Read This First

TotalFlow PM

Operating Instructions
Setup Guide

1 Overview of TotalFlow PM
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10 Starting and Stopping TotalFlow PM
11 Configuring TotalFlow PM
12 Uninstalling TotalFlow PM

Read this manual carefully before you use this product and keep it handy for future reference.

TotalFlow PM Operating Instructions Setup Guide

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Introduction

Important

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW:

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- Some illustrations or explanations in this guide may differ from your application due to improvement or change in the application.
- The contents of this document are subject to change without notice.
- No part of this document may be duplicated, replicated, reproduced in any form, modified or quoted without prior consent of the supplier.
- It is possible that documents or data stored in the computer will be damaged or lost due to user error during operation or software error. Be sure to back up all important data beforehand. Important documents and data should always be copied or backed up. Users are responsible for taking protective measures against computer viruses, worms, and other harmful software.

Guides for this Application

The following guides are available for this application.

Instruction Manuals

These instruction manuals are included:

- *Setup Guide* (Printed/PDF)

  This guide explains setup and startup procedures for this application.
- *User's Guide* (HTML/PDF)

  This guide explains the functions and basic operations of this application.

Adobe Acrobat Reader or Adobe Reader is required to view the PDF documentation. You can view the HTML documentation using a Web browser.

Help

Help uses explanatory balloons to explain each of the settings, their values, and how to configure them. In this guide, this type of help is referred to as "on-screen balloon help".

How to Read the Documentation

Before Using this Application

This manual contains instructions and cautions for correct use of this application. Before using this application, read this manual thoroughly and completely. Keep this manual handy for future reference.

How to Use the Manuals and Help

Use the instruction manuals and balloon help according to your needs.

To learn how to install and start this application
See the *Setup Guide*.

To learn about the functions and basic operations of this application
See the *User's Guide*.

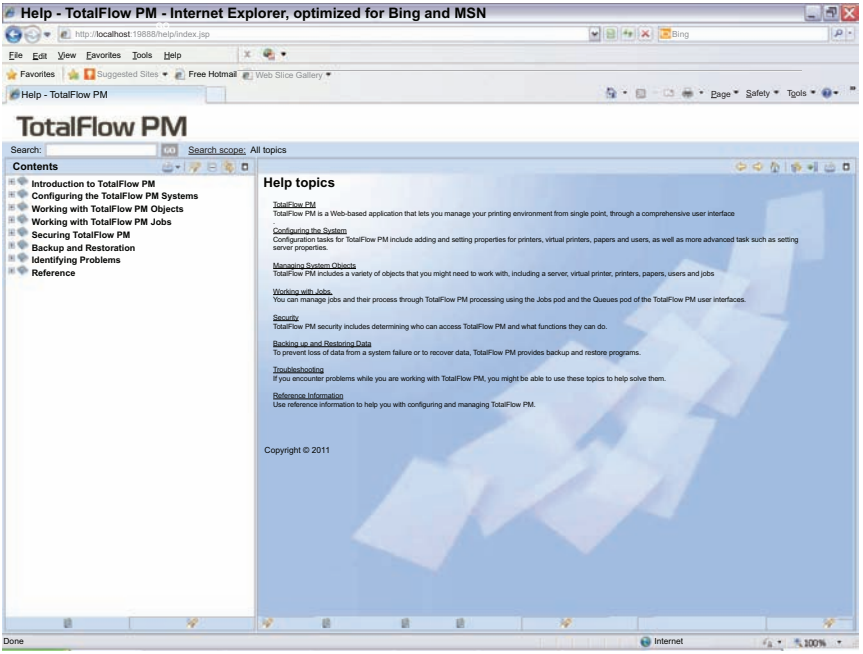
To learn about configuring on-screen settings, correct entry, etc.
See the on-screen balloon help.

Displaying the instruction manuals (Setup Guide and User's Guide)

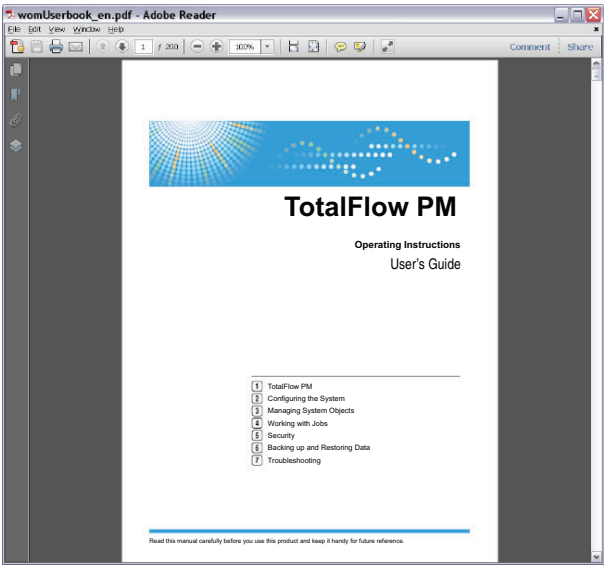
Use these procedures to display the instruction manuals (HTML/PDF).

The descriptions in the HTML and PDF formats of the instruction manuals are the same.

- To display the HTML *User's Guide*:
  - In the TotalFlow PM user interface, click , the help button, at the right of the menu bar, then click **Help**.
  - If you are not logged in to TotalFlow PM, enter this URL in a Web browser: `http://hostname:15888/help/index.jsp`. The name of the computer where TotalFlow PM is installed is *hostname*.

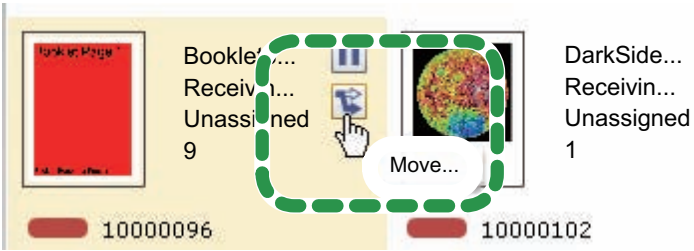


- To display the PDF manuals, click **Start**, point to **All Programs**, then **TotalFlow PM**, and then click either **Setup Guide** or **User's Guide**.

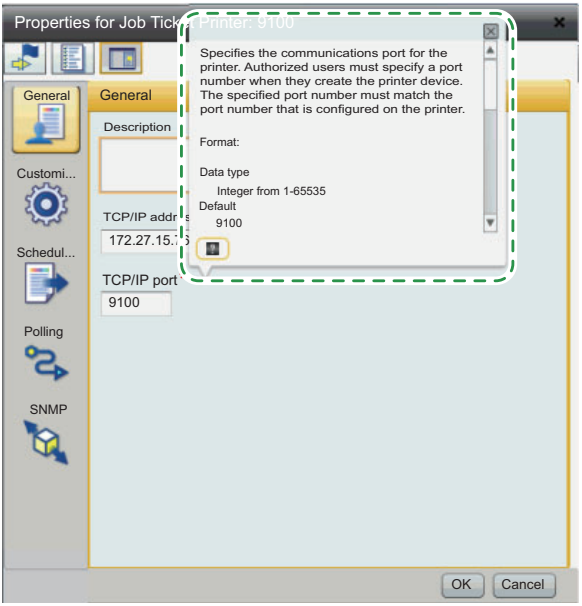


Displaying balloon help

- When you mouse over certain items on the pages of the user interface (point without clicking), help for that item appears inside a balloon.



