
- FreeFlow Integrations
- MultiSite Configuration
- Connectivity Capabilities
- Job Business Flow (Job Types) and Joblets
- Templates
- Superstore Catalog
- Checkout Customization
- Production Queue
- Printing Queue
- Pricing Definition
- Order Numbering
- Print Buyer Experience
- Web Services Order Center 7.0 Add-On Module
- Additional Enhancements

Print server compatibility matrix

This section provides a list of supported production printers and Digital Front Ends for use with FreeFlow Web Services 7.0.

Printer	Digital Front End
DocuTech / DocuPrint 65	DocuSP 2.0 DocuSP 2.1
DocuTech / DocuPrint 75	DocuSP 3.8
DocuTech / DocuPrint 90	DocuSP 3.8
DocuStation DP 301	Print Services 1.x
DocuTech 135	DocuTech Network Server DocuTech Network Service– J 1.4.0 NS Plus 2.1 NS + Server Series 4.0 FreeFlow
DocuTech Publisher 6100 6115 6135 6155 6180	DocuSP 51 DocuSP 1.4J (for 6135/6180 only) Xerox FreeFlow Print Server 60
Nuvera 100 DC/P Nuvera 100 DPS Nuvera 120 DC/P Nuvera 120 DPS Nuvera 144 DPS Nuvera 100/120/144 EA (Not DocuSP 50) Merrimack 288 (Not DocuSP 50)	DocuSP 50 DocuSP 51 Xerox FreeFlow Print Server 7.0 (EA versions only including Merrimack 288)
DocuPrint with NPS server DocuPrint 92C / 600 DocuPrint 96 DocuPrint 180 DocuPrint 4050 DocuPrint 4090 DocuPrint 4635 DocuPrint 4850 DocuPrint 4890	DocuPrint Server
DocuPrint with DocuSP server DocuPrint 100 EPS DocuPrint 115 EPS DocuPrint 135 EPS DocuPrint 155 EPS DocuPrint 180 EPS	DocuSP 51 Xerox FreeFlow Print Server 60

Printer	Digital Front End
DocuPrint Continuous Feed configurations DocuPrint 350 DocuPrint 500 DocuPrint 700 DocuPrint 1000	DocuSP 4.2 DocuSP 51
DocuPrint Continuous Feed configurations DocuPrint 425 DocuPrint 525 DocuPrint 650 DocuPrint 850 DocuPrint 1050 DocuPrint 1300	DocuSP 51 Xerox FreeFlow Print Server 60
Xerox 490 Color Continuous Feed Printing System Xerox 980 Color Continuous Feed Printing System	Xerox 490 Controller 1.0 (LPR support only) Xerox 980 Controller 1.0 (LPR support only) Xerox 490 Controller 2.0 (LPR support only) Xerox 980 Controller 2.0 (LPR support only) Xerox FFPS 7.0 (avail in FF7.0 SP3)
Xerox 495 Continuous Feed Printing System	DocuSP 51 Xerox FreeFlow Print Server 60
EX2101	Fiery EX2101 2.0 LPR
XES 510, 721, 6030/6050	AccXES 10.2
XES 8142/8160	Xerox Wide Format Color RIP 4.0
Document Centre 220/230/332/340/420/432/440 Document Centre 240/255/265/460/470/480/490 WorkCentre Pro 23/28/32/38/45/55/65/75/90	Document Centre Controller
Xerox 4110	GXP 4110 DocuSP 50 DocuSP 51 Fiery EXP4110 1.1 IPP
Xerox 4590	DocuSP 51 Xerox FreeFlow Print Server 60
Xerox 4595	DocuSP 51 (SP2) Xerox FreeFlow Print Server 60
Xerox 4112 / 4127 EPS Xerox 4112 / 4127 Copier/Printer	Xerox FreeFlow Print Server 60 Fiery Print Controller 1.0 IPP Integrated copy / print server 1.0
Document Centre 1100/900	DocuCentre (Green) controller
DocuColor 3535	EX3535 2.0 (LPR only)
DocuColor 240/250	DocuSP 51 Fiery EXP250 1.0/1.1 IPP

