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# Xerox<sup>®</sup> Workplace Suite

Installation Guide

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# Contents

Introduction.....	5
Xerox® Workplace Suite Mobile Print Workflow Software Overview.....	6
External Document Conversion Engine Server .....	6
Xerox® Workplace Suite Print Management Workflow Overview .....	7
Xerox® Workplace Suite Content Security Workflow Overview .....	8
External Print Servers.....	8
Xerox® Workplace Suite Overview.....	9
Documentation and Online Support .....	10
Xerox® Workplace Suite Support .....	10
Installation Considerations.....	11
Xerox® Workplace Suite Installation Options.....	11
System Installation Considerations .....	12
Database Requirements.....	12
Federal Information Processing Standards (FIPS-140) Support .....	12
Print Management Workflow Installation Considerations .....	12
Incoming Print Queues .....	12
Print Servers.....	13
Print Drivers .....	13
Network Appliances (External Card Readers) .....	14
Installation Overview .....	15
System Requirements for the Xerox® Workplace Suite Software .....	16
Essential Configuration Information.....	20
Email Server Information .....	20
Printer Information .....	22
Server Preparation .....	23
Windows Server 2012 R2 / Windows Server 2012 / Windows Server 2016 / Windows Server 2019.....	23
Windows 10 .....	23
Configuring Windows Firewall.....	24
Disabling Windows Firewall .....	24
Software Installation .....	25
Copying the Installation Files to Your Server .....	26
Installing the Software Prerequisites .....	27
Installing the Workplace Suite Software.....	29
Use an Existing or External Microsoft SQL Server .....	30
Installing Job Reporting.....	35
Use an existing Database Server .....	36
Installing the External DCE Server.....	38
Installing the External Print Server .....	40

Instructions to Install the Optional Workplace Suite Client Software .....	42
Completing the Installation .....	45
Profile .....	47
Proxy .....	48
License .....	49
Activate the License Online.....	49
Activate the License File (Alternate Method).....	49
Incoming and Outgoing Mail.....	51
Incoming Mail .....	51
Outgoing Mail.....	51
Setting Up and Verifying Your System Administrator Account.....	53
Troubleshooting the Installation .....	54
Adding A Printer.....	55
Adding a Pull Print Client Queue for Print Management Workflow.....	57
Post-installation Tasks .....	59
Post-installation Tasks.....	60
Checking for Updates.....	60
Checking for Port Blocking .....	60
Apache OpenOffice Document Support (for Mobile Printing only).....	60
Support.....	61
Support .....	62
Customer Support.....	62
Maintenance Support.....	62
Standard Default Ports.....	63
Internet Information Services (IIS).....	69
Installing Internet Information Services (IIS) for Windows Server 2012 R2, Windows Server 2012, Windows Server 2016, and Windows Server 2019 .....	70
Installing Internet Information Services (IIS) for Windows 10.....	72
Licensing Workflow Connectors, Workflows, and Conversion Servers.....	75
Alternate Method to Activate Additional License Files .....	76
Activate the License Online .....	78
Content Security Parser Update .....	79
Command Line Install Options.....	80

# Introduction

This chapter contains:

- Xerox® Workplace Suite Mobile Print Workflow Software Overview .....6
- Xerox® Workplace Suite Print Management Workflow Overview .....7
- Xerox® Workplace Suite Content Security Workflow Overview .....8

This document provides the details required for Xerox® Workplace Suite Mobile Print Workflow, Print Management Workflow, and Content Security Workflow. It is intended to define your roles and responsibilities and those of Xerox to assure a successful installation.

## Xerox® Workplace Suite Mobile Print Workflow Software Overview

The Xerox® Workplace Suite Mobile Print Workflow Basic and Premium Software allows users to print office documents, photos, and print-ready files such as PDF, TIFF, and more, using a mobile device. Users can submit documents using either email or the Xerox® Workplace Mobile App, with the ability to select various printing options. You can print documents immediately, or for sensitive content, you can release documents at the printer using a system-generated code. These abilities are accomplished without the need for print drivers or special software.

The Xerox® Workplace Suite Mobile Print Workflow Software works with Xerox printers, both EIP-enabled and non-EIP enabled, and non-Xerox Printers. You can use various methods to submit and upload files, and print documents. Xerox® Extensible Interface Platform® (EIP) is a software platform inside many Xerox multifunction printers. The EIP software enables personalized and customized solutions that are accessible from a printer touch screen.

### Print documents immediately:

- Using your mobile device, select a document. Use the Open-With or Open-In Xerox® Workplace Mobile App. Select your printer and print options, then select **Print**.
- Using the name or IP address of your printer in the subject line, send an email to the Xerox® Workplace Suite Mobile Print Workflow Software. Your document and email body prints automatically.

### Mobile Print Workflow Document Conversion Options:

- **Built In Document Conversion print engine** - The default conversion engine when Microsoft® Office is not installed.
- **User-Supplied Copy of Microsoft® Office 2016** - You can use Microsoft® Office 2016 as your document conversion engine by installing your own licensed version of Microsoft® Office 2016 Professional.

### Upload documents to print later:

- Send an email with your office documents or photos to the Xerox® Workplace Suite Mobile Print Workflow Software incoming email address.
- Use the Document upload feature in the Xerox® Workplace Mobile App.
- Send documents from your workstation to the Mobile Print Incoming Print Queue.

### Print uploaded documents:

- From the Xerox® Workplace Mobile App.
- From a Workplace Suite Print Client-EIP-enabled device.

## EXTERNAL DOCUMENT CONVERSION ENGINE SERVER

The Document Conversion Engine Servers (DCE) is a feature within the Mobile Print Workflow. The server is used to convert documents (such as TIFF, JPEG, TXT, Word DOCX, PDF and PPT file formats) to PS or PCL for concurrent Mobile Printing requests.

Documents are stored on the configured storage location of the Primary Xerox Workplace Suite servers. On release the original documents are sent to the DCE that will convert the job.

## Xerox® Workplace Suite Print Management Workflow Overview

Xerox® Workplace Suite Print Management Workflow allows access control to Xerox multifunction printers that have Convenience Authentication (CA) capability. Users can gain access to the multifunction printer using card swipe or other alternative login methods including LDAP credentials, Primary PIN Number, and Access Card Number, a personal, random confirmation number that is emailed to each user.

The Xerox® Workplace Suite Print Management Workflow supports submitting documents for immediate release to the device, and submitting documents to a print queue for later release at the device.

Print Management supports various print architectures:

- A centralized printer server where print jobs are held on a Workplace Suite server while awaiting release.
- A local client based print model where jobs are held on your computer while awaiting release.
- A Direct Print path where jobs are submitted directly to a printer for immediate release.

Your System Administrator will decide which architecture is best suited for your environment. The steps required to prepare your computer for printing to Print Management will vary based on the print architecture selected by your administrator. The Xerox® Workplace Suite Print Management Workflow works with both Xerox® and non- Xerox® devices. For Xerox devices with Xerox Extensible Interface Platform® (EIP) capability, Print Management supports an identification card based authentication and an EIP application that allows you to choose which jobs you want to print. For non-Xerox or non-EIP capable devices, Print Management allows you to automatically print your jobs by swiping your identification card.

## Xerox® Workplace Suite Content Security Workflow Overview

The Xerox® Content Security Workflow identifies labeled electronic or paper business documents to help restrict distribution and use. Some business documents are labeled for operational, legal, financial, or historical purposes. Document labels can include phrases such as `For Internal Use Only` or `Business Confidential`. Tracked documents can include intellectual property, business decisions, transactions, or future product information.

When you enable the Content Security Workflow, you can create global content profiles, and set search strings to track documents that are sent to print. Content Profiles consist of one or more user-defined search strings. Submitted print jobs are searched for matches to an existing Content Profile. When a match is found, email alerts are sent to a list of recipients, and the job is logged in the Job History. You can configure the Content Security Workflow to save a copy of each matched document to a designated Content Security Storage location.

### EXTERNAL PRINT SEVERS

External print servers may be used to offload the print job spooling and processing to one or more external print servers. Job processing can be computer intensive, so if you have some large environments, the customer may offload this work to an external print server.

The account used to connect to the external print server must have Admin rights on the external Print Server. It is recommended that you run the same versions of Xerox Workplace Suite on your external Print Servers as you are running on your main server.



# Xerox® Workplace Suite Overview

This chapter contains:

- Documentation and Online Support ..... 10
- Installation Considerations ..... 11
- System Installation Considerations..... 12

This document includes a brief description that the System Administrator should consider before beginning the installation of Xerox® Workplace Suite.