- When you mouse over a property in a dialog, , the question mark button, appears next to the property name. Click to see balloon help for the property. In the balloon help, click to display the related page in the HTML *User's Guide*.



Symbols

The following symbols are used in this manual to help you to identify content quickly.

Important

This symbol indicates points to pay attention to when using the application. Be sure to read these explanations.

Note

This symbol indicates supplementary information that you may find helpful, but not essential to completing a task.

[ ] Square brackets indicate the names of keys.

Bold

Bold type indicates the names of menus, settings, buttons, and commands. It also introduces new terms.

Italic

Italic type indicates variables that you must replace with your own information.

`Monospace`

`Monospace type` indicates computer input and output.

... An ellipsis indicates that a series can continue.

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The proper names of the Windows operating systems are as follows:

- The product names of Windows XP are as follows:
  - Microsoft® Windows® XP Professional
  - Microsoft® Windows® XP Home Edition
- The product names of Windows Vista are as follows:
  - Microsoft® Windows Vista® Ultimate
  - Microsoft® Windows Vista® Business
  - Microsoft® Windows Vista® Home Premium
  - Microsoft® Windows Vista® Home Basic
  - Microsoft® Windows Vista® Enterprise
- The product names of Windows 7 are as follows:
  - Microsoft® Windows® 7 Home Premium
  - Microsoft® Windows® 7 Professional
  - Microsoft® Windows® 7 Ultimate
  - Microsoft® Windows® 7 Enterprise
- The product names of Windows Server 2003 are as follows:
  - Microsoft® Windows Server® 2003 Standard Edition
  - Microsoft® Windows Server® 2003 Enterprise Edition

- The product names of Windows Server 2003 R2 are as follows:
  - Microsoft® Windows Server® 2003 R2 Standard Edition
  - Microsoft® Windows Server® 2003 R2 Enterprise Edition
- The product names of Windows Server 2008 are as follows:
  - Microsoft® Windows Server® 2008 Standard
  - Microsoft® Windows Server® 2008 Enterprise
- The product names of Windows Server 2008 R2 are as follows:
  - Microsoft® Windows Server® 2008 R2 Standard
  - Microsoft® Windows Server® 2008 R2 Enterprise

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Chapter 1. Overview of TotalFlow PM

TotalFlow PM lets you manage your printing processes on up to five printers from a single Web browser-based user interface. TotalFlow PM is installed as a server and the user interface acts as a client.

TotalFlow PM provides a central location for assigning jobs to printers and managing print jobs. It routes and tracks incoming, processing, and completed jobs and lets you edit job tickets until the last minute. TotalFlow PM lets you change print order, change output printers, and reprint jobs easily.

TotalFlow MR lets you do make-ready tasks such as editing, imposition, and changing page layout. TotalFlow MR sends jobs with their job tickets to TotalFlow PM. TotalFlow MR and TotalFlow PM work seamlessly to create jobs, apply make-ready settings, and send jobs to the best matching printer.

TotalFlow PM also supports job submission by dragging and dropping jobs into hot folders. You can also submit jobs from other systems by using the line printer daemon (LPD) protocol for file transmission.

With networked communication to your printers, you can easily check printer and job status.

Chapter 2. Before Setting Up

This chapter explains the setup flow and computer requirements of TotalFlow PM.

Read this chapter thoroughly before setting up this application.

Setup Flow

Set up TotalFlow PM in this order:

Step 1	Check the operation environment.	"Computer Requirements" on page 5
Step 2	Install prerequisite programs.	Chapter 3, "Installing Prerequisite Programs", on page 9
Step 3	Install TotalFlow PM.	Chapter 4, "Installing TotalFlow PM", on page 13
Step 4	If you will use the LPD protocol to submit jobs to TotalFlow PM, disable any other LPD server on the system where you installed TotalFlow PM.	Chapter 5, "Disabling the LPD Server", on page 17
Step 5	If you will use the LPD protocol to submit jobs, install the LPR client.	Chapter 6, "Installing the LPR Client", on page 19
Step 6	If you will use FTP to submit jobs to TotalFlow PM, install the FTP server.	Chapter 7, "Installing the FTP Server", on page 23
Step 7	Install a Web browser and configure the system where you will access TotalFlow PM.	Chapter 8, "Configuring Client Computers", on page 25
Step 8	Log in to TotalFlow PM.	Chapter 9, "Logging in to TotalFlow PM", on page 35
Step 9	Configure TotalFlow PM.	Chapter 11, "Configuring TotalFlow PM", on page 39; *TotalFlow PM User's Guide*

Computer Requirements

To run TotalFlow PM, your computer must meet these requirements. Before setup, check that all the requirements are met.

This table lists the requirements for the computer where you install TotalFlow PM:

Item	Requirements
Computer	• CPU: 2.4 GHz Quad Core recommended (minimum 2.4 GHz Dual Core) • Main memory: 3 GB or higher
Hard disk	250 GB free space recommended (minimum 50 GB free space) **Note** Because TotalFlow PM does not check the space available on the hard disk, you might be able to install and start TotalFlow PM with less space. If you do, you will receive a Windows error message or a database error message when the hard disk is full.
Operating system	One of these: • Windows XP Professional with Service Pack 3 (x86) • Windows Server 2003 R2 Standard or Enterprise with Service Pack 2 (x86/x64) • Windows Vista Enterprise or Ultimate (x86/x64) • Windows Server 2008 Standard or Enterprise with Service Pack 2 (x86/x64) • Windows Server 2008 R2 Standard or Enterprise (x64) • Windows 7 Enterprise or Ultimate (x86/x64) **Important** On x64 operating systems, TotalFlow PM operates in 32-bit mode.
File system	NTFS recommended
TCP/IP ports	• TotalFlow PM user interface: 15080 • *User's Guide* in HTML format: 15888 • LPD server: 515 • FTP server: 20, 21 If your firewall is configured to block these ports, you must open them. See the documentation for your firewall.

Item	Requirements
Prerequisite programs	• On Windows XP, Windows Services for UNIX Version 3.5 • On Windows Server 2003 R2: – Windows Subsystem for UNIX-based Applications – Utilities and Software Development Kit (SDK) for Subsystem for UNIX-based Applications • On Windows Vista or Windows Server 2008: – Windows Subsystem for UNIX-based Applications – Utilities and SDK for Subsystem for UNIX-based Applications in Microsoft Windows Vista SP1/Windows Server 2008 RTM • On Windows Server 2008 R2 or Windows 7: – Windows Subsystem for UNIX-based Applications – Utilities and SDK for Subsystem for UNIX-based Applications in Microsoft Windows 7 and Windows Server 2008 R2 • On all operating systems, ActivePerl 5.14.2.1402 or later

This table lists the requirements for any computer that will access TotalFlow PM, including the computer where TotalFlow PM is installed:

Item	Requirements
Operating system	One of these: • Windows XP Home or Professional with Service Pack 3 (x86) • Windows XP Professional with Service Pack 2 (x64) • Windows Server 2003 R2 Standard or Enterprise with Service Pack 2 (x86/x64) • Windows Vista Home Basic, Home Premium, Business, Enterprise, or Ultimate (x86/x64) • Windows Server 2008 Standard or Enterprise with Service Pack 2 (x86/x64) • Windows Server 2008 R2 Standard or Enterprise (x64) • Windows 7 Home Premium, Professional, Enterprise, or Ultimate (x86/x64)
Display	1280 1024 pixels or greater recommended (minimum 1024 768 pixels)