Printer	Digital Front End
DocuColor 242/252/260	FreeFlow Print Server 6.0 FreeFlow Print Server 7.0 (avail in FF7.0 SP2) CX260 2.0 Fiery EX260 2.0 IPP
DocuColor 700	Xerox FreeFlow Print Server 60 EX700 Print Server 1.0 CX700 1.0 PX700 Print Server 4.0 (G-Server in FX Market only)
DocuColor 2045	EX2000D 3.0 LPR CXP6000 4.1 DocuSP 5.0 DocuSP 51
DocuColor 2060	EXP5000 2.0 IPP EXP5000 2.0 LPR EX2000D 3.0 LPR CXP6000 4.1 DocuSP 5.0 DocuSP 51
DocuColor 5000 DocuColor 5000AP	DocuSP 51 Xerox FreeFlow Print Server 60 Xerox FreeFlow Print Server 7.0 (AP only) (avail in FF7.0 SP1) CXP50 1.0 EXP50 1.0 IPP EX50 2.0 IPP
DocuColor 5252	DocuSP 5.0 DocuSP 51 EXP5000 2.0 IPP EXP5000 2.0 LPR EX2000D 3.0 LPR CXP6000 4.1
DocuColor 6060	DocuSP 5.0 DocuSP 51 EXP6000 3.0 IPP EXP6000 3.0 LPR CXP6000 4.1
DocuColor 7000 Digital Press DocuColor 7000 Digital Press AP	DocuSP 51 Xerox FreeFlow Print Server 60 Xerox FreeFlow Print Server 70 (avail in FF7.0SP1) CXP8000 3.0 CXP8000 1.0 (AP only) EXP8000 2.0 IPP (not for DC7000 AP) EXP8000 3.0 IPP (not for DC7000 AP) EX8000AP 1.0 IPP (for DC7000 AP)

Printer	Digital Front End
DocuColor 8000 Digital Press DocuColor 8000 Digital Press AP	DocuSP 51 Xerox FreeFlow Print Server 60 Xerox FreeFlow Print Server 70 (avail in FF7.0SP1) EXP8000 2.0 IPP (not for DC8000 AP) EXP8000 3.0 IPP (not for DC8000 AP) EX8000AP 1.0 IPP (for DC8000 AP) CXP8000 3.0 CXP8000 1.0 (AP only)
Xerox iGen3 Digital Production Press	DocuSP 51 Xerox FreeFlow Print Server 60 Creo Spire 5.0 Fiery iGen3 Q5000/Q5500 3.0 IPP Fiery iGen3 Q5000/Q5500 4.0 IPP
Xerox iGen4 Digital Production Press	Xerox FreeFlow Print Server 7.0 CX Print Server 1.0
DocuTech 128/155/180 Highlight Color (DocuPrint 180 IOT configuration)	DocuSP 51 Xerox FreeFlow Print Server 60
DocuTech 128/155/180 Highlight Color (DocuPrint IOT configuration)	DocuSP 51 Xerox FreeFlow Print Server 60

Supplemental print paths

This section provides a list of supported production printers and Digital Front Ends for use with FreeFlow Web Services 7.0.

Printer	Digital Front End
Extended Connectivity Print Job Manager (EC-PJM)	EC-PJM 1.3 (10/100/TR) EC-PJM 2.0 (10/100/TR)
FreeFlow Output Manager	FreeFlow Output Manager
Generic PostScript Printer	TCP/IP
Generic IPP Printer	TCP/IP
Generic LPR w/o job ticket	TCP/IP

Web Services running as a Service

Web Services now runs as a Windows service. The Web Services server no longer needs to be logged onto with the console. The Web Services Tool Box has been changed accordingly to control the service (instead of controlling Web Services directly).

Application Interface (GUI) Redesign

The following general changes have been made to the Web Services interface on the Print Service Provider side:

- The main menu options have been moved from the upper right corner of the window to a menu bar along the top of the window (under the browser URL address field).
- The first level of submenus under the main menu has been replaced by a ribbon containing menu options. In some cases, tabs in windows have been replaced by options in a ribbon.
- Drop down lists have replaced many free text fields, to simplify data specification and reduce the chance of errors.

Remapped Menu Items

Names, sequencing, and location, of menu options have been redone in Web Services version 7.0. Use these tables if you are familiar with the menu mapping in Web Services version 6.0.

Table 1—lists menus and options from Web Services version 6.0 that have been changed in Web Services version 7.0 and provides their new mappings.

Table 2—lists new menus added to Web Services version 7.0.

