

FreeFlow[®] Express to Print Customer Expectations Document



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

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Introduction

This document provides the hardware and software details required for the launch version of FreeFlow Express to Print 8.0 software. It is intended to help you understand your (vs. Xerox's) roles and responsibilities to assure the successful installation and the operation of the system.

Product Overview

Express to Print is the cost-effective workflow solution that increases a customer's productivity. With its intuitive visual interface, customers can perform job ticketing and prepress functions with a simple click of the mouse while reducing the time required to set-up even the most cumbersome jobs - automatically. Key applications include the production of business cards, brochures, books, manuals, and more —so that customers can keep their production pipeline filled. It's so easy to use, even novice users become experts, quickly.

Simplified job preparation

An intuitive and highly visual interface lets you view and prepare jobs at the desktop, ensuring their accuracy *before* you submit them to print. Automatically combine multiple files into one and perform tasks such as adding page inserts, tabs, and covers, as well as bar coding, page numbering, watermarks, Bates stamping, and more with drag-and-drop simplicity. Convert TIFF, JPEG, PostScript®, EPS, and RDO files to true Adobe® PDFs, on the fly. This tool is not only fast, it's smart—select your Xerox printer and Express to Print displays only the ticketing options available for that printer.

Streamlined job ticketing

Point and click to preview every page as you prepare your jobs with tabs, covers, chapter starts, and more. View your job in page view, printer spreads, or reader spreads. You'll reduce errors while maximizing print quality and consistency. Thanks to its logical, intuitive operations, Express to Print is ideal for walk-up jobs and less-skilled operators. It reduces training time, number of software applications, and steps required to perform simple prepress activities.

Template-based automation

Take the guesswork and manual labor out of job preparation with over 50 predefined templates. They automate frequently repeated jobs, time-consuming setups, and routine prepress tasks such as imposition and finishing options. You'll be able to see a soft proof prior to submitting your job to print, so you can produce books, manuals, newsletters, postcards, posters, and more with greater ease and accuracy. If the built-in templates don't fit your needs, template customization is available.

Increased productivity for the Light Production market

Designed to be easy to implement and easy to use, Express to Print can be easily installed on your PC—without the need for a server or complicated programming. It can boost the productivity of your color and monochrome workflows, working in tandem with the Xerox® 700 Digital Color Printer, Xerox® DocuColor® 242/252/262, Xerox® DocuColor® 5000/7000AP/8000AP Digital Presses, Xerox® iGen3® and Xerox® iGen4™ Digital Production Presses, Xerox® 4112™/4127™ Copier/Printers, Xerox® Nuvera® Digital Production Systems, Xerox® DocuTech® HighLight Color Systems, Xerox® DocuPrint® Continuous Feed printers, and other Xerox digital print engines. Refer to the Appendix: *Print Server Compatibility Matrix*, for a complete list of supported Xerox printers.

Software Applications

FreeFlow Express to Print 8.0 Software Applications	
<p>Software applications with a new installation include:</p> <ul style="list-style-type: none"> • FreeFlow Express to Print • Printer Administration <ul style="list-style-type: none"> – Registered Printer List Locator – Printer Registration – Network Agent – Security Certification • Printer Status 	<p>Optional Customer Supplied Software applications include:</p> <ul style="list-style-type: none"> • Microsoft Office 2003 or 2007 (Word, Excel, PowerPoint, Publisher) • Adobe Acrobat Standard or Professional 9.1

System Technical Requirements

The customer purchased platform for a new installation or a migration to new hardware must meet or exceed the system specifications for the platform as defined by Xerox in this section of this document.