## Documentation and Online Support

### 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 Upgrade Guide*: Use this guide for Xerox Workplace Suite SQL Configuration changes and upgrades from Print Management and Mobility 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](http://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](#).

## Installation Considerations

### XEROX® WORKPLACE SUITE INSTALLATION OPTIONS

To get started with Xerox® Workplace Suite, choose one of the following options:

- For new installations: Refer to the *Xerox® Workplace Suite Installation Guide* and the *Xerox® Workplace Suite Administration and Configuration Guide*.
- For existing installations that have previous versions of Xerox Workplace Suite or XPMMS: Refer to the *Xerox® Workplace Suite Upgrade Guide for Print Management and Mobility Suite, and Mobile Print*.
- The Workplace Suite software is only available as a download Online from: [support.xerox.com/support/xerox-workplace-suite/downloads](https://support.xerox.com/support/xerox-workplace-suite/downloads).

There are three Workplace Suite primary workflows.

- **Print Management Workflow:** This workflow is for printer authentication and desktop print job submission for later printing.
- **Mobile Print Workflow:** This workflow is for print job submission and release from mobile devices, email, and so on.
- **Content Security Workflow:** This workflow is for Jobs that are printed or scanned, then parsed for keywords or phrases defined in custom profiles.

## System Installation Considerations

The Workplace Suite supports advanced configurations, which can handle a large user base where many jobs are submitted simultaneously. To configure the solution for these types of advanced configurations, please contact authorized Xerox personnel for further details.

Information on many of the configuration options can be found in the Xerox® Workplace Suite Administration and Configuration Guide.

### DATABASE REQUIREMENTS

On installation, the Administrator must choose between a local Database and an external (MS SQL Server) database.

- Refer to the [System Requirements for the Xerox® Workplace Suite Software](#) section for the list of supported external database servers.
- Refer to the [Use an Existing or External Microsoft SQL Server](#) section for instructions on connecting to an external database.

### FEDERAL INFORMATION PROCESSING STANDARDS (FIPS-140) SUPPORT



Note: FIPS mode requires a new installation of Workplace Suite 5.0 software.

- FIPS must be enabled on the server before installing Workplace Suite.
- Upgrading from earlier versions of the software, 4.x or earlier, and then enabling FIPS mode is not supported.
- To enable FIPS, refer to the Microsoft online Instructions for enabling FIPS on your server.

### PRINT MANAGEMENT WORKFLOW INSTALLATION CONSIDERATIONS

Xerox® Workplace Suite, when used with the Xerox Workplace Suite Print Management Workflow, offers the ability to use Authentication access of Xerox Multifunction Printers, and Print Release control of print jobs to a wide variety of printers. There are a number of choices to be made in the overall configuration of the Workplace Suite system concerning how the system will work best in your specific environment. While these choices can be changed after the original installation, the user experience will also change, so the best practice recommendation would be to consider the following issues carefully before installing and configuring Workplace Suite for the Print Management Workflow for the first time.

### INCOMING PRINT QUEUES

The Xerox® Workplace Suite Print Management Workflow supports two types of Incoming Print Queues:

#### Pull Print Network Queue

A Pull Print Network Queue is a traditional, shared print queue that is hosted on a print server. Users can print to this print queue and jobs are stored on the server. Users can release the jobs later, at the control panel of a specified device.

A Pull Print Network Queue is the recommended configuration for most installations and are easy to deploy. Ensure that the shared print queue is installed on user personal computers. A Pull Print Network Queue is recommended for

environments where mobile PCs or tablets are in use. Users are not required to be online when print jobs are released.

This model is not recommended for limited-bandwidth environments. Specifically, the bandwidth between the personal computer and the Print Server, or between the Print Server and printers on the network. All job data is sent from user personal computers to the Workplace Suite Print Server for submission. Job data is sent from the Workplace Suite Print Server to the printer for release. Poor network performance can cause delays during job submission and release for print.

### **Pull Print Client Queue**

A Pull Print Client Queue is a queue where all the print processing is performed locally. Print jobs are stored on the personal computer for each user. Pull Print Client Queues typically have better performance in environments where network bandwidth is limited between user personal computers and the print server. Each user is required to install the Print Management client on their workstation, either through a manual install or through an SCCM push. After the client is installed on the workstation, print jobs are held on the system of the user until print release from the Printer Client or Print Portal App. Network traffic between the Workplace Suite server and client is confined to message traffic, not the full print spooling. At the time of a print-release request, the client workstation must be online and connected to the Workplace Suite server.

## **PRINT SERVERS**

For the default installation, all Xerox® Workplace Suite Print Management Workflow components, including the Print Server, are installed on the same physical server. This installation is sufficient for most small to mid-size enterprises. For larger installations that include multiple geographical sites or buildings, additional print servers can be added.

Additional Print Servers are added to the Workplace Suite system by installing but not licensing the Workplace Suite software on one or more additional servers, including the creation of one or more print queues on these servers and then associating the additional Print Servers with the primary Xerox® Workplace Suite Server by following the instructions on Print Queues in the Xerox Workplace Suite Administration and Configuration Guide.

## **PRINT DRIVERS**

Whenever a client or network print queue is created, an appropriate print driver must be selected. The type of driver determines the actions that a user can carry out on documents submitted. The Xerox® Workplace Suite Print Management Workflow will attempt to allow a user to change the color, sides printed, and/or copy count on a document prior to release.

In general, you should try to use the manufacturer's print driver designed for the printer(s) associated with that print queue. For Xerox devices, either the Xerox Global Print Driver or the Xerox® Pull Print Driver is recommended. The Pull Print driver is recommended if you have a mixed set of Xerox devices associated with that print queue; check the list of supported devices for the Xerox® Pull Print Driver at [www.xerox.com](http://www.xerox.com). If your site has a mixture of Xerox devices and other manufacturer devices, it is best to have these devices separated into different print queues so that the appropriate print driver can be used. If your site has primarily a single type of device, the recommendation would be to use a device specific driver for the print queue.

## NETWORK APPLIANCES (EXTERNAL CARD READERS)

Print Release for devices that are not locked using Xerox® Convenience Authentication can be completed using an external card reader plugged into a network appliance. Three different network appliances are supported by the Xerox® Workplace Suite Print Management Workflow:

- Elatec TCP Conv
- Elatec TCP Conv2
- RF Ideas Ethernet 241

The network appliances and external card readers are available in two basic types:

- Network Address Translation (NAT) appliances
- Independent network appliances.

A NAT appliance will sit between the printer and the network and takes on the printer's IP address. The printer will take on a private IP address behind the card reader. The card reader will be plugged into the network appliance rather than into the printer. The NAT appliance has very low administrative overhead as the combination of appliance and device will be mapped to the Xerox® Workplace Suite administration page as a printer.



Note: The Elatec TCP Conv2 is a NAT appliance.

The Elatec TCP Conv and RF Ideas Ethernet 241 are independent network appliances and will have a separate IP address from the printer they control for Print Release. Both the network appliance and the printer will be added individually to the Xerox® Workplace Suite administration page where they can be associated together.



Note: These readers are only recommended in networks with stable IP addresses.

The RF ID Ethernet 241 is the only network appliance that supports transport encryption.

# Installation Overview

This chapter contains:

System Requirements for the Xerox® Workplace Suite Software ..... 16

Essential Configuration Information ..... 20

Server Preparation..... 23

Configuring Windows Firewall ..... 24

If you are performing an upgrade installation or software reinstallation, refer to the *Xerox® Workplace Suite Upgrade Guide for Print Management and Mobility Suite, Mobile Print, and PrintSafe* available at [support.xerox.com/support/xerox-workplace-suite](http://support.xerox.com/support/xerox-workplace-suite).

Before you start the installation, verify that all items on this list are addressed.


1. To gather the information needed for the installation, review the **System Requirements** section with the local System Administrator.
2. Check that you have all the information required to enable a successful installation. For a checklist, refer to the **Essential Configuration Information** section.
3. Verify that the server, or virtual server, meets or exceeds the minimum solution requirements. For solution requirements, refer to the **System Requirements** section.
  - A static IP address is required. Your Xerox Workplace Suite server name should be registered on your DNS server.
  - If a Windows domain is required, before installation, add the server to the Microsoft Active Directory Domain.
  - If you are using a virtual server, a static MAC address is required because licensing is tied to the MAC address.
4. Ensure that the operating system language for the server is one of the supported languages listed in the **System Requirements** section.
5. Ensure that the person who performs the solution software installation uses an account that has administrative rights on the server.
6. If you are utilizing the Mobile Print Workflow and intend to use your own copy of Microsoft® Office 2016, install Office before installing the Workplace Suite software.
7. If you are using an external SQL database, you have to select an Authentication method and the account that has the required database access rights. Refer to the section **Use an Existing or External Microsoft SQL Server** for instructions on connecting to the external database.