Table 1: Remapping of Menu Options from Web Services version 6.0 to Web Services version 7.0

Version 6.0 Menu Options, and Tabs		Version 7.0 Menus and Options	
Info Center		Home	
Customers		Accounts menu	
Customers > Settings (tabs)		Accounts > Account Setup (except where noted:)	
	Account tab	Accounts > Account Setup > General Info	
	Templates tab	Accounts > Store Setup > Templates	
	Catalogs Library tab	Accounts > Store Setup > Catalogs	
	Image Library tab	Accounts > Store Setup > Image Library	
Management			
Management > Track Jobs		Tasks > Track Jobs	
Management > Job Type Library		Print Settings > Job Business Flow	
	Simple jobs option	Print Settings > Job Business Flow > Job Type Library	
	Book Assembly option	Print Settings > Job Business Flow > Book Assembly	
	Job Type Groups option	Print Settings > Job Business Flow > Job Type Groups	
Management > Inventory		Store Assets > Inventory	
Management > Branding > Skins		Store Assets > Skins	
Management > Branding > Customizations		System Setup > Basic > Home Page Customization	

Table 1: Remapping of Menu Options from Web Services version 6.0 to Web Services version 7.0

Version 6.0 Menu Options, and Tabs	Version 7.0 Menus and Options
Settings	(Split mostly between System Setup and Print Settings)
Settings > General	
Settings > General > System	System Setup > Basic > General
Settings > General > Pricing	Print Settings > Pricing > Business
Settings > General > Email	System Setup > Advanced > Email
Settings > General > Production	Print Settings > Production > Parameters
Settings > General > Paper Sizes	Print Settings > Production > Paper Sizes
Settings > General > Languages	System Setup > Basic > Languages
Settings > General > Fonts	System Setup > Advanced > Fonts
Settings > General > Privileges	System Setup > Advanced > User Types
Settings > General > Job Expiration	System Setup > Advanced > Job Expiration
Settings > General > Customize Fields	System Setup > Advanced > Customized Fields
Settings > Site	
Settings > Site > Contact Information	System Setup > Basic > Contact Details
Settings > Site > Print Provider Accounts	System Setup > Users
Settings > Site > Terms and Conditions	System Setup > Basic > Terms and Conditions
Settings > Output Devices	Print Settings > Production > Output Devices
Settings > Stock Library	Print Settings > Production > Stock Library
Settings > Finishing	Print Settings > Job Business Flow > Joblets Library
Settings > Shipping	Print Settings > Shipping
Settings > Integrations	
Settings > Integrations > Data Export	System Setup > Integrations > Data Export
Settings > Integrations > Credit Card	System Setup > Integrations > Credit Card
Settings > Integrations > External Systems	System Setup > Integrations > External Systems

Table 2: New Menu Options

Menu Options	
Tasks > Printing (Note: This option was split off from Tasks > Production.)	
In the Accounts >Account Setup ribbon:	
	Checkout
	Customized fields
In the Accounts >Store Setup ribbon:	
	Cross Sales
	Databases
Store Assets > Messages. (Note: This is not related to the version 6.0 Info Center > Messages option.)	
Print Settings > Job Business Flow > Joblets Library	
In the Print Settings > Pricing ribbon:	
	Tax Packages
	Line Item Library
System Setup > Basic > Time Zone	
System Setup > Advanced > Numbering. Note: In version 6.0, this option was only available with Web Services Order Center Add-On Module.	

Job Business Flow (Job Types) and Joblets

Job type functionality has been improved, and expanded to become job business flow definition.

- You now define pricing and the ordering sequence (including preview and summary displays) for each job type, making each job type a complete job business flow.
- Job type intents are defined by means of joblets. Joblets define job parameters (for example, color, lamination, folding). They provide greater flexibility and allow for greater reuse of defined properties. Pre-defined joblets are provided with the application. You can also create and define new joblets (Print Settings > Job business Flow > Joblets Library) and customize them to your specific needs.
- A Job Type Definition wizard makes it easier for you to define job types.

Access: Print Settings > Job Business Flow > Joblets Library.

Templates

Template functionality has been improved.

- You define templates using a Create New Template wizard.
- Like job types, templates now utilize joblets for intent definition. Since template definition is based on the selected job type, many panels of the Create New Template wizard and the Create Job Type wizard are very similar. Most properties you defined for the job type are inherited by the template.
- Template type is now centralized in a single drop-down field.
- A template type, Archive (predefined databases), has been separated from the VDP template type. When the Archive template type is selected, you can use the Manage Archive button to define the archive database for the template.
- You can directly connect the database to the template, through Asset Management, at the time of template creation or definition.
- The Inventory check box (used for defining Inventory templates) has been moved from the Template Library screen to the Variable Information tab in the template wizard.
- Image gallery slider allows print buyer to select images by scrolling through a visual display of the images.
- Fields in personalized templates can be set such that, while users preview the job during ordering, they can move the fields around.