System Specifications

Minimum System Specifications for Customer-supplied Platforms	
Processor	Intel Core Duo 2.0 GHz or better, or equivalent AMD processor
System Memory	2 GB
Hard Drive	Disk 1 (Drive C): 80 GB SATA 7200 RPM Customers should make appropriate allowances when selecting the hard disk capacity in order to accommodate specific application needs, including considering larger disk capacity and/or additional drive
Video Capability	Video Controller (AGP or PCI-based) with 128 MB RAM
Ethernet Capability	10/100/1000 MB/sec
Display	CRT or LCD Monitor
Input Devices	Keyboard and Mouse
Peripheral Devices	<ul style="list-style-type: none"> • DVD Drive • Backup storage device recommended
<p>Software may be installed in a virtual environment. The virtual environment must be configured to meet the same hardware configuration and performance as the standard environment.</p> <p>Should Xerox determine that the customer-supplied PC does not meet or exceed the hardware specifications, Xerox reserves the right to refuse installation of FreeFlow application software.</p>	

Software Components	
The following the supported software components that the customer must procure and install	
Operating System	<ul style="list-style-type: none"> • Microsoft Vista Business Edition (32-bit) with Service Pack 1 • Microsoft Vista Enterprise Edition (32-bit) with Service Pack 1 • Microsoft Vista Ultimate Edition (32-bit) with Service Pack 1 • Microsoft Windows XP Professional (32-bit) with Service Pack 2 • Microsoft Windows 7 Professional (requires Express to Print 8.0 SP1) • Microsoft Windows 7 Ultimate (requires Express to Print 8.0 SP1) <p>Note: .NET 3.5.1 SP1 or higher must be installed prior to installation</p>
Optional Application Software	<ul style="list-style-type: none"> • Microsoft Office 2003 (Word, Excel, PowerPoint, Publisher) • Microsoft Office 2007 (Word, Excel, PowerPoint, Publisher) • Adobe Acrobat Standard 9.1 • Adobe Acrobat Professional 9.1
Pre-Installation System Settings	
Hyper-threading	Disable Hyper-threading in the PC BIOS (if option exists).
i386 Folder	Ensure that the i386 folder from the original Microsoft Operating System CD is copied to the root of Drive C (C:\i386). This will negate the need for the Operating System CD to be available to the Xerox technician at the time of installation of the FreeFlow software is performed.
Disable Indexing Service	<ul style="list-style-type: none"> • Microsoft Vista: [Control Panel > Programs and Features > Turn Windows Features Off • Microsoft Windows XP: [Control Panel > Administrative Tools > Services]

Backing Up Your FreeFlow Product

Customers should always back up prior to carrying out any action, such as installation of a FreeFlow upgrade, which might result in irreversible changes to the system. A full system backup would enable restoring the server to its original configuration if required. Since, depending on the amount of data involved, this process can be time consuming, customers should take the appropriate steps to accommodate interruptions to production when performing a backup of any kind.

FreeFlow Product Security

Xerox's Role: Xerox will strive to provide the most secure software product possible based on the information and technologies available while maintaining the product's performance, value, functionality, and productivity.

Xerox will run industry standard security diagnostics test to determine any vulnerability. When found, vulnerabilities will be fixed, minimized, and/or documented.

Xerox will also monitor for the occurrence of security threats, notify third party vendors and/or customers when applicable, and supply (when necessary) security patches provided by third party software vendors used with the FreeFlow products (e.g.: Microsoft Service Packs)

Customer's Role: Although the FreeFlow product support team will strive to provide software that is secure, the customer ultimately is responsible for securing their environment to meet their specific security needs. Depending on their individual needs, customers can increase security by installing a firewall, implementing a private network, and/or physically securing the hardware to a limited access area. Again depending on their needs, customers can use tools to monitor and log physical and network access to the FreeFlow hardware and software to determine if and when a security incident has occurred. Customers also should back up their data to ensure that it can be recovered in case of deletion or corruption.

In implementing a security strategy, customers must keep in mind that they should not modify the FreeFlow product system or its environment in any way that will prevent it from functioning properly. If the customer performs such modifications, Xerox will not be able to support the product should problems occur. If so, the customer may be responsible for returning the FreeFlow product to its original installed state. This may include uninstalling unsupported software, or resetting configuration settings preparatory to Xerox reinstalling the FreeFlow software.

Protecting Against Virus Attacks

Xerox's Role: Xerox Customer Support Engineers also take care when performing service on the equipment so software viruses are not introduced into the system.