## 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	REQUIREMENTS
Workplace Suite Server: Supported operating systems including external Print Servers and Document Conversion Engine Servers.	<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"> <li>Windows® Server 2022</li> <li>Windows® Server 2019</li> <li>Windows® Server 2016</li> <li>Windows® 10 Pro</li> </ul> <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"> <li>Do not install the Workplace Suite software on a Domain Controller because it is not supported.</li> <li>To verify which operating system is installed, select <b>Control Panel &gt; System and Security &gt; System</b>.</li> <li>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.</li> </ul>
Workplace Suite Client: Operating systems supported by the Print Management Workflow	<ul style="list-style-type: none"> <li>Windows® 10</li> <li>Windows® 11</li> </ul> <p> Note: Server operating systems are not supported.</p>
Supported browsers for Windows	<ul style="list-style-type: none"> <li>Microsoft Edge</li> <li>Chrome</li> <li>Firefox</li> </ul>
Supported browsers for Macintosh	<ul style="list-style-type: none"> <li>Google Chrome™</li> <li>Mozilla</li> </ul>
Supported server languages	English, French, Italian, German, Spanish, Dutch, and Brazilian Portuguese
Customer Supplied Microsoft Office	<p>Version: Microsoft Office 2016 Professional</p> <p>Workplace Suite supported languages: English, French, Italian, German, Spanish, Dutch, and Brazilian Portuguese</p>
Supported end-user languages	English, French, Italian, German, Spanish, Dutch, Brazilian Portuguese,



SYSTEM	REQUIREMENTS
	<p>Czech, Russian, and Polish</p> <p> Note: End-user languages are used for email notifications, the Printer Client, the Print Management Client, and the User Portal.</p>
Processor	<p>Required: Single (1) Intel Core Quad CPU at 3.0 GHz</p> <p>Recommended: Dual (2) Intel Core Quad CPUs at 3.0 GHz</p> <p> Note: If you are using multiple Xerox® Workplace Suite Workflows in large installations, a fast quad core server-based processor is recommended.</p>
RAM	<ul style="list-style-type: none"> <li>Recommended: Minimum of 8–10 GB of RAM</li> <li>Large Installations: 16 GB of RAM</li> </ul> <p> Note: When using multiple Xerox® Workplace Suite workflows, 16 GB of RAM is recommended.</p>
Hard drive	<ul style="list-style-type: none"> <li>Capacity: 160 GB or higher, with at least 100 GB of available space on the hard drive</li> <li>Capacity for large installations: 160 GB or higher, with at least 250 GB of available space on the hard drive</li> <li>Capacity: At least 10 GB of available space on the C: drive if installing on another drive</li> </ul> <p> Note: The Data Retention Policy and number of Users will affect how much disk space is needed for Jobs. If you are storing jobs for a long period then you will need more disk space. Refer to <i>Xerox® Workplace Suite Admin Guide</i> Data Retention policy in Job Reporting Database Details section. If Content Security storage is enabled, additional hard drive space is required.</p>
Network	<ul style="list-style-type: none"> <li>Protocol: TCP/IP</li> <li>Static IP registered in a DNS server</li> <li>Speed: 1 Gbyte is recommended</li> <li>Internet access</li> <li>Static MAC address</li> </ul>
Document Conversion Engine Servers Hardware Requirements	<p> Note: These servers have the same Software requirements as a Xerox Workplace Suite Server.</p>
External Print Servers Hardware Requirements	<p> Note: These servers have the same Software requirements as a Xerox Workplace Suite Server.</p>

SYSTEM	REQUIREMENTS
Mail protocols	<ul style="list-style-type: none"> <li>• Internet Message Access Protocol (IMAP)</li> <li>• Simple Mail Transfer Protocol (SMTP)</li> <li>• Microsoft Exchange Web Services</li> <li>• Post Office Protocol 3 (POP3)</li> <li>• Lotus Notes Remote Procedure Call</li> <li>• Microsoft Graph API</li> </ul>
Database	<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"> <li>• For new installations, the Microsoft SQL Server 2022 Express is the default database software installed for the Main Server and Job Reporting Database.</li> </ul> <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"> <li>• Microsoft SQL Server 2022</li> <li>• Microsoft SQL Server 2019</li> <li>• Microsoft SQL Server 2017</li> <li>• Microsoft SQL Server 2016</li> <li>• Azure SQL Database Managed Instance</li> </ul> <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"> <li>• Support for more than 10,000 accounts.</li> <li>• Enterprise fail-over installation to safeguard data is recommended.</li> </ul> <p>Refer to the Xerox® Workplace Suite Installation Guide section <b>Software Installation &gt; Use an existing or external Microsoft SQL Server</b> 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"> <li>• NT Authentication</li> <li>• SQL Server Authentication</li> <li>• GMSA - Group Managed Service Account Authentication</li> </ul>
Supported print drivers for Print Management Workflow incoming print queues	<ul style="list-style-type: none"> <li>• Non Xerox V3 Print drivers: PostScript and PCL 6</li> <li>• Xerox V3 Print Drivers, Printer Specific, Global and Pull Print Drivers</li> </ul>

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



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.

## Essential Configuration Information


As part of the solution installation, you will be asked to supply a variety of network configuration information. Before starting the software installation, use the checklist below to gather the information you will need during the installation process.


It is highly recommended that you configure the following with sufficient time so that all connections and addresses are operational at the time the software is installed:

- Incoming Mail Server (Mobile Print Workflow Only)
- Outgoing Mail Server
- Receiving Reply-to and From Email Addresses

### EMAIL SERVER INFORMATION

When the software is installed, complete these tables and have them ready for server setup. For full descriptions of each item, refer to the *Xerox® Workplace Suite Administration and Configuration Guide*.

 Important: Before you install the software, ensure that the incoming mail server, outgoing mail server, and the Receiving Email Address, Reply-to Email Address, and From email address fields are configured. Configuring these fields ensures that all connections and addresses are operational at installation time.

 Note: Do not use your personal email address. Ensure that you use new email address for Mobile Print Jobs.

INCOMING MAIL SERVER INFORMATION FOR MOBILE PRINT WORKFLOW ONLY	
Incoming email server type For example, IMAP, Microsoft Exchange Web Services, POP3, Notes Remote Procedure Call (Lotus Notes), or Microsoft Graph API	
Incoming mail server name For example, sample.host.name	
Incoming mail server port For example, 110	
User name For example, admin	
Password	
Use Secure Connection (SSL)? If yes, what type?	

OUTGOING MAIL SERVER INFORMATION	
Outgoing mail server type For example, SMTP, Microsoft Exchange Web Services, Notes Remote Procedure Call (Lotus Notes), or Microsoft Graph API	
Outgoing mail server name (SMTP) For example, sample.host.name or IP address	
Outgoing mail server port For example, 25	
Outgoing mail server requires authentication? If yes, add the user name and password information below for the server.	
Server user name	
Password	
Use secure connection (SSL)? If yes, what type?	
EMAIL ADDRESSES	
Receiving Email Address For example: mobileprinting@email.com or printmanagementsupport@company.com The receiving email address is the email account the server monitors for incoming jobs by email. Ensure that this email address is unique to the Mobile Print Workflow software.	
Reply-to Email Address For example, replyto@email.com The reply-to email address is the email address that end users see and use when they select <b>Reply to</b> in response to the confirmation email. The reply-to email address is used for customer service or technical support purposes.	

EMAIL ADDRESSES	
<p>From Email Address</p> <p>For example: from@email.com</p> <p>The from email address is the address that end users see in the From Email Address area when they receive a confirmation email from the Mobile Print Workflow server.</p>	
<p>Support Email Address</p> <p>For example: mpadmin@email.com</p> <p>If the server address changes, the Xerox®Workplace Suite server sends an email to the support email address. This is the email address that the system administrator in charge of the server uses.</p>	

## PRINTER INFORMATION

You will need the following information about each Multifunctional Printer (MFP) that you want to use with the software. The IP Address or Host Name is required for each printer. For more information on advanced printer setup refer to the Xerox® Workplace Suite Administration and Configuration Guide.