Item	Requirements
Web browser	One of these: • Internet Explorer 6 with Service Pack 3, 7, or 8 • Mozilla Firefox 3.6 **Important** Because TotalFlow PM operates in 32-bit mode, you must install the 32-bit version of the Web browser even if your operating system is x64.
Supported languages	• English • French • German • Italian • Spanish • Dutch • Japanese
Associated applications	• Adobe Flash Player 10.1 or 10.2 **Important** Because TotalFlow PM operates in 32-bit mode, you must install the 32-bit version of Adobe Flash Player even if your operating system is x64. • Adobe Reader 8, 9, or X

Chapter 3. Installing Prerequisite Programs

Before you install TotalFlow PM, you must install or activate these programs:

- On Windows XP, Windows Services for UNIX
- On Windows Server 2003 R2, Windows Vista, Windows Server 2008, Windows Server 2008 R2, or Windows 7:
  - Windows Subsystem for UNIX-based Applications
  - Utilities and SDK for Subsystem for UNIX-based Applications
- On all operating systems, ActivePerl 5.14.2.1402 or later

Installing Windows Services for UNIX

You must install Windows Services for UNIX (SFU) on Windows XP.

Important SFU is available in English and Japanese. Use the English version for operating systems in any language other than Japanese.

To install SFU:

1. Log in to Windows as an administrator.
2. Download SFU from the Microsoft Download Center at http://www.microsoft.com/download/en/default.aspx.
3. Follow the instructions in the Microsoft Download Center to run the self-extracting download file.
4. Run **setup.exe**.

   Important We recommend that you accept the installer default values. If you do a custom installation, install at least the Base Utilities, Unix Perl, Interix GNU Utilities, and Client for NFS components.

Activating and Updating Windows Subsystem for UNIX-based Applications

On Windows Server 2003 R2, Windows Vista, Windows Server 2008, Windows Server 2008 R2, or Windows 7, you must activate Windows Subsystem for UNIX-based Applications (SUA). Then you must update SUA by installing Utilities and SDK for Subsystem for UNIX-based Applications.

Important

- Utilities and SDK for Subsystem for UNIX-based Applications are available only in English. You can use the English version for operating systems in any language.
- Utilities and SDK for Subsystem for UNIX-based Applications are available in different versions depending on the operating system level and whether the operating system is x86 or x64. Be sure to use the correct version for your operating system.

To activate and update SUA:

1. Log in to Windows as an administrator.
2. In the Windows Control Panel, do one of these:
   - In Windows Server 2003 R2, click **Add or Remove Programs**, then **Add/Remove Windows Components**.
   - In Windows Vista, Windows Server 2008, or Windows 7, click **Programs and Features**, then **Turn Windows Features On or Off**.
3. Select Subsystem for UNIX-based Applications and click **Next**.
4. Complete the activation wizard, accepting the default values.
5. Download Utilities and SDK for Subsystem for UNIX-based Applications from the Microsoft Download Center (http://www.microsoft.com/downloads/).
6. Follow the instructions in the Microsoft Download Center to install Utilities and SDK for Subsystem for UNIX-based Applications. We recommend that you accept the installer default values.

   Important If you do a custom installation, install at least the Base Utilities and Base SDK components.

Installing ActivePerl

You must install ActivePerl 5.14.2.1402 or later on all versions of Windows.

x64 operating systems require the x64 version of ActivePerl.

To install ActivePerl:

1. Log in to Windows as an administrator.
2. Download the installer from the ActiveState Download Center (http://www.activestate.com/activeperl/downloads).
3. Run the installer.
4. Accept the default settings in the Custom Setup dialog.
5. In the Choose Setup Options dialog, check **Add Perl to the PATH environment variable** and check **Create Perl file extension association**. If other options are checked, we recommend that you do not uncheck them.
6. Restart the computer before installing TotalFlow PM.

Chapter 4. Installing TotalFlow PM

To install TotalFlow PM, you need:

- The TotalFlow PM installation media
- The TotalFlow PM license key (dongle):

  You can do most of the installation without the license key, but you need it to start TotalFlow PM at the end of the installation.

To install TotalFlow PM:

1. If you are installing a patch to an existing TotalFlow PM installation, back up your data.

   Important

   - You cannot use the backup and restore programs to back up data from one version of TotalFlow PM and restore it to another version.
   - To restore any data that you back up using **aiwbackup.pl**, you must use **aiwrestore.pl** after you finish installing TotalFlow PM. For instructions, see the *TotalFlow PM User's Guide*. Do not use the restoration procedure in the TotalFlow PM installer.

   a. Log in to Windows as an administrator.

   b. Enter one of these commands:

      - Enter this command to save system data, control files, jobs, input files, and job files (the files in the spool directory that contain job information, including copies of input files):

        installation_drive:*installation_folder*\bin\aiwbackup.pl

      - Enter this command to save system data, control files, and jobs, but not input files or job files:

        installation_drive:*installation_folder*\bin\aiwbackup.pl -r

      You see a confirmation message.

   c. Enter `Y` to proceed with the backup.

      The backup runs in the background and might take several minutes to complete, depending on the number and size of files to be backed up. No status updates appear in the command prompt window, but the backup is running. When it completes, you can see the backup file in *installation_drive*:\aiw\aiw1\backup.

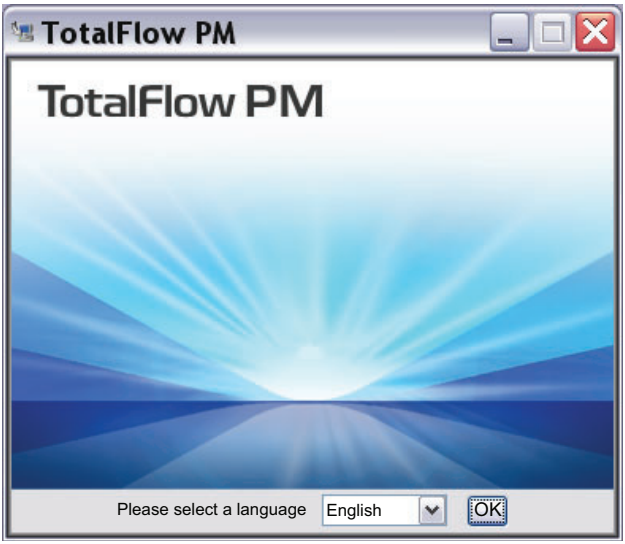
2. If you have the TotalFlow PM license key (dongle), insert it in a USB port on your computer.
3. Log in to Windows as an administrator.
4. Insert the TotalFlow PM installation media in the drive.

5. To start the installation, click **Install or run program** in the Autoplay dialog.

   Note Autorun might not work with certain operating system settings. In that case, launch **setupTFPM.bat** in the DVD-ROM root directory.

