TotalFlow PM
Field Service Manual

24 November, 2011

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1. Product Information

Product Overview

TotalFlow PM (Print Manager) is a printing process system architecture that allows you to manage all aspects of your printing processes.

The comprehensive user interface provides consistency in how you manage all aspects of your printing environment.

TotalFlow PM provides a central location where you can manage print queues and assign jobs to necessary printers.

Incoming, processing and completed jobs are routed and tracked and last-minute job ticket editing is supported.

TotalFlow PM runs as a Web application, which means that you can access it from a browser running on any Microsoft® Windows® workstations on your network.

You do not need to install TotalFlow PM on the workstations, only on the Windows server hardware for your printing environment.

Supported Printer

Models	Windsor Mass Production	
	EFI*4	GW
AG-P1/C1	YES	N/A*2
AG-P1/C1 Lt	YES	N/A*2
AG-P1/C1 QX	N/A	N/A*2
AG-P1/C1 Creo	N/A	N/A
Katana-C1	YES	N/A*3
Katana-C1.5	YES	N/A*3
Katana-C2	YES	N/A*3
V-C2	YES	N/A*3

*1 V-C2 Pro is available only in NA market.

*2 These models do not support GW model controller as option. This is mainframe specification.

*3 GW models require Printer/Scanner Unit and PostScript option in order to utilize Windsor.

* 4EFI model needs to support MIB in order for Windsor to recognize it as Printer.

Requirements

The following conditions are required for operating the Total Flow PM.

Item	Requirements
Computer	• CPU: 2.4 GHz Quad Core. Minimum 2.4 GHz Dual core.[1] • Main memory: 3 GB or higher recommended.
Hard Disk	250GB or higher recommended. Minimum 50GB. [1] • Program area: more than 2GB, you have at least 50GB of free space.
USB Port	Required for connecting the dongle included with this application • USB 1.1/2.0
Display	1280 x 1024 pixels or greater recommended, more than 16.7 million colors. (minimum 1024 x 768 pixel or greater recommended, more than 64,000 colors.)[2]
DVD-Drive	2layer compatible DVD ROM drive.
Network	• Ethernet LAN adapter (at least 100 Mbps, wired LAN recommended). • TCP/IP protocol (IPv4).
Compatible printers and scanners	For details about printers and scanners that are compatible with this application, see Readme
Supported Languages	Dutch, English, French, German, Italian, Spanish

Operating System		Server		Client	
		32bit (x86)	64bit (x64)	32bit (x86)	64bit (x64)
Windows XP (SP2)					
	Professional	-	-	X	O
Windows XP (SP3)					

Operating System		Server		Client	
		32bit (x86)	64bit (x64)	32bit (x86)	64bit (x64)
	Home	X	-	O	X
	Professional *3	O	X	O	X
Windows Vista					
	Home Basic	X	X	O	O
	Home Premium	X	X	O	O
	Business	X	X	O	O
	Enterprise	O*5	O*5	O	O
	Ultimate	O*5	O*5	O	O
Windows7					
	Home Premium	X	X	O	O
	Professional	X	X	O	O
	Ultimate	O*5	O*5	O	O
	Enterprise	O*5	O*5	O	O
Windows Server 2003 R2 (SP2)					
	Standard	O*4	O*4	O	O
	Enterprise	O*4	O*4	O	O
Windows Server 2008 (SP2)					
	Standard	O*5	O*5	O	O
	Enterprise	O*5	O*5	O	O
Windows Server 2008 R2					
	Standard	-	O	-	O
	Enterprise	-	O	-	O

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⬇ Note

- Under a 64-bit operating system, this application can be used only in 32-bit mode. Tomcat Web application server and Derby database runs in 32 bit mode.
- 64-bit operating system, since there is no Flash Player that supports 64bit, 32bit version that you use a Web browser.
- Client software Requires the AdobeReader, Adobe Flash Player.

Associated Application		
Web browser *6	Internet Explorer 6(SP3) Internet Explorer 7 Internet Explorer 8 Mozilla Firefox 3.6	
Adobe Reader *6	Adobe Reader 7 or later	
Flash Player *6	Flash Player 10.2 or later	
SFU (Service for Unix) or Or SUA (Subsystem for Unix Application) *7	Windows XP	Windows Services for UNIX Version 3.5
	Windows 2003 R2	Utilities and Software Development Kit (SDK) for Subsystem for UNIX-based Applications
	Windows Vista, Windows Server 2008	Utilities and SDK for Subsystem for UNIX-based Applications in Microsoft Windows Vista SP1/Windows Server 2008 RTM
	Windows 7, Windows Server 2008 R2	Utilities and SDK for Subsystem for UNIX-based Applications in Microsoft Windows 7 and Windows Server 2008 R2
ActivePerl *7	Version5.8.8.820 or later	

*1 Operating environment that is required when using server-side.

*2 Resolution is lower than the recommended specs Diisupurei may lack some of the text appear on the display.

*3 Requires download and installation of SFU by the customer. 64-bit operating system will not install SFU.

*4 SUA comes with the 2003 R2 OS. Requires download and installation of Utilities and SDK for SUA by the customer.

*5 Requires enabling SUA in the OS then download and installation of SUA by the customer.

*6 Software required to use the client side. If you do not need to set on a single server.

*⁷ Using server-side software. On the client side, no need to install.

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2. Installation

Preparation

This chapter explains the setup procedure and the requirements for operating the Total Flow PM software.

Make sure to read this chapter thoroughly before setting up the software.

Setup

1. Confirm the requirements
2. Install the following softwares.

   - Microsoft Service for Unix (SFU) or Subsystem for UNIX-based Applications (SUA)
   - Active Perl
   - Adobe Reader
   - Adobe Flash Player10.2 or later
   - Total Flow PM software

🔻 Note

- Ensure that softwares 1-4 mentioned above are installed in advance when installing the Total Flow PM

* Microsoft Services for Unix (SFU) or Subsystem for UNIX-based Applications (SUA) is required because the program contains UNIX code.

Link to SFU - http://www.microsoft.com/downloads/details.aspx?FamilyID=896c9688-601b-44f1-81a4-02878ff11778&displaylang=en

Link to SUA - http://www.microsoft.com/downloads/details.aspx?FamilyID=93ff2201-325e-487f-a398-efde5758c47f&displaylang=en

* Active Perl (Community Edition) is required for responding to the Perl language applied in the Total Flow PM.

* Acrobat Reader is required for the preview feature for repeating a print job.

* Adobe Flash Player is required for operating the Adobe Flex used in the Total Flow PM's UI.

1. Start up the Total Flow PM and make the necessary settings.

   - 1. Connect the dongle.
   - 2. Activate the Total Flow PM.
   - 3. Register the printer.

Installation

Installing the Main Software and Related Programs

To use this product, you must install the following software and related programs:

- Installed with Microsoft Services for Unix (SFU), or Subsystem for UNIX-based Applications (SUA)
- Active Perl 5.8.8 or newer for Windows 32Bit OS
- Active Perl 5.8.864 or newer for Windows 64Bit OS
- R2 or newer for Windows Server 2003
- SP2 or newer for Windows Server 2008

Installing the Main Software

An account that has administrator privileges is required to install this product. Ask a customer to prepare such an account before installation.

