Creo Inc.
3700 Gilmore Way
Burnaby, B.C., Canada
V5G 4M1
Tel: 1.604.451.2700
Fax: 1.604.437.9891

Request support:
ecentral.creo.com

www.creo.com

Internal: 719-00383B-EN
Release date: 20-avr.-2005

Product Support Bulletin

Product Support for Xerox FreeFlow Print Manager

Feature Description

Creo has partnered with Xerox to deliver the Prinergy Digital Print feature to commercial printers. This feature allows operators to export a multi-page PDF document out of Prinergy and launch the Xerox FreeFlow Print Manager to generate a job ticket for digital printing. The FreeFlow Print Manager runs on Windows and Mac OSX clients and the operators can use it to fully control the digital printer from their Prinergy Workshop client machine.

The following components are supplied when the Prinergy Digital Print option is purchased:

- Windows and Mac OSX installers for Xerox FreeFlow Print Manager
- A Prinergy License Key to enable the Prinergy Digital Print feature
- Creo's Installation and Configuration Guide
- A Creo Tech Bulletin on how to setup Process Plans that work well for digital printing
- The Xerox FreeFlow Print Manager Installation Guide
- The Xerox FreeFlow Print Manager User Guide

The FreeFlow Print Manager can be purchased from Xerox to run in stand-alone mode. The Prinergy Digital Print integration can only be purchased from Creo. The customer is given an appropriate discount if they have already purchased Xerox FreeFlow Print Manager from Xerox.

Division of Responsibilities

Although Creo has signed an OEM agreement to re-sell the FreeFlow Print Manager, Xerox provides support for the FreeFlow Print Manager. The breakdown of support responsibilities is as follows:

Item	Creo	Xerox
1. Generate Multi-Page PDF Files	Existing Prinergy "Publish" capability – Creo Supports	
2. Prinergy Digital Print Installation CD	New in Prinergy 2.2.1.10 – Creo Supports	
3. Configure the Digital Print application to launch from Prinergy Workshop	New in Prinergy 2.2.1.10 – Creo Supports	

Item	Creo	Xerox
4. New Menu Item to send a multi-page PDF to Xerox FreeFlow Print Manager	New in Prinergy 2.2.1.10 – Creo Supports	
5. Xerox FreeFlow Print Manager		Xerox Supports
6. Xerox FFPM Integration with Spire Color Server and DocuColor digital printers		Xerox Supports
7. Xerox FFPM Integration with Xerox DocuSP and DocuColor digital printers		Xerox Supports
8. Storage of JDF "digital Print" Job Ticket in the Prinergy Job Home (for reprints)	New in Prinergy 2.2.1.10 – Creo Supports Archiving	Xerox Supports generation, placement and correctness of Job Ticket
9. Generation of JDF from Prinergy Loose Page and Imposed Output Process Templates	New in Prinergy 3.0.2.1 – Creo Supports	
10. Hotfolder on the Prinergy Primary to submit print jobs to the FreeFlow Print Manager	New in Prinergy 3.0.2.1 – Creo Supports	

Troubleshooting

If a customer is having a problem with the Prinergy Digital Print feature, it is Creo's responsibility to determine if the problem is a Prinergy problem or a Xerox FreeFlow Print Manager problem. If there is a problem, it is probably a good idea to ask the customer to use the "Publish PDF" function to see if they can generate a PDF and then launch the FreeFlow Print Manager in stand-alone mode and see if they can send that PDF to the digital printer. Probably the biggest grey area is "file doesn't print correctly" but we get those calls today…

If we determine that the problem is with the Xerox FreeFlow Print Manager, we ask the customer to call Xerox support directly or, if the call is in the RC, the RC will hand-off the call to a Xerox support center.

In North America:

- Customer can call Creo's Response Centre
  - Response Centre will identify whether it is a Creo or a Xerox problem
  - If it's a Creo problem, the call will be handled through normal channels
  - If it's a Xerox problem, then the call will be handed-off to Xerox's Welcome Center
  - If the customer is not involved when the hand-off occurs, the Response Center will notify the customer that Xerox will be helping them resolve the issue

In Europe, Australia and New Zealand:

- Customer can call Creo's European Support Centre
  - Support Centre will identify whether it is a Creo or a Xerox problem
  - If it's a Creo problem, the call will be handled through normal channels

- If it's a Xerox problem, then the call will be handed-off to Xerox's European Technical Centre
- If it's a problem not related to Prinergy or FFPM, but is related to the Spire or DocuSP Digital Print Controller and/or the Xerox digital printer, then the call can be referred to a local Xerox or Fuji Xerox support centre. This is particularly relevant for regions like Australia and New Zealand.
- If the customer is not involved when the hand-off occurs, the Support Center will notify the customer that Xerox will be helping them resolve the issue

Transferring Calls to Xerox

When we hand off a call to Xerox, if we have done the triage on the client, we can save the customer time by passing on to Xerox the information we have already collected. The following Information is a guide for information that would be useful to Xerox:

Customer Information

- Company Name
- Customer Contact Name
- Customer Contact Phone
- Customer Contact Fax
- Customer Contact Mobile
- Customer Contact E-Mail
- Company Address

Administrative Information:

- Creo LOG number
- Xerox LOG number
- Severity (1-4)
- Business Priority
- Creo Analyst name
- Creo Analyst telephone number
- Creo Analyst E-mail address
- Date submitted to Creo
- Date submitted to Xerox

Software Information:

- Prinergy version
- Free Flow Print Manager version
- Prinergy client W/S Type (PC/MAC)
- W/S Operating system (i.e. Windows XP)
- Digital Front End Model (Spire or DocuSP)
- Digital Front End software version
- Digital Front End Patch level
- Other Network Configuration Info

Problem Information:

- The problem (summary statement)
- How often does problem occur
- Problem replicated by Analyst (Yes/No)
- Customer problem description
- Detailed technical problem description
- Problem replication steps
- Files used to replicate problem
- Any workarounds

A Microsoft Word template called "Xerox Customer Problem Escalation Form" is available on TechPlanet to make it easier to capture and pass on information to Xerox.

Xerox North America Contact Information

Phone: Xerox's Welcome Center: 1-800-821-2797.

Fuji Xerox Australia and New Zealand Contact Information (For Digital Print Controller and Printer Problems Only)

Phone: Fuji Xerox Australia: 1800 028 962

Phone : Fuji Xerox New Zealand: 0800 493769

Xerox Europe Contact Information

Phone:

Xerox's European Technical Centre: +44 1707 353535

E-mail:

In the subject field include "FFPM"

Cscdata@xerox.com

Xerox FTP Server:

Do not place confidential data on an External FTP Server.

Please create a folder whose name is recorded in the escalation form.

Set your Firewall appropriately. NT compatible.

Address: ftp.xltc.com

User: customer

Password: csc4xerox

Mail:

For sending hardcopy to the CTSC.

Please have the Xerox log number number clearly written on the parcel.

Xerox CTSC - BC2 - PO Box 17
Bessemer Road
Welwyn Garden City
Herts
AL7 1HE
UK