Access: Accounts > Store Setup > Templates

Note

Default location for template creation: When you click Create new template in the Template Library window, the template is created in the current folder (where the cursor is at the moment). This is also relevant when you click Synchronize from external repository. (In earlier versions, you had to define where to save the template at the end of the template create process.)

Superstore Catalog

The Superstore catalog offers Print Buyers an appealing, easy-to-use display of products (job types and templates). An alternative ordering environment to the HTML catalog and template library, the Superstore catalog is like a supermarket. It contains categories and sub-categories, which are like the aisles and shelves in a supermarket. These categories and subcategories are populated by print products, much like the shelves of the supermarket which contain products that shoppers can purchase.

You can assign a different Superstore catalog to each Print Buyer Account, and specific catalog pages or a different catalog to each user and user group in the account, customized according to need. Web Services contains a set of predefined Superstore layouts, each with a number of sections in different designs. You can copy a layout and modify the copy as needed.

Access: Accounts > Store Setup > Catalogs

Checkout Customization

Enables you to customize the checkout flow of the Print Buyer according to business flow, user experience level, and provided services. The customization allows you to define:

- Shipping details
- Order details
- Confirmation page

You can disable certain options to support the Print Buyer's business needs.

Access: Accounts > Account Setup > Checkout

Production Queue

The Production queue is now in a separate window than the Printing queue. The following new functionality has been added to the Production queue:

- Multiple job selection for approval
- Sorting capabilities
- Search capabilities
- Ability to move jobs manually (up/down/top/bottom) in the queue
- Ability to edit job properties—job specification, pricing, job details, and for non-Static template jobs, variable information—from the Production queue.

Access: Tasks > Production

Printing Queue

The Printing queue is now in a separate window than the Production queue. The following new functionality has been added to Printing queue:

- Sorting capabilities.
- Search capabilities.

Access: Tasks > Printing

Pricing Definition

Note

This section contains corrections to the content of the current version of the *Xerox FreeFlow® Web Services Print Service Provider Guide*, and highlights pricing mechanism enhancements in the release.

Several changes have been introduced to the pricing mechanism:

- The pricing mechanism hierarchy contains 4 levels. It begins with the most specific pricing, and if that level is not found, it moves to the next level. The four levels (in order) are:
 1. Manual price for a pre-ordered job. A pre-ordered job is a job where the template or job type pricing is defined as Manual. When the Print Buyer requests a quote, an error message indicates that a price cannot be calculated. The Print Buyer must then call the Print Service Provider to request a manually-supplied price.
 2. Price setting per template.
 3. Account pricing (Excel).
 4. Price setting per job type.
- Multi level tax management.
- Ability to define multiple planning options for job types and templates. You can select different output devices, and edit impositions accordingly, depending on the print job quantities.
 - Existing pricing capabilities using Excel have been modified in this release (a new Excel pricing sample reflecting those changes is provided with the application):
 - Values for the following parameters can be defined using Excel pricing: Cost, Price, Discount, Output Device Press Sheet Size.
 - System settings are used instead of Excel for other parameters that can influence the job price (for example: Tax and Urgency).
 - Excel can support generic joblets added under the Info and Calculation tabs, identified using the format Joblet-generic joblet name.

Order Numbering

You can define prefixes and starting numbers for orders. The prefixes and numbers will appear on the documents that are sent to the Print Buyers at different stages of the order processing. (Prior to this version, this feature was only available from the Web Services Order Center Add-On Module. Beginning with this version, it is available in Web Services.)

Print Buyer Experience

This version provides several new and enhanced features for the Print Buyer:

- The job ordering process is smoother, better organized, and easier for the Print Buyer.
- The Print Buyer can see a job summary and job preview during the ordering process.
- A new catalog type, Superstore Catalog, enhances the Print Buyer experience by providing:
 - A sophisticated display that is appealing and easy to use.
 - An On-hold queue where Print Buyers can select items that they might want to purchase and place them on hold for ordering at a later point. (The Print Service Provider can disable the On-hold queue by accessing the Items Area tab in Accounts > Store Setup > Catalogs.)
 - The ability for Print Buyers to continuously view the shopping cart while ordering jobs.

