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Xerox[®] Workplace Suite

This Guide is for Xerox Workplace Suite SQL Configuration
Changes and Upgrades from Print Management and
Mobility Suite

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Overview

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Before You Begin an Upgrade

The Xerox® Workplace Suite combines support for the Print Management Software and Mobile Print Solution into a single platform. For this upgrade, it is helpful to know the specific product names and workflow names that changed.

Previous Name	New Name
Xerox® Print Management and Mobility Suite	Xerox® Workplace Suite
Mobile Print Workflow	Mobile Print Workflow
Print Portal App	Workplace Mobile App
PrintSafe Workflow	Print Management Workflow
PrintSafe Software Client	Workplace Suite Client

Server 2008 is no longer supported on new installs and upgrades. Before you begin the Xerox® Workplace Suite Upgrade, review the following information:

- If you are reinstalling Xerox® Workplace Suite software, refer to [Reinstallation of Workplace Suite Software Version 5.3 or Later](#).
- It is important to configure new features after an upgrade. For this reason, the Setup Wizard runs automatically during your first visit to the Administration webpage.
- The login method to the Administration webpage has changed. While you are running the Setup Wizard, it is required that you assign an Administrator. To customize the login method, from the Administration webpage, go to **Security: User Portal > Settings**.
- Outgoing Email is now a required setting. While you are running the Setup Wizard, configure the Outgoing Email feature.
- While you are running the Setup Wizard, previous configuration settings appear. If the settings are still correct, do not change them.
- The software update uses your current license. To retain your current license when the Setup Wizard License screen appears, click **Skip**.
- The Xerox® Workplace Suite upgrade is valid only for Print Management and Mobility Suite version 4.x.
- The Xerox® Workplace Suite does not support 32-bit operating systems.
- For all current upgrade requirements, refer to the Workplace Suite [System Requirements for the Xerox® Workplace Suite Software](#) and [Standard Default Ports](#).
- For help with the migration to a new server, contact your Xerox Analyst.

Adding Workplace Suite Options

To add additional Licensable Options, upgrade your base software to the Mobility Suite. The guidelines for adding Licensable Options follow.

For servers currently running with Mobile Print Workflow:

- To add the Print Management Workflow, follow the instructions for [Adding Licenses](#). No additional software is required.
- To upgrade your Microsoft Office 2007 or 2013 Conversion server to Microsoft Office 2016, refer to [Document Conversion Server Upgrade Options](#). No additional license is needed.
- To add Job Reporting, follow the instructions for [Adding Job Reporting](#). This feature requires a Workflow connector for each printer enabled with Job Reporting.

For servers currently running with Print Management Workflow:

- If you want to add the Mobile Print Workflow, it is a chargeable upgrade ordered from your Authorized Xerox Sales Representative.
- To add Job Reporting, follow the instructions in [Adding Job Reporting](#). The feature requires a Workflow connector for each printer enabled with Job Reporting.

Xerox® Workplace Suite Support

The following document is included on your Xerox® Workplace Suite Solution download:

- *Xerox® Workplace Suite Installation Guide*: Contains pre-installation requirements and software install procedures.
- *Xerox® Workplace Suite Major Upgrade Guide*: Use this guide for Xerox Workplace Suite SQL Configuration changes and upgrades from Print Management and Mobility Suite.
- *Xerox® Workplace Suite Minor Upgrade Guide*: Use this guide if you are upgrading from a previous release of Xerox Workplace Suite.

The following documents are available online:

- *Xerox® Workplace Suite Administration and Configuration Guide*: Contains information on configuration settings, licensing, and security.
- *Xerox® Workplace Suite Printer Client User Guide*: Contains information on how to send, retrieve, and print a job and use the enhanced Mobile Print email submission features. These features are available with select Xerox EIP-enabled devices only.
- *Xerox® Workplace Mobile App Quick Start Guide*: Contains information on how to start using the Xerox® Workplace Mobile App.
- *Xerox® Workplace Suite Troubleshooting Guide*: This guide can assist troubleshooting issues.
- *Xerox® Workplace Suite Print Management Workflow User Guide*: Contains information on how to use Print Management Authentication, Print Release, the Workplace Suite Client, and the Printer Client.
- *Xerox® Workplace Suite Content Security Workflow Guide*: Contains information on how to enable and use the security-related features of Xerox® Workplace Suite Content Security Workflow.

The most up-to-date documentation and software downloads are available at: www.support.xerox.com/support/xerox-workplace-suite.

To access the Xerox® Workplace Suite customer support forum, refer to: [Workplace Suite - Customer Support Forum](#).

To access the Xerox® Workplace Suite customer support announcements, refer to: [Workplace Suite Announcements - Customer Support Forum](#).

Upgrade Guidelines

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Upgrade Paths to Follow

The instructions outline the steps for each upgrade path. Find your current Solution and Version, then follow the steps of your upgrade path using the check boxes to track your progress. It is important to complete the check boxes in order. If you are reinstalling Xerox® Workplace Suite software, refer to [Reinstallation of Workplace Suite Software Version 5.3 or Later](#).

Upgrading from the Xerox® Print Management and Mobility Suite Version 4.x Workflow to the Xerox® Workplace Suite:

- ☐ Back Up the Current Installation
- ☐ Upgrade the Prerequisite Software
- ☐ Upgrading to Xerox® Workplace Suite
- ☐ Installing Job Reporting (Optional)
- ☐ Adding Workplace Suite Options

Back Up the Current Installation

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Back Up



Important: For Xerox® Workplace Suite software new installations that start at version 5.1 and higher:

- The Backup and Restore feature is not available.
- New installations use an SQL Express 2017 database.

To backup the SQL database, use the Microsoft SQL Management Studio software or a similar tool.

Before you upgrade the software, it is important to back up your current database.



Note: If you are using an external MS SQL Database, back up the database manually.

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Copying the Installation Files to Your Server

Copy all installation files to your server.



Note: After the installation is complete, the installation files can be removed.

1. Navigate to the installation location, then log in to the server as Administrator.
2. Copy the installation files to your server.
 - Download Xerox Workplace Suite latest software from support.xerox.com/support/xerox-workplace-suite, then copy and extract the contents onto the server.

Upgrade the Prerequisite Software

UNINSTALL PREVIOUS VERSIONS OF PREREQUISITE SOFTWARE



Important: If you access the print server using Microsoft Remote Desktop Connection, disable printer redirection.

