
Xerox Web Document Submission Software Version 2.0.1

Adobe PDF Transit Installation and Configuration Supplement

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

Revision History

Reviser	Date	Revision	Resulting Revision	Description
Brian Laing	June 18, 2002	1	1.01	Updated guide based on user feedback. Added new XGS cover page. Modified procedures to reflect new XDX Control Center and startup for software
Brian Laing	July 12, 2002	2	1.02	Modified names of batch files used to install Adobe PDF Transit Added verification step to installation Added a note to ensure all running programs are closed before installing Adobe PDF Transit Client Added designation that the document is for the Version 2.0.1 release of Web Document Submission

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1. Introduction

This chapter describes how to use this guide.

Note: This documentation is written for Xerox Web Document Submission Version 2.0.1.

Intended Audience

This manual is intended for use by Xerox personnel who are responsible for the installation of the Adobe PDF Transit module on the Xerox Web Document Submission Software system.

Assumptions

The person installing Adobe PDF Transit software should have experience in the following areas:

- Windows 2000 server administration
- Applicable workstation operating systems experience

Conventions

This guide uses the following conventions:

- Menu items and buttons appear in **bold text**.
- Screen, text box, and drop-down list titles, are spelled and punctuated exactly as they appear on the screen.
- Document titles appear in italics.
- Content representative of text that is displayed on a computer monitor is displayed in Courier New font and enclosed in a shaded table as shown in Table 1-1.

Table 1-1. Example of text displayed on a computer monitor

INSERT INTO Field {field_name,custom_name}
--

Related Documentation

The following guides provide further information on the Web Document Submission system:

- *Xerox Web Document Submission Software Installation Planning Guide – Part Number 701P37977*
- *Xerox Web Document Submission Software Installation and Configuration Guide – Part Number 701P37978*
- *Xerox Web Document Submission Software System Administration Guide – Part Number 701P37979*

Note: Operator / Administrator and User instructions are available as online help while using the Web Document Submission system.

2. Product Overview

Xerox Web Document Submission Software

Web Document Submission allows end users to submit print jobs electronically using industry standard browsers. Once submitted, production personnel efficiently update job status as documents move through the production cycle, providing users with information about their jobs. Web-based printing generates cost savings and improvements in quality, productivity, and turnaround time.

The system uses several services that can be loaded on one or more servers, depending on the print shop configuration.

Adobe® PDF Transit™

Adobe PDF Transit is an optional installable module for the Web Document Submission system. On the user workstation, Adobe PDF Transit installs like a print driver and converts files to Portable Document Format (PDF). Users can open a file in its native application and choose the Adobe PDF Transit print driver from the list of installed printers.

Integrated with Web Document Submission, Adobe PDF Transit supports document submission in an almost exact workflow to that of the Xpress Print Driver (XPD). Users can submit documents for production by using the standard print dialog offered by Adobe PDF Transit for their particular supported operating system. Upon confirmation of submission, the Adobe

PDF Transit driver converts the file to PDF, initiates a browser session, and loads the Web Document Submission log on page. After authenticating the user, the system continues to upload the file, attach it to a new order, and prompt for instructions using the same workflow as a typical web submission.

The Adobe PDF Transit module for the Web Document Submission system is comprised of two portions:

Adobe PDF Transit Server

The Adobe PDF Transit Server component is a set of software libraries that is integrated into the Web Document Submission software.

Adobe PDF Transit Client

Adobe PDF Transit Clients are installed on user workstations. The clients allow users to choose PDF Transit to send print-ready files directly from Windows to the Web Document Submission system.

3. Installation Requirements

Web Document Submission requires a specific combination of hardware, software, and information to ensure a successful installation. These requirements are documented in the *Web Document Submission — Xerox Web Document Submission Software Installation Planning Guide*. An overview of the hardware and software requirements follow.

Hardware Requirements

Server Requirements for Adobe PDF Transit Module

One Windows 2000 server with Xerox Web Document Submission Software Version 2.0.1 or later installed.

Client Requirements for Adobe PDF Transit Module

A workstation capable of using a supported client operating system and a supported browser.

Software Requirements

Server Requirements

The server requires the following software in order to install Adobe PDF Transit.

