FreeFlow Accxes
Customer Release Notes
Version 13.0 b 141
(for 6279 only)

Contents

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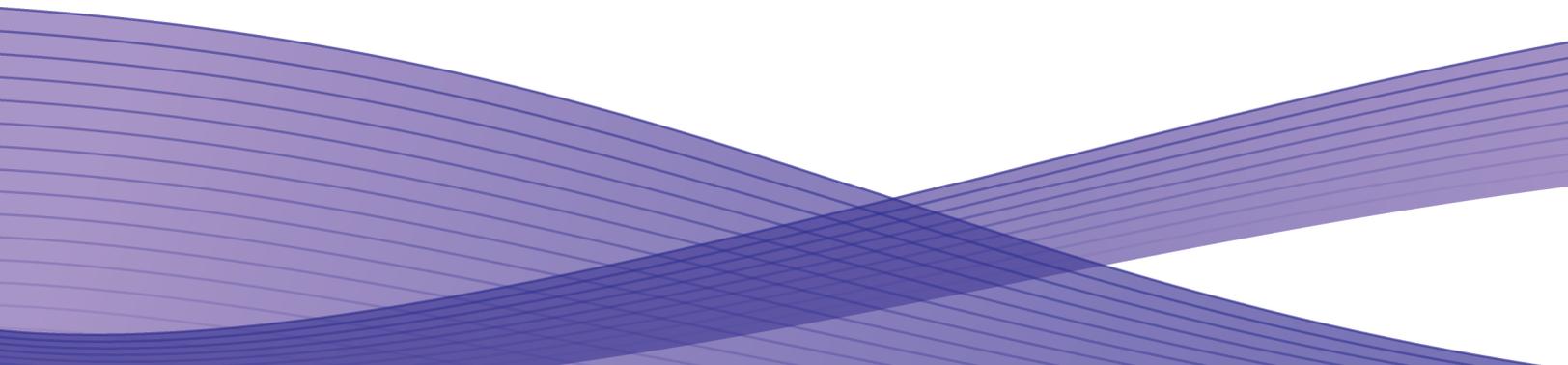
FreeFlow Accxes Customer Release Notes
Version 13.0 b 141

Introduction

The FreeFlow® Accxes® Controller Firmware Release 13.0 b 141 provides multinational software for the Xerox 6279 and for the Xerox Wide Format Scan System. The languages supported are English, Deutsch, Espanol, Francais, Italiano, Portugues, and Russian.

This document presents the following information about the FreeFlow® Accxes® Controller Release 13.0 build 141. The document applies to FRX, and LVX controllers and for simplicity they will simply be referred to as YKE.

> Release deliverables
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> Recommended configurations
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> Installation procedures
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> Present supplemental information and known issues that are not mentioned in the published customer user documentation.
>
> New Features

Feature Keys

Print and Copy Feature Keys are enabled on the YKE controller by loading the "OS Enablement" feature key. **Additionally, the following functions will be <u>unavailable</u> until the appropriate feature key is loaded**.

- DGN printing is enabled with an "Other CAD" feature key beginning in 12.5.

- JPEG 2000, PNG, BMP, and GIF printing is enabled with a Raster feature key beginning in 12.1.

- DWF printing is enabled with the "AutoCAD" feature key beginning in version 12.0.

- Job Accounting Enables tracking media usage data for print, scan, and copy jobs. Account Management Tool, or some other external accounting tool, is used to assign User Id, Account Id, Printer Id associations, and then collects and tallies the stored data from the printers).

- PostScript – Enables the interpretation of Adobe Postscript 3 and PDF 1.6 files.

- Disk Image Overwrite – Enables the security options for overwriting image data on the hard drive.

<u>Xerox6279 Wide Format System added in 13.0:</u>
- 9-D Speed key for printing on 6279.

- Scanner Speed key for faster scanning on 6279.

- Color Enablement specific to the 6279 scanner.

- Scan to Net Enablement specific to 6279.

<u>Xerox Wide Format Scanner Features:</u>
- Color Enablement –Accxes - Allows color scanning when scan to net license is present.

- Speed Enhancement Turbo II – Accxes - Enables 4 ips scan speed for 36" wide.

- Speed Enhancement Turbo III – Accxes – Enables 7.33 ips Scans on YKE/YKE-N/FRX Controllers

For more information on Feature Keys, see the Feature Key Instructions and Coupon Exchange screens on the
https://www.xeroxlicensing.xerox.com/coupon/

Release Deliverables

Xerox 6279 Wide Format Solution

The following executable is provided for the Xerox 6279 Wide Format Solution and supports the Xerox Wide Format Scan System and GFI finisher.