1. To disable printer redirection from the Remote Desktop Connection, click **Show Options > Local Resources**. Ensure that the **Printers** check box is cleared, then click **Connect**.
2. Uninstall Xerox® Mobile Print Solution, PrintSafe Software, or Xerox® Print Management and Mobility Suite Prerequisite software:
 - a. Select **Start > Control Panel > Uninstall a Program**.
 - b. Select **Xerox Mobile Print Prerequisites**, **Xerox PrintSafe Prerequisites**, or **Xerox Print Management and Mobility Suite Prerequisite** from the Program list.
 - c. Click **Uninstall**.
3. When prompted, restart the server.
4. Verify that the Xerox® Mobile Print Solution or PrintSafe Software Prerequisite software and Xerox Global Print Driver files are uninstalled completely before upgrading:
 - a. Select **Control Panel**, then select **View Devices and Printers** or the **Devices and Printers** icon.
 - b. Highlight any printer in the Printer and Devices window.
The menu bar changes.
 - c. From the menu bar, select **Print Server Properties**.
 - d. Select the **Drivers** tab.
 - e. Review the Installed Printer Drivers list and, if listed, remove the following drivers:
 - Xerox Global Print Driver PCL
 - Xerox Global Print Driver PCL6
 - Xerox Global Print Driver PS
5. If needed, to remove a print driver file from the list, perform the following steps:
 - a. Highlight the print driver file, then select **Remove**.
 - b. Select **Remove driver and package**, then click **OK**.
 - c. Click **OK**, **Delete**, then **OK**.
To remove any remaining print driver files in the Installed Printer Drivers list, repeat the steps

INSTALLING THE NEW PREREQUISITE SOFTWARE

Before you install the new Prerequisite software, verify that Microsoft .NET Framework 4.7.2 or greater is installed.



Important: If you access the server using the Microsoft Remote Desktop Connection application, disable printer redirection.

1. To disable printer redirection, from the Remote Desktop Connection, click **Show Options > Local Resources**. Ensure that the **Printers** check box is cleared, then click **Connect**.
2. Log in to the server as Administrator where the installation is taking place.
3. Double-click the **XeroxWorkplaceSuitePrerequisites** file.
4. From the menu, select your language for installation, then click **OK**.

A splash window appears, then the Install window updates while the installation files are extracted and decompressed. The Windows Installer window opens, then the installer checks for prerequisites. After a few minutes, the Xerox Setup Wizard window opens and a Welcome message appears.

5. After the Welcome message appears, click **Next**. To view additional information about the software, click **View Readme**.

The License Agreement window appears.

6. Read the license agreement. To accept the terms, select **I accept the terms in the license agreement**, then click **Next**.

The Destination Folder window appears.

7. The default folder where the software is installed is specified on the destination folder page.
 - a. To select a different folder, click **Change**, then navigate to the new folder.
 - b. To accept the new destination folder and return to the destination folder window, click **OK**.
 - c. To continue the installation, click **Next**.

The Ready to Install window appears.

8. Click **Install**. A status progress bar appears. It takes several minutes for the installation to complete. If there are any errors during installation, refer to the *Troubleshooting Guide*.
9. After the installation completes, the Install Completed window appears. Click **Finish**.

The Installer window closes, then a dialog window appears that instructs you to restart the server.

10. To restart the server, click **Yes**.
11. Log in to the server as Administrator.

Upgrading to Xerox® Workplace Suite

UPGRADING THE XEROX® WORKPLACE SUITE SOFTWARE



Note:

- If you are using the Mobile Print Workflow, you can upgrade your Microsoft Office 2007 or 2013 Conversion server to Microsoft Office 2016. No additional license is needed. For further information, refer to [Document Conversion Server Upgrade Options](#)
- Typically, your current installation settings are retained during an upgrade. To avoid losing your data, do not change the SQL Server selection setting unless you are instructed to do so.

1. Use the same login credentials as when you initially installed the Workplace Suite software. Log in to the server as an Administrator.
2. Double-click the Workplace Suite Software Installer file: **XeroxWorkplaceSuite_x.x.x.x.exe**. The Software Install Wizard appears.
3. Select your language for the upgrade instructions, then click **OK**.
4. When the Upgrade Installation Confirmation message appears, click **Yes**.



Note: If the Upgrade Installation Confirmation message does not appear, to view the message, drag the Installer Wizard window to one side.

5. After the Welcome message appears, to continue the installation, click **Next**. The License Agreement window appears.
6. Read the license agreement. To accept the terms, select **I accept the terms in the license agreement**, then click **Next**. The Windows Features screen appears.

The Windows Features page is going to validate that all the correct IIS Roles are enabled. The Product Configuration windows appears.

7. To maintain your current installation configuration, select **Use the existing installation configuration**. The default setting is **Use the existing installation configuration**. If you want to upgrade the Workplace Suite software using a new SQL server configuration, click **Use a new SQL server (create new configuration)**, refer to [Create a New SQL Configuration](#) section.
8. After selecting **Use the existing installation configuration**, the current installation location appears. Click **Next**.



Note: If you receive an error message that states Database Server does not exist or access denied, it is because this error most likely occurs on the first upgrade after a server Hostname change. To continue the installation, you have to select the radio button for **Use a new SQL Server (create new configuration)** and refer to [Create a New SQL Configuration](#).

9. Click **Install**. The Installation Progress window appears with a status bar. The installation takes several minutes to complete.
10. When the Setup Complete window appears, click **Finish**. The Installer window closes and the installation is complete.
11. If you want to upgrade the Workplace Suite software using a new SQL server configuration, click **Use a new SQL server (create new configuration)**.

CREATE A NEW SQL CONFIGURATION

1. Select any one of the following Authentication methods:

- **NT Authentication**
- **SQL Server Authentication**
- **Group Managed Service Account (GMSA) Authentication**

NT Authentication

Guidelines:

- During the Installation or Upgrade, the installer uses the identity of the user logged into the server to access the Database, this user must have Server Roles as sysadmin on the SQL database server.
- When the Xerox® Workplace Suite database is created, the computer account identity “domain\machine name\$” is automatically added as User Mapping “db-owner”.
- After installation, Normal Operations, The Xerox® Workplace Suite Host Service uses the computer account identity “domain\machine name\$” to access the Database.



Note: The computer account identity (domain\machine name) must be assigned **db-owner** on the Xerox® Workplace Suite Database instance.

NT Authentication Process:

1. If you select **NT Authentication**, the SQL Database Creation window appears, select the following option:
 - If you need to create new database select **Create new database** option and provide the Database Name.



Note: Using this option will create a new Database, which is like a new installation.

- If you need to connect to your existing database, select **Use Existing Database** option and select the required database.



Note: It is recommended to back up the database you selected before continuing with this installation.

- Click **Next**.

Destination Folder window appears.

GMSA Authentication

Guidelines:

- Since **GMS Accounts** do not support interactive login, when configuring database access during Xerox Workplace Suite installation we cannot validate database access. After installation if you are able to access the Xerox Workplace Suite web Admin page successfully it represents a successful database connection. See below for some **Troubleshooting Tips** if there are issues.
- Before installing Xerox Workplace Suite using a **Group Managed Service Account** the following must be completed before installation.
 - The **Database Server** and **Database Instance** must be created.
 - The **GMS Account** should be created.
 - The **GMSA Account Name** should be a domain Group Managed Service Account.
 - The specified **Group Managed Service Account** should have the following permission on the specified database: **Select, Insert, Update, Delete, Execute, References** and **Alter Any Schema**.
 - **Alter Any Schema** is only needed for installs or upgrades.
 - You can use Database Owner which covers all of the above permissions.
 - It is recommended that you backup your current Xerox Workplace Suite Database before upgrading.