- Microsoft Windows 2000 Server
- Microsoft Office XP
- Adobe Acrobat Reader
- Xerox Web Document Submission Software
- Internet Explorer 5.5 (or later) or Netscape Navigator 4.75 (or later)
- WinZip (for full Web Document Submission installation only)

Client Requirements

Adobe PDF Transit drivers are available for all of the following operating systems:

- Windows 95 (Service Release 2 / Windows Sockets 2.0)
- Windows 98
- Windows ME
- Windows NT 4.0
- Windows 2000

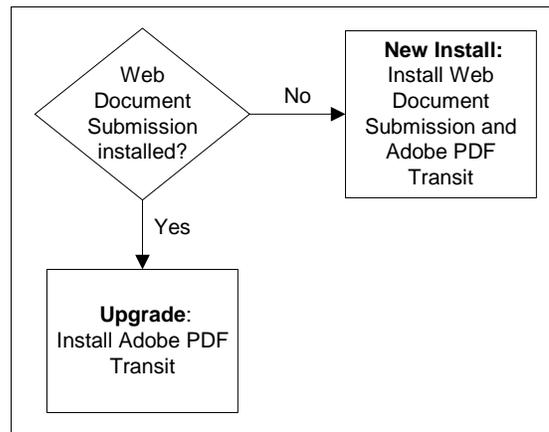
4. Installing the Software

The Web Document Submission software is distributed on two CDs. CD 1 contains the Web Document Submission software. CD 2 contains the Adobe PDF Transit software. Which of the CDs are used depends on the current state of the Web Document Submission installation.

Installation Paths

There are two paths to installing Adobe PDF Transit. The method of installation depends on if Adobe PDF Transit is part of a new system being installed or on an existing Web Document Submission system, as shown in Figure 4-1.

Figure 4-1. Installation paths for installing Adobe PDF Transit



New Installation including Adobe PDF Transit

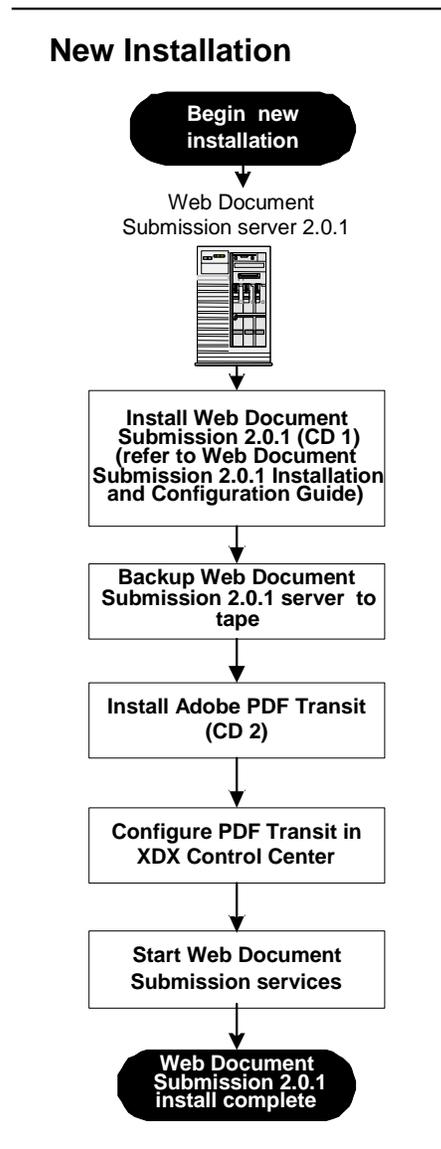
This is the path to choose for installation if this is an installation where Web Document Submission has not already been installed. The procedure to install Web Document Submission and Adobe PDF Transit begins on page 4-2.

Upgrade Web Document Submission to add Adobe PDF Transit

This is the path to choose if there is already a working Web Document Submission system operating and Adobe PDF Transit is to be added to the existing installation. The procedure to upgrade Web Document Submission begins on page 4-9.

Installing Web Document Submission including Adobe PDF Transit

Ensure that the Web Document Submission server is operating properly before attempting to install Web Document Submission and the Adobe PDF Transit module. Figure 4-2 illustrates the workflow to complete the new installation.