1. Install the "Total Flow PM Installer" CD into the CD drive.

2. Total Flow PM setup window will appear automatically.

   - (On the Vista and Windows7 OS, this process is followed by a pop-up window detecting the CD and a window confirming UAC authorization.)
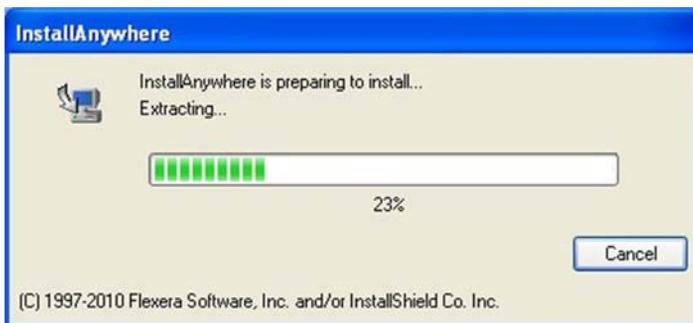
mp_i001

mp_i206

3. Language Selection.

- Available language selection corresponds to the languages available on the OS.
  The language selected will apply only to the installation process, not the program itself.
  Available language for the Total Flow PM server will depend on the system.
  Language selected in the Web Browser will apply to the client UI (Web Browser)
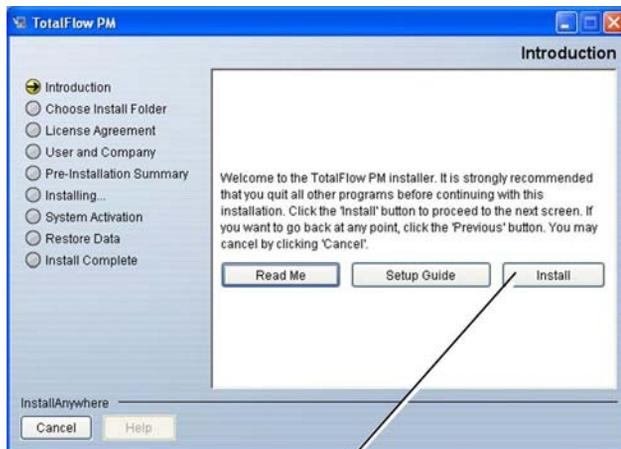
[A]

mp_i003

Select the language for the interface from the pull-down menu [A], and then click "OK" [B].
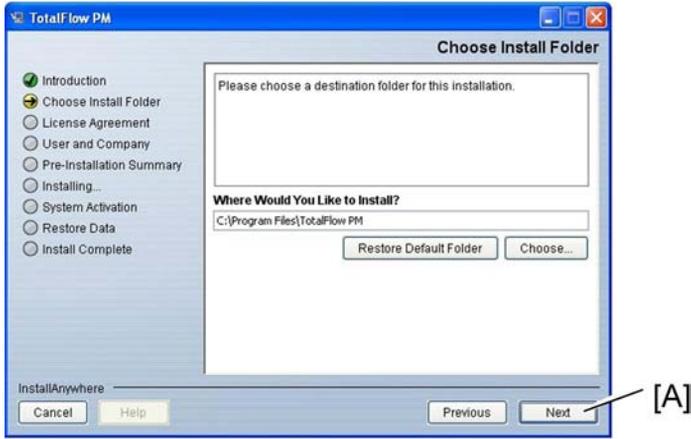
mp_i004

4. Click "Install" [A].
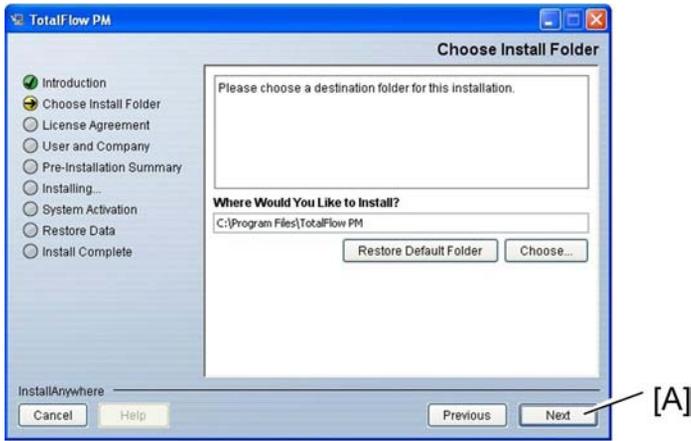
mp_i004

5. Selecting Installation Folder.Select the folder for installation.
   Default is set to "C:\Program Files\TotalFlow PM".

6. Click "Next" [A].

mp_i106

7. License Agreement.

   Dialog box describing the Total Flow PM license agreement will appear

8. Click "Next" [A].
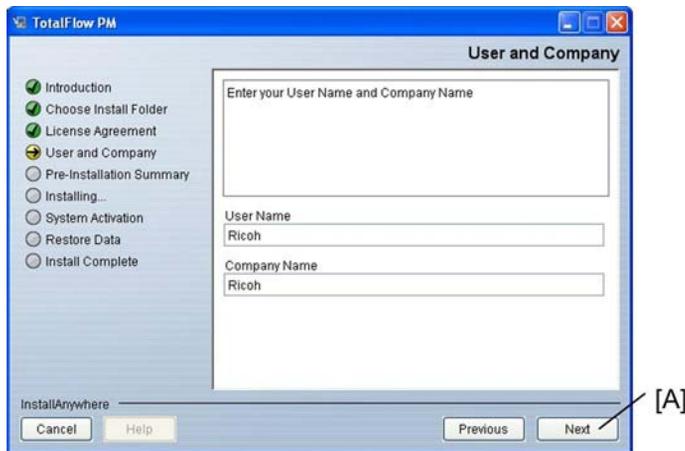
mp_i107

9. User Information

   Enter user and company names, and then click "Next" [A].
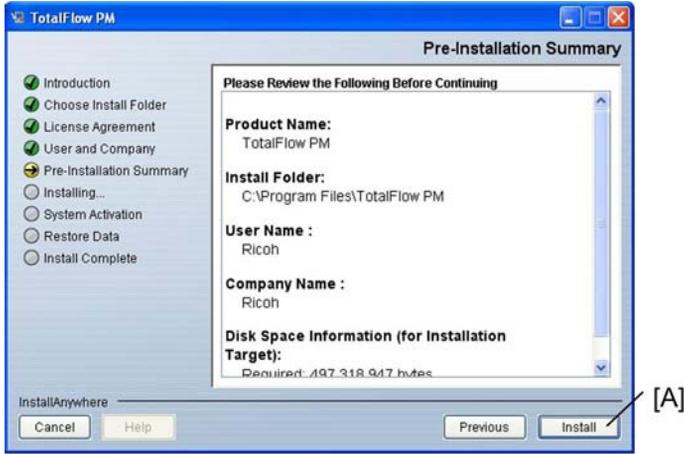
mp_i108

10. Pre-Installation Summary.

Confirm the conditions before proceeding to the actual installation process.