Additional Enhancements

Table 3: Additional Enhancements

Enhancement	Description
New Shipping Model— volume and weight pricing	<p>When defining the Shipping method, Print Service Providers can now select both Volume and Weight pricing, and define the maximum weights and volumes. When both are defined, the system will automatically select the highest price.</p> <p>Access: Print Settings > Shipping > Shipping Methods</p>
New email event	<p>The following email event has been added at the system level:</p> <p>Job Approved/Rejected at the Print Buyer Approval Queue</p> <p>When this option is enabled, an email will be sent to the defined recipient every time a Print Buyer administrator approves or rejects a job for production. Note: Only one recipient and approver can be defined.</p> <p>Access: System Setup > Advanced > Email</p>
Impositions	<p>The following new methods have been added to Web Services jobs: Same Up, Multiple Up, Saddle Stitch, Perfect Bound, and Cut and Stack.</p>
Enable data sharing in VI templates	<p>The following option has been added to Account Preferences:</p> <p>Enable sharing of typed data in identical template field</p> <p>When this option is selected, account users can modify multiple items in VI templates using the same data that was entered for the first template. (Default: Not selected. Account users cannot modify multiple items in VI template using the same data that was entered for the first template.)</p> <p>Access: Accounts > Account Setup > Preferences</p>

Table 3: Additional Enhancements

Enhancement	Description
Place Order and Get Quote privileges	The privilege of Place Order/Get Quote has been divided into two separate privileges. This separation means that you can allow a Print Buyer user to get a quote while not allowing that user to place an order. Note: If you grant a Print Buyer user the privilege to Place Order, that user is automatically granted the Get Quote privilege.

2

Known Issues and Limitations

This chapter of the Web Services Customer Release Document provides the a description of known issues and limitations in this version of the software.

Note

The following represents the list of know issues and limitations at the time of publication. Due to differences between the publication of this document and the availability of the final software release, there may be changes in the software that are not reflected in the list below. Please consult your local Xerox Representative for a list of the most current known issues and limitations in the latest software release.

Issues and Limitations

Refer to the following table for the issues and limitations outstanding in this version of software:

Table 1: Known Issues and Limitations

Description
Special characters (such as: @,\$,%) cannot be used for the print driver password.
The ‘ character cannot be used in the User Name field when you log on.
When you upload JPEG image with a custom paper size, you must manually validate the paper size value and orientation.
When you create a new paper size in production (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: <ol style="list-style-type: none">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.
Any paper stock that is selected by a job type or joblet cannot be deleted from the paper stock library.

Table 1: Known Issues and Limitations

Description
<p>You cannot start Web Services version 7.0 if you change the server password after installing the application.</p> <p>Workaround: Run: <i>drive:\NewsWay\installs\DCOMPermissionsConfigurationManager\DCOMPermissionsConfigurationManager.exe.</i> (Note: The default drive is D:)</p>
<p>Access to Modify PDF is enabled only while creating a template using the Selective Upload option.</p>
<p>Selective Upload is not currently supported on the Print Buyer side using FireFox3.</p>
<p>Print Driver is not compatible with Mac OS 10.5 (it is compatible with Mac OS 10.4).</p>
<p>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.</p>
<p>VDP templates, archive templates, Book Assembly jobs, and jobs that have been ordered through upload and encountered a mismatch, cannot be auto-approved.</p>
<p>Ordering of an uploaded file with settings that conflict with the job type setting is not supported, and the job cannot be ordered.</p>
<p>File upload is supported for files up to 400 mb.</p>
<p>Page expectations for Book Assembly is supported only if you use the Do not impose Output device setting.</p>
<p>Color bar is not supported for this release</p>
<p>UPS-online Shipping Method is missing a field for entering the Access Key value.</p>
<p>You cannot use the same Internet Explorer session to log in multiple times simultaneously on the same server.</p>
<p>The Workflow Policy button and dialog box have been removed. Approval Policy and Approval By-pass Fields functionality is not currently available in this version.</p> <p>All other WorkFlow policy functionality is available from the Ordering Sequence tab of the template definition wizard. Access Workflow Policy fields, as follows:</p> <ol style="list-style-type: none"> 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.) <p>A dialog box opens, allowing you to define the Workflow policy for that item.</p>
<p>PDF preview and production files might not be created if the Arial font is not installed in the Web Services server. Ensure that Arial font is installed on the Web Services server in the Windows\Fonts folder.</p>