Figure 4-2. New Web Document Submission installation process

Perform the following to install Web Document Submission and add Adobe PDF Transit:

1. Insert **CD1 (Web Document Submission) Installation CD** into the CD-ROM drive of the server.
2. Starting at page 4-1 and proceeding to the end of the *Web Document Submission Software Installation and Configuration Guide*, install and test Web Document Submission. Return to this guide and the next step when the software is operating properly. Ensure that the Web Document Submission system has been shut down before proceeding to the next step.
3. Insert **CD2 (Adobe PDF Transit) Installation CD** into the CD-ROM drive of the server.
4. Double-click **My Computer**.
5. Go to **<CD ROM Drive>** and double-click **pdftransit_init**.
6. A window opens and requests the path to the Web Document Submission software. Select **C:\XDX** and press the **Enter** key on the keyboard.
7. Once the files have been transferred to the Web Document Submission server an **Installation Notice** window appears with a reminder to change the flag for Adobe PDF Transit Conversion from false to true. The steps that follow will perform that task. Click **OK**. Close any open windows.
8. Restart the Web Document Submission system. On the server, double-click **My Computer**. Go to **C:\xdx\scripts** and double-click **xwdss-startup.bat**.

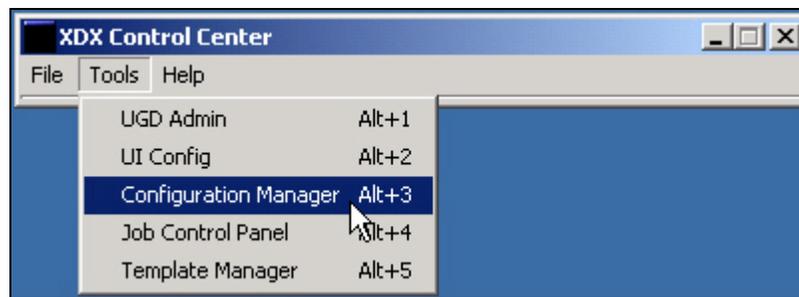
- As Web Document Submission services begin, buttons appear on the taskbar to show running processes. Processes started are **APACHE**, **MYSQL**, **RMID**, and **TOMCAT**.



- Almost instantly, the **APACHE** button disappears from the taskbar. To see any system messages delivered to any of these processes, simply click the button to view the window for the desired process. The window may have to be resized in order to see the system messages.



- Once the Web Document Submission processes have started go to **C:\xdx\scripts** and double-click **ControlCenter.bat**.
- When the **XDZ Control Center** has appeared click **Tools > Configuration Manager**.

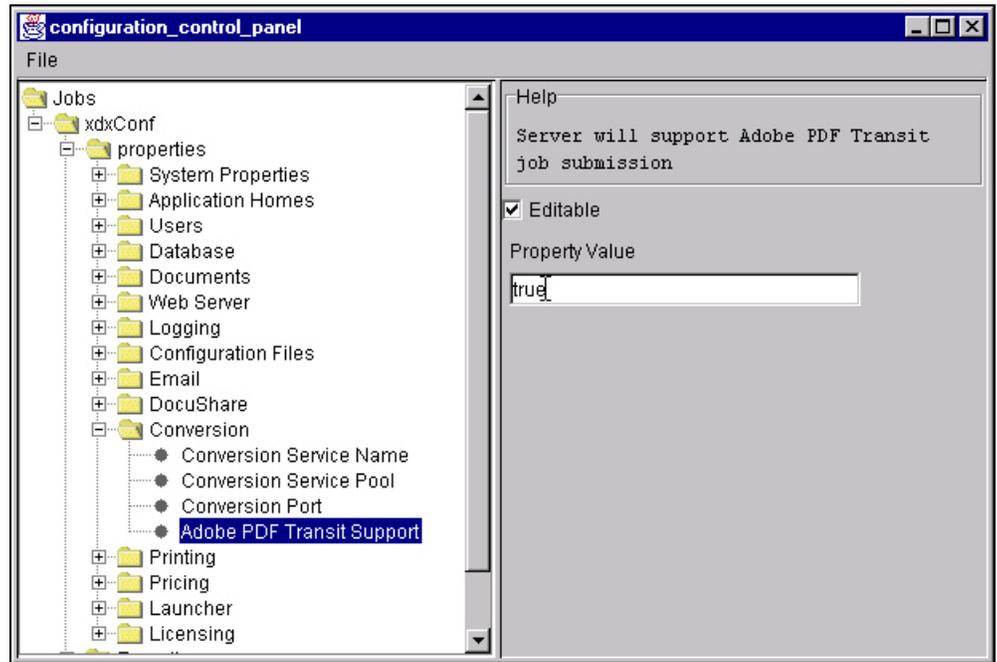


13. The **configuration_control_panel** window appears. Using the mouse, adjust the vertical bar so that the left side pane can be completely seen.