Customer's Role: Xerox strongly recommends that the customers invest in a virus detection software application to continue to protect their FreeFlow products from viruses. The customer is responsible to validate that the virus software does not interfere with the normal operation of the FreeFlow software product.

To ensure maximum protection from new viruses, update or upgrade your virus detection software regularly.

Xerox also strongly recommends that you employ the following guidelines to help keep your FreeFlow products free from viruses and prevent any issues caused by viruses:

- On a regular basis (weekly), run virus detection software on all FreeFlow product workstations
- In the event you find a virus on a FreeFlow product workstation, do not remove the virus. Instead, cancel the virus detection and back up the entire hard drive. This is to protect the data in the event of corruption during the course of the virus removal. The virus then can be removed using the procedures supplied with the virus protection software.

Protecting Against Power Issues

Xerox strongly recommends that the FreeFlow product hardware be kept on a dedicated electrical line with an Uninterruptible Power Supply, Surge Protection, and Power Fluctuation Protection.

Support Expectations

Depending upon how the product was purchased, the FreeFlow application software is fully maintained and supported through a Field Service Maintenance Agreement (FSMA) or Annual Support Fee (ASF). The agreement(s) covers software support for a given product or solution. As part of the FSMA or ASF, FreeFlow software and operational assistance is available through hotline support via the Xerox Customer Support Center (XCSC). The process by which problems are addressed is referred to as the Software Problem Action and Resolution (SPAR) process, which enables closed-loop communication between the customer and the Xerox development organization.

PC platforms acquired through Xerox are not covered under the software FSMA and come with the standard PC vendor warranty.

Xerox will attempt to recreate any problems encountered with the FreeFlow application software using a Reference Platform that conforms with the System Specifications. Xerox will provide full software support to customers for problems that can be recreated on the Reference Platform. System issues that cannot be replicated on the Reference Platform are the sole responsibility of the Customer to resolve. Customer requests or requirements that deviate from the standard software support process are subject to an additional charge at the standard Xerox Time & Materials (T&M) rate. Customers will receive a separate bill for these services.

PC Platform Support

The Xerox escalation process, including SPAR support, is available for compliant hardware and software configurations only. Compliant PC platform(s) specifications and software configurations are tested by Xerox to ensure product stability; that such products have supported upgrade and migration paths, and can be maintained by trained service and support organizations.

Customers who purchase the FreeFlow application software are responsible for obtaining a PC platform that meets (or exceeds) the set of minimum required system specifications defined by Xerox.

Virtualization Support

When installing in a virtualized environment, it is the customer's responsibility to provide full support of the virtualization environment and virtual software itself. The customer must also provide support for Xerox to install FreeFlow software in the virtual environment.

For FreeFlow problems unique to running in a virtualization environment, Xerox will make best effort to fix.

Third Party Application Software Support

The FreeFlow product is supported by Xerox Corporation through a Field Service Maintenance Agreement (FSMA). The intent is to provide our customers with reliable and productive software. To this end, the system is extensively tested to ensure system reliability. The FreeFlow Product Support Organization is trained with diagnostic routines that help isolate problems. These routines are designed to quickly isolate any issues that may arise. However, they rely on a known system environment to establish an initial starting point and third-party software cannot be comprehended by the diagnostics. Also, to isolate software problems effectively the FreeFlow product support organization will attempt to recreate any issues on standard supported systems. The introduction of software outside of the standard FreeFlow product configuration poses potential obstacles to effective problem isolation and/or diagnosis and cannot be supported. The system must only be used for operation of the FreeFlow application software.

Xerox does not provide support for third party software applications that are not provided with the FreeFlow application software. The customer is responsible for insuring that use of third party software and other products with Xerox FreeFlow products is in full compliance with contractual obligations to such third-party licensors/suppliers, including all applicable use restrictions.

Mixed Environment Support

For customers who have purchased multiple FreeFlow products it is imperative that all of the products (excluding FreeFlow Print Server) be maintained at the same software release level to minimize compatibility issues. Keeping the FreeFlow software at the same release levels also will facilitate efficient problem escalation and resolution. If possible, this constraint should also be adhered to when sharing files across environments.