> FRX & LVX Controller:
> FRX_LVX_6279_13_0b141.disk.bin (file size = 54,615,971 bytes)

Recommended Configurations

The following table specifies the RAM requirements for the various systems and configurations supported by the FreeFlow Accxes controller.

System	FRX Controller		LVX Controller	
	Min	Recommend	Min	Recommend
Any System with the following feature keys: • AutoCAD • OtherCAD • RASTER	2GB	2GB	2GB	2GB
6279	2GB	2GB	2GB	2GB

Release Installation

This version of Accxes (13.0 b 141) requires OS Install CD version 4.1 or higher. BSP Kernel revision 2.6.22.9-61.fc6 or later is also required. Service is required to upgrade from earlier Accxes® revisions.

*Regarding scanner firmware revisions: If you are upgrading the firmware of a system containing a Xerox Wide Format Scanner, you must also ensure that the scanner firmware is upgraded, **prior to upgrading the controller**, to the following version:*

IMPORTANT NOTE: The controller will only accept the installation when there are no active jobs being processed.

Accxes Client Tools

Download the file named "<Controller>_<Printer>_<Accxes_version>.disk.bin". A status sheet will be printed and indicate that the download was successful.

Web Printer Management Tool

Select Utilities > Upload > Upload File. Use the Browse button to select the "<Controller>_<Printer>_<Accxes_version>.disk.bin". Click on the "Upload" button. A printed status sheet will indicate that the download was successful.

Unix

Download the software using LPR with the following command line:

> lpr –P *printername* "<Controller>_<Printer>_<Accxes_version>.disk.bin"

A status sheet will be printed and indicate that the download was successful.

New Features in FreeFlow Accxes version 13.0

Support for 6279 Printer and Scanner and User Interface
The 6279 includes a new color touch screen user interface. The user interface controls the scanner functionality as well as the printer queue and other print related functions.

Scan to Remote Printer (TotalAccxes)
The FreeFlow Accxes 13.0 release includes a new feature allowing the user to make a scan in any mode and have the resulting file print on a remote wide format printer.

Printer support includes:

- FreeFlow Accxes based devices
- HP 4500PS (PostScript enabled 4500)
- Canon IPF700
- Xerox Wide Format 7142
- Workcenter Pro 55
- Workcenter 7345

Scan to Multi-page TIF and PDF
The FreeFlow Accxes 13.0 release includes the ability to create multi-page documents in TIFF or PDF in any of the supported document types.

Release Notes

The following information supplements the 13.0 customer user guides

Total Accxes

An issue has been seen with submitting 150 and 200 dpi color and grayscale images to office printers. Submission of 300, 400 and 600 dpi images have been more reliable, though higher resolutions require monger processing times.

Sets

For 600 DPI engines (6279) the maximum number of ARCH E sized documents that will collate reliably in a set is 150. If the documents will not collate properly, one copy of the set will be printed only. This is for sets created using the scanner as well as printed sets submitted across the network.

Controller

Stamp does not appear

If the user tries to upload a stamp files that contains an invalid format, or if the Accounting Mode is set to "Enabled", no error message will be displayed. The WebPMT screen will display a message that the file was uploaded successfully and the stamp's filename will not appear in the "Printer Resident Stamps" list. To avoid this situation, set the Job Accounting mode to "Optional" before uploading stamps. The WebPMT has no knowledge of the validity of any file that is sent to the printer. File validation and error handling is done on the printer by the FreeFlow Accxes controller. The WebPMT only reports that the file was sent to the printer successfully.

Scaling Interaction with "ANY"

The media size "ANY" will select the best sheet size for an image to prevent clipping. If a user specifies a media size of "ANY" and a scale factor that makes the image too large for any sheet size and mismatch mode is set to scale, the controller will select the largest sheet size and scale the image to fit on it. If this is not the desired behavior, a specific sheet size can be selected, or the media mismatch mode can be set to QUERY.

Margins may cause clipping

If the margins (TOP, BOTTOM, RIGHT and LEFT) are set to a non-zero value (5mm is the default) then that amount of whitespace will be added to the image before placing it on the media and could cause part of the image to be shifted off the page, or clipped. To correct this problem set the margins to 0.