14. Click the **+** beside **xdxConf** to open the configuration folder.
15. Click the **+** beside **properties** to open the properties folder.
16. Click the **+** beside **Conversion** to open the Conversion folder.
17. Click **Adobe PDF Transit Support**.

- Change the **Property Value** for Adobe PDF Transit Support from false to **true**.



- Click **File > Save** to save the change.
- A **Login** window appears. Enter the Username **admin** and the Password **22222** and click **OK**.



21. Close the **configuration_control_panel** by clicking **X**. Close the **DXD Control Center** by clicking **X**.

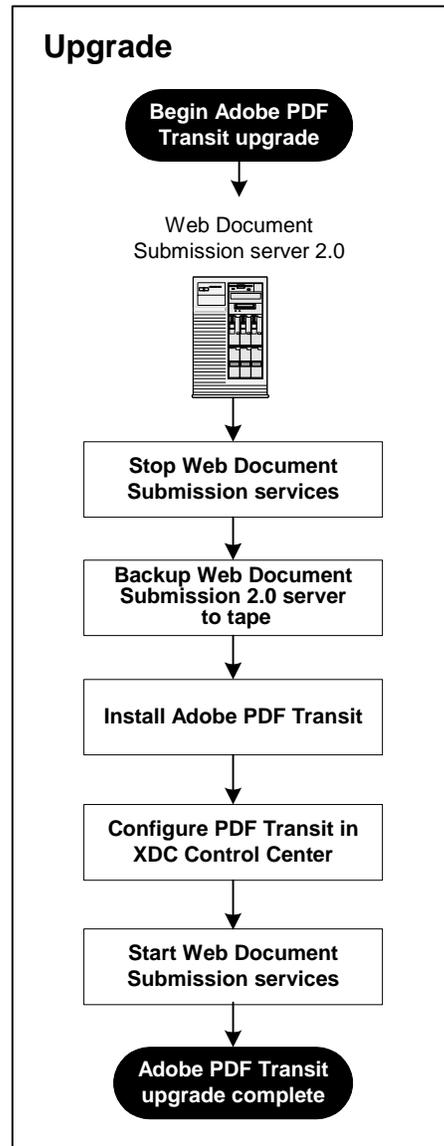


22. For the change to take effect, the Web Document Submission system must be shut down and restarted.
23. Once the Web Document Submission system has been restarted, log on to the system and ensure that the Adobe logo appears in the footer section of the user log on window. The Adobe logo will appear on every web page.
24. From the user home page, click **Download Software**. Ensure that the links for downloading the Adobe PDF Transit software and documentation are present.

Users can now download the Adobe PDF Transit software from the **Downloads** page on the Web Document Submission user home page. Instructions for installing this software are available from the online help menu, as well as *Chapter 5 – Installing the Adobe PDF Transit Client Drivers* in this guide.

Upgrading Web Document Submission to Add Adobe PDF Transit

Ensure that the Web Document Submission 2.0 software is operating properly before attempting to perform the upgrade to add Adobe PDF Transit. Figure 4-3 illustrates the workflow to complete the upgrade.

Figure 4-3. Web Document Submission upgrade process

Perform the following to upgrade Web Document Submission to add Adobe PDF Transit:

Shut down Web Document Submission

1. If open, close the **Control Center** by clicking **X**. The corresponding command window will close automatically.



2. Go to **C:\xdx\scripts** and double-click **xwdss-shutdown.bat**. All services will close and their corresponding command windows will close automatically.

Back up the Web Document Submission Server

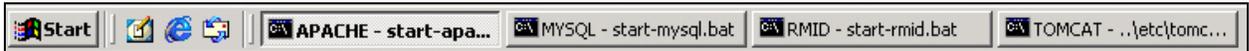
To safeguard against the remote possibility of data loss during the upgrade, follow the established backup procedure for the Web Document Submission server and make a current backup of the server.