Open Printer Support

Open Printing Overview

Open Printing allows the FreeFlow software to print to any network Postscript printer. Open Printing enablement is accomplished by selecting the Generic Postscript Printer option for the Production printer device.

Recommended Minimum Requirements

To use the Generic Postscript Printer type, the printer must meet the following minimal requirements:

- Raster Image Processor (RIP) is Postscript Level 2 compliant
- The print device accepts print data via the LPR printing protocol

- The RIP on the printer must be robust enough to handle print jobs that are typical from the FreeFlow software. Typically these are comprised of a Postscript file with embedded TIFF or other images. Most production class devices will not see any issues with this type of data stream. Some smaller office or older networked laser printers may not be able to handle the print stream reliably

Limited Job Ticketing

The Generic Postscript Printer type only supports a limited set of job ticketing attributes: copy count, collate/uncollate, simplex/duplex, paper size, and portrait staple. The print device must be able to interpret the setpagedevice Postscript command in the Postscript data stream to understand these job ticketing attributes.

Limited Level of Support

The FreeFlow products have not been tested with every printer sold in the production environment. Validation for the FreeFlow software and every *Generic Postscript Printer* type cannot be accomplished. FreeFlow products will not provide any support for the *Generic Postscript Printer* type against any specific printer. FreeFlow products will provide the standard high level of support for common problems associated with the *Generic Postscript Printer* type.

Print Server Compatibility Matrix

This section provides a list of supported production printers and Digital Front Ends for use with FreeFlow Express to Print.

Printer	Digital Front End
DocuTech / DocuPrint 65	DocuSP 2.0 DocuSP 2.1
DocuTech / DocuPrint 75	DocuSP 3.8
DocuTech / DocuPrint 90	DocuSP 3.8
DocuStation DP 301	Print Services 1.x
DocuTech 135	DocuTech Network Server DocuTech Network Service – J 1.4.0 NS Plus 2.1 NS + Server Series 4.0
DocuTech Publisher 6100 6115 6135 6155 6180	DocuSP 1.4J (for 6135/6180 only) Xerox FreeFlow Print Server 6.0 Xerox FreeFlow Print Server 7.0
Nuvera 100 DC/P Nuvera 100 DPS Nuvera 120 DC/P Nuvera 120 DPS Nuvera 144 DPS Nuvera 100/120/144 EA (Not DocuSP 5.0) Nuvera 288 Digital Perfecting System (Not DocuSP 5.0) Xerox Nuvera 200 EA Perfecting Production System	DocuSP 5.0 (legacy only) DocuSP 51 Xerox FreeFlow Print Server 7.0 (EA versions)