CGM Files and Folding

Certain CGM files contain rotation commands which can confuse the system when folding. If the title block is not visible or the plot is bypassed and not folded, change the title block location to obtain a correctly folded document.

TFTP not operational beyond FreeFlow Accxes 12.7

The Trivial File Transfer Protocol is not operational. The recommendation is to use the FreeFlow Accxes Client Tools for job submission to the FreeFlow Accxes controller running 12.7 or higher..

Copy Templates lost after reboot

The copy and scan templates defined on a Wide Format Scan system will be lost after a power cycle.

Clear Last Image

When the "Clear Last Image" feature is selected on the Xerox Wide Format Scan System, it may take a few minutes for a Photo or Color mode scanned document to clear out. After scanning a document, this feature is accessed by selecting the "C" key on the scanner. It will bring up the "CLEAR SCANNED IMAGE" screen. Use the "Next" button to select "CLEAR LAST IMAGE", and then press "ENTER"

Invert Feature and Recall Last Job

Scan a document. Press the Transform key. Select "Recall Last Job". If the Invert feature (changes dark to light and vice versa) is selected before printing the recalled document, the document will not be inverted. It will need to be rescanned to get the inverted image.

Scan to Print and Margins

When performing a scan-to-print operation the scanned image is printed using the current printer processing defaults including margins. If the image scanned is exactly the width of the paper, then the processing default margins should be set to zero to prevent the image from being clipped or placed on a larger sheet of paper.

Width Detection Sensors and Finishing

When using the width detection sensors, if the document is a little bit off-center, this could cause problems for folding, as the document printed may be square. This is most problematic with A, B, and C sizes. Documents must be centered when using the sensors for width detection.

Background Suppression

The scanner uses the first few inches of a document to determine the background suppression. If the first few inches of the document being scanned are not representative of the entire document, either too much or too little of the background will be removed. If this occurs, try physically turning the document 90 degrees and scan it again. Continue with this until an edge is found that produces a good scan.

Scaling Shaded Documents

Scaling documents with error diffused shaded areas should be done in a photo mode to produce the best image quality. Line and normal modes tend to exaggerate the shading dots making them more visible.

50000015 errors while copying

Occasional 50000015 errors have been seen while scanning more than 128 documents on the 6030/6050 system. This happens when an experienced operator gets a significant number of pages ahead of the printer causing a queue that is larger than the system can hold. The solution is to wait for several of the pages to complete printing before copying any additional documents.

Recalling sets

When a set is recalled, the scanner UI settings are not set to reflect their state for the last page scaled, but are in a "neutral" state to prevent unintentional overriding of setting for the set. If a setting (like scale, page size, etc) is changed it will affect the entire document set.

Washed out documents when scanning/copying

When scanning/copying documents with very low contrast (like poor blue line or sepia documents) with dynamic background removal set to OFF can cause the system to threshold the document and produce a very washed out document. Enabling background removal will actually remove less of the background in this case.

Manual Feed

Manual feed media source will be ignored when used with the Accxes Client Tools' page composition feature

Go to Accxes Client Tools > Job Option tab > Composition tab > Select Overlay Images > Media Source drop down menu. Although "Manual Feed" is listed as a choice of media source for page composition jobs, the print job will be treated as if AUTO media source was selected. If an appropriate roll of media is available, it will be printed on that media; otherwise, the job will query until the correct roll media is installed. In addition, other Media Source selections will be treated as AUTO if an appropriate roll of media is available in a different roll.

InstantAccxes

When using InstantAccxes folders on an IPv6 network you must reference the system directly as shown below:

> Vista: Start>Run> \\<Controller Name>

> Linux: smb://<Controller Name>

InstantAccxes Folders not accessible from MAC on IPv6

InstantAccxes folders are not accessible to systems running MAC OS 10.4 or earlier versions on IPv6 networks.

Web Printer Management Tool

Printer Queue – Main Web Printer Management Tool Screen

The FreeFlow Accxes Controller supports a maximum of 120 active printer jobs in the queue and 8 active copy jobs. If subsequent jobs are sent before the 128th prints, ports will refuse connections and there can be scan errors; when there are fewer jobs in the queue, the jobs can then be resubmitted or scanned. Additionally, completed jobs will be removed from the queue display immediately to make room for the newly submitted print jobs. To avoid these issues, keep the number of active print jobs to under the 128 limit.