Upgrade the Web Document Submission Server

The following procedure will install the updated Web Document Submission software.

1. Insert **CD2 (Adobe PDF Transit) Installation CD** into the CD-ROM drive of the server.
3. Double-click **My Computer**.
4. Go to **<CD ROM Drive>** and double-click **pdftransit_init**.
5. A window opens and requests the path to the Web Document Submission software. Select **C:\XDX** and press the **Enter** key on the keyboard.

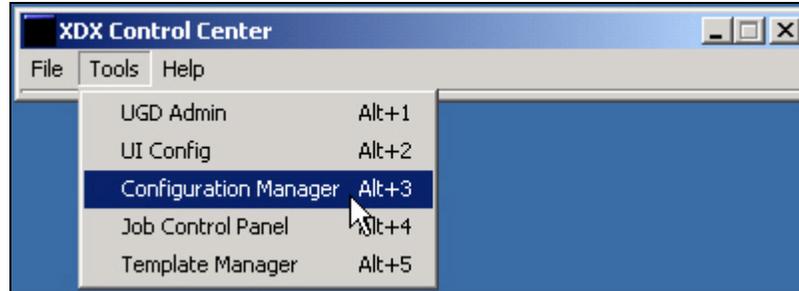
6. Once the files have been transferred to the Web Document Submission server an **Installation Notice** window appears with a reminder to change the flag for Adobe PDF Transit Conversion from false to true. The steps that follow will perform that task. Click **OK**. Close any open windows.
7. Restart the Web Document Submission system. On the server, double-click **My Computer**. Go to **C:\xdx\scripts** and double-click **xwdss-startup.bat**.
8. As Web Document Submission services begin, buttons appear on the taskbar to show running processes. Processes started are **APACHE**, **MYSQL**, **RMID**, and **TOMCAT**.



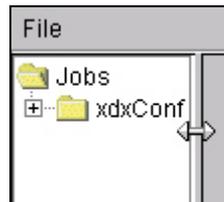
9. Almost instantly, the **APACHE** button disappears from the taskbar. To see any system messages delivered to any of these processes, simply click the button to view the window for the desired process. The window may have to be resized in order to see the system messages.



10. Once the Web Document Submission processes have gone to **C:\xdx\scripts** and double-click **ControlCenter.bat**.
11. When the XDX Control Center has appeared click **Tools > Configuration Manager**.

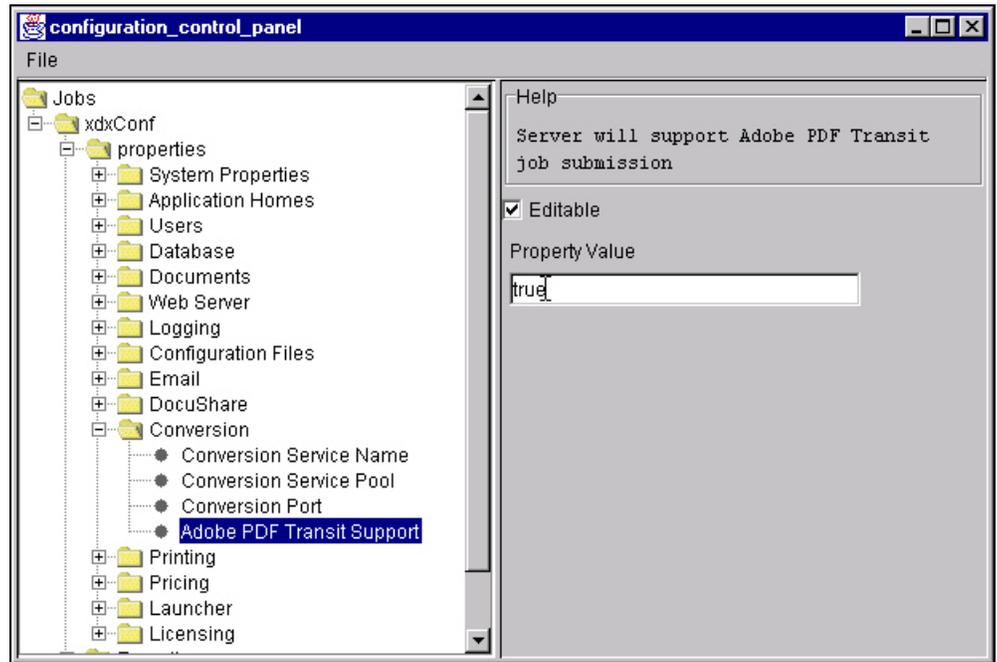


12. The **configuration_control_panel** window appears. Using the mouse, adjust the vertical bar so that the left side pane is completely visible.