6. On Windows Vista or Windows 7, you see the User Account Control dialog. Click **OK**.

   You see the TotalFlow PM splash screen:



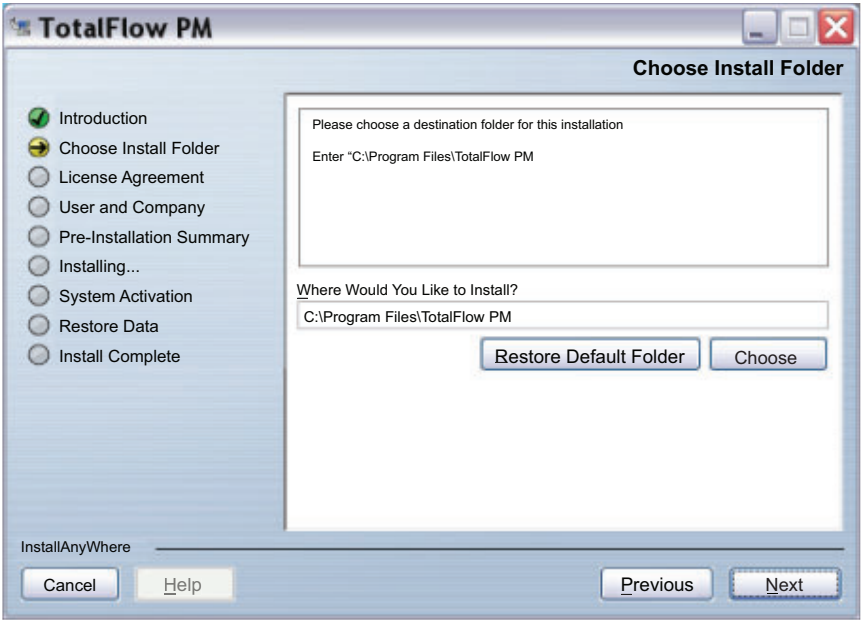
7. Select a language for the installer and click **OK**.

   You see the Introduction dialog.

8. Click **Install**.

   You see the Choose Install Folder dialog.

9. In the Choose Install Folder dialog:



a. Optional: To change the default installation folder, click **Choose**. Navigate to the folder where you want to install TotalFlow PM and click **OK**.

Note

- If you accept the default installation folder and `C:\Program Files\TotalFlow PM` does not exist, the installer creates it.
- The installer creates another folder called *`installation_drive`*`:\aiw\aiw1`. Files that TotalFlow PM uses (for example, spool files, control files, and trace files) are stored there.

b. Click **Next**.

The installer configures the TotalFlow PM prerequisites for your system. This might take a few minutes. When it finishes, you see the License Agreement dialog.

10. In the License Agreement dialog:
    a. Read the license agreement.
    b. Click **I accept the terms of the License Agreement**.
    c. Click **Next**.

    You see the User and Company dialog.
11. In the User and Company dialog:
    a. Enter your name in the **User Name** field.

b. Enter the name of your company in the **Company Name** field.

c. Click **Next**.

You see the Pre-Installation Summary dialog.

12. Review the information in the Pre-Installation Summary dialog and click **Install**.

    TotalFlow PM. is installed and activated.

13. If you see the Windows Security Alert dialog during the installation, click **Unblock**.

14. When TotalFlow PM has been activated, you see the Restore Data dialog. If you saved TotalFlow PM data from a previous installation in a backup file and want to restore it, do these steps.

    Important Use this procedure only to restore data that you backed up using the procedure in Chapter 12, "Uninstalling TotalFlow PM", on page 43. Do not use it to restore data that you backed up using **aiwbackup.pl**.

    a. Select **I would like to restore data**,

    b. Click **Choose**.

    c. Navigate to the backup file and click **Open**. The backup file can be in any folder. We recommend *installation_drive*:\aiw\aiw1\backup. The file name of the backup file is aiw-backup*YYYYMMDDhhmm*.zip. *YYYYMMDDhhmm* is a time stamp.

15. Click **Next**.

    You see the Install Complete dialog.

16. Click **Done**.

    You see the Restart Required dialog.

17. Do one of these:

    - Click **Now** to restart the computer immediately.
    - Click **Later** to do other tasks before restarting the computer.

When you restart Windows, TotalFlow PM starts automatically.

Chapter 5. Disabling the LPD Server

If you plan to use the LPD protocol to submit jobs to TotalFlow PM, you must disable any other LPD server on the system where TotalFlow PM is installed. The TotalFlow PM server includes an LPD server. Only one LPD server can run on a system at a time.

To disable another LPD server:

1. Log in to Windows as an administrator.
2. Set the view of the Windows Control Panel to **Large Icons** or **Classic View**.
3. Double-click **Administrative Tools**, then double-click **Services**.
4. Look for these services:
   - TCP/IP Print Server (LPDSVC)
   - Line Printer Daemon Service (LPD)
   - Any third-party LPD server that runs as a Windows service
5. If you find any of these services, select it and click **Stop**.

   Note You might not find any of these services. They are not installed and activated on all Windows systems.
6. If you have installed any third-party LPD server that does not run as a Windows service, see the documentation for that product.

Chapter 6. Installing the LPR Client

If you plan to submit jobs from TotalFlow PM to Passthhrough printers, which can print both PDF and other data streams, you must install an LPR client on the system where TotalFlow PM is installed. You must also install an LPR client on any system that will use the LPD protocol to submit jobs to TotalFlow PM.

Note

- Many different LPR clients are available. These procedures explain how to install the LPR client supplied with the Windows operating system.
- These procedures show Windows 7 and Windows Server 2008. There might be minor differences in other versions of Windows.

On an x86 Windows System

1. Log in to Windows as an administrator.
2. Look for a file called `C:\Windows\System32\lpr.exe`. If you find it, stop. The LPR client is already installed.
3. If you do not find `lpr.exe`, install the LPR Port Monitor feature. Use one of these methods:
   - On Windows 7, use the Control Panel:
     a. Set the view to **Large icons**.
     b. Double-click **Programs and Features**, then click **Turn Windows features on or off**.
     c. Expand **Print and Document Services**.
     d. Select the **LPR Port Monitor** check box and click **OK**.
   - On Windows Server 2008, use the Server Manager:
     a. Right-click **Features**.
     b. Click **Add Features**.
     c. Select the **LPR Port Monitor** check box and click **Next**.
     d. Click **Install**.

On an x64 Windows System

1. Log in to Windows as an administrator.
2. Look in `C:\Windows\SysWOW64` for a file called `lpr.exe`. If you find it, stop. The LPR client is already installed.
3. Look in `C:\Windows\System32` for `lpr.exe`. If you find it, go to Step 5.
4. If you do not find `lpr.exe`, install the LPR Port Monitor feature. Use one of these methods:
   - On Windows 7, use the Control Panel:
     a. Set the view to **Large icons**.
     b. Double-click **Programs and Features**, then click **Turn Windows features on or off**.
     c. Expand **Print and Document Services**.
     d. Select the **LPR Port Monitor** check box and click **OK**.
   - On Windows Server 2008, use the Server Manager:
     a. Right-click **Features**.
     b. Click **Add Features**.
     c. Select the **LPR Port Monitor** check box and click **Next**.
     d. Click **Install**.
5. Copy these files from `C:\Windows\System32` to `C:\Windows\SysWOW64`:

   ```
   lpr.exe
   lprhelp.dll
   lprmon.dll
   lprmonui.dll
   ```

Chapter 7. Installing the FTP Server

If you plan to use FTP to submit jobs to TotalFlow PM, you must install the FTP server on the computer where you will install TotalFlow PM unless it is already installed.