Printer	Digital Front End
DocuPrint with NPS server DocuPrint 92C / 600 DocuPrint 96 DocuPrint 180 DocuPrint 4050 DocuPrint 4090 DocuPrint 4635 DocuPrint 4850 DocuPrint 4890	DocuPrint Server
DocuPrint with DocuSP server DocuPrint 100 EPS DocuPrint 115 EPS DocuPrint 135 EPS DocuPrint 155 EPS DocuPrint 180 EPS	Xerox FreeFlow Print Server 6.0 Xerox FreeFlow Print Server 7.0 (SP3)
DocuPrint Continuous Feed configurations DocuPrint 350 DocuPrint 500 DocuPrint 700 DocuPrint 1000	DocuSP 4.2 DocuSP 51
DocuPrint Continuous Feed configurations DocuPrint 425 DocuPrint 525 DocuPrint 650 DocuPrint 850 DocuPrint 1050 DocuPrint 1300	Xerox FreeFlow Print Server 6.0 Xerox FreeFlow Print Server 7.0 (SP3)
Xerox 490 Color Continuous Feed Printing System Xerox 980 Color Continuous Feed Printing System	Xerox 490 Controller 1.2 (LPR support only) Xerox 980 Controller 1.2 (LPR support only)
Xerox 495 Continuous Feed Printing System	Xerox FreeFlow Print Server 6.0 Xerox FreeFlow Print Server 7.0
EX2101	Fiery EX2101 2.0 LPR
XES 510, 721, 6030/6050	AccXES 10.2
XES 8142/8160	Xerox Wide Format Color RIP 4.0
Document Centre 220/230/332/340/420/432/440 Document Centre 240/255/265/460/470/480/490 WorkCentre Pro 23/28/32/38/45/55/65/75/90	Document Centre Controller
Xerox 4110	GXP 4110 DocuSP 5.0 DocuSP 51 Fiery EXP4110 1.1 IPP
Xerox 4590	Xerox FreeFlow Print Server 6.0 Xerox FreeFlow Print Server 7.0
Xerox 4595 EPS	Xerox FreeFlow Print Server 6.0 Xerox FreeFlow Print Server 7.0 (Green Controller with 4110 compatibility path)
Xerox 4112 / 4127 EPS Xerox 4112 / 4127 Copier/Printer	Xerox FreeFlow Print Server 6.0 Xerox FreeFlow Print Server 7.0 Fiery Print Controller 2.0 IPP Fiery Print Controller 2.5 IPP Integrated copy / print server 2.0 Integrated copy / print server 3.0
Document Centre 1100/900	DocuCentre (Green) controller
DocuColor 3535	EX3535 2.0 (LPR only)
DocuColor 240/250	DocuSP 51

Printer	Digital Front End
	Fiery EXP250 1.0/1.1 IPP
DocuColor 242/252/260	Xerox FreeFlow Print Server 6.0 Xerox FreeFlow Print Server 7.0 CX260 2.0 Fiery EX260 2.0 IPP Integrated Fiery Color Server 2.0
DocuColor 700	Xerox FreeFlow Print Server 6.0 Xerox FreeFlow Print Server 7.0 EX700 Print Server 1.0 EX700 Print Server 1.5 Integrated Fiery Color Server 1.5 CX Print Server 1.0 CX Print Server 1.5 PX700 Print Server 4.0 (G-Server in FX Market only) PX700 Print Server 4.1 (G-Server in FX Market only)
DocuColor 2045	EX2000D 3.0 LPR CXP6000 4.1 DocuSP 5.0 DocuSP 51
DocuColor 2060	EXP5000 2.0 IPP EXP5000 2.0 LPR EX2000D 3.0 LPR CXP6000 4.1 DocuSP 5.0 DocuSP 51
DocuColor 5000 Digital Press DocuColor 5000 Digital Press AP	DocuSP 51 (base 5000 only) Xerox FreeFlow Print Server 6.0 (base 5000 only) CXP50 1.0 EX50 2.0 IPP
DocuColor 5252	DocuSP 5.0 DocuSP 51 EXP5000 2.0 IPP EXP5000 2.0 LPR EX2000D 3.0 LPR CXP6000 4.1
DocuColor 6060	DocuSP 5.0 DocuSP 51 EXP6000 3.0 IPP EXP6000 3.0 LPR CXP6000 4.1
DocuColor 7000 Digital Press DocuColor 7000 Digital Press AP	DocuSP 51 (base 7000 only) Xerox FreeFlow Print Server 6.0 Xerox FreeFlow Print Server 7.0 CXP8000 3.0 CXP8000 1.0 (AP only) EXP8000 2.0 IPP (not for DC7000 AP) EXP8000 3.0 IPP (not for DC7000 AP) EX8000AP 1.0 IPP (for DC7000 AP)
DocuColor 8000 Digital Press DocuColor 8000 Digital Press AP	DocuSP 51 (base 8000 only) Xerox FreeFlow Print Server 6.0 Xerox FreeFlow Print Server 7.0 EXP8000 2.0 IPP (not for DC8000 AP) EXP8000 3.0 IPP (not for DC8000 AP) EX8000AP 1.0 IPP (for DC8000 AP)