- Printer IP Address or Host Name
- Username and Password
- SSL (true/false)
- GET Community Name
- SET Community Name
- PDL Type

## Server Preparation

Select the Windows operating system below that the software will be installed on. Follow the instructions to enable Printer Spooler and to configure Windows Firewall settings.

### WINDOWS SERVER 2012 R2 / WINDOWS SERVER 2012 / WINDOWS SERVER 2016 / WINDOWS SERVER 2019

Before you install IIS, ensure that the Print Spooler service is running, and is set to Startup Type: Automatic.

1. Go to Windows Services by selecting **Server Manager > Local Server > Tools > Services**. On the right panel, Services are displayed.
2. Select the **Print Spooler** service.
3. Validate that the Print Spooler Service is running and set to **Automatic**. If not, go to **Services** and change the setting to **Automatic**.

### WINDOWS 10

Prior to installing and configuring Internet Information Services (IIS), use the steps below to ensure that the Print Spooler Service is running and its startup type is **Automatic**.

1. Press the **Windows key + the R key (Win+R)** to open the Run window.
2. In the Run window, type `services.msc` in the Search field, and press the **Enter** key.  
The Windows Services console opens.
3. Select the **Print Spooler Service**.
4. Validate that the Print Spooler Service is running.
5. Select **Automatic** for Startup type.

## Configuring Windows Firewall

In general for most Server OS installations, the Windows Firewall, if enabled, does not need to be configured for the software to function. If your Windows Firewall is not the default configuration, refer to the [Standard Default Ports](#) appendix to determine which ports to enable or unblock for inbound and outbound rules that are required by Mobile Print Workflow and by Print Management Workflow.



Note: You can enable or disable individual ports. If you are using Advanced Settings in the Windows Firewall, refer to the [Standard Default Ports](#) appendix.

### DISABLING WINDOWS FIREWALL



Note: Do not disable Windows Firewall by stopping the service.

1. Select **Control Panel > System and Security > Windows Firewall**.  
The Windows Firewall window opens.
2. On the left side of the window, click **Turn Windows Firewall on or off**.  
The Customize Settings window opens.
3. In the Home or work (private) network location settings area, select **Turn off Windows Firewall**.
4. In the Public network location settings area, select **Turn off Windows Firewall**.
5. To apply the settings, click **OK**.
6. Close any open windows.
7. If necessary, restart the server.




# Software Installation


This chapter contains:

- Copying the Installation Files to Your Server..... 26
- Installing the Software Prerequisites..... 27
- Installing the Workplace Suite Software ..... 29
- Installing Job Reporting ..... 35
- Installing the External DCE Server ..... 38
- Installing the External Print Server ..... 40
- Instructions to Install the Optional Workplace Suite Client Software..... 42

The installation takes place in three phases, which must be performed in the following order:

1. Copy the installation files to your server.
2. Install the Prerequisites.
3. Install the Main Server software.
4. Install Job Reporting, optional.
5. Enter the Essential Configuration settings, then add a printer.

 Note: The installer checks if the required operating system components are enabled. If Microsoft Office 2013 is installed, the installer notifies you to remove Microsoft Office 2013, and the installation stops.

 Important: If you are using an external SQL database refer to, [Use an Existing or External Microsoft SQL Server](#) before you install the Xerox Workplace Suite software, so that you will know the Database and Authentication requirements.

## 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 this link [support.xerox.com/support/xerox-workplace-suite/downloads](https://support.xerox.com/support/xerox-workplace-suite/downloads), then copy and extract the contents onto the server.

## Installing the Software Prerequisites

Before you install the software prerequisites and verify that Microsoft .NET Framework 4.7.2 or greater is installed and ensure that you run the Printer Spooler service.

1. If you access the server using Microsoft Remote Desktop Connection, disable printer redirection. To disable printer redirection, do the following:
  - a. From the Remote Desktop Connection, click **Show Options > Local Resources**.
  - b. Ensure that the Printers check box is clear, then click **Connect**.
2. Use an account with administrative privileges, then log in to the server where the installation is taking place.
3. Double-click the file `XeroxWorkplaceSuitePrerequisites`.

The Open File-Security Warning window appears.

4. Click **Run**.
5. From the menu, select the language for installation, then click **OK**.

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

6. After the Welcome message appears, to see any additional information about the software, click **View Readme**. Click **Next**.

The License Agreement window appears.

7. Read and accept the license terms. Select **I accept the terms in the license agreement**. Click **Next**.

The Destination Folder window appears.

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

The Ready to Install window appears.

9. Click **Install**. A status progress bar appears. It takes several minutes for the installation to complete. If there are any errors during installation, for assistance, refer to [Troubleshooting the Installation](#).
10. When the installation finishes successfully, the Install Completed window appears. Click **Finish**.

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

11. Click **Yes**.
12. Restart the computer.
13. Log in to the server again.

14. Install the software. For installation instructions, refer to [Installing the Software](#).



Note: After installation of the Xerox Prerequisites, the following print queues will be created, **XEROX\_GPD\_PS**, **XEROX\_GPD\_XL**, and **XEROX\_GPD\_PS\_01**, **XEROX\_GPD\_PS\_02** and so on. Any queues with the prefix XEROX\_GPD are used by the Xerox Workplace Suite solution and should not be manually modified or deleted.

## Installing the Workplace Suite Software



Note: The following instructions are for a new Xerox® Workplace Suite installation only.

1. Access the server where you want to install the Workplace Suite software. Log in to the server with administrator credentials.



Note: If you use Xerox® Mobile Print Workflow with your own copy of Microsoft Office 2016, before you continue to Step 2, install and license Microsoft Office.

2. Double-click the Workplace Suite Software Installer file named `XeroxWorkplaceSuite_x.x.x.x.exe`.  
An Open File-Security Warning dialog appears.
3. Click **Yes**.
4. The Xerox® Workplace Suite software installer detects the server operating system language automatically. If the user interface is available in your language, the Workplace Suite user interface is installed on your system.
  - Installation files are extracted and decompressed.
  - The Windows Installer window opens and checks your system for installation prerequisites. During this time, it is normal for the screen to appear inactive, and for the Windows Installer window to disappear.
  - After a few minutes, the Xerox Setup Wizard window opens, then a `Welcome` message appears.
5. After the `Welcome` message appears, to continue the software installation, click **Next**.  
The License Agreement window opens.
6. Read and accept the license terms. Select **I accept the terms in the license agreement**, then click **Next**.  
The Window Features window appears.
7. To enable the required IIS roles and features, click **Enable**.  
This might take a few minutes for all the features to be enabled.



Note: From the window, you can download the list of features that were not enabled. If the required IIS roles and features are not enabled, before you complete the installation, enable them manually. For more information, refer to [Internet Information Services \(IIS\)](#).

8. After you finish enabling the IIS roles and features, click **Yes**.
9. When the SQL Server Selection window appears, select one of the following SQL Server options:
  - **Install Microsoft SQL Server Express (Default)**
  - **Use an existing Microsoft SQL Server**, to continue with this option refer to [Use an Existing or External Microsoft SQL Server](#) section.
10. Click **Next**.
11. The default installation folder for the local SQL Express database appears.
  - To accept the default destination, click **Next**.
  - To select a different folder, click **Change**, then navigate to the new folder.
  - To accept the new destination and return to the Destination Folder window, click **OK**.
  - To continue the installation, click **Next**.

12. The default installation location for the Workplace Suite software appears. Select an installation destination option.
  - To accept the default destination, click **Next**.
  - To select a different software installation folder, click **Change**, then navigate to the new folder.
  - To accept the new destination and return to the Destination Folder window, click **OK**.
  - To continue the installation, click **Next**.

The Content Security window appears.

13. Select the below options if you want to enable or use Content Security now or in future.
  - **No** - I do not plan on using Content Security.
  - **Yes** - I plan on using Content Security. Please install the required Ghostscript package.



Note: If you select **No** and you are using the Content Security feature you will have to re-install the XWS software to add the Content Security feature software.

14. Click **Install**.

The installation takes several minutes to complete. An Installation Progress window and a status bar appear. After the installation finishes successfully, the Install Completed window appears.

15. Click **Finish**. The Installer window closes.
16. If needed, install the optional Job Reporting module. Refer to [Installing Job Reporting](#).
17. To complete and configure the server, go to [Completing the Installation](#).