13. Click the **+** beside **xdxConf** to open the configuration folder.
14. Click the **+** beside **properties** to open the properties folder.
15. Click the **+** beside **Conversion** to open the Conversion folder.
16. Click **Adobe PDF Transit Support**.

17. Change the **Property Value** for Adobe PDF Transit Support from false to **true**.



18. Click **File > Save** to save the change.
19. A **Login** window appears. Enter the Username **admin** and the Password **22222** and click OK.



20. Close the **configuration_control_panel** by clicking **X**. Close the **DXD Control Center** by clicking **X**.



21. For the change to take effect, the Web Document Submission system must be shut down and restarted.
22. Once the Web Document Submission system has been restarted, log on to the system and ensure that the Adobe logo appears in the footer section of the user log on window. The Adobe logo will appear on every web page.
23. From the user home page, click **Download Software**. Ensure that the links for downloading the Adobe PDF Transit software and documentation are present.

Users can now download the Adobe PDF Transit software from the **Downloads** page on the Web Document Submission user home page. Instructions for installing this software are available from the online help menu, as well as *Chapter 5 – Installing the Adobe PDF Transit Client Drivers* in this guide.

5. Installing the Adobe PDF Transit Client Drivers

The Adobe PDF Transit client drivers are available to users once they have log on to the Web Document Submission system. Instructions for the supported user workstation operating systems are included here and are also available from the online help system.

Adobe PDF Transit Client Driver Installation

Perform the following to download and install the Windows version of the Adobe PDF Transit client:

1. On the Web Document Submission User home page, click **Download Software**. The browser refreshes and displays the **Drivers and Documentation** area.
2. In **Drivers and Documentation** area, click the link for the appropriate operating system. The **File Download** window appears.
3. Save the file and note the location where the file is saved.
4. After the download is complete, locate and double-click the appropriate executable file:

Executable Files for installing Adobe PDF Transit		
Windows 95/98/ME	Windows NT	Windows 2000
setup9x.exe	setupnt.exe	setupw2k.exe

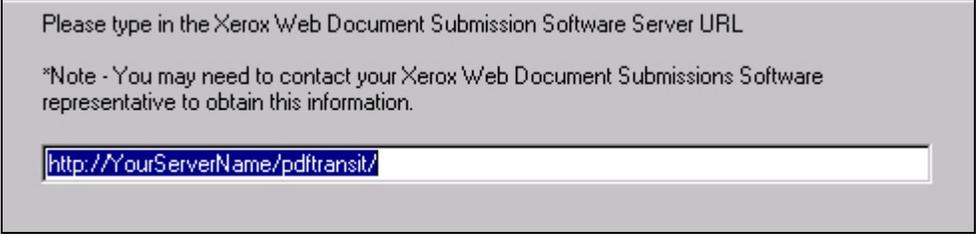
The **Adobe® PDF Transit™ Client Setup** installer appears.

Note: Close any open software programs before proceeding.

5. In the Adobe® PDF Transit™ Client Setup installer:

a) Click **Next**.

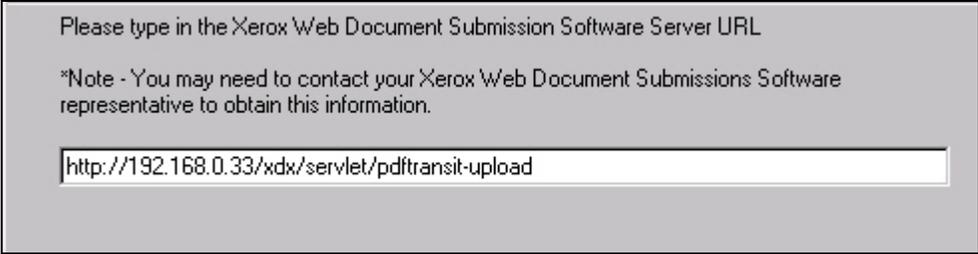
b) The following window appears:



Please type in the Xerox Web Document Submission Software Server URL

*Note - You may need to contact your Xerox Web Document Submissions Software representative to obtain this information.