Click "Install" [A]
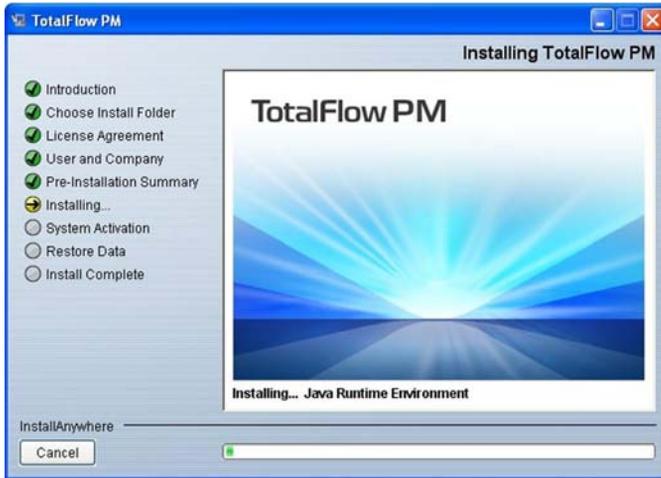
mp_i109

11. Installation Status.

Wait until the progress bar reaches 100%, and then execute System Activation.

mp_i110

[A]   mp_i111

If Windows Security Alert dialogbox then Click "Unblock" [A].
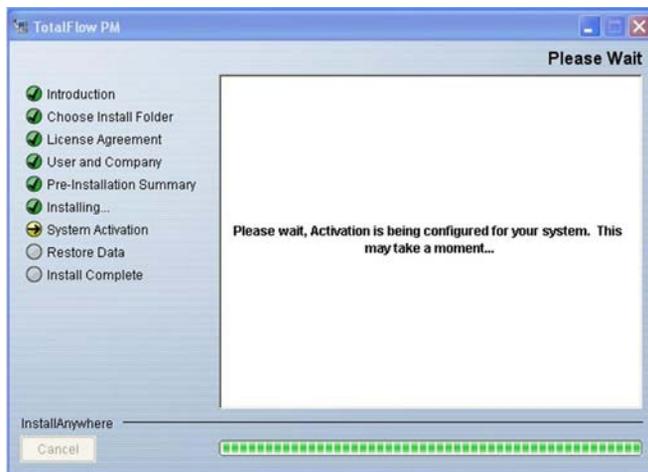
mp-i112
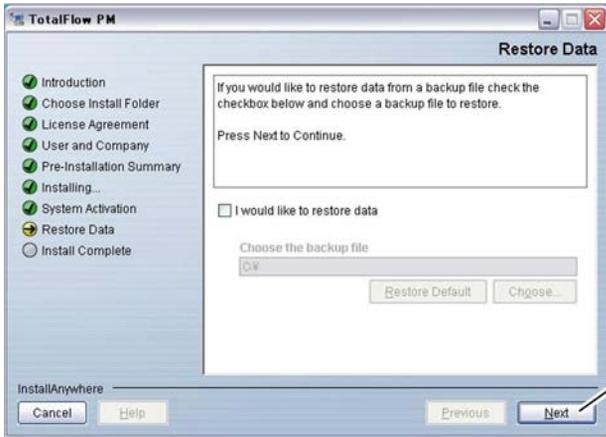
mp-i113

1. Click "Next" [A].

mp-i114

2. After installation, reboot the PC to complete the procedure.

Notes When you first start·

The initial password (ID: Admin, Password: Password) and then enter a

Need to change your Password.

Uninstallation

This section explains the procedures for uninstalling the main software.

Uninstalling the Main Software
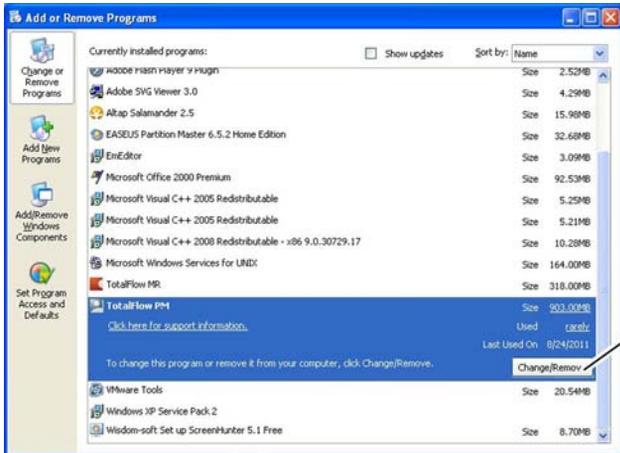
mp-i116

1. From Start menu, select [Control Panel] [Add/Remove Programs] [Ricoh Total Flow PM], and click "Change/Remove" [A].
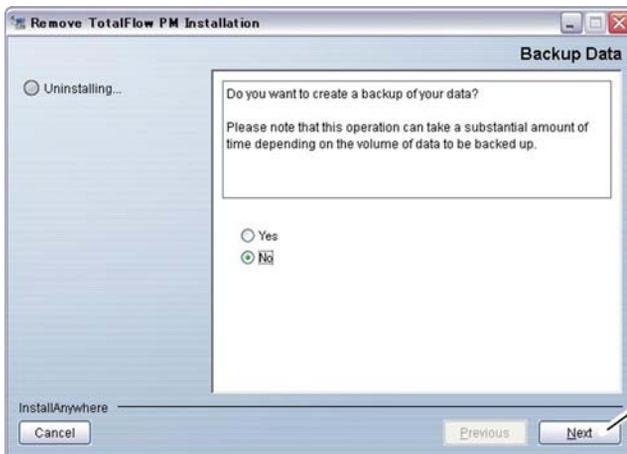
mp-i117

2. Do you want to create a backup of "Yes" the checkbox.

   Click "Next" [A].

3. System Maintenance Reference

Configuring the Server

You install the TotalFlow PM server on a Windows workstation. TotalFlow PM names the server System.

The server:

- Manages all aspects of job processing, from the virtual printers that receive the jobs to the printers that print them

- Manages the online version of this manual

- Controls these system settings:

    - The largest and smallest numbers that can be assigned to jobs

    - The hosts that can submit jobs using the LPD protocol

    - How often the system polls stored jobs to see if any action is necessary

    - How often to refresh the job and printer information in the Queues pod

    - The number of bytes per page to use in calculating job sizes

    - How often users must change their TotalFlow PM passwords

    - How long users can remain inactive before they are automatically logged out

    - The file that maps file paths to mount points on the server

Setting Server Properties

Server properties apply to the overall TotalFlow PM environment. Some of the properties apply to all the jobs that TotalFlow PM creates. Others apply to all users. Only administrators can set server properties.

To set server properties:

1. Log in as an administrator.

2. In the menu bar, click Configuration.

3. In the Server pod, click the System graphic.
   You see the Properties for Server dialog:

Creating Printers

Printers represent the printer devices in your environment that receive jobs from TotalFlow PM. You can create printers to represent printer devices at up to five IP addresses. Because more than one printer can represent the same printer device, you can create more than five printers.

