# RICOH

**TotalFlow** Simply Prepress

# Service Maintenance Tool Manual

**For the Service Division**

Read this manual carefully and keep it handy for future reference.
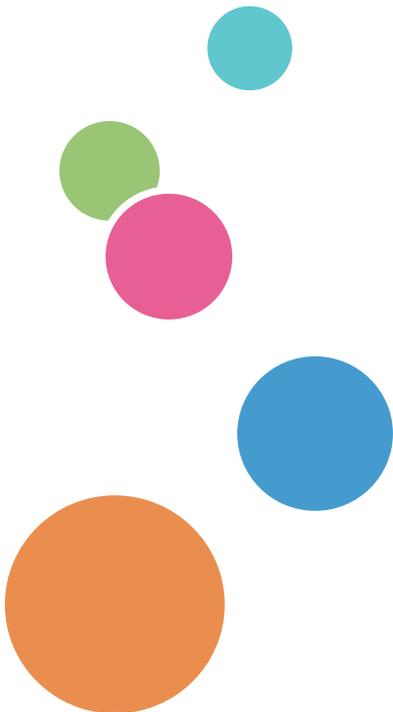
# TABLE OF CONTENTS

## 1. Introduction

## 2. System Setting Tool (hidden menu)

## 3. Trouble Data Collecting Tool

## 4. Dongle checker

# 1. Introduction

## TotalFlow Simply Prepress Service Maintenance Tool Manual

The TotalFlow Simply Prepress Service Maintenance Tool Manual is created for the field engineers who configure the system and support customers.

It contains descriptions of the operation procedures for the tools (applications) that can be used for technical support. Read this manual carefully to perform field support work efficiently.

# 2. System Setting Tool (hidden menu)

This tool is used to check and modify the system setting information for the TotalFlow Simply Prepress Server.

This section only describes how to display the hidden menu of the System Setting Tool. Other methods, such as how to start up the system, save the modified information, and exit the system, are the same as those released for users. See the System Configuration Manual.

## Starting and exiting the tool (same as the released specifications for users)

♦ **Start-up**

Stop the TotalFlow Simply Prepress Server services.

Select "MaintenanceTool" from the Windows Start menu. Double click "System Setting Tool" from among the tool shortcuts.

♦ **Exit**

Click the "Close" button in the bottom right of the dialog box. If you have not saved any of the changes you made, a message is displayed asking you whether to save them or not. If the message appears, follow the instructions.

Even if you have exited the tool with the hidden mode enabled, the tool is started with the hidden mode disabled when you start it the next time.
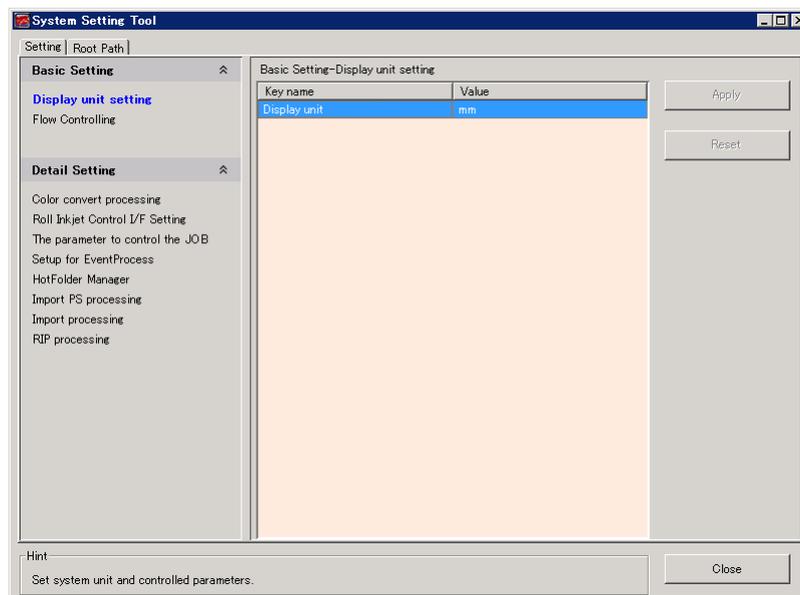
# How to enable the hidden mode