## USE AN EXISTING OR EXTERNAL MICROSOFT SQL SERVER

### Guidelines:

- For a new installation, use this setting to connect to your own external SQL Database server.
- For a reinstallation or migration to a new server, use this setting to connect to your existing Xerox Workplace Suite SQL Database server.



Note: Before installing on an external SQL server, refer to [NT Authentication Guidelines](#), [Group Managed Service Account \(GMSA\) Guidelines](#), and [SQL Server Authentication Guidelines](#) for details on the requirements.


1. Select **Use an existing Microsoft SQL Server** and then click **Next**.

The Database Server Window appears. The Database Server name will default to the Computer name, you can change or retain the name accordingly.



Note: When you point to your existing Xerox Workplace Suite SQL Database server, the Xerox Workplace Suite installation will use all the existing Xerox Workplace Suite information, such as user details, settings, and configuration.

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.  
Example: <servername>\<instancename>, <port> or <IPAddress>\<instancename>, <port>.


 Note: The external SQL Database Authentication methods are detailed below.

3. 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, Alter, 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.

#### 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 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.
4. To continue with selecting the destination folder and installing the Workplace Suite Software, do steps 11–16 from the **Installing the Workplace Suite Software** section.

#### SQL Authentication Troubleshooting Tips

There can be issues connecting to the SQL Database server due to the SQL Username, SQL User Password Expired or Database Name that has been changed, you can change the connection settings by doing any one of the following troubleshooting methods:



Note: The database connection string is encrypted and cannot be manually edited.



Tip: For detailed information on errors refer to Install Logs, you can find the Install Logs at location C : \ProgramData\Xerox\InstallLogs with the file name Xerox\_XB\_5.6.500.xx.1dhtml.

- You can upgrade the Xerox® Workplace Suite software and connect using the new SQL server credentials.



Note: During the upgrade you must select **Use an existing Microsoft SQL Server** at the SQL server selection window.

- You can also re-install the Xerox® Workplace Suite software and connect using the new SQL server credentials.



Note: If you are installing Xerox® Workplace Suite with the same version, you will need to un-install the Xerox® Workplace Suite software and then reinstall it and enter the new SQL server credentials.

## 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*.

## USE AN EXISTING DATABASE SERVER

### Guidelines:

- For a new installation, use this setting to connect to your own external SQL Database server.
- For a reinstallation or migration to a new server, use this setting to connect to your existing Xerox Workplace Suite SQL Database server.

1. Select **Use an existing Database Server** and then click **Next**.

The Database Server Window appears.



Note: When you point to your existing Xerox Workplace Suite SQL Database server, the Xerox Workplace Suite installation will use all the existing Xerox Workplace Suite information, such as user details, settings, and configuration.

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.  
Example: <servername>\<instancename>, <port> or <IPAddress>\<instancename>, <port>.
3. Click **Next**.

The SQL Database Creation Window appears.

4. Do the following steps to create SQL Database:



Note: NT Authentication is used to connect to the Database.

**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.

5. 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.

6. 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.

7. Click **Next**.

Destination Folder window appears.

8. To continue with selecting the destination folder and installing the Job Reporting Module do steps 9-17 from the **Installing Job Reporting** section.

## Installing the External DCE Server

The Document Conversion Engine Servers (DCE) is a feature within the Mobile Print Workflow. The DCE Server is built into every server that have Mobile Print enabled. The DCE Server is used to convert original office documents (such as tiff, jpeg, pdfs, docx, pptx and so on) to print ready files (Postscript or PCL). For large installations with a lot of Mobile Print Users where users are submitting multiple jobs simultaneously, you can add External DCE Servers to offload conversions.

The following paths are the primary methods of submitting office documents:

- Mobile Applications (iOS, Android)
- Email
- Chromebook

### Guidelines for DCE Server Installation:

- The external DCE Server do not need to be licensed, after installation of the Xerox Workplace Suite software do not apply a license file.
- After installation of the Xerox Workplace Suite software do not run the Xerox Workplace Suite installation and setup Wizard. Setup is completed from your main Xerox Workplace Suite server.
- Installation of the Xerox Workplace Suite Prerequisites is required.
- It is recommended that you run the same versions of Xerox Workplace Suite on your external DCE Servers as you are running on your main server.
- If you want to use an external Database but it must not be the same Database instance as the Main sever, the External Conversion Server requires its own database instance.
- Prerequisites should be installed and kept up to date with the same Xerox Workplace Suite software version.
- After installation of the Xerox Prerequisites, the following print queues will be created, **XEROX\_GPD\_PS**, **XEROX\_GPD\_XL**, and **XEROX\_GPD\_PS\_01**, **XEROX\_GPD\_PS\_02** and so on. Any queues with the prefix XEROX\_GPD are used by the Xerox Workplace Suite solution and should not be manually modified or deleted.

### Steps to Install External Conversion Server:

1. Use Admin account to login to the external Conversion Server.
2. Download the Xerox Workplace Suite Installation package to the external Conversion Server.
3. Install the Xerox Perquisites.
  - a. Run the Prerequisites installer.
  - b. Reboot the server.
4. Install the Xerox Workplace Suite software. Refer to [Installing the Workplace Suite Software](#) to install the Xerox Workplace Suite software.



Note: For the Database selection, do not select **Use an existing Microsoft SQL server** and point to a shared Xerox Workplace Suite Database. The Database can be external but should not be the same Database your main Xerox Workplace Suite server is using. Using the standard built in database is recommended.

- a. Select **Install Microsoft SQL Server Express** option and click **Next**.

- b. To continue with selecting the destination folder and installing the Xerox Workplace Suite Software do steps 11–13 from the Installing the Workplace Suite Software section.



Note: After installation of the Xerox Workplace Suite software on the DCE Server, do not run the Xerox Workplace Suite installation and setup Wizard. Setup is completed from your main Xerox Workplace Suite server.

For more information on DCE, refer to the *Xerox® Workplace Suite Admin Guide*, Adding a DCE Server section to complete the setup.

## Installing the External Print Server

In general the default installation of all Xerox® Workplace Suite Print Management Workflow components, including the Print Server Incoming Print Queues can be installed on the same physical server. This installation is sufficient for most small to mid-size enterprises. For larger installations that include multiple geographical sites or buildings, additional Xerox Workplace Suite external print servers can be added. Job processing and spooling can be computer intensive, for large environments, the customer may want to offload this work to one or more external Xerox Workplace Suite print servers.

To install an external Xerox Workplace Suite print server, follow the instructions below. After installation refer to the *Xerox® Workplace Suite Admin Guide*, for External Print Server Management. When adding Incoming Print Queues to the external print server, follow the same setup guidelines for incoming Queues as the main server which is documented in the *Xerox® Workplace Suite Admin Guide*. The external Print Servers incoming Queues will be listed and managed on the main Xerox Workplace Suite server incoming queues list.

### Guidelines for External Print Server Installation:

- The Xerox Workplace Suite external Print Server do not need to be licensed, after installation of the Xerox Workplace Suite software do not apply a license file.
- After installation of the Xerox Workplace Suite software do not run the Xerox Workplace Suite installation and setup Wizard. Setup is completed from your main Xerox Workplace Suite server.
- Installation of the Xerox Workplace Suite Prerequisites is optional, however you should install the prerequisites if you are planning to use the Xerox Workplace Suite Direct Print feature for Direct Print Queues located on the external print server.
- It is recommended that you run the same versions of Xerox Workplace Suite on your external Print Servers as you are running on your main server.
- If you want to use an external Database but it must not be the same Database instance as the Main sever, the External Print Server requires its own database instance.

### Steps to Install External Print Server:

1. Use Admin account to login to the external Print Server.
2. Download the Xerox Workplace Suite Installation package to the external Print Server.
3. Optionally install the Xerox Perquisites.
  - a. Run the Prerequisites installer.
  - b. Reboot the server.
4. Install the Xerox Workplace Suite software. Refer to [Installing the Workplace Suite Software](#) to install the Xerox Workplace Suite software.



Note: For the Database selection, do not select **Use an existing Microsoft SQL server** and point to a shared Xerox Workplace Suite Database. The Database can be external but should not be the same Database your main Xerox Workplace Suite server is using. Using the standard built in database is recommended.

- a. Select **Install Microsoft SQL Server Express** option and click **Next**.
- b. To continue with selecting the destination folder and installing the Xerox Workplace Suite Software do steps 11–13 from the [Installing the Workplace Suite Software](#) section.