The following actions are done by Xerox Workplace Suite Software:

- The GMSA account will be assigned as the Login user for the **XeroxMobilePrintHostService** service.
- The GMSA account will be used to access database.
- The local folder rights required by Xerox Workplace Suite will automatically configure the GMSA account.

- During the first Database connection the Database schema will be updated.

Pre-requisites:

- Before installing Xerox Workplace Suite using a **Group Managed Service Account** the following must be completed before installation.
 - The **Database Server** and **Database Instance** must be created.
 - The **GMS Account** should be created.
 - The **GMSA Account Name** should be a domain Group Managed Service Account.
 - The specified **Group Managed Service Account** should have the following permission on the specified database: **Select, Insert, Update, Delete, Execute, References** and **Alter Any Schema**.
 - **Alter Any Schema** is only needed for installs or upgrades.
 - You can use Database Owner which covers all of the above permissions.
 - It is recommended that you backup your current Xerox Workplace Suite Database before upgrading.

GMSA Authentication Process:

1. If you select **GMSA** follow these steps:
2. Ensure that the Database Server name appearing on the screen is correct, if not, enter your database server address, including the database instance name and port.
3. Select **Group Managed Service Account** option and click **Next**.

The Database Connection screen appears.

4. Enter the **Database Name**.



Note: The **Database Name** should be an existing database you want to use for XWS.

5. Enter the **GMSA Account Name** and click **Next**.

Destination Folder window appears.



Note:

- The **GMSA Account Name** is always the domain Group Managed Service Account.
 - Example: **DOMAIN\GmsaAccountName\$**.
6. Click **Next** and click **Install** to complete the installation or upgrade.

7. Click **Finish** to complete the setup.

Troubleshooting Tips:

- After installation, if the Xerox Workplace Suite administration web page has a startup error it is because the XWS **Xerox.MobilePrintHostService** cannot access the database. When this happens the **Xerox.MobilePrintHostService** will not startup.

Here are a few tips to resolve this issue:

- To debug the issue you can look at the debug log file called **Xerox.HostServices.log** located here:
C:\Program Files (x86)\Xerox\Xerox Workplace Suite\Services\Logs for database access errors.
- If the issue is because of incorrect GMSA Database access, correct the Database access and start the **Xerox.MobilePrintHostService**. If the service starts up then most likely the issue has been resolved.
- If there are issues with SQL Database access using GMSA authentication, for example the GMSA was not entered correctly or the wrong GMSA account was used, it is recommend that you un-install Xerox Workplace Suite, then re-install it using the correct GMSA name. We recommend re-installation of the Xerox Workplace Suite because this will ensure that the GMSA has the correct folder access.

SQL Server Authentication

Guidelines:

- The SQL Database Server must be created before you start the installation.
- The Account you enter must have “db_owner” role on the Database where you are installing XWS.
- SQL Authentication must be enabled on the SQL Server.

SQL Server Authentication Process:

1. If you select **SQL Server Authentication**, enter the SQL User Name, SQL User Password and Database Name and then click **Next**.

Destination Folder window appears.



Note:

- This is the account used to access the SQL Server Database, which you have created.
 - If you find errors in proceeding with the SQL Server Authentication credentials, refer to Xerox Workplace Installation Guide, *SQL Authentication Troubleshooting Tips* section.
2. To complete the installation on the Workplace Suite Server, open the **Administration** webpage using a Web browser or the Windows Start menu.
 - Open a Web browser on your server, type **https://localhost/login** in the browser address field, then press **Enter**.
 - Select **Start > All Programs > Workplace Suite Administrator**. The Getting Started Wizard appears.

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Installing Job Reporting

When you install the Job Reporting Module, SQL Server 2017 Express Edition is installed on the server. If required, there are options to use your own external Database, refer to the following guidelines:

- If you want to connect to an external Database and not to connect to the default Database, you can connect during the installation or in the Workplace Suite Administration website using the Database connection settings details from the Job Reporting settings section.
- Since the Job Reporting Installer only supports NT Authentication for external databases and if you want to use SQL Server Authentication, refer to the next point.
- If you want connect to an external Database using SQL Server Authentication, do not install the Job Reporting Module, use the Workplace Suite Administration website and enter the SQL Database connection details on the Job Reporting settings section.



Note: Settings to connect using SQL Server Authentication is available on the **Company > Settings > Job Reporting** section.

You can install the optional Job Reporting module now or later. For details on Job Reporting, refer to *Xerox Workplace Suite Administration and Configuration Guide*.

1. Log in to the server where you want to install the Job Reporting module. Administrator credentials are required.
2. Right-click the file **XeroxWorkplaceSuiteReporting**.

An Open File-Security Warning dialog appears.

3. Click **Run**.
4. If User Access Control appears, click **Yes**.
5. From the menu, select your language for installation, then click **OK**.

The Xerox Setup Wizard window appears. Click **Next**.

6. Read the license terms. To accept the terms, select **I accept the terms in the license agreement**. Click **Next**.

The SQL Server Selection window appears.

7. To select a database from the Option to Install window, select one of the following options:

- **Install SQL Server 2017 Express Edition**
- **Use an existing database server**

8. Click **Next**.

To continue installation of the local SQL Express Database, go to Step 9. The default installation folder for the local SQL Express database appears.

9. To select a different installation destination folder, click **Change**, then navigate to the new folder.
 - a. To accept the new destination folder and return to the Destination Folder window, click **OK**.
 - b. To continue the installation, click **Next**.

The Ready to Install window appears.

10. Click **Install**.



Note: The installation takes several minutes to complete. An installation progress window and status bar appears.

After the installation finishes, the Setup Completed window appears.

11. Click **Finish**.

The Installer window closes.

12. To complete and verify the installation, open the Xerox Workplace Suite software.
13. Select **Company > Settings > Job Reporting**.
14. To enable the job-reporting feature, click **Job Reporting**. Verify that the Database Server and Database Name are populated.
15. To verify that the installation was successful, click **Test Connection**.
16. Click **Save**.
17. After you complete the installation wizard, select **Company > Settings > Job Reporting**. For information on Job Reporting, refer to the *Xerox® Workplace Suite Administration and Configuration Guide*.

Adding Licenses

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Licensing Workflow Connectors, Workflows, and Conversion Servers

This chapter instructs how to license additional Workflow Connectors, Workflows, and Conversion Servers. An activation letter is required.

There are two Activation Options when licensing additional printers on the software:

- **Activate Online:** Activate the license directly from the Workplace Suite Server. The server requires access to the Internet.
- **License File:** Activate at Xerox® Software Activation Portal, then manually install the license file.