1. Log in to Windows as an administrator.
2. Install the FTP server.
   - On Windows XP Professional or Windows Server 2003 R2:
     a. In the Windows Control Panel, double-click **Add or Remove Programs**, then click **Add/Remove Windows Components**.
     b. In the Windows Components Wizard, select **Internet Information Services (IIS)** and click **Details**.
     c. Select **File Transfer Protocol (FTP) Service** and click **OK**.
     d. Click **Next**. The Windows Component Wizard installs IIS.
     e. Click **Finish**.
   - On Windows Server 2008 or Windows Vista, follow the instructions in the "Set Up FTP in IIS 7" topic in the Microsoft TechNet Library at http://technet.microsoft.com/*locale*/library/cc771012%28WS.10%29.aspx.

     locale is one of these values:
     – `de-de` (German)
     – `en-us` (English)
     – `es-es` (Spanish)
     – `fr-fr` (French)
     – `it-it` (Italian)

     Note You can specify `nl-nl` for Dutch, but the instructions are in English.
   - On Windows Server 2008 R2:
     a. Click **Start**, then click **Administrative Tools**, and then click **Server Manager**.
     b. In the Server Manager dialog, expand **Roles**, and then click **Web Server (IIS)**.
     c. In the Web Server (IIS) dialog, scroll to the Role Services section, and then click **Add Role Services**.
     d. In the Add Role Services wizard, expand **FTP Server**, select **FTP Service**, and then click **Next**.
     e. Click **Install**.
     f. Click **Close**.

- On Windows 7:
  a. In the Windows Control Panel, double-click **Programs and Features**, and then click **Turn Windows Features on or off**.
  b. Expand **Internet Information Services**, then expand **FTP Server**.
  c. Select **FTP Service** and click **OK**.

3. Make sure that your firewall does not block ports 20 and 21. See the documentation for your firewall.

Chapter 8. Configuring Client Computers

You can access the TotalFlow PM user interface from any Windows system that has access to the network. You must install and configure a Web browser on each system, including the one where you install TotalFlow PM. The browser uses Adobe Flash Player to display the user interface. It uses Adobe Reader to display PDF jobs.

You can install these browsers on these systems:

	Windows XP	**Windows Server 2003 R2**	**Windows Vista**	**Windows Server 2008 or 2008 R2**	**Windows 7**
Internet Explorer 6 with Service Pack 3	Yes	Yes			
Internet Explorer 7	Yes	Yes	Yes	Yes	
Internet Explorer 8	Yes	Yes	Yes	Yes	Yes
Mozilla Firefox 3.6	Yes	Yes	Yes	Yes	Yes

Important Because TotalFlow PM operates in 32-bit mode, you must install the 32-bit versions of the Web browser and Adobe Flash Player even if your operating system is x64.

Configuring Internet Explorer and Installing Adobe Flash Player and Adobe Reader

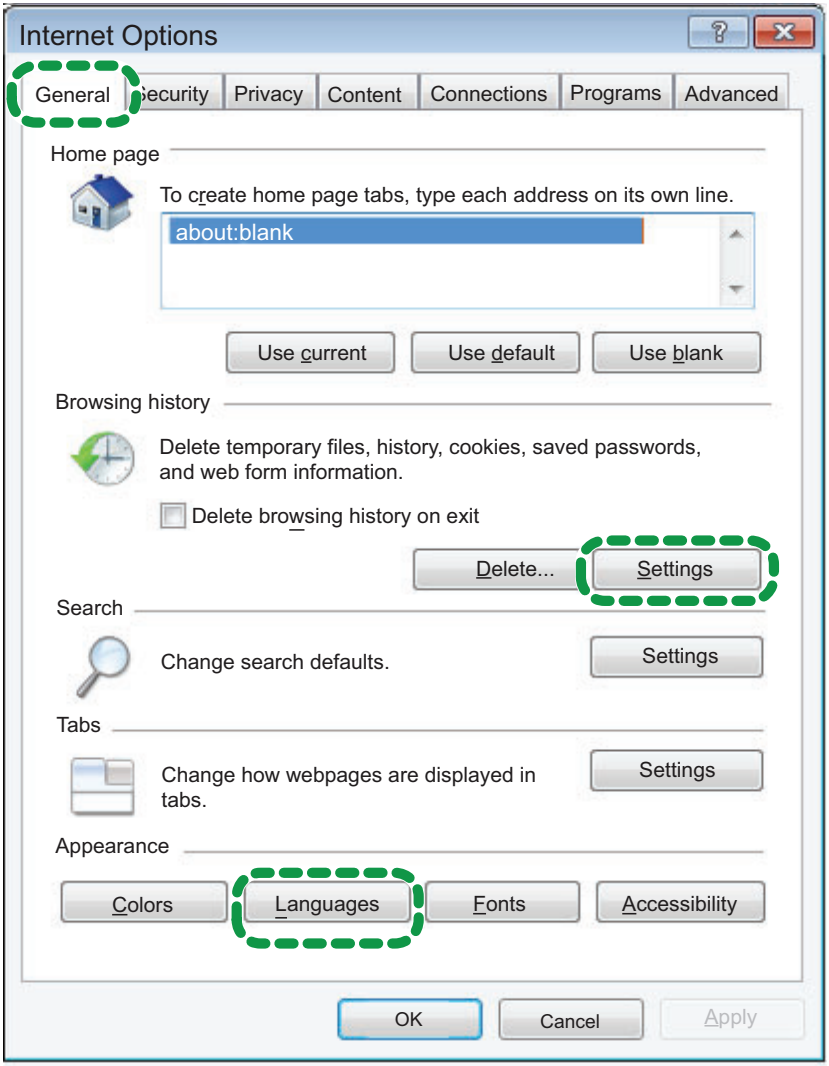
To access TotalFlow PM with Internet Explorer, you must configure the browser and install Adobe Flash Player and Adobe Reader.

Note This procedure shows how to configure Internet Explorer 8 on Windows 7. There are minor differences in other releases of Internet Explorer and Windows.

To configure Internet Explorer:

1. Click **Tools**, and then **Internet Options**.

   You see the Internet Options dialog. It is open to the General tab:



2. Under Browsing history, click **Settings**.

   You see the Temporary Internet Files and History Settings dialog.
3. Under Check for newer versions of stored pages, select **Every time I visit the webpage** and click **OK**.
4. To change the language that TotalFlow PM uses for the user interface text and most of the messages that it issues:

   a. Click **Languages** at the bottom of the General tab.

You see the Language Preference dialog.

b. Click **Add**.

   You see the Add Language dialog.

c. Select your language and click **OK**. TotalFlow PM supports these languages:

   - Dutch
   - English
   - French
   - German
   - Italian
   - Japanese
   - Spanish