Note: After installation of the Xerox Workplace Suite software on the DCE Server, do not run the Xerox Workplace Suite installation and setup Wizard. Setup is completed from your main Xerox Workplace Suite server.

For more information on Print Queues, refer to the *Xerox® Workplace Suite Admin Guide*, Adding a New Print Server section to complete the setup.

5. To check the external Print Server version number do the following:
  - a. Select **Print Queues > Print Servers**.
  - b. For each print server, the Xerox Workplace Suite Software version number running on that print server is listed on the right-side of the print server status. The software version number is next to the Version Name.
  - c. It is recommended to have all servers at the same Software version.

## Instructions to Install the Optional Workplace Suite Client Software

This feature is only available with a Print Management Workflow license.

The following instructions are for installing the Workplace Client software. This software is only installed on the end User desktop computers. It is required to print to the incoming Workplace Client configured incoming print queues. Please refer to the *Xerox® Workplace Suite Administration and Configuration Guide* on how to add and configure **Pull Print Client Queue**.

There are two types of incoming print queue configurations, the Workplace Client software is required for **Pull Print Client Queue**.

- **Pull Print Network Queue** – The traditional network printing queue where jobs are sent to a remote server which can be the Workplace Suite server (local) or an external print server. When using network queues, always configure Jobs for server-side rendering.
- **Pull Print Client Queue** – Requires the installation of the Xerox Workplace Suite Client on your Windows® computer. The Client will install all the enabled Pull Print Client Queues on your computer. Jobs sent to a Pull Print Client Queue will be held on your computer until it is released.

### Steps:

1. Open the **XeroxWorkplaceClient.exe** folder sent to you by your System Administrator.
2. Double-click the **.exe** file.
3. Select your language from the list and then click **OK**.
4. The Xerox Setup Wizard will perform an upgrade to the Client. To upgrade the Client version click **Yes**.
5. A **Welcome** message appears. After the **Welcome** message appears, to continue the software installation, click **Next**.

The License Agreement window opens.

6. Read and accept the license terms. Select **I accept the terms in the license agreement**, then click **Next**.

The Content Security window appears.

7. Select the below options if you want to enable or use Content Security now or in future.

- **No** - I do not plan on using Content Security.
- **Yes** - I plan on using Content Security. Please install the required Ghostscript package.



Note: If you select **No** and you are using the Content Security feature you will have to re-install the XWS software to add the Content Security feature software.

8. The default installation location for the Workplace Suite Client appears. Select an installation destination option.
  - To accept the default destination, click **Next**.
  - To select a different software installation folder, click **Change**, then navigate to the new folder.
  - To accept the new destination and return to the Destination Folder window, click **OK**.
  - To continue the installation, click **Next**.

9. Click **Install**.

The installation takes several minutes to complete. An Installation Progress window and a status bar appear. After the installation finishes successfully, the Install Completed window appears.

10. Click **Finish**. The Installer window closes.
11. Click **Start** in the bottom left corner of your screen. Your Xerox® Workplace Suite Client link will be available in the list.
12. Click Xerox® Workplace Suite Client. The Client application is now available within the System Tray button in the bottom right corner of the screen.
13. Click the **System Tray** icon and then double-click the Xerox® Print Management icon. The Status screen will be displayed:

- **Server Connection Status** - confirms the server is ready for use. Click **Save System Logs** if you want to save log information in a file location of your choice.
- **Printer Status** - displays the printer status, for example initializing, installed. As part of the install process you may need to update your credentials. This is done by clicking on the Update Credentials button. Refer to **Steps 14–18**.
- **Alerts** - lists any alerts that have occurred including when a new job has been received. Click **Clear All Alerts** to remove the alerts listed.

**Steps 14–18** are optional. System Credentials are need to connect to the server and download the appropriate print driver(s). Updating your credentials is not typically needed. However, if there is an error installing the Print Queue, then supplying credentials may fix the problem. Please contact your System Administrator to discuss further.

14. Within the Printer Status area, click the **Update Credentials** button.
15. Enter your **Username** and **Password** received from your System Administrator.
16. Click **Test**. If the information is correct **Credentials Valid** is displayed in the Printer Status area and a confirmation tick will appear next to the printer.
17. Click **Save** and then the **X** in the top right corner of the window. The status changes to **Initializing**. On completion of the initialization process, the status will change to **Installed**.

 Note: The initialization process may take a while.

18. To close the window, click the **X** in the top right corner.

 Note: Documents related to configuring the Xerox Workplace Suite Client:

1. Refer to the **Administration and Configuration Guide** to know the detailed instruction on how to add and configure incoming Client Queues.
2. Refer to the **Print Management Workflow User Guide** which is an end user document that gives instructions on how to add Client queues to their workstation.



# Completing the Installation

This chapter contains:

Profile .....	47
Proxy .....	48
License .....	49
Incoming and Outgoing Mail .....	51
Setting Up and Verifying Your System Administrator Account.....	53
Troubleshooting the Installation .....	54
Adding A Printer .....	55
Adding a Pull Print Client Queue for Print Management Workflow .....	57

The server is managed from a website running on your server. Depending on the software, the first time that you connect to the Workplace Suite administration website, the Getting Started wizard launches automatically. The wizard guides you through the essential software configuration settings.

To complete the installation, you need the information that you gathered in [Essential Configuration Information](#).

1. Open a Web browser and type the following address in the browser address field: `https://localhost/login`. Press **Enter**.



Note:

- You can access the user interface at the Workplace Suite server. Select **Start > All Programs > Xerox > Xerox Workplace Suite Administrator**.
- If prompted, enter the user name and password of any member of the Administrators group on the server.

The Getting Started wizard appears.



Note: For details on specific Getting Started Wizard settings, refer to the *Xerox® Workplace Suite Administration and Configuration Guide*.

2. Follow the step-by-step instructions, entering data in fields and making selections to configure the solution software.
  - a. To confirm settings, use the **Test** button.
  - b. To navigate through the following configuration steps, use the **Next/Back** buttons:
    - Profile
    - Proxy
    - License
    - Incoming Email
    - Outgoing Email, settings are required

## Completing the Installation

- Setup and verify your System Administrator account



Note: It is recommended that you define a backup Xerox® Workplace Suite Administrator.

- Ready to add printer

## Profile

Enter your company details and administrator/contact information.

## Proxy

If your network requires a proxy server to communicate to the internet, select the **Enable Proxy Server** check box and enter your proxy settings as described below, otherwise go to the next step.



Note: This setting is utilized by the direct licensing activation step.

### Web Proxy Address

Enter the URI (Uniform Resource Identifier) for the proxy server. The URI must include the server address and port number. For example: **http://proxy.anycompany.com:8001**. The proxy address must start with **http://** or **https://**

### Bypass Proxy for Local (Intranet) Addresses

When the **Enable Proxy Server** setting is active, all browser requests are forwarded to the proxy server. In some situations it is preferable to have the proxy server bypassed, such as when local resources are available through direct network access.

It is recommended that you select **Bypass proxy for (local intranet) addresses**.

To ensure that an internal IP address or URL with a fully qualified domain name bypasses the proxy server, add the address to the **Bypass proxy for local (intranet) addresses** field.

### Bypass Proxy Settings for these Addresses

Enter any addresses that you specifically want to bypass the proxy server. Separate each address using a semicolon (;).

### Authentication Required

If the proxy server requires authentication, select the **Authentication Required** checkbox to enable the authentication controls and complete the **Authentication Mode**, **Domain Name**, **User Name**, and **Password** fields in this area. The **Requires Authentication** checkbox is only available if **Enable Proxy Server** is selected.

### Authentication Mode

If you know the authentication mode that the proxy server requires, select it from the **Authentication Mode** menu. The default setting is **Auto**.

### Domain Name

Enter the domain name of the username used for authentication.

### Username and Password

If **Requires Authentication** is selected for the proxy server, enter the **Username** and **Password** to gain access to the proxy server.

### Test Connection

Select **Test Proxy Server** and if successful, click **Next**



## License



Note:

- When licensing, you need the activation letter, located in the activation kit.
- At any given time, you can have only one workflow enabled. If you are installing multiple Workflows, activate the Mobile Print Workflow License first.
- If you have additional workflows, refer to [Licensing Workflow Connectors, Workflows, and Conversion Servers](#).

There are two Activation Options when licensing the software:

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



Note: For information on licensing additional printers, refer to [How to License Additional Printers](#).

### 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.

### ACTIVATE THE LICENSE FILE (ALTERNATE METHOD)

Use this procedure to manually install and activate the license file.

