Vancouver Response Center
T. 604.451.2727
Toll free T. 1.800.472.2727
F. 604.451.2713
Toll free F. 1.888.767.2736

Customer support email:
callcentre@creo.com

www.creo.com

Document number: 719-00074A-EN Rev B
Release date: 31 Aug 2004

Technical bulletin

FAQ: Prinergy and Wide Area Networks

This FAQ describes what a WAN (Wide Area Network) is and provides answers to some common questions about using Prinergy® across a WAN.

Important note: Prinergy and other Creo products have been tested across WAN links. However, Creo does not provide support for workflow products used across a WAN.

Creo assumes no responsibility for any problems that may occur as a result of using Creo software components connected by a WAN. WAN-related problems are not covered by any Creo service contract.

Creo offers fee-based Network Consulting Services for custom network troubleshooting and performance tuning. Please call Creo Inside Sales for further information (T: 1-800-929-9209).

Question: What is a WAN?

Answer: A WAN is a computer network that spans very large distances (between towns, cities or continents). For example, a company may use a WAN to connect a database in Atlanta with a branch office in Brussels.

A WAN is usually composed of two or more Local Area Networks (LANs) joined together by one or more connectivity technologies (xDSL, T1-3, ATM, OC-xxx, frame relay, ISDN, x.25, and so on).

Question: How can Prinergy be used across a WAN?

Answer: There are two main ways that a single Prinergy system can be used across a WAN:

- Prinergy Workshop(s) connected to a Prinergy Primary Server in another geographic location.
- Prinergy Primary server at one site connected to a render station and CTP at another site. In this configuration, **an *Emergency Platemaking* license is strongly recommended**, so that the remote render station can still be used to output plates if the WAN connection is temporarily unavailable (if the data can be sent by an alternate channel).

Question: What are the requirements for Prinergy to work across a WAN?

Answer: The requirements for deploying Prinergy over a local network also apply to deploying it over a WAN:

- Bandwidth of at least 100 Mbps—slower WANs will probably be unable to provide adequate performance for a Prinergy workflow. Please note that this requirement is for plate making over a WAN. If you are only using Prinergy Workshop, the requirement is 10Mbps.

- Ability to route all protocols required by Prinergy over the WAN (TCP/IP & AppleTalk)
- Ports required for communication between Prinergy servers (or between Prinergy and Synapse InSite) must not be blocked (this is often not an issue for private networks)
- Guaranteed packet delivery—this precludes the use of frame relays with Prinergy
- Low latency. Satellite links usually have too high a latency to be used for Prinergy. A high WAN latency may cause Prinergy components to time out and fail while waiting for data, leading to unpredictable behavior.

Question: What performance can I expect from Prinergy on a WAN?

Answer: Creo workflow software is designed to run on local networks (100 Mbps and Gigabit Ethernet), so it may not use WAN bandwidth as efficiently as possible. While Prinergy should function over a WAN (subject to the above requirements), Creo cannot guarantee performance, since there are too many variables. Generally, unless your WAN has extremely high bandwidth, you can expect much lower performance than if you were using an Ethernet connection.

Creo has tested plate making with Prinergy, using a moderate traffic 30Mbps WAN between two facilities. Performance was adequate for Workshop use, but was found to be inadequate for plate-making purposes. To make plates at a remote site, a 100Mbps or faster link is required.

Question: What are some of the risks of using a WAN for Prinergy?

Answer: The impact of a WAN becoming unavailable and interrupting production is approximately the same as that of a LAN failure. As a rule, all mission-critical networks should be as reliable as possible. However, if a WAN fails, it may more difficult to secure an alternate connection. If a LAN switch is faulty, you may be able to replace it with a spare switch or run a cable between two servers to restore production. This kind of quick solution is not possible if the servers are in two different cities and the switch/router is in a third location.

About Creo

Creo is a world leader in solutions for the graphic arts industry. Core product lines include image capture systems; inkjet proofers; thermal imaging devices for films, plates and proofs; professional color and copydot scanning systems; and workflow management software. Creo is also an Original Equipment Manufacture supplier of on-press imaging technology, components for digital presses, and color servers for high-speed, print-on-demand digital printers.

© 2004 Creo Inc. The Creo product names mentioned in this document are trademarks or service marks of Creo Inc. and may be registered in certain jurisdictions. Other company and brand, product and service names are for identification purposes only and may be trademarks or registered trademarks of their respective holders. Data is subject to change without notice.