Activate the License Online



Important: To activate the license, the Workplace Suite server requires Internet access.

1. From the Workplace Suite software webpage, select **Company > Licensing**.
2. Select **Actions > Activate License**.
3. Select the **Activate Online** option.
4. Using information provided in the Software Serial Number and License Activation Key letter, enter the following:
 - If installing multiple Workflows, activate the Mobile Print Workflow License.
 - After installation is complete, add your additional licenses.
 - Activation Key
 - Serial Number



Note: When you add a component, and you receive a new Serial Number and Activation Key, use the new numbers when generating the license file.

5. Click **Next**.
6. To verify the additional license activation, in the License Feature History, view the Licenses.


Alternate Method to Activate Additional License Files

Use this procedure to manually install and activate additional license files.


The following information is required to activate additional license files:

- License Activation Key for the following items:
 - Workflow device connectors
 - Workflows
- Hardware address from the Server Licensing page
- Serial number
- Company information

 Note: If you already have the License File (license.dat), click **Next** and browse to your file and load it.

 Note: A license file is generated using the Software Activation Portal (SWAP).

1. Open a web browser and navigate to <https://www.xeroxlicensing.xerox.com/activation>.
2. At the portal website, enter the required information:
 - For Activation Key, enter the activation key that is in your activation letter email. Click **Next**.
 - For Hardware Address, enter the hardware address that is on the License screen of the Getting Started Wizard, or select **Company > Licensing**.


 Note: Do not enter the server Physical Address. You must use the Hardware Address from the License page.

- For Serial Number, enter the serial number that is in your activation letter email. Click **Next**.
 - Enter your company information , then click **Next**.
3. On the Confirmation page, verify that the information is correct.
 - To make a correction, click **Back**.
 - If the information is correct, click **Save and Download License File**.

The File Download window appears.

4. Click **Save**.

The Save As window appears.

 Note: Save the license file where you can easily locate it, such as on the server desktop. It is needed in the next step.

5. Return to the server, then select **Company > Licensing**.
6. Select **Actions > License File**.
7. Click **Browse**, then navigate to your `license.dat` file.
8. Select the `license.dat` file.
9. Click **OK**.

10. Click **Next**.
11. Access **License Feature History**. Verify that the additional licenses are activated.

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Mobile Print Workflow Document Conversion Engine Upgrade Paths

If you are using the original Microsoft Office 2007 Mobile Print Conversion Engine, or the Office 2013 or built in Xerox Mobile Print Workflow Conversion Server, after upgrading to Xerox Workplace Suite version 5.4 or later, choose from one of the following options:

- Continue to use your existing Conversion Server configuration without upgrading.
- Upgrade the Conversion Server using your own licensed copy of Microsoft Office 2016 Professional. For details, refer to [Upgrading the Document Conversion Server](#).
- Remove any installed versions of Microsoft Office from your server and use the built in Conversion Server. For details, refer to [Upgrading the Document Conversion Server](#).
- To ensure consistent document output, all conversion servers in your environment must be set up with the same Conversion Server configuration. If the conversion servers are not set up with the same Conversion Server configuration, an error message is displayed on the Administration page of the Xerox Workplace Suite web page.



Note: The Mobile Print Premium or Basic License supports any of the upgrade paths listed in the following section.

Mobile Print Workflow Document Conversion Server Options

If you choose to upgrade the Mobile Print Workflow Conversion Server, the following upgrade options are available:

- **Mobile Print with built in Conversion Server:** The built in Conversion Server that is supplied with Mobile Print provides good conversion fidelity, and high conversion performance. This option is the default Conversion Server when Microsoft Office is not installed.
- **Mobile Print with Microsoft Office 2016 Conversion Server :** A user-supplied and licensed copy of Microsoft Office 2016 Professional as the Mobile Print Conversion Server provides better conversion fidelity than the built-in Conversion Server.
- **Mobile Print Premium with Microsoft Office 2013 Conversion Server:** This option is no longer available. If you currently have this option, you can upgrade to Office 2016 using your own Office license, or you can uninstall Office and use the Built-in Conversion Server. Refer to the following upgrade options.

Document Conversion Server Upgrade Options

To upgrade the Conversion Server using your own licensed copy of Microsoft Office 2016 Professional software:

1. Uninstall any existing versions of Microsoft Office software from the server.
2. Install and activate Microsoft Office 2016.
3. Reboot the server.

For Mobile Xerox Mobile Print Basic users, to upgrade to the built-in Conversion Server:

1. Uninstall any existing versions of Microsoft Office software.
2. Reboot the server.

External Conversion Server Licensing

- For external document Conversion Servers with configurations using a customer-supplied copy of Microsoft Office 2016 or the built-in Conversion Server, no additional server licenses are required.

Installation Troubleshooting

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Troubleshooting the Installation

Problems:



Note: For more troubleshooting information, refer to the *Xerox® Workplace Suite Administration and Configuration Guide* and the *Xerox® Workplace Suite Troubleshooting Guide*.

- When you add a licensing option, the Reset Server Hardware Address option appears on the licensing screen.
 - The Reset Server Hardware Address message can appear when your Hardware Address is the short version, with a length of 12 digits.
 - You cannot license any new options until the Hardware address is the correct format with a length of 25 digits.
 - Do not reset the Hardware Address until you contact an authorized Xerox Support representative.
 - An Authorized Xerox Support representative assists you in transferring your license to the new Hardware address.
- The Print Management Workflow features are not available. Add the Print Management Workflow license. Refer to [Licensing Workflow Connectors, Workflows, and Conversion Servers](#).
- The Mobile Print Workflow features are not available. Add the Mobile Print Workflow license. Refer to [Licensing Workflow Connectors, Workflows, and Conversion Servers](#).

System Requirements

This appendix contains:


System Requirements for the Xerox® Workplace Suite Software 42





System Requirements for the Xerox® Workplace Suite Software

The following table lists the minimum system requirements for the installation of the Xerox® Workplace Suite software.



Note: Installation on a dedicated server or virtual machine (VM) is required for the Xerox® Workplace Suite software.