These types of printers can receive jobs in TotalFlow PM:

Job Ticket

Job Ticket printers represent printer devices that can print PDF jobs. 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 represent printer devices that can print jobs in many different formats. 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. You specify the command that sends the jobs to the printer. TotalFlow PM runs a command that is defined for each Passthrough printer and monitors the response to the command, but cannot report status of the job that it sent.

Jobs are assigned to both types of printers using the same assignment properties:

Job Property	Printer Property
Customer name	Customer name
Size	Job size (sheets) supported
Paper	Papers supported
Staple	Staple capable
Punch	Punch capable
Booklet processor	Booklet processor capable
Folding	Folding capable
Ring binding	Ring binding capable
Perfect binding	Perfect binding capable

⬇ Note

- If you create more than one printer to represent the same printer device, you might have these problems:
- Because each printer has its own queue in the Queues pod, you do not see a combined queue for the printer device.
- Jobs might not print in the order that you expect.
- A job assigned to one printer might print between the header page and the body of a job assigned to another printer.

- If both a Job Ticket printer and a Passthrough printer represent the same printer device, you might not be able to view the status of jobs assigned to the Job Ticket printer when the Passthrough printer is processing a large job.

To avoid these conflicts, enable only one of the printers at a time.

Virtual Printers

Creating Virtual Printers

Virtual printers are the TotalFlow PM objects through which TotalFlow PM receives jobs.

To create a virtual printer:

1. Log in as an administrator.

2. In the menu bar, click Configuration.

3. Optional: To copy an existing virtual printer, select it in the Virtual Printers pod.

4. Click Virtual Printers, and then Add/Copy.

5. You see the Create Virtual Printer dialog:

mp-i200
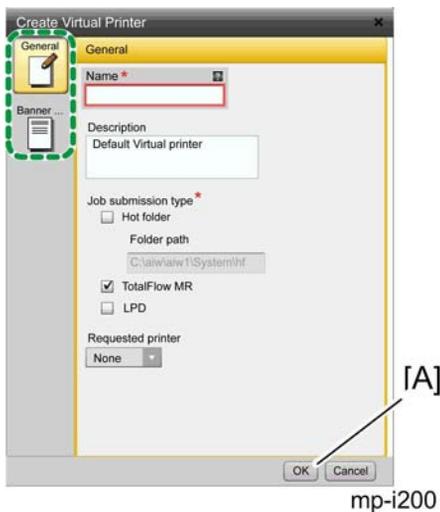
6. On each page of the dialog, enter or select values for the required and optional properties that need to be adjusted to match your environment. Click the page graphics in the navigation bar to change pages.

   ⬇ Note

   - If the virtual printer receives jobs using the LPD protocol, limit the virtual printer name to 8 characters. Depending on the print command that you use, you might have to create a print queue on the sending system with the same name as the virtual printer. Some systems truncate print queue names to 8 characters.

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- If the virtual printer receives jobs in a hot folder, TotalFlow PM creates the directory that you specify as the Folder path if it does not already exist.

7. Click "OK" [A].

Viewing and Changing Object Properties

The properties of an object are attributes such as the object name, the length and width of a paper, the size, priority, and number of copies of a job, the paper and finishing options that a printer supports, and so on. Administrators can view the properties of all objects (server, virtual printers, printers, papers, and jobs) and change the read/write properties of all objects. Operators can view the properties of printers, virtual printers, and jobs, and they can change the read/write properties of these objects. Monitors can view the properties of printers, virtual printers, and jobs, but they cannot change any properties.

To view or change the properties of an object:

1. In the object pod, do one of these:

- Click the object graphic.

- Select the object, then click the object menu, then Properties.

You see the Properties dialog. This example shows the Properties dialog for a Job Ticket printer:

mp-i201
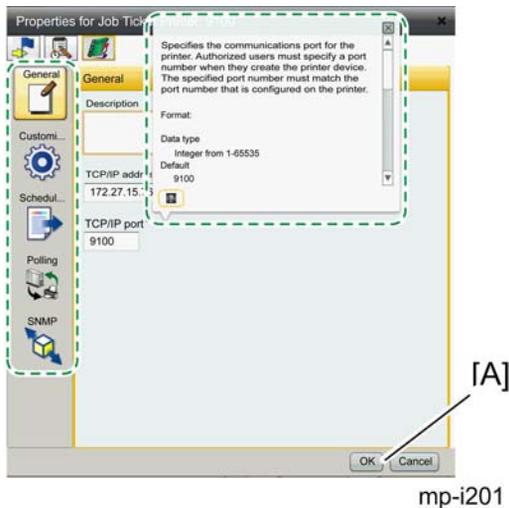
1. Click the page graphics to see different properties.

2. To see on-screen balloon help for any of the properties:

   a. Mouse over the property.

   b. Click 🔳, the question mark button, next to the property name.

3. Enter or select new values for any properties that you want to change.

4. Click "OK" [A].

Viewing Object Status

Operators and administrators can view the status of a printer, virtual printer, or job.

- For a printer, status information includes whether it is enabled, the most recent message about the printer, and information returned by SNMP, such as the paper level in the input trays.

- For a virtual printer, status information includes whether it is enabled and the number of input files waiting.

- For a job, status information includes its progress category and whether it is in error.

⬇ Note

- Note: No print status information is available about jobs that have been sent to Passthrough printers until the printer command returns a return code.

To view the status of an object:

1. In the object pod, do one of these:

   - For printers and jobs:

   Select the object, then click the object menu, and then Status.

   You see the Status dialog. This example shows the Status for Printer dialog:

mp_i206

   - Click the page graphics to see different status properties.

   - For virtual printers:

     - Click the virtual printer graphic.

   You see the Properties for Virtual Printer dialog.

     - Click 🚩, the status graphic, to see the Status page:

3

mp_i208

2. To see information about any of the status properties:

   • Mouse over the property.

   • Click 🔳, the question mark button, next to the property name.

Viewing Object Logs

Each TotalFlow PM object has a log that contains messages about the operations on the object, such as property changes. For jobs, the log also includes messages about its progress through the TotalFlow PM system. If processing errors occur, error messages describe the errors.

Operators and administrators can view the logs for virtual printers, printers, and jobs. Administrators can view the logs for the server, papers, and users.

Logs contain messages issued in the last three days. After three days, the log information for objects other than jobs is moved to audit files in the install_drive:\aiw\aiw1\audit\object_type directory. However, job logs remain in the system as long as the job does. When the job is deleted, the log information is moved to the audit files.

There is no size limit for logs.

The timestamp in an exported log is displayed in Greenwich Mean Time (GMT) followed by a plus sign (+) or a minus sign (−) and an offset representing the number of hours that the local time of the issuing system is ahead (+) or behind (−)GMT. However, the timestamp in an object log being viewed in TotalFlow PM is displayed in the time zone of the browser that you are using.