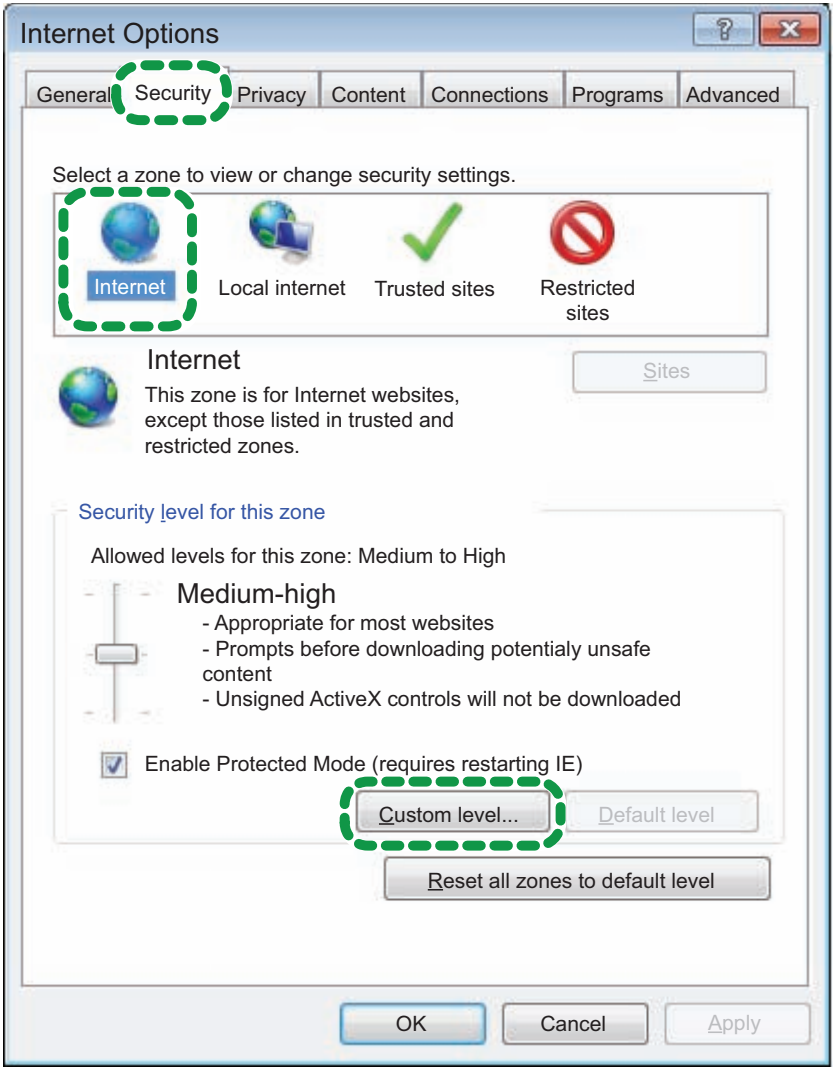
   Note If more than one locale is available for a language, for example, English (United Kingdom) [en-gb] and English (United States) [en-us], it does not matter which locale you choose.

d. In the Language Preference dialog, select your language and click **Move up** until it is the first entry in the list.

e. Click **OK**.

5. In the Internet Options dialog, click **Security**.

   You see the **Security** tab:



6. Select the **Internet** zone and click **Custom level**.

   You see the Security Settings – Internet Zone dialog.
7. Make sure that **Enable** is selected for **Allow META REFRESH** in the Miscellaneous section.
8. Make sure that **Enable** is selected for **Active scripting** in the Scripting section.
9. Click **OK**.

10. In the Internet Options dialog, click **OK**.
11. Download Adobe Flash Player from the Adobe Web site (http://www.adobe.com/) and install it. Follow the instructions on the Adobe Web site.

    Important Because TotalFlow PM operates in 32-bit mode, you must install the 32-bit versions of the Web browser and Adobe Flash Player even if your operating system is x64.
12. Download Adobe Reader from the Adobe Web site and install it. Follow the instructions on the Adobe Web site.

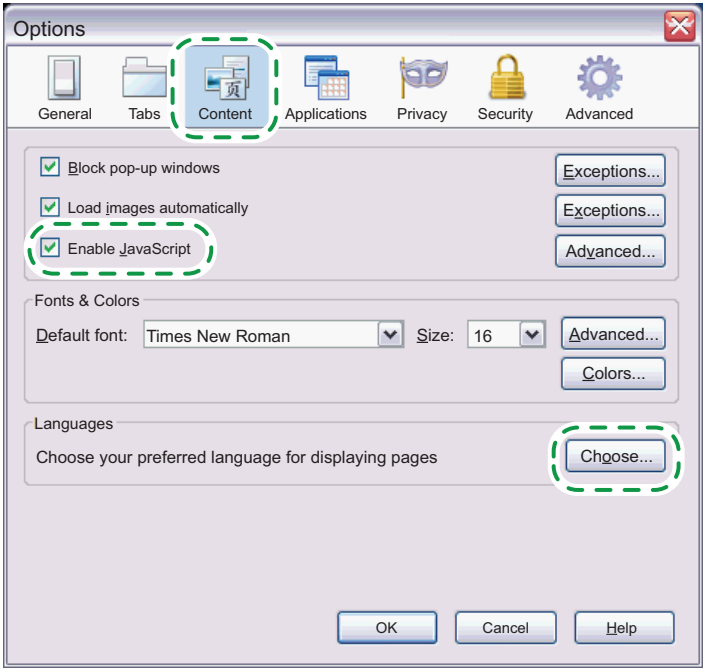
Configuring Mozilla Firefox and Installing Adobe Flash Player and Adobe Reader

To access TotalFlow PM with Mozilla Firefox, you must configure the browser and install Adobe Flash Player and Adobe Reader

Note This procedure shows how to configure Firefox 3.6.8 on Windows 7. There are minor differences in other releases of Firefox and Windows.

To configure Mozilla Firefox:

1. Click **Tools**, and then **Options**.
   You see the Options dialog:



2. Click **Content**. Make sure that **Enable JavaScript** is selected.
3. To change the language that TotalFlow PM uses for the user interface:
   a. In the Languages area, click **Choose**.

      Note If the Languages area is not on the Content page of the Options dialog in your version of Firefox, click **Advanced**, then click the **General** tab.

You see the Languages dialog.

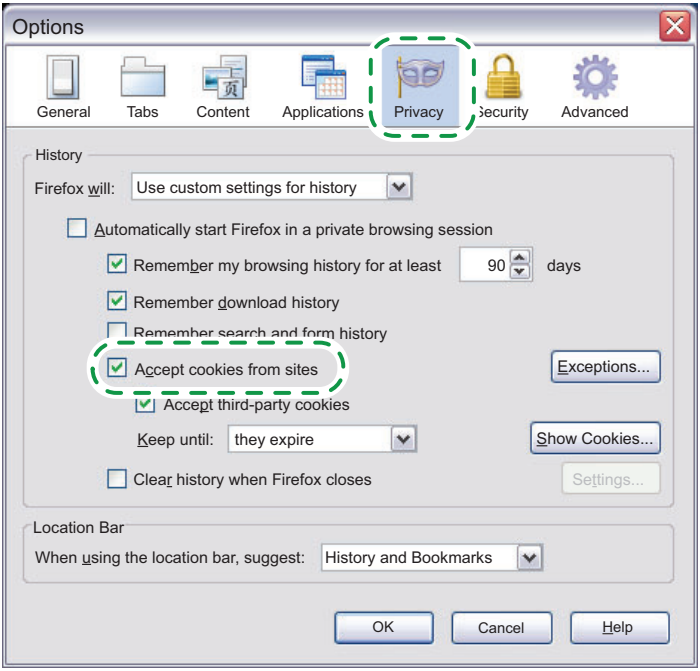
b. Select your language from the drop-down list and click **Add**. TotalFlow PM supports these languages:
   - Dutch
   - English
   - French
   - German
   - Italian
   - Japanese
   - Spanish

   Note If more than one locale is available for a language, for example, English\United Kingdom [en-gb] and English\United States [en-us], it does not matter which locale you choose.

c. Click **Move Up** until your language is the first entry in the list.

d. Click **OK**.

4. In the Options dialog, click **Privacy**.



5. Make sure that **Accept cookies from sites** is selected.

6. Click **OK**.
7. Download Adobe Flash Player from the Adobe Web site (http://www.adobe.com/) and install it. Follow the instructions on the Adobe Web site.