SYSTEM	ACTIVITY COMPLETION	REQUIREMENTS
Workplace Suite Server: Supported operating systems including external Print Servers.	<input type="checkbox"/>	<p>It is recommended that you install Xerox® Workplace Suite on Windows® Server-based operating systems.</p> <p>Ensure that you install only the 64-bit versions of the following operating systems:</p> <ul style="list-style-type: none"> • Windows® Server 2022 • Windows® Server 2019 • Windows® Server 2016 • Windows® Server 2012 R2 • Windows Server 2012 • Windows® 10 Pro <p>Before you install the Workplace Suite software, ensure that your current operating system software is up to date.</p> <ul style="list-style-type: none"> • Do not install the Workplace Suite software on a Domain Controller because it is not supported. • To verify which operating system is installed, select Control Panel > System and Security > System. • If your system is missing any Service Packs or updates, go to the Microsoft Support website. Download and install the required files. After you install the updates, you are ready to install the Xerox® Workplace Suite software.
Workplace Suite Client: Operating systems supported by the Print Management Workflow	<input type="checkbox"/>	<ul style="list-style-type: none"> • Windows® 10 • Windows® 11 <p> Note: Server operating systems are not supported.</p>
Supported browsers for Windows	<input type="checkbox"/>	<ul style="list-style-type: none"> • Microsoft Edge • Chrome • Firefox
Supported browsers for Macintosh	<input type="checkbox"/>	<ul style="list-style-type: none"> • Google Chrome™ • Mozilla

SYSTEM	ACTIVITY COMPLETION	REQUIREMENTS
Supported server languages	<input type="checkbox"/>	English, French, Italian, German, Spanish, Dutch, and Brazilian Portuguese
Customer Supplied Microsoft Office	<input type="checkbox"/>	Version: Microsoft Office 2016 Professional Workplace Suite supported languages: English, French, Italian, German, Spanish, Dutch, and Brazilian Portuguese
Supported end-user languages	<input type="checkbox"/>	English, French, Italian, German, Spanish, Dutch, Brazilian Portuguese, Czech, Russian, and Polish  Note: End-user languages are used for email notifications, the Printer Client, the Print Management Client, and the User Portal.
Processor	<input type="checkbox"/>	Required: Single (1) Intel Core Quad CPU at 3.0 GHz Recommended: Dual (2) Intel Core Quad CPUs at 3.0 GHz  Note: If you are using multiple Xerox® Workplace Suite Workflows in large installations, a fast quad core server-based processor is recommended.
RAM	<input type="checkbox"/>	<ul style="list-style-type: none"> Recommended: Minimum of 8–10 GB of RAM Large Installations: 16 GB of RAM  Note: When using multiple Xerox® Workplace Suite workflows, 16 GB of RAM is recommended.
Hard drive	<input type="checkbox"/>	<ul style="list-style-type: none"> Capacity: 160 GB or higher, with at least 100 GB of available space on the hard drive Capacity for large installations: 160 GB or higher, with at least 250 GB of available space on the hard drive Capacity: At least 10 GB of available space on the C: drive if installing on another drive  Note: If Content Security storage is enabled, additional hard drive space is required.
Network	<input type="checkbox"/>	<ul style="list-style-type: none"> Protocol: TCP/IP Static IP registered in a DNS server Speed: 1 Gbyte is recommended Internet access Static MAC address

SYSTEM	ACTIVITY COMPLETION	REQUIREMENTS
Mail protocols	<input type="checkbox"/>	<ul style="list-style-type: none"> • Internet Message Access Protocol (IMAP) • Simple Mail Transfer Protocol (SMTP) • Microsoft Exchange Web Services • Post Office Protocol 3 (POP3) • Lotus Notes Remote Procedure Call • Microsoft Graph API
Database	<input type="checkbox"/>	<p>Xerox® Workplace Suite is packaged with Microsoft SQL Database that can be installed with the software.</p> <p>During installation, the Administrator can choose to install a local Microsoft SQL Database or connect to an external Microsoft SQL Server database or Azure SQL Database Managed Instance database.</p> <ul style="list-style-type: none"> • For new installations, the Microsoft SQL Server 2017 Express is the default database software installed for the Main Server and Job Reporting Database. <p>Support for the customer supplied external Database Servers, the following versions of Microsoft SQL server are supported:</p> <ul style="list-style-type: none"> • Microsoft SQL Server 2022 • Microsoft SQL Server 2019 • Microsoft SQL Server 2017 • Microsoft SQL Server 2016 • Azure SQL Database Managed Instance <p>If any of the following conditions exist in your current environment, it is recommended that you use an external database.</p> <ul style="list-style-type: none"> • Support for more than 10,000 accounts. • Enterprise fail-over installation to safeguard data is recommended. <p>Refer to the Xerox® Workplace Suite Installation Guide section Software Installation > Use an existing or external Microsoft SQL Server for instructions on connecting to an external database.</p> <p>When you are using an external database these are the supported Authentication methods:</p> <ul style="list-style-type: none"> • NT Authentication • SQL Server Authentication • GMSA - Group Managed Service Account Authentication
Supported print drivers for Print	<input type="checkbox"/>	<ul style="list-style-type: none"> • Non Xerox V3 Print drivers: PostScript and PCL 6 • Xerox V3 Print Drivers, Printer Specific, Global and Pull Print Drivers

SYSTEM	ACTIVITY COMPLETION	REQUIREMENTS
Management Workflow incoming print queues		
LDAP	<input type="checkbox"/>	<ul style="list-style-type: none"> • Microsoft Active Directory is the recommended LDAP connection. • When supporting more than 10,000 LDAP User accounts, it is recommended that you use an external SQL Database.
Additional required software	<input type="checkbox"/>	<p>To complete server configuration and installation, follow the software manufacturer instructions for the software packages:</p> <ul style="list-style-type: none"> • Microsoft .NET Framework 4.7.2 • Internet Information Services (IIS)



Note: By default, the Xerox® Workplace Suite software supports creating and using a local database that resides on the same server that runs the Workplace Suite. If an external database or database cluster is required for failover, Workplace Suite supports the configuration.

Default Ports

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Standard Default Ports..... 48



Standard Default Ports

The following table lists the standard default ports used for many of the protocols with Workplace Suite. Some port numbers are configurable in Workplace Suite such as the POP and IMAP ports. Other port numbers are non-configurable and cannot be changed. You may need to change some port numbers depending on the server you are communicating with or use the default ports if they cannot be changed. All ports used must be unblocked in the firewall that is being used on the solution server.

PROTOCOL	TRANSPORT AND PORT VALUE	USE	OPTION	DIRECTION
Xerox Workplace Mobile App Ports:				
HTTPS using TLS	TCP 443	Authentication, Job / Printer Listing, Initiate Print Conversion	Non-configurable	App to XWS Service
Xerox Workplace Suite:				
DCE	TCP 8801, 8802	XWS and DCE Communication	Configurable	XWS to DCE
HTTPS	TCP 443	XWS uses this port to communicate with other XWS servers. XJAS and XJAC also request info using this port.	Configurable	XWS / XJAS / XJAC to XWS
HTTP	TCP 80	XWS uses this port to notify XJAC that a job is ready to be released.	Non-configurable	XWS to XJAC
SQL	TCP 1433	Microsoft SQL Client to Server Communication for database queries and storing.	Non-configurable	XWS to SQL Server
LDAP	TCP 389	Authentication, User Look-up	Non-configurable	XWS to ADS Server
LDAPS	TCP 636	Authentication, User Look-up.	Configurable	XWS to LDAP Server
HTTPS using TLS	TCP 443	Convenience Authentication, EIP Registration, Configuration, Accounting, Scan Job Retrieval. Note: HTTPS preferred.	Non-configurable	XWS to Printer
HTTP	TCP 80	EIP Registration, Configuration, Accounting, Scan Job Retrieval. Note: HTTPS is used if enabled on the printer.	Non-configurable	XWS to Printer