Modify the text in the window shown above to read as shown below by adding **/xdx/servlet/pdftransit-upload** after the IP address. Substitute **YourServerName** with the Web Document Submission IP address.



Please type in the Xerox Web Document Submission Software Server URL

*Note - You may need to contact your Xerox Web Document Submissions Software representative to obtain this information.

- c) Click **Next**.
 - d) Read the **License Agreement** and click **Yes**. The **Choose Destination Location** window appears.
 - e) In the Choose Destination Location window, click **Next**. The **Select Program Folder** window appears.
 - f) In the Select Program Folder window, click **Next**. The **Start Copying Files** window appears.
 - g) Click **Next**. The **Installation Complete** window appears.
 - h) In the Installation Complete window, click **Finish**.
6. To confirm that the Adobe PDF Transit print driver has been installed:
- a) On the Windows taskbar, click **Start**.
 - b) On the **Start** menu, move the pointer over **Settings**, then click **Printers**.
 - c) Verify that **Xerox Adobe PDF Transit Printer** file icon is present.

To send a job using the Xerox Adobe PDF Transit Printer driver

1. From within a Windows application, on the **File** menu, click **Print**. The **Print** dialog box appears.

2. In the Print window:
 - a) In the **Printer** area, on the **Name** list, click **Xerox Adobe PDF Transit Printer**.
 - b) Click **OK**. The **WDSS - Adobe PDF Transit v 1.0.1** window appears and the document file uploads, contacts the server, and indicates if the upload to the Web Document Submission server was successful. Upon a successful upload, a browser window launches.
3. Log on to the system and proceed as if it were a normal print job.

Removing the Adobe PDF Transit Client Driver

To remove the Adobe PDF Transit Client driver, execute the following procedure:

Perform the following to remove the Adobe PDF Transit Client driver:

1. Click **Start > Settings > Control Panel**. Double-click **Add/Remove Programs**.
2. The **Add/Remove Programs Properties** window appears. Locate and click **Adobe PDF Transit 1.01 Client for Xerox Corporation**.
3. Click **Add/Remove**. The **InstallShield** window appears followed by the **Confirm File Deletion** window. Click **OK**.
4. Files are removed from the workstation and when the process is complete, the **Uninstallation Complete** window appears. Click **Finish**.
5. Click **OK** to close the **Add/Remove Programs Properties** window.

6. Close the **Control Panel** window. The removal of the Adobe PDF Transit Driver is now complete.

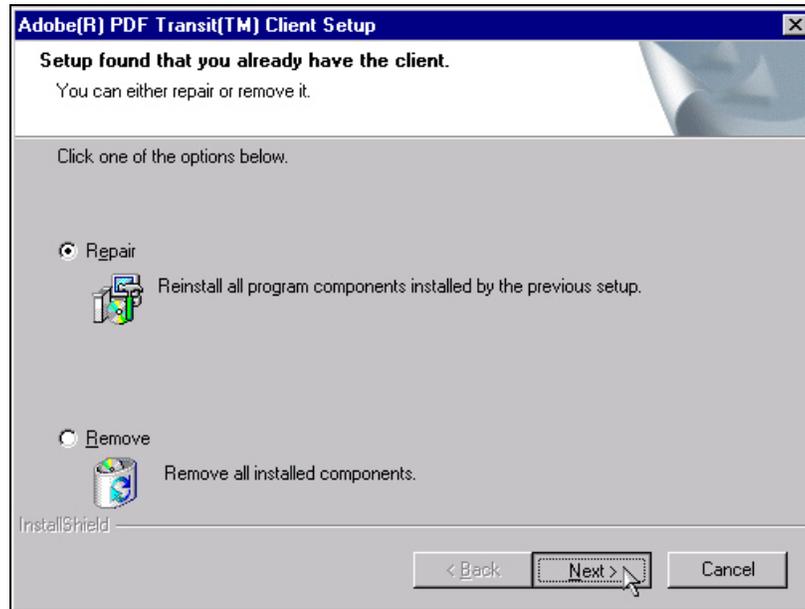
Reinstalling the Adobe PDF Transit Client Driver

To repair or reinstall the Adobe PDF Transit Client driver execute the following procedure.