1. Using a Web browser, navigate to <https://www.xeroxlicensing.xerox.com/activation>.

2. At the portal website, enter the requested information:

- Enter your **Activation Key**, found in the activation letter, then click **Next**.
- Enter your **Hardware Address**, found on the License screen of the Getting Started Wizard.



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

- Enter your **Serial Number**, found in the activation letter, then click **Next**.
- Enter your company information and click **Next**.

3. On the Confirmation page, verify that the information is correct. If you need to make a correction, click **Back**. If the information is correct, click **Save and Download License File**.

The File Download window opens.

4. Click **Save**.

The Save As window opens.



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. Go back to your server and select **Load License File** under **Activation Options**.
6. Click **Browse** and navigate to where the `license.dat` file is located.
7. Select the **license.dat** file.
8. Click **OK**.
9. Click **Next**.

## Incoming and Outgoing Mail

### INCOMING MAIL



Note: For detailed information on the Incoming Mail settings, refer to the *Xerox® Workplace Suite Administration and Configuration Guide*.

- The Incoming Mail feature is available with a Mobile Print Workflow license only.



Note: Do not use your personal email address. Ensure that you use new email address for Mobile Print Jobs.

### Check for blocked ports

If the email test connection is not working, verify that the incoming and outgoing mail ports are not blocked by anti-virus or anti-spam software. Refer to [Standard Default Ports](#).

When you configure the email server settings, refer to the information gathered in [Essential Configuration Information](#).

### Incoming Mail

The Incoming Mail settings allow you to set the incoming email servers, along with port numbers and passwords, and to specify whether a secure connection is needed.

1. Click **Company > Settings > Incoming Mail**.

The Incoming Mail Server Settings screen displays.

2. From the Server Type menu, select one of the following:

- **Internet Message Access Protocol (IMAP)**
- **Microsoft Exchange Web Services**
- **Post Office Protocol 3 (POP3)**
- **Notes Remote Procedure Call (Lotus Notes)**
- **Microsoft Graph API**

3. In the Server Information section, enter the required information in the fields.
4. If the Login Information section appears, enter the required information in the fields.
5. To verify that the test connection is successful, click **Test Connection**.

If the connection fails, for more information, select **Details**.

6. Click **Save**.

### OUTGOING MAIL



Note: For detailed information on the Outgoing Mail settings, refer to the *Xerox® Workplace Suite Administration and Configuration Guide*.

The Outgoing Mail settings allow you to set the outgoing email server along with port numbers, passwords, and to specify whether a secure connection is needed. When you set up the email server settings, refer to the information gathered in [Essential Configuration Information](#). The **Display Name** and **From Email** addresses are required for the solution software to operate. Before you install the software solution, to ensure that the addresses are operational, allow plenty of time to set up the email addresses.

1. Click **Company > Settings > Outgoing Mail**.

The Outgoing Mail Server Settings page appears.

2. For Server Type, select one of the following options:

- **Simple Mail Transfer Protocol (SMTP)**
- **Microsoft Exchange Web Services**
- **Notes Remote Procedure Call (Lotus Notes)**
- **Microsoft Graph Api**

3. In the Server Information section, enter the required information in the fields.
4. If the Login Information section appears, enter the required information in the fields.
5. Enter an email address in the Email Address field, then click **Send Test Email**.

Verify that the test email is received in the associated mailbox. If the test email fails, for more information, select **Details**.

6. Click **Save**.

## Setting Up and Verifying Your System Administrator Account

1. To set up your System Administrator account, enter the name and Email address for the System Administrator.
2. To verify your System Administrator account, enter the Confirmation Number received in your email.  
To indicate that you have completed the Getting Started wizard, the Ready icon changes to green.
3. To complete the installation, click **Next**, then **Finish**.



Note: It is recommended that you define a backup System Administrator.

## 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](#).

## Adding A Printer



Note: One printer connection is included with the server software. To configure a single printer, follow the directions in this procedure. To add more printers, and for more information on the workflow and settings, refer to the *Xerox® Workplace Suite Administration and Configuration Guide*.

1. Select the Printers tab.

The Printers list appears.

2. Click **Actions > New**.

The Create New Printer window appears.

3. On the Details tab, enter the IP address of a Xerox Extensible Interface Platform® (EIP)-enabled device, non-EIP device, or non-Xerox device that resides within your firewall.



Note: The IP address you add can be an IPv4 or host name.

4. For Display Name, enter the name that you want to appear in Workplace Suite for the printer.

5. For Printer Language, select the language that you want to use for the printer:

- **PCL 6**
- **PostScript**

6. Select the printer protocol:

- **Raw or LPR**
- **IPP over SSL**

7. On the Features tab, select the appropriate workflows:

- For Mobile Printing, select **Mobile Print**.
- For Print Management, select a workflow:
  - **Authentication and Xerox Secure Access Reader Support**
  - **Desktop Print**
- To process and track jobs for security content, select **Content Security**.
- For Printer Client or Usage Tracking, select an option:
  - Install Printer Client
    - Enable Copy
    - Enable Scan
  - Usage Tracking (Network Accounting)

8. For Accounting Credentials, select the appropriate settings:

- **No Accounting**
- **Network Accounting**
- **Standard Accounting**

9. If required, for Secure Printing, select **Secure Print Required**.

10. For Auto Release All Jobs, select the appropriate option:

- **Never**
- **Using Access Card or Alternate Login**
- **Using Network Appliance**



Note: If you select Never and disable the printer client application, you cannot release held print jobs on the Xerox printer.

11. For Site, click **Change**.

12. Select the appropriate site, then click **OK**.

13. The Pull Groups option is available with a Print Management Workflow license. On the Pull Groups tab, ensure that the printer groups are in the appropriate boxes. Use the arrow buttons to select **Unassociated Groups** or **Associated Groups**.

14. On the Administration tab:

- To change the default administration settings, enter the required information.
  - **User name**
  - **Password**
- To change the printer configuration, for Server Information, select an SNMP version:
  - **SNMP v1/v2**. To change the default settings, enter values as needed.
    - **Set Community Name**
    - **Get Community Name**
  - **SNMPv3**



Note: Mobile Print Workflow supports manual printer addition and discovery using SNMPv3. You cannot enable SNMPv3 using the CSV import method for adding printers. If you select SNMP v1/v2, use the Set Community Name and Get Community Name as defined for the printer.

- To enable all communication between the printer client and the server, to use HTTP, for Security, select **Allow HTTP Connections**.

15. To enable the printer, select the check box for **Enable Printer**.

16. Click **Save**.

The Create New Printer window closes and the printer list appears with the printer status of pending discovery. When the device discovery completes successfully, the status appears as enabled with a green icon and check mark. To see printer status changes automatically as they occur, on the printer list, enable **Automatic Refresh**.

If the device status appears as a red X, to observe the error message, select the printer, then hover over the icon. To correct the device registration settings, select the printer. Retype the IP address, user name, and password, then ensure that the device that you want to add is within your firewall.



## Adding a Pull Print Client Queue for Print Management Workflow

For information on adding a Client Print Queue, refer to Xerox® Workplace Suite Administration and Configuration Guide: Print Management Client Queue - Server Setup or Print Management Client - User Setup



# Post-installation Tasks

This chapter contains:

Post-installation Tasks .....	60
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Review the following section after completing the software installation.

For more information on features, refer to Xerox® Workplace Suite Administration and Configuration Guide.

If you are having a problem, go to the searchable support website for more information: [www.support.xerox.com/  
support](http://www.support.xerox.com/support)

## Post-installation Tasks

### CHECKING FOR UPDATES

It is recommended to always install the latest updates of the Software and Printer Model Updates files.

The most up-to-date software and patches are located at: <http://www.support.xerox.com/support/>

### CHECKING FOR PORT BLOCKING

Ensure that the outgoing mail server is not blocked by anti-virus or anti-spam software. Check with your IT Administrator for details. For more information, refer to the [Standard Default Ports](#) appendix.

### APACHE OPENOFFICE DOCUMENT SUPPORT (FOR MOBILE PRINTING ONLY)

To support OpenOffice document printing, go to the Apache site and install Apache OpenOffice 4.1. If an earlier version of OpenOffice was previously installed, upgrade to OpenOffice 4.1.



Note: This requires a restart of the Xerox® Mobile Printing DCE Service (or a reboot of the system) before this will work.

# Support

This chapter contains:

Support.....62

## Support

### CUSTOMER SUPPORT

Customer support varies by geography. Check with your local Authorized Xerox sales representative for details specific to your country. Xerox® Customer Support Organizations will provide support in enabling printers for the software to customers with support contracts.