To view the log for an object:

1. In the object pod, select the object, then click the object menu, then click Log. You see the object log. It shows messages that were issued in the last three days. This example shows a job log:
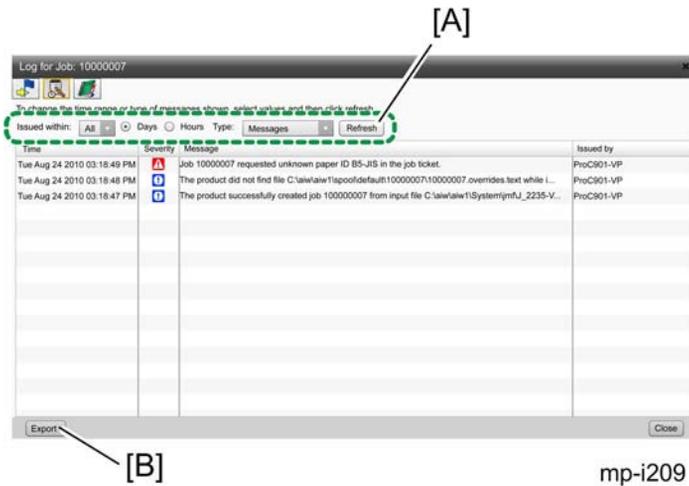
mp-i209

2. If the text of a message is truncated, mouse over the message entry.

   You see the complete text of the message in a separate window.

3. To sort the messages by message type or by another column, click the column heading.

   Click once to sort in ascending order. Click twice to sort in descending order.

4. To change how and what you see in the log, change these fields and click "Refresh" [a].

   Issued within:

   The default is that you see messages that TotalFlow PM has issued for the object in the last three days. To select a different time period, use the drop-down list for this field and its associated radio buttons.

   Type:

   The default is that you see messages of the type Messages. To select a different type of information, use the drop-down list for this field.

5. To see messages issued after you opened the log, click "Refresh" [a].

6. To save the log as a text file:

   • Click "Export" [B].

     You see the Select Location for Download dialog:

mp-i210
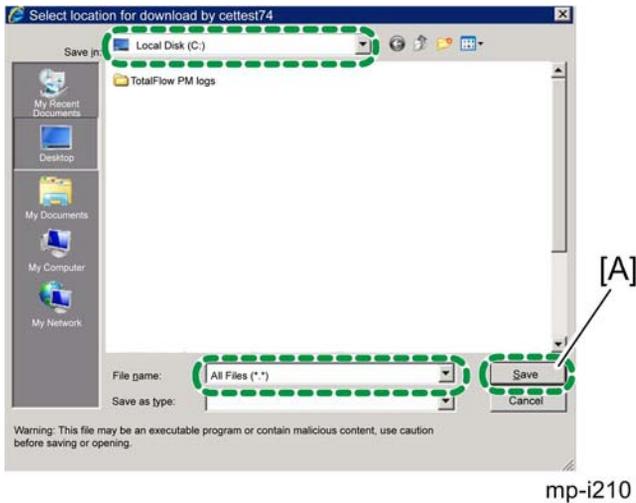
- Specify the file name and location of the log. Specify the file type as .csv.
- Click "Save" [A].

Enabling Objects

Enabling an object makes it available to TotalFlow PM. Operators and administrators can enable virtual printers and printers.

A virtual printer can receive input files if it is disabled, but it must be enabled to create TotalFlow PM jobs and send those jobs for further processing.

To enable an object, do one of these:

- Mouse over the object and click ▶, the enable button.
- Select the object, then click the object menu, then click Enable.

The status indicator changes from blue to green.

Disabling Objects

Disabling an object makes it unavailable to TotalFlow PM. Operators and administrators can disable virtual printers and printers.

A virtual printer can receive input files if it is disabled, but it must be enabled to create TotalFlow PM jobs and send those jobs for further processing.

Jobs that are already assigned to a disabled printer still print on it.

To disable an object, do one of these:

- Mouse over the object and click ❚❚, the disable button.
- Select the object, then click the object menu, then click Disable.

The status indicator changes from green to blue.

Deleting Objects

Administrators can delete a virtual printer, printer, paper, or user that is no longer needed. Operators and administrators can delete jobs.

Deleting a virtual printer also deletes any input files associated with it. Deleting a job stops all further job processing and removes it from the system. Jobs can be deleted at any time and in any status.

Before you delete an object, make sure that:

- No job specifies the object in the job properties.
- No jobs have been sent to the printer.
- The paper is not specified in the paper map for any printer.

To delete an object:

1. Select the object, then click the object menu, then click Delete.
   You see a confirmation message.
2. Click Yes.

⬇ **Note**

- When you delete a paper or printer, TotalFlow PM changes the value of the applicable job property for any existing job that requests it to Not set.
- You must specify a different printer for jobs that request a deleted printer before TotalFlow PM can print them.
- Deleting objects that existing jobs use does not always prevent those jobs from printing.

Associating Virtual Printers with Printers

A virtual printer must be associated with a printer to assign jobs to that printer. Operators and administrators can associate virtual printers with printers.

To associate a virtual printer with a printer:

If you are an administrator:

1. In the menu bar, click Configuration.
2. Do one of these:

- Drag the virtual printer graphic and drop it on the printer graphic.
- Do this:

Select the virtual printer and click Virtual Printers, then click Associate with printer.

In the Assign Virtual Printer dialog, select a printer and click OK.

If you are an operator:

1. On the General page of the Properties dialog for the virtual printer, select a printer from the Requested printer drop-down list.

mp-i205
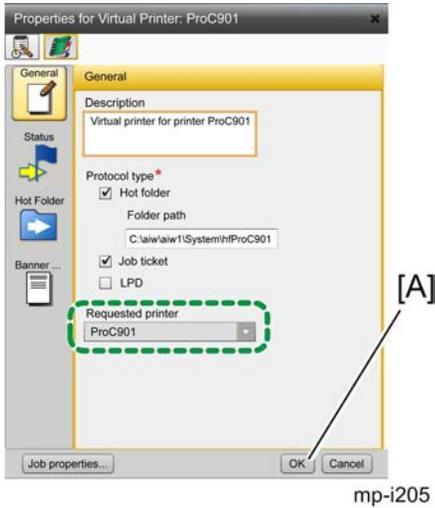
2. Click "OK" [A].

Flushing Input Files

Operators and administrators can remove all input files from a virtual printer. This is called flushing. Do this when there are errors in the input files.

To flush input files:

1. In the Virtual Printers pod, select the virtual printer.

2. Click Virtual Printers, and then Flush Input Files.

   You see a confirmation message.

3. Click Yes.

Creating Users

Users must have a TotalFlow PM user name to access the system and to do TotalFlow PM actions. These user names are separate from Windows user names.