Perform the following to reinstall or repair the Adobe PDF Transit Client driver:

1. Download the correct version of the driver from the **Drivers and Documentation** section of the **Download** page.

2. After the download is complete, locate and double-click the downloaded driver. The Adobe® PDF Transit™ Client Setup installer appears. Ensure **Repair** is selected and click **Next**.



3. The software will request the Web Document Submission Server URL again. It must be the same URL given as before or the installation program will not proceed.
4. The **Setup Status** window appears and shows the progress of the repair.

When the repair is completed, click **Finish**. Check the driver by sending a job to the Web Document Server from a Windows application.

6. Troubleshooting

This section describes two methods for helping to diagnose problems that may occur. For further assistance with troubleshooting problems, consult *Chapter 7 – Contacts and Escalation Process*.

Installation Problems

The simplest way to ensure there are no installation problems is to have a clean server. Any existing versions of MySQL and any Java must be removed.

Ensure Microsoft Internet Information Services (IIS) are not operational.

If an installation is not working, if the system is not an operational system, often it is easier to delete the **C:\xdx** folder and begin the installation again. Shut down Web Document Submission and reboot the server. After the server has restarted, remove the **C:\xdx** folder. Complete instructions are given in the *Web Document Submission Software Version 2.0.1 System Administration Guide*.

Debugging Apache and Tomcat

The Apache server logs are located in C:\xdx\etc\Apache2\logs and the Tomcat servlet engine logs are located in C:\xdx\etc\tomcat4.0\logs. These logs provide valuable troubleshooting information if the software is not operating properly.

Note: Each time Apache is started, the previous error log is reopened and new information is appended to the end of the file. If there is an error in the system, the logs will contain debugging information.

Debugging Web Document Submission Services

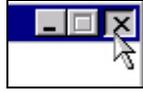
Debugging output is saved to file by each Web Document Submission service. If there is an error with the system, examine these files to determine where the error has occurred. Generally, if there is a problem, a Java exception will be found in one of the log files. This message can be used to determine exactly what errors have occurred in the system.

The log file messages that appear for Tomcat can be modified by starting the **Configuration Control Panel** from the XDX Control Center. These steps assume the XDX Control Center is operational and the Documents System is running.

Perform the following to modify the logging messages for Tomcat:

1. On the **XD**X Control Center click **Tools > Configuration Manager**.
2. The **configuration_control_panel** window opens. Click the **+** next to the **xdxConf** folder.
3. Click the **+** next to **properties**.
4. Click the **+** next to the **Logging** folder.
5. Click **Log Status**.
6. Change the Property Value from **info** to **debug**. This will increase the level of information returned from the system to the log files.
7. Click **File > Save** to save all changes.

8. If required, enter the Username **Admin** and the Password **22222**.
Click **OK**.
9. Click **X** to close the **configuration_control_panel** window.



7. Contacts and Escalation Process

This chapter describes the support process and support contacts available for Web Document Submission.

Web Document Submission Support Process

At the time of installation, a Customer Solution Administrator (CSA) will be identified. The CSA is available to manage all software-related issues. The CSA, who has the skills of a system administrator, handles the day-to-day service and support operations at the customer site. The CSA is the main interface to the Web Document Submission Support Center.

Note: If a problem relates to a Xerox output device and not the software please contact the appropriate Xerox Support Center for that product. If a problem relates to the computer server hardware, contact the manufacturer of the server.

Here is the process for initiating support:

1. When the end user or operator encounters an error with the software, they should contact the CSA.
2. The CSA performs system level isolation and problem resolution for Web Document Submission.
3. If the CSA is not able to resolve the problem, the problem is escalated to Web Document Submission Support Center for support.

Note: Only the CSA can call the hotline for support.

Support Contacts

Web Document Submission has an e-Support website available at <http://www.xerox.com/webdocumentsubmission/support>. The e-Support website provides a searchable knowledgebase, Frequently Asked Questions (FAQ's), and the ability to submit a support request via e-mail.

Contact the designated CSA for support. The CSA will contact the Web Document Submission Support Center if they require additional assistance. The Support Center can be reached at **1-888-508-5244**, 8:00 a.m. to 5:00 p.m., Monday through Friday, local time, continental USA.

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