PROTOCOL	TRANSPORT AND PORT VALUE	USE	OPTION	DIRECTION
SNMP	UDP 161	Printer Discovery, Configuration	Non-configurable	XWS to Printer
HTTPS using TLS	TCP 443	Send Print History and Retrieve Printer List to or from XMS.	Non-configurable	XWS to XSM
HTTPS using TLS	TCP 443	Send system utilization information to the Workplace Suite Reporting Service (MSRP)	Non-configurable	XWS to MSRS
SMTP	TCP 25	Sending email responses	Non-configurable	XWS to SMTP Server
SMTP/TLS (Secure SMTP)	TCP 465	SMTP over TLS. TCP port 465 is reserved by common industry practice for secure SMTP communication using the SSL protocol.	Configurable	XWS to SMTP Server
POP3	TCP 110	Post Office Protocol version 3, enables “standards-based” clients such as Outlook to access the email server.	Configurable	XWS to POP3 Server
POP3/TLS	TCP 995	POP3 over TLS uses TCP port 995 to receive encrypted email messages.	Configurable	XWS to POP3 Server
Exchange Web Services	TCP 443	Exchange Web Services used for receiving Email	Configurable	XWS to Exchange
IMAP	TCP 143	Internet Message Access Protocol version 4, may be used by “standards-based” clients such as Microsoft Outlook Express or Netscape Communicator to access the email server.	Configurable	XWS to IMAP Server
IMAP/TLS	TCP 993	IMAP4 over TLS for securely receiving encrypted email messages.	Configurable	XWS to IMAP Server
NRPC	TCP 1352	Lotus Notes RPC. This is the API used between Lotus Notes and the Lotus Domino server. Communication between XMPC and Lotus Notes is via a local API on the same PC.	Non-configurable	XWS (running Lotus Notes) to Domino Server
HTTP / HTTPS	TCP 80 / TCP 443	Administration using Web Admin Tool. If a certificate is already configured on the IIS default website, it will be used by Xerox® Workplace Suite. If no certificate is configured, Xerox® Workplace	Non-configurable	Browser to Workplace

PROTOCOL	TRANSPORT AND PORT VALUE	USE	OPTION	DIRECTION
		Suite will create a self-signed cert. The administrator has the option to load a certificate from a trusted authority later if desired.		Suite Service
HTTPS	TCP 8443	HTTP over TLS. Used to activate or validate a license. If the customer is using off-line activation, then this port is not needed.	Non-configurable	Workplace Suite Service to Xerox Licensing Server
IPP	TCP 631	Receipt of Mobile Jobs on phones using the iOS Native Print feature. Always uses SSL.	Non-configurable	Mobile Phone to XWS
HTTPS	TCP 443	HTTP over TLS. Used to validate a Chrome browser or Chromebook single sign-on user with Google.	Non-configurable	XWS to Google
AppSocketRAW or Windows TCP-Mon	TCP 9100	Print Submission of Copy Jobs	Non-configurable	XWS to Printer
LPR	TCP 515	Print Submission of Copy Jobs	Non-configurable	XWS to Printer
IPP over TLS	TCP 443	Print Submission of Copy Jobs. Encrypted print transfer.	Non-configurable	XWS to Printer
Document Conversion Engine Server Ports:				
AppSocketRAW or Windows TCP-Mon	TCP 9100	Print Submission	Non-configurable	DCE to Printer
LPR	TCP 515	Print Submission	Non-configurable	DCE to Printer
IPP over TLS	TCP 443	Print Submission. Encrypted print transfer.	Non-configurable	DCE to Printer
DCE	TCP 8801, 8802	XWS and DCE Communication	Configurable	XWS to DCE
Print Server Ports:				
SMB Print	TCP 445	Print submission to a network queue. Client Workstation to print server.	Non-configurable	Workstation to Print Server

PROTOCOL	TRANSPORT AND PORT VALUE	USE	OPTION	DIRECTION
DCE/RPC	TCP 1058	Network Print Queue Access and Driver Download. From Workstation Print Queue to Print Server or from Workplace Suite Client to Print Server.	Non-configurable	Workstation to Print Server
Printer and Printer Client (EIP App) Ports:				
HTTP / HTTPS	TCP 80 / 443	Retrieval of EIP Browser pages for display on the UI. Uses HTTPS by default. Authentication, Job Listing, Initiate Print Conversion.	Non-configurable	Printer EIP App to XWS Service
HTTPS	TCP 443	Printer Authentication	Non-configurable	Printer to XWS
Xerox Job Agent Service Ports:				
 Note: XJAS - Xerox Job Agent Server, the Workplace Suite Print Server that is hosting the Network Queues, this can be an external Print Server or the Main Server.				
Raw IP	TCP 9100	Print Submission	Configurable	XJAS to Printer
LPR	TCP 515	Print Submission	Configurable	XJAS to Printer
IPP over TLS	TCP 443	Printer Submission	Non-configurable	XJAS to Printer
HTTPS	TCP 443	Configuration, Job Information, Print Release	Configurable	XWS to XJAS
Xerox Job Agent Client (XJAC) Ports:				
 Note: XJAC - Xerox Job Agent Client, this is the Xerox Desktop Print Client Software.				
RAW	TCP 9907	Notification of Print Job Release (TCP/IP Mode)	Configurable	XWS to XJAC
RAW IP	TCP 9700	Communication method for the Desktop Client, called TCP/IP	Configurable	XJAC to XWS
Raw IP	TCP 9100	Print Submission	Configurable	XJAC to Printer
LPR	TCP 515	Print Submission	Configurable	XJAC to Printer
IPP over TLS	TCP 443	Print Submission	Non-configurable	XJAC to Printer

PROTOCOL	TRANSPORT AND PORT VALUE	USE	OPTION	DIRECTION
DCE/RPC	TCP 1058	Network Print Queue Access and Driver Download. From Workplace Suite Client to Print Server	Non-configurable	Workplace Client to Print Server
HTTPS	TCP 443	Configuration, Job Information, Print Release	Configurable	XJAC to XWS
Raw	UDP 9807	Notification of Print Job Release	Configurable	XWS to XJAC
Network Appliance Ports:				
RAW	TCP 7778	Receive Card Swipe Data from Elatec TCPConv	Configurable	Network Appliance to XWS
RAW	TCP 7777	Receive Card Swipe Data from Elatec TCPConv2	Configurable	Network Appliance to XWS
RAW	TCP 2001	Receive Card Swipe Data from RFIdeas Ethernet 241	Configurable	Network Appliance to XWS
iOS Native Printing Ports:				
DNS-SD	UDP 53	Mobile Phone printer discovery using DNS	Non-configurable	Phone to DNS Server
mDNS	UDP 5353	Mobile Phone printer discovery on the local subnet using mDNS	Non-configurable	Phone Broadcast on Local Subnet
IPP	TCP 631	IPP Print submission to Xerox® Workplace Suite. Always uses TLS.	Non-configurable	Phone to XWS

Support

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Support Information

Customer Support

Customer support varies by region. For details specific to your country, check with your local authorized Xerox® Sales Representative. Xerox® Customer Support organizations provide support for the Xerox® Workplace Suite software to customers with support contracts.