   Important Because TotalFlow PM operates in 32-bit mode, you must install the 32-bit versions of the Web browser and Adobe Flash Player even if your operating system is x64.
8. Download Adobe Reader from the Adobe Web site and install it. Follow the instructions on the Adobe Web site.

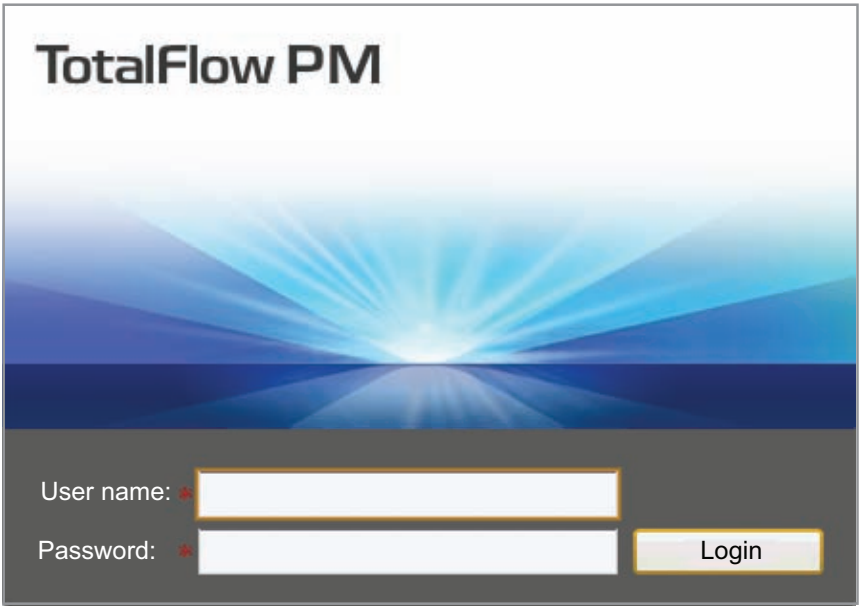
Chapter 9. Logging in to TotalFlow PM

To log in to TotalFlow PM:

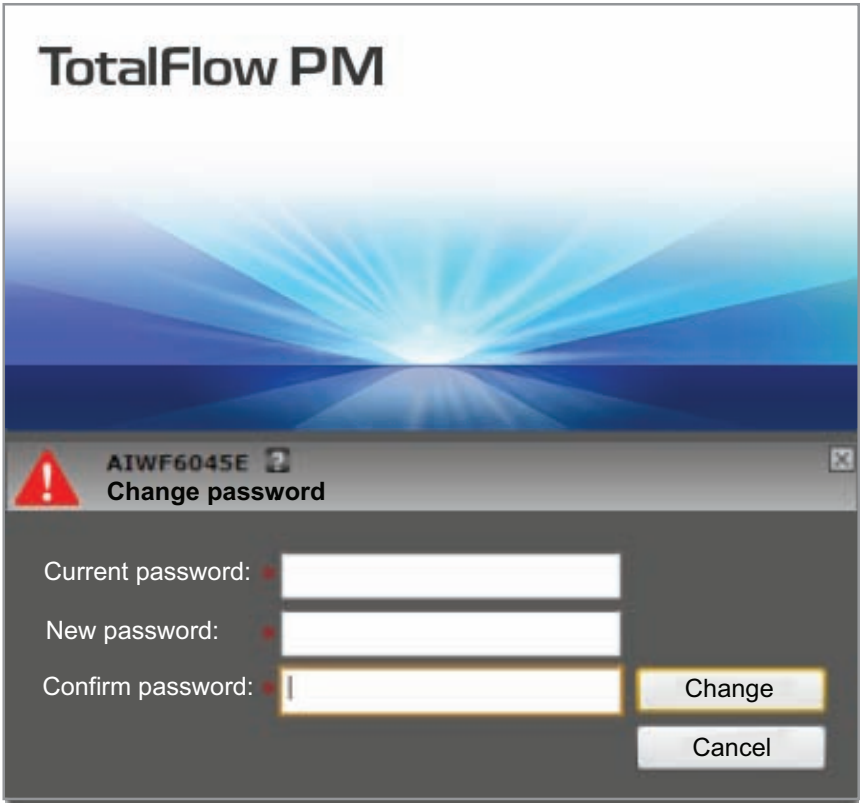
1. Open a browser window.
2. Enter this URL in the address bar of your browser, where *hostname* is the host name or IP address of the computer where TotalFlow PM is installed:

   `http://hostname:15080/TFPM`
3. If you see a security message in the browser information bar, close the information bar and continue.

   You see the TotalFlow PM login dialog:



4. Enter your user name in the **User name** field. The user name supplied with TotalFlow PM is `Admin`. User names are case-sensitive.
5. Enter your password in the **Password** field. The initial password for the `Admin` user is `password`. Passwords are case-sensitive.
6. Click **Login**.
7. If this is the first time that you are logging in to TotalFlow PM, or if your password has expired, you must change your password:



a. Enter your old password in the **Current password** field.
b. Enter your new password in the **New password** field and in the **Confirm password** field. Passwords can be from 8 to 32 characters. They are case-sensitive and cannot include these characters:

   ' (apostrophe)
   < (less than)
   = (equals sign)
   > (greater than)
   ` (grave accent)
   | (vertical bar)
   ~ (tilde)
   [DEL] (Delete key)
   All non-printing characters

c. Click **Change**.

Chapter 10. Starting and Stopping TotalFlow PM

TotalFlow PM runs as a Windows service. It starts automatically when it is installed and whenever you start Windows. If you need to stop and restart TotalFlow PM, use the Windows Services dialog.

Note

- This procedure shows Windows 7. There might be minor differences in other versions of Windows.
- You do not have to exit the TotalFlow PM user interface before you stop or restart TotalFlow PM.

To stop or restart TotalFlow PM:

1. Click **Start**, then **Control Panel**.

   You see the Windows Control Panel.
2. Set the view of the Control Panel to **Large Icons** or **Small Icons**.
3. Double-click **Administrative Tools**.

   You see the Administrative Tools folder.
4. Double-click **Services**.

   You see the Services dialog.
5. Click the **Extended** tab.
6. In the list of services, select **TotalFlow PM**.

   You see the actions that you can do to TotalFlow PM.
7. Do one of these:
   - To stop TotalFlow PM, click **Stop**.
   - To restart TotalFlow PM:
     a. Make sure that the TotalFlow PM license key (dongle) is inserted in a USB port on your computer.
     b. Click **Restart**.

Chapter 11. Configuring TotalFlow PM

After you log in to TotalFlow PM, you must configure it. This chapter provides an overview of the configuration process. For complete instructions, see the *TotalFlow PM User's Guide*.

At a minimum, you must create at least one **virtual printer** and one **printer** to use TotalFlow PM.

Virtual printers receive jobs and submit the jobs to TotalFlow PM printers. Virtual printers receive jobs through these job submission methods:

TotalFlow MR
: You can submit jobs from TotalFlow MR to TotalFlow PM virtual printers.

Hot folder
: You can specify a folder as a hot folder for a virtual printer. You can use file copy or FTP to copy print files to the hot folder.