To create a user:

1. Log in as an administrator.

2. In the menu bar, click Configuration.

3. In the Users pod, click Users, and then Add.

   You see the Create User dialog:

mp-i220
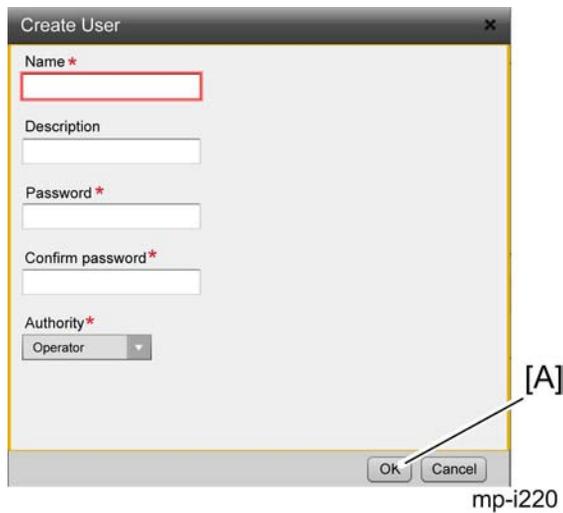
4. Enter or select values for the required properties.

- User names are case-sensitive.

- Passwords can be from 8 to 32 characters (bytes). 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

1. Click "OK" [A].

   Tell the user of the user name and password that you created. Users must change their passwords the first time they log in.

Creating Job Ticket Printers

Job Ticket printers represent PDF printer devices that can communicate directly with TotalFlow PM to report such information as the level or ink or toner, the paper in each input tray, the print and finishing options available, and the status of jobs sent to the printer.

To create a Job Ticket printer:

1. Log in as an administrator.

2. In the menu bar, click Configuration.

3. Optional: To copy an existing printer, select it in the Printers pod.

4. Click Printers, and then Add/Copy, and then Job Ticket.
   You see the Create Job Ticket Printer dialog:

mp_i212

5. On each page of the dialog, enter or select values for the required and optional properties that need to be adjusted to match your environment. Click the page graphics in the navigation bar to change pages.

- If you create more than one printer to represent the same printer device, specify the TCP/IP address or host name property the same way for each printer. If you specify a TCP/IP address for one printer and a fully qualified host name for another, TotalFlow PM counts these as two different IP addresses even though they both resolve to the same address.

- If the printer device uses the EFI Fiery printer controller, specify one of these port numbers:

  9101

  Jobs are sent to the direct queue. They print in the same order that you submit them. TotalFlow PM cannot determine job status for most printers. The collate function for multiple copies is not available.

  9102

  Jobs are sent to the print queue. They might not print in the same order that you submit them. TotalFlow PM can determine job status. The collate function for multiple copies is available. This is the recommended port.

  - The default is that the printer reports status information in the language that you selected when you installed the TotalFlow PM server. To receive messages from this printer in a different language, set the Language property on the Customize page appropriately:

mp_i213

- On the Scheduling page, set the printer assignment properties:

mp-i214

For Papers supported, the defaults are:

- The values returned by Simple Network Management Protocol (SNMP)

- If SNMP does not configure the printer, all values supported by the printer model

- If the Model property is not set, all defined values

1. Click "OK" [A].

2. To use the new printer, click ▶, the enable button, next to it.

Creating Passthrough Printers

Passthrough printers represent printer devices that can print jobs in many different formats. For Passthrough printers, TotalFlow PM runs a command that is defined for the printer and monitors the response to the command, but cannot report status of the job that it sent.

To create a Passthrough printer:

1. Log in as an administrator.

2. In the menu bar, click Configuration.

3. Optional: To copy an existing printer, select it in the Printers pod.

4. Click Printers, and then Add/Copy, and then Passthrough.
   You see the Create Passthrough Printer dialog:
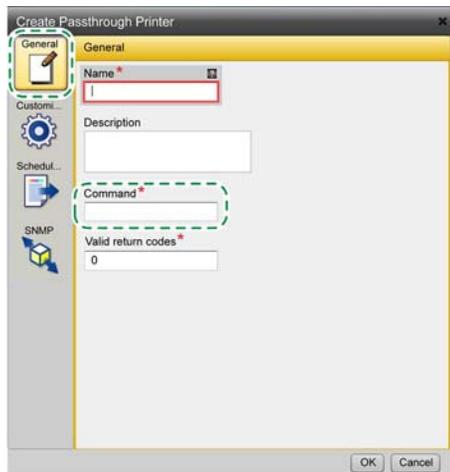
mp_i215

5. On each page of the dialog, enter or select values for the required and optional properties that need to be adjusted to match your environment. Click the page graphics in the navigation bar to change pages.

   • On the General page, the value of the Command property depends on the print commands that are available on your system.

      • For information about the Windows lpr command, open a Command Prompt window and enter lpr ?

      • Use the printer name as the value of the printer option of the command.

      • For example, the Windows lpr command uses the option -Pprinter to specify the printer where it sends the print file. If you enter ProC901 as the value of the Name property, enter -P ProC901 as an option of the lpr command.

      • Use the getFileName or getAbsoluteFileName method to specify the name of the print file.

- Because Passthrough printers cannot automatically determine the values of job properties, you must pass them to the printer as options of the printer command.
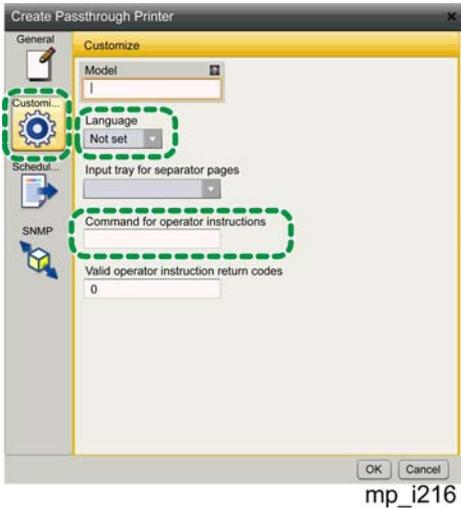
mp_i216

- The default is that the printer reports status information in the language that you selected when you installed TotalFlow PM. To receive messages from this printer in a different language, set the Language property on the Printer information page appropriately.

- Set a value for the Command for operator instructions property to enable the Passthrough printer to print a separator sheet with operator instructions before the job. Use the getOperInst method to specify the name of the operator instruction file. The file type is PDF.