Table 1: Known Issues and Limitations

Description	
<p>When the Fill Policy for an output device imposition is set to Exact:</p> <ul style="list-style-type: none"> • If the job requires more than one print copy (that is, the imposed PDF must be printed more than once), the Fill Policy behaves as if set to Full. • If the whole job can be printed in one print copy (that is, the imposed PDF must only be printed once), the number of copies will be same as the number of the requested copies. <p>(The Fill Policy, in the Imposition dialog box, is accessed by clicking the Imposition button in Print Settings > Output Devices > Imposition tab.)</p>	
<p>When you select a default page size from the Page Size list, the previous page size is selected as the default, not the one you requested.</p>	
<p>The Print Buyer cannot display suffixes that the Print Service Provider defined in the Advanced Options of the Form Editor.</p>	
<p>If a VI template has two pages, and Arrange Fields is used to split the fields over two tabs, the preview cannot be displayed.</p>	
<p>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.)</p>	
<p>When you upload a new database, the Template link is not updated.</p>	
<p>When a Print Service Provider requests to disable a joblet:</p> <ul style="list-style-type: none"> • if the joblet is not in use, the joblet is disabled as requested. • if the joblet is in use by a job type or template, a message now explains why it cannot be disabled. 	
<p>For eastern languages users to see tooltips (for example, in Japanese), the language must be installed on the client that reads the tooltips.</p>	
<p>User access for templates is not supported.</p>	
<p>User privilege issues:</p>	
	<p>Upload Job Content—If a Superstore catalog enables content upload, even users of the Catalog who do not personally have Upload Job Content privileges can upload content. To prevent these users from uploading files, provide them a separate Superstore catalog that does not provide upload capability.</p>
	<p>Use iForm Editor—Users with Manage Template privileges can access the iForm Editor even if they do not have Use iForm Editor privilege.</p>
	<p>Edit Properties—Users will have access to the job specification, even if the Edit Properties Privilege is unchecked. To prevent selected users from editing job specifications, use any useful combination of the following workarounds to prevent users from accessing these template and job type intents:</p> <ul style="list-style-type: none"> • For old catalogs from previous versions (using Folders) <ul style="list-style-type: none"> • For Templates—there is no workaround; user access is currently not working. • For Job Types—assign the users to a job type group that does not contain the job type. • For Superstore catalogs—Create a new (duplicate) Superstore catalog and remove the templates and job types from it, and assign this catalog to the users who should not have access to the templates and jobs.

Table 1: Known Issues and Limitations

Description
For Cost Centers that use Budget Management (Accounts > Account Setup > Cost Centers), if the budget exceeds the allowed budget maximum, the following inappropriate error message appears: Your order could not be processed, General error.
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).
The value selected in This Catalog can be used: <i>mmm</i> times does not limit the number of times an HTML Catalog can be used. (Accounts > Store Setup > Catalogs; Properties button for a selected HTML Catalog)
When a Print Buyer with Admin privileges uses email to approve a job, the job is not moved to the Production Queue. Instead, the Print Buyer should approve the job online (Track Jobs > Approval).
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.
Export html is not supported for new templates when using MailToPrint from the template library. (Print Service Provider: Accounts > Store Setup > Templates ; Print Buyer: Manage Templates)
Guest workflow is not localized. (Accounts > Account Setup > Preferences; Self-Registration)
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.
An output device selected using the Pricing mechanism does not override the device defined for a Book Assembly template. Instead, the device used is taken from the job type on which the template is based.
Space code and special characters are not supported in application-editable fields (for example, input fields of ordered templates).
To perform external system integration with Adobe CS2, Adobe CS2 must reside on a different computer than Web Services. For more information, see the <i>Adobe CS2 and Adobe CS3 Configuration Guide</i> . Access: System setup > Integrations > External Systems .
External system integration for both Adobe CS2 and Adobe CS3 is performed using the Adobe Creative Suite option. This option replaces the Adobe CS3 option that was used only for CS3 integration. Access: System setup > Integrations > External Systems .
To use the integration with Adobe CS3, you must be the only user logged onto the CS3 server, and you must be logged onto the CS3 server with ID=0.
Tracking inventory should be performed through the regular Track Jobs function; the Inventory search function does not display jobs.

Table 1: Known Issues and Limitations

Description
<p>When a Print Buyer uploads a file that has a mismatch in the page size, number of pages, colors, or fonts, two possible prices can be returned. One price option is tentative, because changes made to correct the mismatch might influence the price; the other price option is N/A (not available), which means that Web Services could not calculate a price.</p> <p>To troubleshoot the problem:</p> <ol style="list-style-type: none"> 1 Log onto the Print Service Provider side, and select Tasks > Track jobs > Ready To Order. 2 Find the job, and click on Job Pricing. <p>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).</p>
<p>Price re-estimate from a plan in intent pricing only affects the price if it was defined for units: Press-sheets (and then changed due to different run size or similar reason); otherwise, the same Intent pricing is used according to the predefined unit: Copies.</p>
<p>Orientation changes (landscape to portrait and vice-versa) for doc/docx jobs are not supported.</p>
<p>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.)</p>
<p>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.</p>
<p>Terms and Conditions currently appears in two locations—in the Place Order and in the Shopping Cart windows.</p> <p>You can remove Terms and Conditions from either of these locations, as follows:</p> <ul style="list-style-type: none"> • 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.
<p>You might not be able to close the Add Products to Main Catalog dialog box in Internet Explorer 6. This can happen if the account name is long enough that the drop down hides the dialog box Close button.</p> <p>Access: Accounts > Store Setup > Catalogs.</p>
<p>Urgency setting works as follows:</p> <ul style="list-style-type: none"> • The time setting in the Urgent Print Times row defines the time before which job delivery cannot be guaranteed. • The % surcharge field in the Urgent Print Times row defines the surcharge added to jobs whose delivery is guaranteed during the time period between the Urgent Print Time and the Express Print Time. • The % surcharge field in the Express Print Times row defines the surcharge added to jobs whose delivery is guaranteed during the time period between the Express Print Time and the Regular Print Time.