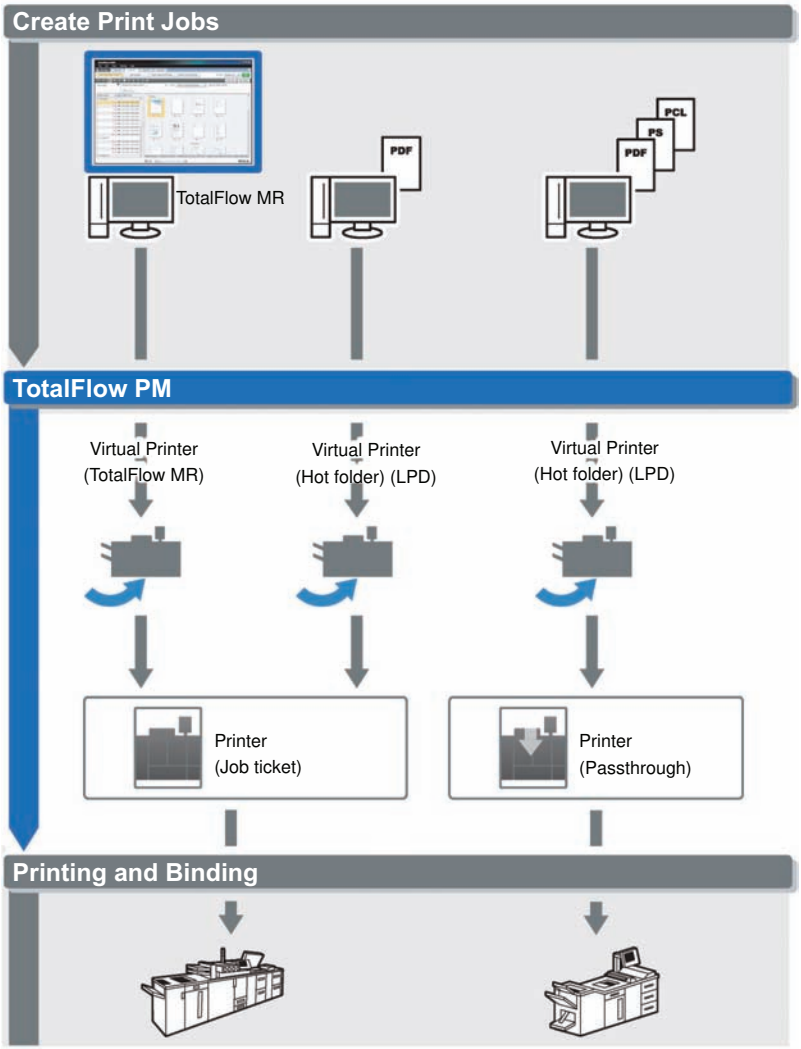
LPD You can use the LPD protocol to send print files to a virtual printer.

You create printers to represent printer devices in TotalFlow PM. Printers receive jobs from virtual printers and send jobs to printer devices. The type of printer that you create to represent a printer device depends on the capabilities of the printer device:

Job Ticket
: Job Ticket printers are associated with printer devices that support PostScript. You can edit the job tickets for jobs assigned to Job Ticket printers. TotalFlow PM virtual printers that are associated with Job Ticket printers can receive these jobs from TotalFlow MR, in a hot folder, or from a print command that uses the line printer daemon (LPD) protocol. Job Ticket printers can communicate directly with printer devices and obtain status on the jobs while they are printing.

Passthrough
: Passthrough printers are associated with printer devices that can print jobs in many different formats, for example, PCL, PostScript, and PDF. Jobs assigned to passthrough printers do not have job tickets. TotalFlow PM virtual printers that are associated with Passthrough printers can receive these jobs in a hot folder or from a print command that uses the LPD protocol. Passthrough printers cannot report job status.

This figure shows how jobs flow from virtual printers to printers and then to printer devices:



To create and test a simple configuration, do these steps:

1. Configure a printer to represent the output printer device.
2. Configure a virtual printer to use one or more of the job submission methods.

3. Associate the virtual printer with the printer.
4. Submit a job to the virtual printer using the appropriate job submission type.
5. Check for output from the printer device.

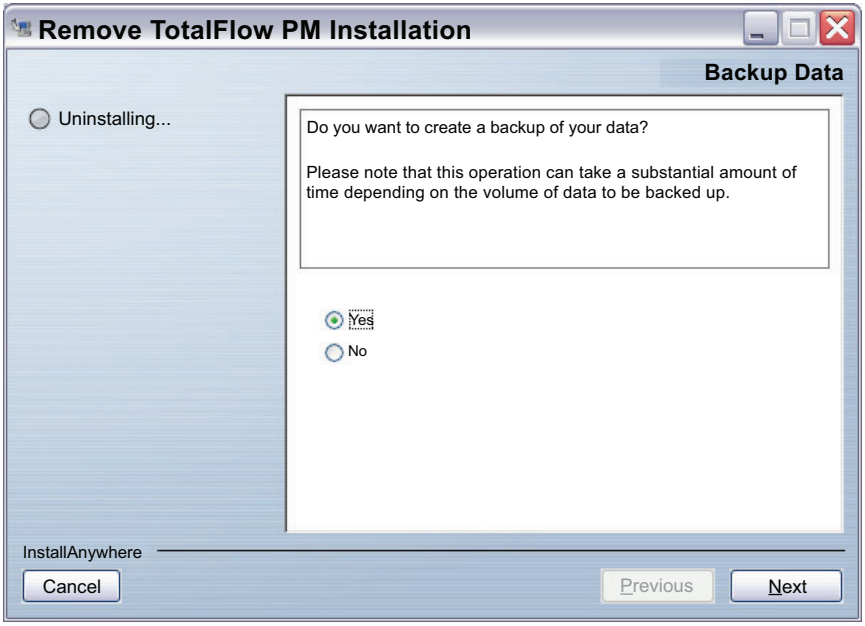
Chapter 12. Uninstalling TotalFlow PM

To uninstall TotalFlow PM, use the Windows Programs and Features utility.

Note This procedure shows Windows 7. There are minor differences in other versions of Windows. For example, in Windows XP the Programs and Features utility is called the Add and Remove Programs utility.

To uninstall TotalFlow PM:

1. Log in to Windows as an administrator.
2. Click **Start**, then **Control Panel**.
   You see the Windows Control Panel.
3. Set the view of the Control Panel to **Large Icons** or **Classic View**.
4. Double-click **Programs and Features**.
   You see the Programs and Features dialog.
5. Select TotalFlow PM, then click **Uninstall/Change**.
   You see the Backup Data dialog:



6. Do either of these:

- To back up TotalFlow PM
  a. Select **Yes** and click **Next**.

     You see the Backup Jobs dialog
  b. Select **Yes** to include jobs in the backup file or **No** to exclude jobs and click **Next**.

     You see the Backup Directory dialog.
  c. Click **Choose**. Navigate to the folder where you want to save the backup file and click **OK**. You can choose any folder. We recommend *installation_drive*:\aiw\aiw1\backup.
  d. Click **Next**.

     The backup file is created with the file name aiw-backup*YYYYMMDDhhmm*.zip. *YYYYMMDDhhmm* is a time stamp.
- To uninstall without backing up, select **No** and click **Next**

You see the Uninstall TotalFlow PM dialog.

7. Click **Uninstall**.

   You see the Uninstall Complete dialog.
8. Do one of these:
   - To restart Windows immediately, select **Yes, restart my system**.
   - To restart Windows later, select **No, I will restart my system myself**.
9. Click **Done**.

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