Calls to Xerox for support should only be made by the customer's IT department or System Administrator. If an end user (mobile user) has an issue, they should call their internal support (IT or System Administrator) first. Only when a System Administrator cannot resolve the issue should a call be made to Xerox for support.

For the fastest issue resolution, you are encouraged to seek a solution via the web, at: <http://www.support.xerox.com/support/>

The support documentation, troubleshooting steps, and hints and tips are available online.

### MAINTENANCE SUPPORT

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

## 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
<b>Xerox Workplace Mobile App Ports:</b>				
HTTPS using TLS	TCP 443	Authentication, Job / Printer Listing, Initiate Print Conversion	Non-configurable	App to XWS Service
<b>Xerox Workplace Suite:</b>				
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
SNMP	UDP 161	Printer Discovery, Configuration	Non-configurable	XWS to Printer

PROTOCOL	TRANSPORT AND PORT VALUE	USE	OPTION	DIRECTION
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 Website. 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 Suite will create a self-signed cert. The administrator has the option to load a certificate from a trusted authority later if desired.	Non-configurable	Browser to Workplace Suite Service



PROTOCOL	TRANSPORT AND PORT VALUE	USE	OPTION	DIRECTION
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
<b>Document Conversion Engine Server Ports:</b>				
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
<b>Print Server Ports:</b>				
SMB Print	TCP 445	Print submission to a network queue. Client Workstation to print server.	Non-configurable	Workstation to Print Server
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

PROTOCOL	TRANSPORT AND PORT VALUE	USE	OPTION	DIRECTION
				Server
<b>Printer and Printer Client (EIP App) Ports:</b>				
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
<b>Xerox Job Agent Service Ports:</b>				
 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
<b>Xerox Job Agent Client (XJAC) Ports:</b>				
 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
DCE/RPC	TCP 1058	Network Print Queue Access and Driver Download. From Workplace Suite Client to Print Server	Non-configurable	Workplace Client to

PROTOCOL	TRANSPORT AND PORT VALUE	USE	OPTION	DIRECTION
				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
<b>Network Appliance Ports:</b>				
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
<b>iOS Native Printing Ports:</b>				
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



# Internet Information Services (IIS)

This appendix contains:

- Installing Internet Information Services (IIS) for Windows Server 2012 R2, Windows Server 2012, Windows Server 2016, and Windows Server 2019..... 70
- Installing Internet Information Services (IIS) for Windows 10 ..... 72

## Installing Internet Information Services (IIS) for Windows Server 2012 R2, Windows Server 2012, Windows Server 2016, and Windows Server 2019



Note: Before you start the preinstallation process, access is required to the Windows Server 2012 Installation Media or Files.

1. Download, then install .NET 4.7.2 or greater.



Note: This installation is not required for Server 2016 or 2019.

2. Open the **Server Manager**.
3. From the upper-right menu, select **Manage**, then select **Add roles and features**.  
The Add roles and features Wizard appears, then the Before You Begin window appears.
4. To move to the Select Server Roles window, click **Next**.
5. At the Installation type window, select **Role based or feature based installation**.
6. At the Server Selection window, select **Select a server from the server pool**.
7. From the Server Pool list, select the Mobile Printing server name, then click **Next**.
8. At the Select Server Roles window, select **Web Server (IIS)**. Click **Add Features**.
9. Click **Next** three times.  
Ensure that on the third click, **Role Services** is highlighted on the left side of the wizard.
10. At the Role Services window, ensure that the following items are selected:



Note: If you select an item, the Add Features that are required window appears. Select **Add Features** to include the following features.

- **Web Server > Common HTTP Features**
  - **Default Document**
  - **Directory Browsing**
  - **HTTP Errors**
  - **Static Content**
- **Web Server > Health And Diagnostics**
  - **HTTP Logging**
  - **Request Monitor**
- **Web Server > Performance**
  - **Static Content Compression**
- **Web Server > Security**
  - **Request Filtering**
  - **Basic Authentication**
  - **Digest Authentication**

- **Windows Authentication**
- **Web Server > Application Development**
  - **Select all features except ASP.NET 3.5 and .NET 3.5 Extensibility**
- **Management Tools**
  - **IIS Management Console**
  - **IIS 6 Management Compatibility**
    - **IIS 6 Metabase Compatibility**
    - **IIS 6 WMI Compatibility**
    - **IIS 6 Scripting Tools**
    - **IIS 6 Management Console**
  - **IIS Management Scripts and Tools**
  - **Management Service**

11. After you select all the featured items, click **Next**.



Important: To avoid a feature-installation timeout error, select **Specify an alternate source path**, then provide the path to the files. To provide the path information, follow the onscreen instructions. Ensure that you provide the drive letter and full path to the source files location.

12. Verify that you added the required role services.

13. Click **Install**.

14. When the installation is complete, click **Close**.

15. Close the Server Manager window.

16. To continue, go to the section [Configuring Windows Firewall](#)

## Installing Internet Information Services (IIS) for Windows 10

1. Press the **Windows key + the R key (Win+R)** to open the Run window.
2. In the Open text field, type `appwiz.cpl` and click **OK** to open the Programs and Features window.
3. In the **Programs and Features** area, click **Turn Windows features on or off**.

The Turn Windows Features on or off window opens.

4. Locate and select **Internet Information Services**.



Tip: The remainder of this procedure includes verifying the selected various IIS features/options or selecting the them as required.

5. For **Web Management Tools > IIS 6 Management Compatibility**, select the following as required:
  - **IIS 6 WMI Compatibility**
  - **IIS 6 Management Console**
  - **IIS 6 Scripting Tools**
  - **IIS 6 WMI Compatibility**
  - **IIS 6 Metabase and IIS 6 configuration Compatibility**
  - **IIS Management Console**
  - **IIS Management Scripts and Tools**
  - **IIS Management Service**
6. For **World Wide Web Services > Application Development Features** ensure that all features/options are selected.
7. For **Web Server > Common HTTP Features**, select the following as required:
  - **Default Document**
  - **Directory Browsing**
  - **HTTP Errors**
  - **Static Content**
8. For **Web Server > Health and Diagnostics**, select the following as required:
  - **HTTP Logging**
  - **Request Monitor**
9. For **Web Server > Performance Features**, select **Static Content Compression** as required:
10. For **World Wide Web Services > Security**, select the following as required:
  - **Basic Authentication**
  - **Digest Authentication**
  - **Request Filtering**
  - **Windows Authentication**
11. Click **OK** to install the features you selected.



12. Click **Close** to complete the IIS installation process.
13. Close the Server Manager window.
14. Go to the section: [Configuring Windows Firewall](#)



# Licensing Workflow Connectors, Workflows, and Conversion Servers

This appendix contains:

Alternate Method to Activate Additional License Files.....76

Activate the License Online.....78

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.

## 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.

## 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.

# Content Security Parser Update

This appendix contains:

Command Line Install Options .....	80
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The Content Security feature requires the installation of Ghostscript.

The Wizard Screen seen during XWS server/client install.

- The value that is defaulted is based on the command line value if supplied.
- Server - Last Screen
- Client - Early Screen

## Command Line Install Options



Note: The XWS server cannot be installed with a **Silent** option.

### Only Client

Fresh Install (silent):

1. If '/cs' or '/cs=true' on command line, enable = Yes → Ghostscript installed.
2. If '/cs=false' or no '/cs' at all, enable = No → Ghostscript not installed.

Upgrade Install (silent):

1. If ConSec is currently enabled, start with enable = Yes → Ghostscript installed.
2. If '/cs' or '/cs=true' on command-line, enable = Yes → Ghostscript installed.
3. If ConSec currently enabled and '/cs=false' on command-line, enable = No → Ghostscript not installed.

### Client and Server

Fresh Install (interactive\*):

1. Default UI Screen to enable = No.
2. If '/cs=false' on command-line, default UI Screen to enable = No.
3. If '/cs' or '/cs=true' on command-line, default UI Screen to enable = Yes.

Upgrade Install (interactive\*):

1. If ConSec currently enabled, default UI Screen to enable = Yes.
2. If '/cs' or '/cs=true' on command-line, default UI Screen to enable = Yes.
3. If '/cs=false' on command-line, regardless of current enablement, default UI Screen to enable = No.



Important: For all interactive installs, UI Screen choice by the user will always override the command-line and default enablement state (even if upgrading).