**Operation**  The contents of the main window can be changed by holding down the Ctrl key and clicking the "Setting" tab in the upper section of the dialog box.
You can recognize that the hidden mode is enabled when:
1. The background color for the list box in the center of the dialog box changes to orange.
2. The number of items in the Detail Setting list on the left side of the dialog box increases.
The contents of the main window are returned to the normal display, which is released for users, by holding down the Ctrl key and clicking the "Setting" tab in the upper section of the dialog box again.

**Note**  There is no hidden mode for the "Root Path" tab.

# Setting and saving in the "Setting" tab

Same as the released specifications for users.

# 3. Trouble Data Collecting Tool

This tool is used to collect the information of the trouble that occurred at the user site. When you offer telephone support, the tool must be operated by the customer. Therefore, thoroughly read this specifications so that you can give the customer exact instructions.

**Important**

This tool provides the check boxes to collect the customer's data (input data). Be sure to select the check box of the collection target for the customer's data (input data) with the customer's permission only.

## Starting and exiting the Trouble Data Collecting Tool

♦ **Start-up**

Open the EquiosCenter¥tool¥bin¥ServiceTool folder on the drive on which it is installed.
Double-click the "TroubleDataCollection" shortcut to start the Trouble Data Collecting Tool.
It is not necessary to stop the TotalFlow Simply Prepress Server services. However, if you must collect a job for which an operation is being executed, collect the target job while it is stopped due to an error or other reason even when the job status remains active.

♦ **Exit**

Click the "Close" button in the bottom right of the dialog box.

## Structure and basic operations in the dialog box

**Note**

You can specify "Collecting Target" by check boxes placed at top-left area of the dialog box. And also you can set "Option Setting" at middle-left. In the center of the dialogbox, there are "Package storage destination", that is the folder to save the collected data, and setting areas for active collecting targets. The bottom "Hint" area indicates the description and the range of value for each setting item.

**Operation**

If you select the "Collectiong Target" for the trouble data and "Package storage destination", the "Execute" button becomes active. The destination to which you saved the data can be selected from the "Package storage destination" pull-down list. To add a new save destination, directly enter the path into the "Package storage destination" field or click the "..." button and add the destination using the "Open" dialog box.
Clicking the "Execute" button initiates the trouble data collection. Follow the instructions in the dialog box that is displayed during and after the trouble data collection.
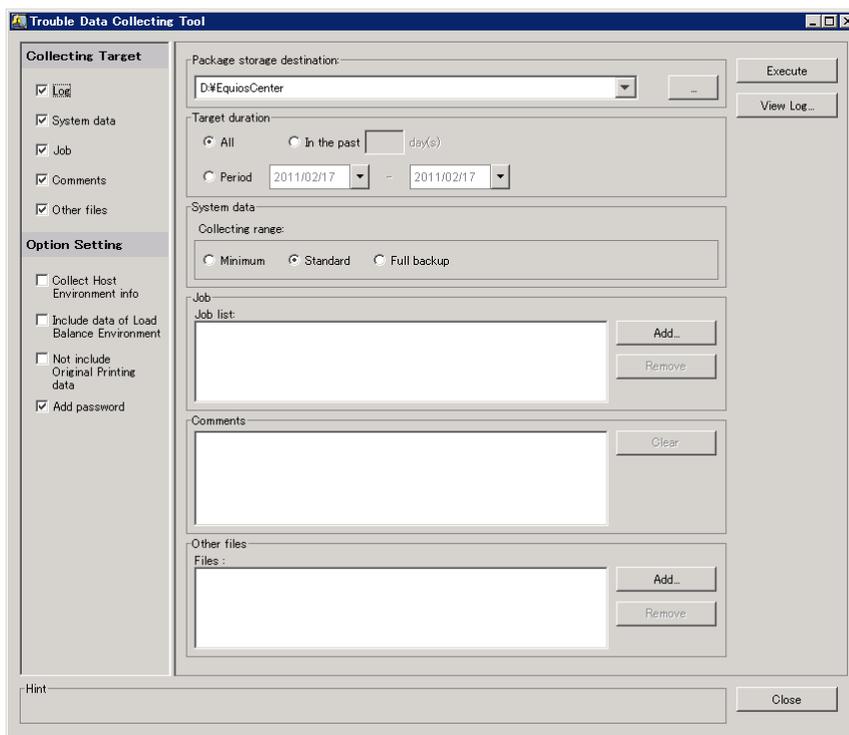
# Descriptions of "Collecting Target" and "Option Setting"