NOTE: More than 128 files can be sent from the Document Submit Tool as one print job, but all of the files in the print job must have printed before sending subsequent jobs, or the jobs will be refused

German users only

Zum Drucken von Etiketten mit Umlauten DRUCKERVORGABEN > DRUCKER-EINSTELLUNG > Plot-Etiketten wählen. Anschließend im Dropdown-Menü für Fonts einen der folgenden Fonts wählen: HP2 Stick Font Latin - 1 oder HP2 Stick font Latin - 1 – Proportional.

Large Scaling Factors

Images set to scale beyond the largest installed roll will not scale beyond the largest width unless a specific roll is selected, a specific page size is selected, or mismatch mode is set to something other than scaling. This is a behavior that has changed from previous releases (prior to 9.0).

For example: The largest roll installed is 36". Scaling is set to 999 %. Submit an ARCH E sized drawing (Media Size = Any, Mismatch = Scaling). The drawing will not be scaled.

In order for the output to exhibit the desired scaling factor, one of the following conditions must be met:
What to do:
- Set Mismatch Mode to Substitute
- Request a Media Size of ARCH E via Web Printer Management Tool, ACT, or the Driver
- Request a Media Size 36" Roll via Web Printer Management Tool, ACT, or the Driver

HPGL Page – End of File

If the files are streamed via any port on the system, these are treated as a single job and no reset is done between them. However, if one uses the LPD protocol to send the files one at a time, the effect is that the printer is reset after each job. If the "Reinitialize after EOF" is set to be on, the FreeFlow Accxes firmware will reset the printing parameters after each plot file that is received by a serial port or a parallel port. To reset the HPGL parameters on the Web Printer Management Tool, select Printer Defaults > Emulations > HPGL. Click on the box in front of "Reinitialize after EOF". Click on the "UPDATE PRINTER" button.

Display of Media Usage

The Web Printer Management Tool Linear Media Usage displays the Media Usage in METERS. The mechanical meters used on the Xerox Wide Format Print System 721p IOTs can be programmed using the IOT diagnostics and are determined by which mode (ANSI or ISO) that the IOT is programmed to operate in. The units of measurement may not be the same.

Default PostScript Page Size

If a PostScript job does not specify a page size (either by using a compatibility operator such as "letter", or "a4", or by using the setpagedevice operator /PageSize parameter), the page size used is the one specified by the Default PostScript Page Size parameter available via the printer user interface, or via the Web Printer Management Tool.

"Printer has been updated" message

If the user presses the "UPDATE PRINTER" button without actually making changes first, the Web Printer Management Tool will still return a message that the printer was updated. The Web Printer Management Tool cannot distinguish a page that has been modified from one that has not been modified. This is because of the "stateless" nature of the http protocol and the fact that no events are generated (html) when text values are entered or items are selected. When the "UPDATE PRINTER" button is pressed, all the data on the form is gathered and sent to the server. If the data is valid, the printer is updated and "The printer was updated successfully." message is returned. If inappropriate data is sent, an error message is returned. To verify valid changes to printer settings, a test print can be printed to view the changed settings.

Disk Image Overwrite

Overview

The Disk Image Overwrite feature has two operations: Immediate and On Demand. The immediate operation overwrites image data on the hard drive immediately after it is no longer needed (i.e. When the page has printed). The On Demand operation cleans the entire disk. Both On Demand Image Overwrite and Immediate Image overwrite feature are configured by the system administrator, assuming that the system administrator password is set to a non-zero value.

Algorithm

The overwrite algorithm for both IIO and ODIO conforms to the U.S. Department of Defense Directive 5200.28-M (Section 7, Part 2, paragraph 7-202), and is common to all WorkCentre/WorkCentre Pros and Accxes controllers.

The algorithm for the Image Overwrite feature is:

Step 1: Pattern #1 is written to the sectors containing temporary files (IIO) or to the entire spooling area of the disk (ODIO). (hex value 0x35 (ASCII "5")).

Step 2: Pattern #2 is written to the sectors containing temporary files (IIO) or to the entire spooling area of the disk (ODIO). (hex value 0xCA (ASCII compliment of 5)).

Step 3: Pattern #3 is written to the sectors containing temporary files (IIO) or to the entire spooling area of the disk (ODIO). (hex value 0x97 (ASCII "ú")).

Step 4: 10 % of the overwritten area is sampled to ensure Pattern #3 was properly written. The 10 % sampling is accomplished by sampling a random 10 % of the overwritten area.

See Online Help in Web Printer Management Tool for more details about using the Image Overwrite feature.

6279 Specific Notes

Overview

This section is clarification to the existing documentation available for the 6279 system.