Table 1: Known Issues and Limitations

Description
<p>For Digital printers, only the following imposition settings are supported:</p> <ul style="list-style-type: none"> • 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 <p>For Offset, only the following imposition settings are supported:</p> <ul style="list-style-type: none"> • Work and Tumble, and Work and Turn
<p>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.</p>
<p>When defining quantity settings (Quantity tab in the Settings panel) of the Job Type or Template definition wizard, only the DropDown Menu option is supported; the Text box option is not supported.</p>
<p>For Site Customization users: 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.</p>
<p>For Site Customization users: When creating Site Customization skins, all images must be embedded in the .mht file.</p>
<p>Currently only .csv and .txt semicolon delimited files and can be uploaded as Assets.</p> <ul style="list-style-type: none"> • Access on the Print Service Provider side: Accounts > Store Setup > Databases. • Access on the Print Buyer side: Manage Templates > Assets (requires Admin privileges).
<p>Email notifications (e.g., Approval, MailToPrint) only work when only one email address is defined for that notification.</p>
<p>When a change is made to components in a Book Assembly job type that has a template assigned to it, the template must be changed as follows: Select the template and click Edit Properties. In the Edit Properties dialog box, click Book Assembly Creator. For each component in the left side of the Define Components dialog box, select the component and click Apply (on the right side of the dialog box). Failure to change the template this way might result in a printing failure when the template is ordered.</p>
<p>If Intent Pricing is defined for Lamination (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.</p>
<p>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).</p>
<p>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.</p>
<p>The Crop and Bleed tool is not functioning.</p>
<p>When performing a stock import, if you set the Media Set Count to empty, the system sets the Media Set Count to a random number, and you cannot change this value (though you can define it as Not Set).</p>
<p>JPEG preview cannot be generated for an XMPIE template. Workaround: To view a preview, edit the properties of the template, select the Ordering Sequence tab, edit the Preview step and set it to PDF Preview.</p>

Table 1: Known Issues and Limitations

Description
If the XMPIE server and the Web Services server are not in the same workgroup or domain, both the XMPIE server and the Web Services server must have an Admin user with the same user name and password.
A job based on an XMPIE template might appear twice when it first arrives at the Production Queue. The problem should correct itself in a few seconds.
Selecting Parent Account as the Account in a Superstore catalog query is not functioning. Access: Accounts > Store Setup > Catalogs; Content tab of the Superstore catalog– Add Query button; Account field in the Query Detail dialog box.
Cannot import the database of an Asset-linked Archive template.
Cannot upload a GIF format image for a job.
Print Buyer gets an error upon clicking the Search Order button, when searching for a job in Track Jobs. Access: Tasks > Track Jobs
Image Editor is not supported in Safari and Firefox browsers.
JDF is not supported for Split Book Assembly jobs.
HTTPS connection for Print from DocuShare is not supported.

3

Software Backup and Restoration

This chapter of the Web Services Customer Release Document provides the procedures for backing up and restoring of Web Services files. Backing up the software is a customer responsibility. **It is highly recommended that customers backup the software at regular intervals.**

Note

The Web Services application requires that both the application software, as well as all customer data, is stored on the same disk partition. As a result, the use of an external storage and/or RAID device as an external repository with Web Services is not supported. Customers should ensure that all pertinent customer data resides on the same partition as the Web Services application.

Customers should continue to explore the use of external storage devices as part of an effective overall back up strategy.