For support, it is recommended that:

- System Administrators and IT personnel: Contact Xerox Support
- End users: Contact your internal support organization

For the fastest resolution for issues, access www.support.xerox.com/support/xerox-workplace-suite. Support documentation, troubleshooting steps, and hints and tips are available online.

Maintenance Support

Support for PC platforms and operating systems is not covered under the Software Maintenance Agreement.

Workplace Suite 5 Software Reinstallation

This appendix contains:

Reinstallation of Workplace Suite Software Version 5.3 or Later56

Reinstalling Workplace Suite Software Version 5.3 or Earlier57

Reinstallation of Workplace Suite Software Version 5.3 or Later

Xerox Workplace Suite version 5.3 or later no longer supports the reinstallation of Workplace Suite version 5.3 or later on current setups that use the older Microsoft CE SDF database file.

If your current installation is based on the Xerox Mobile Print, PrintSafe, Print Management and Mobility Suite, or Workplace Suite version 5.0 applications, you likely are using the older Microsoft CE SDF database file.

To use your original Microsoft CE SDF database file, follow the instructions in this section.

Guidelines

- These steps are not valid if your original installation was Workplace Suite version 5.3 or later.
- These steps are not valid for an original installation that is pointing to an external database.
- Take note of the Xerox Workplace Suite version that you are uninstalling. The same version is required to reinstall the Xerox Workplace Suite.

Before you run this procedure, ensure that you back up your database file and database configuration file. Navigate to <Install directory>\Services. Make a backup copy of the files `Xerox.MobilePrint.sdf` and `Xerox.MobilePrint.BULA.Service.exe.config`.



Note: If you cannot locate the `Xerox.MobilePrint.sdf` file, these steps are not valid. If you cannot locate the file, it indicates that you are using an external database.

Reinstalling Workplace Suite Software Version 5.3 or Earlier

To reinstall the Workplace Suite software version 5.3 or earlier, follow these steps:

1. Install the Workplace Suite software in the same location as the previous Workplace Suite version.
2. After installation is complete, stop the **Xerox Mobile Print Host Service**.
3. Navigate to **Install Directory > \Services**.
4. Ensure that the `Xerox.MobilePrint.sdf` file is present.
5. To view the `Xerox.MobilePrint.BULA.Service.exe.config` file, open a text editor.
6. Delete all instances of the XML nodes that start with `<add name=XeroxMPEntities"` between `<connectionStrings>` and `</connectionStrings>`.
7. Copy and paste the following:

```
<add name="XeroxMPEntities" providerName="System.Data.SqlServerCe.4.0"
connectionString="data source=|DataDirectory|Xerox.MobilePrint.sdf;default
lock timeout=50000;max database size=4000" /> between <connectionStrings> and
</connectionStrings>.
```
8. Restart the **Xerox Mobile Print Host Service**.
9. Set the **Registry Key** for the database as follows: `[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Xerox\{923BA9B9-DD0B-4363-8FA0-38A73B976C89}] "SQL_DBTYPE"="SQLCE"`

What is New in Xerox® Workplace Suite

New Features in Version 5.8

- The Mobile and desktop application and IOS/macOS URI links on the Azure AD connection page **Native Application** tab have been updated.
- The Workplace Suite Forum link has changed to: [Workplace Suite - Customer Support Forum](#).
- The Workplace Suite Announcements link has changed to: [Workplace Suite Announcements - Customer Support Forum](#).
- A new setting called **Confirmation Number Generation After Expiration** has been added under **Enable Confirmation Number Expiration** option in the **Company > Policies > Security > General** tab, which controls when a User will get a new confirmation number generated, after it expires.
- A new section called **Printing to Alternate IP Address** has been added to the **Printers > Edit Printers > Details** tab, this setting allows print jobs to be released to a alternate IP address which can be a Fiery® or another printer.
- A new feature called **Queue Association** has been added to designate which print queue will be used to perform job processing.
- A new authentication method called as **Group Managed Service Account** has been added for SQL access where the Windows operating system manages the password for the account instead of relying on the administrator to manage the password.

New Features in Version 5.7.200

- A new User Role called **Power User** has been added. This role has access privileges more than a **General User**, but not as such of an **Administrator**. The primary feature of the role is to allow users to access all tabs except the **Company** and **Settings** tab.
- New Xerox® Workplace Suite Prerequisite software that supports the Xerox® VersaLink® B625 and C625 Multifunctional Printers.
- The Dashboard **Modify Cost** setting allows you to enter values up to four decimal places.
- **Print Quota** allows you to select **Yearly** option as a quota period to set the allocated Print Quota to start on the first day of the current year until the last day of the year (January 1st to December 31st).
- Ability to **Export License Activation Keys** from **Company > Licensing > License Features History** Actions menu. Only the activation keys that were activated online through the solution web interface (**Activate Online** option) are listed in the exported file.
- Microsoft SQL Server 2022 version is now supported for the customer supplied external Database for the Main and Job Reporting Database.
- The Workplace Suite Load Balancer probe endpoint information is documented in this guide. The information can be used by a Load Balancer, which provides failover by detecting when a Workplace Suite Server is no longer available and routes call to a different Suite Server.
- You can set a LDAP connection to communicate using generic LDAP commands. Microsoft Active Directory is the recommended LDAP connection.
- Workplace Suite Solution will no longer require an external database to be set to Microsoft SQL Server 2014 Compatible Mode.

- Added a new feature called as **Job Processing**, which allows you to search the header of a print file for a customizable set of tag strings and submit the job using the Username from the first match. This feature works with incoming Network queues. Typically, this feature will be used to process print output from a specialized application.
- Workplace Suite Desktop Client has been updated to support accessibility requirements for end users that have vision and physical disabilities using third-party accessibility tools to navigate the UI elements.
- The Workplace Suite Job Reporting Installer has been updated and is only required to use on new installations.

New Features in Version 5.7.1

- Supports the ability to **Include the card number in auto registration email** for Azure AD and SAML authentication. The setting to enable this feature is located in **Company > Policies > Security > Printer Authentication > > Basic > Auto Registration > Azure AD Authentication** and **SAML Authentication**.
- Supports the ability to search the user with Primary PINs and Access Card Numbers on the **Users** tab search field.
- Critical security updates and improvements.