Timer Reset Button

This button will reset the timer value to the previous setting, NOT to the factory default setting.

Shared Settings

Many of the setting for Scan-to-Mailbox and Scan-to-Network are shared and so many of the settings made on one will stay when selecting the other.

Can't interrupt multi-page/set operations

When creating a collated copy set or a multi-page scan file you cannot leave the Service to enter another service like machine info to change administration settings. To allow the user to do so would force an abort of the current scanned job or potentially change a setting which should have applied to all pages and so produce an inconsistent set.

Speeding up Remote Print Times

When scanning a document to a remote printer it is important to use an appropriate resolution for the application. A 600 dpi scan in full color will take significantly longer to process than a 200 or 300 dpi scan. Unless the application warrants a high resolution scan, it is recommended that 200-300 dpi be used to increase productivity.

Installing and removing feature keys

The 6279 system must be in an idle state, not in a power-saving state when installing or removing feature keys. In a power-saving state some components are powered down and cannot respond to feature key changes.

Any Sheet page sizes

When submitting a job where the media size is set to "ANY_SHEET" all standard page sizes will be used to identify a good fitting sheet. Standard page sizes include all ANSI, ARCH, ISO A, ISO B, 30x42, 17x25, 22x36 and extended ISO sizes like 297x1189, 297x841, 420x841, 594x1189, 841x2378.,

Changing settings on Instant Accxes folders

When settings are changed on Instant Accxes folders, the folder usually needs to be re-shared to the network. This may cause InstantAccxes folders which are open on client workstations to become invalid until the user closes the folder and re-opens it.

Background removal is dependant on the document

Background removal is a function of the document content and may be different depending on which side of the document is scanned first. Rotating a document which had poor background suppression results may improve the background removal.

The toner door is interlocked

There is an interlock switch on the toner door which will shut down the machine if the door is opened to prevent injury to users.

Windows 2008 security settings and TotalAccxes

When using TotalAccxes on Windows 2008 servers, you must make some security setting changes to allow for the configuration of remote destinations. One of the following will work.

Enable scripting.

    a. Go to Tools->Internet Options->Security

    b. Click on 'Custom level...' for the 'Internet' security zone.

    c. Scroll down until you reach the category 'Scripting' and set

      'Active Scripting' to enabled.

Add the site to the trusted sites zone

    a. Navigate to the page you wish to allow to work

    b. Go to File->Add this site to->Trusted Sites Zone

Disable the Internet Explorer Enhanced Security Configuration

    a. Open the Server Manager

    b. Click on 'Configure IE ESC'

    c. Turn off IE ESC for either Administrators or Users as seen fit.

Customer Issues Resolved

The following issues were resolved in 13.0 build 141

Issue Description	Problem	Resolution
Wide Format Scan System was not properly enabled for system use	Proper operation of the system was not attained. Could not properly build sets. Could not scan document that exited out the rear of the scanner. Power Cycles of the Wide Format Scan System would cause faults in FreeFlow Accxes	One can now use the Synergix scanner on a 6279 with FreeFlow Accxes 13.0 build 141.
Arch 15 not present throughout Web Printer Management Tool	Several drop down menus in Web Printer Management Tool did not include the newly support Arch 15 for 6279	Web Printer Management Tool now includes Arch 15 where it was missing with FreeFlow Accxes 13.0 build 141
Running out of media caused FreeFlow Accxes faults	A job submitted through FreeFlow Accxes Client Tools which exhausted media supplied causing a mismatch created FreeFlow Accxes faults	With FreeFlow Accxes 13.0 build 141 this will no longer occur.
Multi Page document memory constraint messaging problematic	When creating a multi-page document, if the space required to create a page is not present, an error was raised too quickly to read	The error message will now remain up for the user to acknowledge.
Cropping messages would cause workflow to be interrupted	If a cropping message was raised, the scanner would not accept any more documents	The error message no longer causes the workflow interruption using FreeFlow Accxes 13.0 build 141.
6279 Scan to Net key removal did not provide the Key Uninstall Verification code	Remove the 6279 Scan to Net key. After the reboot the Key Uninstall Verification Page was not printed.	The Key Uninstall Verification page is now printed after the removal of the 6279 Scan to Net key.

The following issues were resolved in 13.0 build 133

Issue Description	Problem	Resolution
SPAR# 381119429, 966453196 – Cannot Print certain DWF files	DWF file does not print any pages	DWF interpreter upgraded and now prints these certain DWF files

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