Backup License for Disaster Recovery

Customers have the option to obtain a second, Web Services production license (backup license) to be used for the purpose of disaster recovery and/or as a staging system. The backup system may not be used simultaneously with the production system and/or as a secondary production system. In the event that the production system fails and a full system restore is required, please refer to [Restoring a Web Services software backup](#) on page 4 of this chapter for important guidelines

Backing Up the Web Services software

Note

The Web Services software must be stopped prior to backing up any folders, and restarted when the back up has been completed. Failure to do so will result in incomplete and/or useless backups. Starting and stopping the system can be accomplished using a Windows Service, which allows the Web Services software to be stopped or started programmatically via a batch file (i.e. `net stop PressSense$iWay`) using the Windows Services tools.

Backup for the 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, Web Services highly recommends the use of reliable software.

- 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.

Backups should be carried out regularly. If the Print Provider receives a large, daily load of new Jobs, through Web Services, it is best to perform a backup once a day.

Backing up the NewEdition folder

The following guidelines should be followed when backing up this folder:

- When backing up this folder, by copying (and not by the use of reliable software), it is recommended to change the new, copied folder name to NewEdition_(current date).
- This folder holds all of the Job data and all of the Print Provider settings. The folder of importance, within this folder, is IPanel/Db.
- If the NewEdition folder is not backed up in its entirety, the IPanel/Db folder should be independently backed up daily; however, backing up the IPanel/Db folder does not provide backup to the Job data.
- You must stop the Web Services server before you start the backup

In addition, you must backup the MS SQL database separately, using the MS SQL backup tool, or any other software that can backup SQL databases. Only the Web Services database in MS SQL must be backed up. It is also recommended that this backup to be carried out on a daily basis.

It is important to backup Web Services data regularly. Much of this data is held in a database, which can be either an MS SQL 2005 Express or an MS SQL Server 2005 database.

The MS SQL Web Services database can be backed up either by using the MS SQL's built-in backup utility or by any reliable backup software that is known to be able to backup MS SQL databases. A backup plan can be devised by the organization's System Administrator to best fit the organization's needs but we recommend that any devised backup plan should follow the principles of the backup plan suggested in the following paragraph.

Xerox's recommendation is to perform a complete backup of the database 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 Web Services server itself, to avoid filling up needed disk space. The files should be kept on a separate, safe disk

Backing Up a Web Services Database on the MS SQL Server 2005

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

1. Using the Toolbox, stop Web Services.
2. Open the Microsoft SQL server Management, from the **Start > Programs > Microsoft SQL Server 2005**.
3. In the Console Tree, navigate to the Web Services database, located at the Console Root (e.g. EXHIBITION2\SQLSERVER2005) Databases.
4. Right-click on the Web Services database name in the tree. The Properties dialog box appears.
5. Go to Tasks and click **Back Up**. The Back Up Database - iWayDBSql window appears.
6. Enter a file name to backup the file.
7. Under Backup, set the backup expire time.
8. Under Destination, select a Backup Device and press **Add...** . The Select Backup Destination window appears.
9. Click ... and select the path for the backup file.
10. Click **OK**. The Back Up Database - iWayDBSql window appears.
11. In the Select a page list, click **Options**. The Options view appears.
12. Select the **Verify Backup when finished** check box and then click on **OK**.

Restoring a Web Services software backup

CAUTION:

The following procedures involve removing and reinstalling the Web Services software, and **can not** be completed without the assistance of a Xerox service technician. Please contact the Xerox Customer Support Center in the event that your system needs to be restored.

1. Restoring the NewEdition folder back to the Web Services server requires that the server is stopped again before moving the folder back. Select: "**Stop FFWS**" from the FreeFlow Web Services Toolbox.
2. Select the NewEdition folder on the local drive where the Web Services software is installed, and change the NewEdition folder name by appending the date and the software version number to the folder name (e.g. NewEdition_current date_WS6_SP1).
3. Go to Add/Remove Programs and uninstall the following programs:
 - Web Services Update
 - Web Services (this is the baseline version of the Web services software).
4. Install the baseline version of the Web Services software.
5. Go to Administrative Tool > Services, and stop the SQL service that serves Web Services (IWDBSQL)
6. Copy the NewEdition folder from the backup performed in step 3 from "Backing up FreeFlow Web Services" above, and replace the NewEdition folder that was created during the installation in step 4 above on your local drive.
7. Rename the NewEdition folder to "NewEdition" (remove the appended date and software version number).
8. Install the Web Services Update. Make sure to install the software update that corresponds to the version of the NewEdition from step 6 above (i.e. Service Pack 1 would be the correct version as indicated by NewEdition_current date_WS7_SP2).
9. Select: "**Start FFWS**" from the FreeFlow Web Services Toolbox
10. Run the DB upgrade tool.

You are now working with the restored version of the Web Services software!