- On the Scheduling page, set the printer assignment properties:

mp_i217
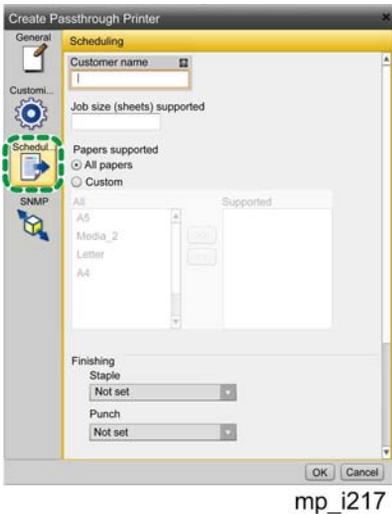
For Papers supported, the defaults are:

- All values supported by the printer model

- If the Model property is not set, all defined values

- If you create more than one printer to represent the same printer device, specify the TCP/IP address or host name property the same way for each printer.

mp-i218
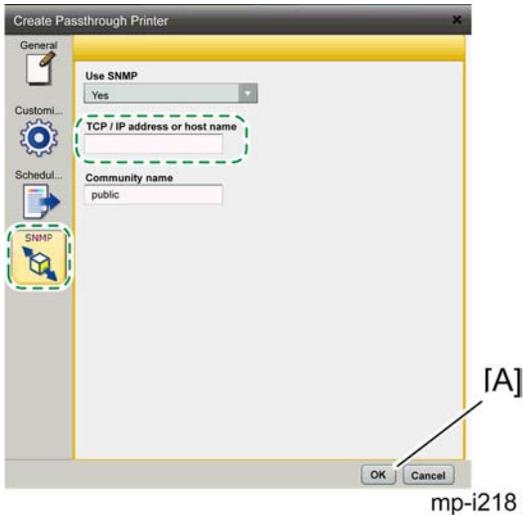
If you specify a TCP/IP address for one printer and a fully qualified host name for another, TotalFlow PM counts these as two different IP addresses even though they both resolve to the same address. If you do not specify a TCP/IP address or host name, TotalFlow PM counts each null value as a different IP address.

6. Click "OK" [A].

7. To use the new Passthrough printer, click ▶, the enable button, next to it.

Creating Papers

Papers represent the paper, envelopes, forms, labels, or transparencies that jobs are printed on. TotalFlow PM assigns each job to a printer that uses the papers that the job requires.

🔸Note

- Note: If SNMP reports that a printer device has a paper ready that cannot be mapped to an existing paper, TotalFlow PM automatically creates an appropriate paper.

To create a paper:

1. Log in as an administrator.

2. In the menu bar, click Configuration.

3. Optional: To copy an existing paper, select it in the Paper pod.

4. Click Paper, and then Add/Copy.
   You see the Add Custom Paper dialog:
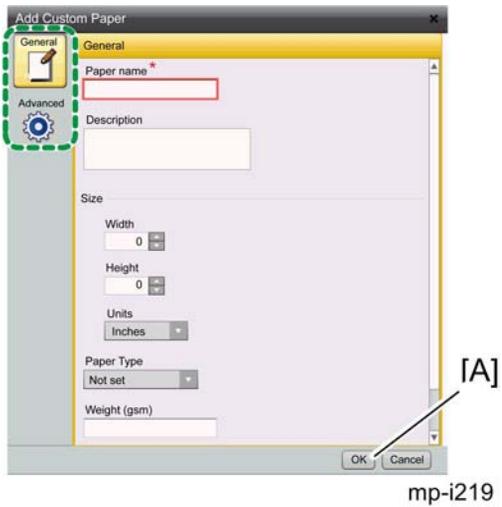
mp-i219

5. On each page of the dialog, enter or select values for the required and optional properties that need to be adjusted to match your environment. Click the page graphics in the navigation bar to change pages.

6. Click "OK" [A]

Backing up and Restoring Data

To prevent loss of data from a system failure or to recover data, TotalFlow PM provides backup and restore programs.

The backup program saves this data:

- System data, such as users, virtual printers, and printers stored in the database
- Control files, such as those used for header pages
- User data, such as job files in the spool directory

Then, if you need to reinstall TotalFlow PM, you can run a restore program to recover your data. System data and control files are always backed up and restored. As an option, you can back up and restore user data.

⬇Note

- You cannot use the backup and restore programs to copy or move TotalFlow PM from one computer to another unless the two computers have the same host name. You can copy objects from one computer to another with a different host name by exporting them from the first computer and importing them to the second.

Backing up Data

Use the aiwbackup.pl program to archive a copy of your TotalFlow PM system configuration.

⬇Note

- The aiwbackup.pl program stops TotalFlow PM automatically. If you use any other backup program, stop TotalFlow PM first.

To back up TotalFlow PM data:

1. Log in to Windows as an administrator.

2. 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"

     ⬇Note

       - The -r option is slightly different on the aiwbackup.pl and aiwrestore.pl commands:

         - If the-r option with user data that is not backed up or restored.

If you use the -r option when you back up TotalFlow PM, you should also use it when you restore the system. If you back up with the -r option and restore without it, you might restore jobs whose files have not been saved.

You see a confirmation message.

3. 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.

Restoring Data

Use the aiwrestore.pl program to return TotalFlow PM to the configuration that you stored in a backup archive.

🔽 **Note**

- The aiwrestore.pl program stops TotalFlow PM automatically. If you use any other program to restore backed-up data, stop TotalFlow PM first.

To restore TotalFlow PM data:

1. Log in to Windows as an administrator.

2. Reinstall TotalFlow PM. See the TotalFlow PM Setup Guide for instructions.

3. Enter one of these commands:

    - Enter this command to restore 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\aiwrestore.pl"

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

    "installation_drive:\installation_folder\bin\aiwrestore.pl -r"

    🔽 **Note**

    - The -r option is slightly different on the aiwbackup.pl and aiwrestore.pl commands:

        - If the-r option with user data that is not backed up or restored.

If you use the -r option when you back up TotalFlow PM, you should also use it when you restore the system. If you back up with the -r option and restore without it, you might restore jobs whose files have not been saved.

You see a confirmation message.

1. Enter Y to proceed with the restore.
    When the restore is complete, you see a message that the restore was successful.

2. Start TotalFlow PM. See the TotalFlow PM Setup Guide for instructions.

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4. Troubleshooting

Troubleshooting

Log Capture

1. Activate command prompt, drag & drop "aiwcapture.pl", and press enter. Location:
    "aiwcapture.pl" > C:\Program Files\TotalFlow PM\bin\aiwcapture.pl.
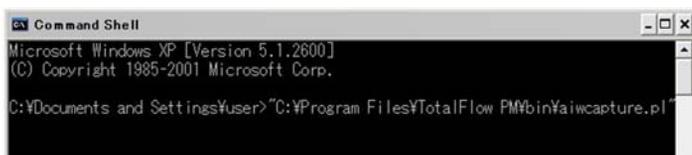
    mp_i118

2. Folder for Saving Log Files
    Press enter key to save the files in a default folder, or create a new folder.
    Enter key > C:\aiw\aiw1\tracelog.zip
    Enter name for the new folder > C:\xxx\xxx.zip
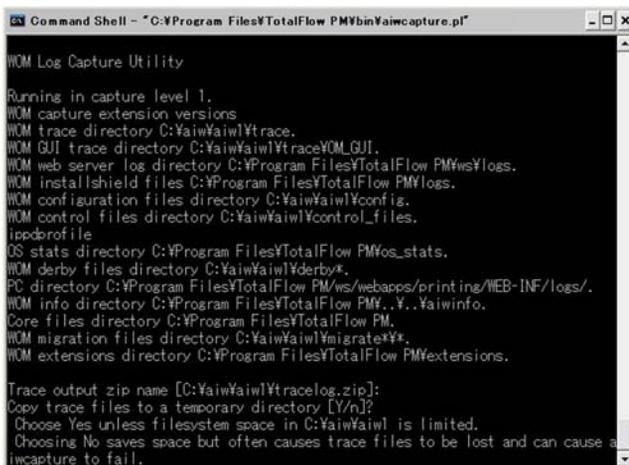
    mp_i119

3. Specify the log volume; either maximum or minimum, by entering "Y" or "N".
    Y: Maximum volume of log files (Max volume is recommended for problem analysis.)
    N: Minimum volume of log files.
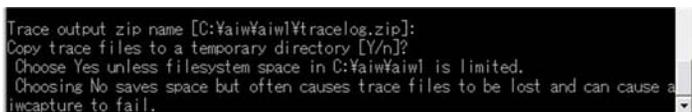
    mp_i120

4. "Tracelog.zip" is created in C:\aiw\aiw1 (if "enter" key was pressed in Step #2).
   This Zip file to be sent to RCL for problem analysis.
   [Note] Complete log files are to be captured for problem analysis.