Printer	Digital Front End
	CXP8000 3.0 CXP8000 1.0 (AP only)
DocuColor 7002 Digital Press	FreeFlow Print Server 7.0 EX Print Server 1.0 CX Print Server 1.0
DocuColor 8002 Digital Press	FreeFlow Print Server 7.0 EX Print Server 1.0 CX Print Server 1.0
Xerox iGen3 Digital Production Press	DocuSP 51 Xerox FreeFlow Print Server 6.0 Creo Spire 5.0 Fiery iGen3 Q5000/Q5500 3.0 IPP Fiery iGen3 Q5000/Q5500 4.0 IPP
Xerox iGen4 90/110 Digital Production Press	Xerox FreeFlow Print Server 7.0 CX Print Server 1.0 CX Print Server 2.0 EX Print Server 1.0
DocuTech 128/155/180 Highlight Color (DocuPrint 180 IOT configuration)	Xerox FreeFlow Print Server 6.0 Xerox FreeFlow Print Server 7.0
DocuTech 128/155/180 Highlight Color (DocuTech IOT configuration)	Xerox FreeFlow Print Server 6.0 Xerox FreeFlow Print Server 7.0

Customer Implementation and Training

Xerox offers comprehensive services including customer training, implementation and Document Type (template) customization, which are designed to address a variety of individual Customer requirements and experience levels.

Basic Training and User Configuration

Although FreeFlow Express to Print is designed to be customer-installable and easy to learn, there may be specific Customer needs for basic product training in order to establish system and printer configuration.

The Express to Print Basic Training and User Configuration service is designed to supplement the existing training aids and online help system in order to help.

Advanced Training and User Configuration

The FreeFlow Express to Print Advanced Training and User Configuration service goes beyond the basics to establish a comprehensive understanding of a Customer's operations.

Beyond the ability to use basic print processes within Express to Print, advanced configurations for end-to-end operations can streamline the overall workflow for job submission. The establishment of printer queue attributes can greatly minimize – if not eliminate operator intervention for particular types of jobs. In addition, *Document Type (template) customization* can be utilized to create workflows that are unique to a Customer's specific application types. The Xerox Support Analyst will consult with the Customer to define the best approaches for configuring workflows that meet their specific requirements.

Please contact your Xerox representative for more information.

4

Summary of Roles & Responsibilities

Xerox will provide FreeFlow software application software support to only Customers who acquire the FreeFlow software application and elect to purchase a Field Service Maintenance Agreement.

Customer Responsibilities

The Customer is responsible for ensuring that the following activities have been completed before the Xerox Technician arrives on site to install the FreeFlow application software:

- Procuring, installing and maintaining a PC platform and any hardware peripherals required to meet the minimum required specifications defined by Xerox
- Procuring, installing and maintaining an appropriately licensed version of the Operating System software, including upgrades and service packs, required to meet the minimum required specifications defined by Xerox
- Procuring, installing (including upgrades) and complying with all appropriate licenses for third-party software, required to meet the minimum required specifications defined by Xerox
- Procuring, installing (including upgrades) and complying with all appropriate licenses for optional third-party software, required to meet the minimum required specifications defined by Xerox
- Configuring the System to the specifications defined by Xerox

Xerox Responsibilities

Providing FreeFlow application software support to Customers who elect to purchase an optional Field Service Maintenance Agreement (FSMA)

Customer Expectations Agreement

Check off the sections that will be part of this FreeFlow system install and for which expectations have been reviewed:

- _____ System Technical Requirements
- _____ Support Expectations
- _____ Customer Implementation and Training
- _____ Summary of Roles & Responsibilities

Special considerations or performance limitations identified by Xerox and agreed to by the customer:

The individual executing this document warrants that he/she is an authorized representative of Customer and understands and accepts the terms set forth in this document, which shall supplement the terms under which Customer has acquired a license to and support (if applicable) of Xerox FreeFlow® software. In the event of any conflict between the terms of this document and the terms of any such license/support agreement(s), the terms of this document shall control.

Customer _____

Signature _____

Title _____

Date _____

Xerox Sales Representative _____

Xerox Analyst Representative _____

Xerox Service Representative _____