## Collecting Target: Log

Selecting this check box collects the log files of the TotalFlow Simply Prepress Server, and execution of each tool. When this check box is selected, the "Target duration" section is displayed in the center of the dialog box. For "Target duration", you can select "All", number of "In the past" days, or "Period".
If you select "All", all collectable execution log files are collected. If you select the number of "In the past" days or "Period", only the execution log files in the specified period are collected.

| Note | The recommended setting for "Target duration" is "All". |

## Collecting Target: System data

Selecting this check box collects the system data items that are referred to when the TotalFlow Simply Prepress Server is executed. When this check box is selected, the "System data" section is displayed in the center of the dialog box. For "Collecting range" of "System data", you can select "Minimum", "Standard", or "Full backup".
If you select "Minimum", only the setting files (Setup.txt) are collected. If you select "Standard", the configuration files, printer management files, and media information management files are collected in addition to the collection target of "Minimum". If you select "Full backup", the information, ICC profiles, device link profiles, and recipe files that have been modified using the TotalFlow Simply Prepress tools are collected in addition to the collection target of "Standard".

| Note | The recommended setting for "System data" is "Standard". |

## Collecting Target: Job

Selecting this check box collects the jobs created by the customer, in order to build the environment in which the trouble occurred. When this check box is selected, the "Job" section is displayed in the center of the dialog box.

**Operation**

If you click the "Add..." button in the "Job" section, the "Select Job" dialog box is displayed. Select a job to be collected.

**Note**

You can also select multiple jobs. The collection target includes the information for displaying the job on the GUI and the work folder (excluding the user's input data).
When the "Job" check box is selected, the "Include data of Load Balance Environment" and "Not include Original Printing data" check boxes under "Option Setting" become active.

**Important**

If the customer has determined that the input data is for internal use only, be sure to instruct the customer to clear the "Not include Original Printing data" check box and then collect the data.

## Collecting Target: Comments

When the customer has any comment on the trouble data to be collected, instruct them to select the "Comments" check box and then type their comment in the "Comments" field that is displayed in the center of the dialog box.

## Collecting Target: Other files

When a specific file is collected under the instruction of the developer, select the "Other files" check box. The "Other files" section is displayed in the center of the dialog box.

**Operation**

Instruct the customer to click the "Add..." button in the "Other files" section to display the "Open" dialog box and select the target file.
Note that a folder cannot be selected.

## Option Setting: Collect Host Environment info

Selecting this option collects the Windows system environment information for the TotalFlow Simply Prepress Server server.

**Note**

Advise the user to select this option.

## Option Setting: Add passwd

The collected trouble data is compressed into a ZIP file. When the customer wants to prevent the collected data from leaking out between the customer and Dainippon Screen, instruct them to select this check box and then click the "Execute" button for collecting the trouble data.

Clicking the "Execute" button displays the password entry dialog box. Have the customer enter the password that is determined between the customer and the Dainippon Screen service personnel.