New Features in Version 5.7.000

- Load Balancer Server Addresses on Single Sign-On feature:
 - When a Load Balancer has multiple IP addresses, the Workplace Suite Administrator can enter the multiple IP addresses on the Load Balancer Server Address to allow the user to login with the Single Sign-On credentials.
- Log File Collection Assistant on Maintenance: Logs section:
 - The Log File Collection Assistant at the Maintenance section helps the user to download the log files based on a specific issue type. The user will drive a wizard that generates a zip file of the required log files.
- Workplace Suite Server supports Microsoft Windows® Server 2022.
- Workplace Suite Desktop Client supports Windows® 11.

New Features in Version 5.6.700

Improved security for the users Confirmation Number:

- User can no longer retrieve their Confirmation Number, they can only reset it by a two-step verification process.
- On the User Portal Login Page and Mobile Apps screen the Retrieve Confirmation Number action has changed to Forgot Confirmation Number.
- The user must verify who they are by entering a Verification Code received in their email and then they will receive a new Confirmation Number.
- The setting Custom Confirmation Messages is now called Custom Email Response Messages.
- The Custom Email Response Messages can be customized, but you cannot insert the Confirmation Number in the message.

New Features in Version 5.6.500

Xerox® Workplace Suite software version 5.6.500 has the following feature updates and changes:

- New Xerox® Workplace Suite prerequisite software that supports the Xerox® VersaLink® B71XX and C71XX Multifunction Printers.
- Support for SQL Authentication for SQL server database when installing or upgrading the Xerox® Workplace Suite software.
- Improvements for large Deployments:
 - New Desktop Client software update that supports the new Server Communication Mechanism called TCP/IP, you can find this setting on the server Administration page.
 - Print Server Communication to Xerox® Workplace Suite Server has been improved.
 - Ability to download the Print Server logs from the main Xerox® Workplace Suite server.

New Features in Version 5.6.300

Xerox® Workplace Suite software version 5.6.300 has the following feature updates and changes:

- Ability to schedule Job Reporting to run hourly.
- Support for identity provider SAML authentication.
- New prerequisite software that supports the Xerox® EC80XX Color Multifunction Printer.
- Ability for the user to delete their own PINs and Access Card Numbers.

New Features in Version 5.6.100

Xerox® Workplace Suite software version 5.6.100 has the following feature updates and changes:

- Supports Azure AD authentication.
- On new installations, SQL server 2017 Express is installed for the main database server and job reporting database server.
- Allows resetting of the hardware address in the installation wizard when needed.
- On new installations, IIS settings are enabled automatically.

New Features in Version 5.6

Xerox® Workplace Suite software version 5.6 has the following feature updates and changes:

- Addition of forum and announcements links
- Support for Guest user onboarding using email
- Ability to add printer session accounting codes to desktop printed jobs
- Support for LDAP import mapping of the network accounting user ID
- Support for local print optimization for Xerox® Workplace Suite Client
- Support for Offline Mode for the Xerox® Workplace Suite Client
- Support for administrator users without an email address
- Support for SQL Server 2017 and SQL Server 2019
- Support for Windows Server 2008 is removed

New Features in Version 5.5

Xerox® Workplace Suite software version 5.5 has the following feature updates and changes:

- Introduction of the Print Limits Rule feature, that limits printing by number of pages in the job.
- New Incoming or Outgoing server type added with support for Microsoft Graph API to access Microsoft Exchange Online
- Job Reporting improvements and additions are as follows:
 - New Dashboards and redesigned Dashboard layout
 - Ability to export dashboard reports to a PDF or .csv file
 - More report filtering options that include filter by User, Department, Printer, Account ID, and Job type
 - Renamed Billing Code to Account ID on the job report raw data
 - New job reporting raw data fields: Printer IP, Site, and User ID
 - New Summary Reports that provide a summary by User, Printer, Department, Account ID, and Accounting: UserID or AccountID
 - Ability to schedule Summary Reports
 - Scanning Cost estimation is added for the Modify Cost reporting feature
 - New Data Retention Policy setting for the Job Reporting data
- New Workplace Suite Prerequisite software includes support for the Xerox® PrimeLink® C9065/C9070 and PrimeLink® B9100/B9110/B9125/B9136 printers, and AltaLink® B8145/B8155/B8170 and AltaLink® C8135/C8145/C8155/C8170 Multifunction Printers
- Installations and upgrades of the Xerox Workplace Suite Server and Workplace Client software now require Microsoft .NET 4.7.2
- Xerox Workplace Suite software support for Windows® Server 2019 environments
- For installations and upgrades, Workplace Suite server no longer supports Microsoft Windows® 7
- New Workplace Suite Client software release contains bug fixes

New Features in Version 5.4

- Support for Windows Integrated Authentication
- Support for Raw TCP Port printing protocol
- Ability to change the Raw TCP port number
- Updated Workplace Suite Client software
- New prerequisite software and a Printer Model update file support Xerox® PrimeLink® C9065/C9070 printers
- Support for Xerox® PrimeLink® C9065/C9070 printers with Fiery® direct configuration



Note: For details on setup, refer to the *Xerox Workplace Suite Administration and Configuration Guide*.

- Discontinued support for PCL 5

New Features in Version 5.3

- Direct Printing, a Print Management feature that allows desktop printing directly a printer.
- The User Job Limits provide the ability to set print quota rules that control the number of pages a user is permitted to print.
- Support for customer-licensed and installed Microsoft Office 2016 with any Mobile Workflow license.

New Features in Version 5.1

- Support for Multiple Primary PINs and Access Card Numbers for the same user.
- For new installations, the default built-in database software is now MS SQL Express 2014. For existing upgrade solutions that use MS SQLCE, the SQLCE database is retained and used. MS SQL Express 2014 is not installed on existing upgrades.

New Features in Version 5.0

- Content Security Workflow, an updated licensable workflow
- Mobile Print Basic conversion option
- Rules to manage print access
- Web administration role management
- Copy and Scan additions to the Printer Client, for Xerox® AltaLink® printer families
- Copy and Scan additions to the Printer Client, for Xerox® VersaLink® printer families
- Mobile App QR Code and NFC unlock features
- Printer Authentication screen QR Code, for unlocking Xerox® AltaLink® printer families and Xerox® ConnectKey® printer families
- Support for NFC software on ELECTEC TWN4 card readers on Android devices
- Support for TLS 1.2 with any HTTPS communication protocol
- FIPS (Federal Information Processing Standard) support: Available with a new installation, but unsupported as an upgrade
- Mobile Print Opt-out Email Link
- Printer Client icon legacy name support
- Alternate Login option for printer administration
- Character Encoding default setting for each printer

For a new feature list when upgrading from Mobile Print versions 3.5 and 3.6, or PrintSafe version 1.x, refer to the Appendices of the *Upgrade Guide for Print Management and Mobility Suite, Mobile Print, and PrintSafe*, and *Release Content History* information.