⭐**Important**

- All files MUST be removed or deleted from the client PC. Make sure that no files are left in the client PC

Procedure for acquiring customer set up information

The following feature enables to export print settings to a different PC. (Jobs cannot be exported.)

This is useful for creating a back u p for customer print settings and recreating problems for analysis.

1. Activate TotalFlow PM, and click the tab "Configuration".

mp_i121

2. Select "Export" from the "Servers" pull-down menu.

mp_i122

3. Specify a save location for the exported files.

Export objects

Objects have been exported. Do you want to save them to a file?

Yes   No
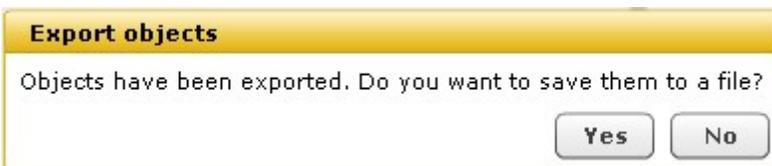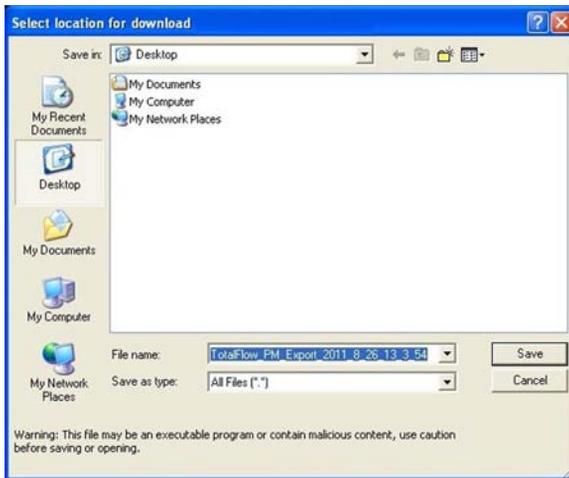
mp_i124

4. The file in xml format saved on the location specified in the previous step 3 to be sent to RCL for problem analysis.

⭐ **Important**

- **All files MUST be removed or deleted from the customer's PC. Make sure that no files are left in the customer's PC.**

Dongle failure to respond

If the dongle is defective, you need a product key that corresponds to the tentative new dongle to arrive.

Product Key installation instructions

Program files (pseudonym: TFPMrecover.exe) file is created by running a trial.

Then start in trial mode and reboot PC.

In addition, the program runs instead of the screen, you can create trial run from Windows Explorer and file and exit.

Problems topics

- Cannot Access TotalFlow PM

If users cannot access TotalFlow PM from their workstation, there are several possible reasons.

- The TotalFlow PM server is not running on the computer where TotalFlow PM is installed.

- The TotalFlow PM dongle is not inserted in the computer where TotalFlow PM is installed.

- The network connection between the workstations and the TotalFlow PM server has failed. Users might see this message: AIWG0000E: TFPM is unavailable, Restore the connection and have users refresh their browsers.

- A firewall is blocking access. Make sure that the firewall does not block the TotalFlow PM ports. By default, these ports are 15080 for the user interface and 15888 for the User's Guide in HTML format.

- Cannot Communicate with Printer Device

If TotalFlow PM cannot communicate with a printer device using SNMP, the paper map for the printer and the printer properties that indicate the print and finishing options might not be correct. As a result, jobs might be assigned to printers that cannot print them correctly.

- Cannot Enable Virtual Printers

If you cannot enable a virtual printer that uses the LPD protocol, another LPD service might be using the LPD port.

If you see this message: AIWI6030E: Error return code: 1 from command: VerifyLPD.pl System "system_name", stop the other LPD service:

1. In the Windows Control Panel, double-click Administrative Tools > Services.

2. Select the LPD service:

    - The LPD service supplied with the base operating system of some Windows releases is called TCP/IP Print Server.

    - The LPD service available as an optional feature of other Windows releases is called LPD Service.

    - Other print programs might install their own LPD service.

3. Click Stop.

- Cannot Use Port 15080

By default, TotalFlow PM uses port number 15080. You might have to change this port number if another program uses the same port. Do not change the port number unless it is necessary.

- Cannot View Job Status

If both a Job Ticket printer and a Passthrough printer represent the same printer device, you might not be able to view the status of jobs assigned to the Job Ticket printer when the Passthrough printer is processing a large job.

- Input Files with Errors

  If the input files that a virtual printer receives have errors, you see error messages in the virtual printer log.

- Japanese Values Are Not Saved

  The TotalFlow PM user interface does not support Unicode supplementary characters (code points from U+FFFF through U+10FFFF). This range includes some rare Japanese characters. If you enter a value that includes supplementary characters, TotalFlow PM cannot save it.

- Job Size is 0

  If the size of a job that was submitted from an FTP server to a virtual printer that uses the hot folder protocol is 0, the virtual printer might not have been able to determine when the input file was completely submitted.

- Jobs Are Displayed or Printed with Wrong Characters

  In order to preview and print a job correctly, TotalFlow PM needs to access the fonts that the job uses.

- Jobs Print out of Order

  When more than one printer represents the same printer device, jobs might print out of order. In extreme cases, a job assigned to one printer might print between the header sheet and body of a job assigned to another printer.

- Passthrough Printers Cannot Print Jobs

  On a 64-bit Windows system, jobs that you send to Passthrough printers might not print because Windows redirects 32-bit applications, including TotalFlow PM, away from the C:\Windows\System32 folder.

- Performance Problems

  TotalFlow PM can process up to 10,000 jobs at one time. However, if you submit the maximum number of jobs, performance might be slow. To improve performance, submit fewer jobs and let them finish printing before you submit another group of jobs.

- User Interface Does Not Respond After Dialog is Closed

  When you open a dialog from the TotalFlow PM user interface, the user interface page in the background is grayed out. You can do actions only in the dialog. As soon as you close the dialog, you should be able to work in the user interface again. If the user interface remains grayed out and does not respond to mouse clicks, refresh the Web browser.

- Virtual Printers Do Not Process Jobs Submitted to Hot Folders

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	If virtual printers do not receive and process jobs, the polling interval might be too short.
• Troubleshooting the Job Properties Editor	
	Changing values in the Job Properties Editor can correct problems with printed output.

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