**Important**

Note that if the customer has determined the password, caution the customer not to send the password and the trouble data in the same e-mail. Ask them to send the password in a separate e-mail or make a phone call to communicate the password.

## "View Log" button

**Note**

There are times when the trouble data collection tool does not run as expected in the customer's environment. When we must know the exact situation where the trouble data collection tool could not run, ask the customer to click the "View Log" button. After the button is clicked, a text editor is activated to display the execution log file of the trouble data collection tool. Ask the customer to save the execution log file to any location and attach this file to an e-mail to us, or copy the contents of the log file and paste it into an e-mail to us.

# 4. Dongle checker

You can check the license information for the TotalFlow Simply Prepress Server. To check the dongle license, run "DongleChecker".
The "DongleChecker" tool is an application to perform a simple inspection of the dongle and the license file. This tool provides the dongle check mechanism and the license authorization mechanism, which are the equivalent to those for the TotalFlow Simply Prepress system. If the TotalFlow Simply Prepress system shows lisence error frequently, this application is effectively used to verify whether there is a problem with the dongle or the license file.

# Starting up and quitting the DongleChecker tool

♦ **Start-up**
Open the EquiosCenter¥tool¥bin¥ServiceTool folder on the drive on which it is installed.
Double click the "DongleChecker" shortcut to start the DongleChecker tool.

♦ **Exit**
Click the "Quit" button in the bottom center of the dialog box or click the X button at the top right corner.
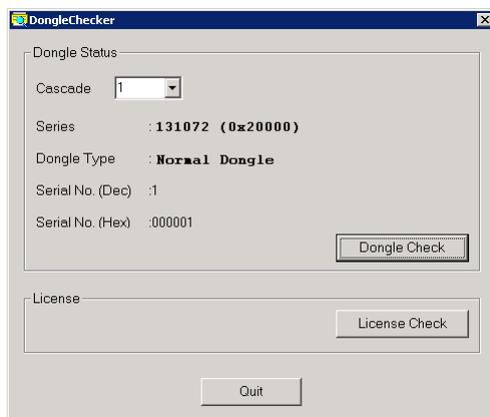


As soon as this tool is started, the "Dongle Check" button is automatically clicked to check the dongle state and then the inspection results are displayed.

The "Dongle Status" section shows the following data items.

| | |
|---|---|
| Cascade | If more than one dongle is found, the dongles are listed. |
| Series | Shows "0x20000" for the TotalFlow Simply Prepress series products. |
| Dongle Type | Shows "Normal Dongle" for the dongle the customer uses. |
| Serial No. | Check that the serial number for the tool the customer purchased is shown. |

**Note**   When more than one dongle is connected, select a target dongle number (the number is assigned in the order that the dongle is detected) for checking from the "Cascade" list, and then click the "Dongle Check" button. If a dongle for the TotalFlow Simply Prepress series products is found with any number selected, this indicates that the dongle has been recognized correctly.

**Note**   Major errors related to the dongle

○   *Dongle cannot be found*
   → *Check that the dongle is connected to the computer. If this error occurs even when thedongle is connected to the computer, the dongle may be broken.*

○   *Dongle driver is not installed*
   → *The driver needed to verify the dongle is not installed. It is necessary to correctly reinstall the driver.*
   *The installer of the driver is placed in the following folder. Re-install the driver, according to the install procedure of "Sentinel Protection Installer", described in the "TotalFlow Simply Prepress Start-up Guide".*
   *{Install Drive}:¥TFSVR¥install¥DongleInstaller*

○   *Other errors*
   → *First restart the computer. After restarting, run the "Dongle Checker" application alone. If the error still occurs, the TotalFlow Simply Prepress system may not be correctly installed.*

**Note**   The "License Check" button is used to check the conformity of the license file and the dongle that are installed. If an error occurs when the "License Check" button is clicked, even though the dongle is recognized correctly, the license file may be corrupted.