RICOH TotalFlow Production Manager™

Operating Instructions Quick Start Guide

Quick Start Guide 1

For information not in this manual, refer to the Help System in your product.

Version 4.3.8

Introduction

Important

To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this product, losses of documents or data, or the use or non-use of this product and operation manuals provided with it.

Make sure that you always copy or have backups of important documents or data. Documents or data might be erased due to your operational errors or malfunctions of the machine. Also, you are responsible for taking protective measures against computer viruses, worms, and other harmful software.

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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.
- *Quick Start Guide* (Printed)
  This guide explains how to log in to the application, do a basic configuration, and print the *User's Guide*.
- *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

Field help is available on many screens to provide information for specific tasks and settings. In this guide, this type of help is referred to as "on-screen field help".

In addition, the **[Help]** menu provides access to the HTML version of the "User's Guide" directly from the user interface.

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 Help according to your needs.

To learn how to install and start this application

See the *Setup Guide*.

To start working with RICOH TotalFlow Production Manager

See the *Quick Start Guide*.

To learn about the functions and basic operations of this application

See the *User's Guide*.

To learn about configuring on-screen settings

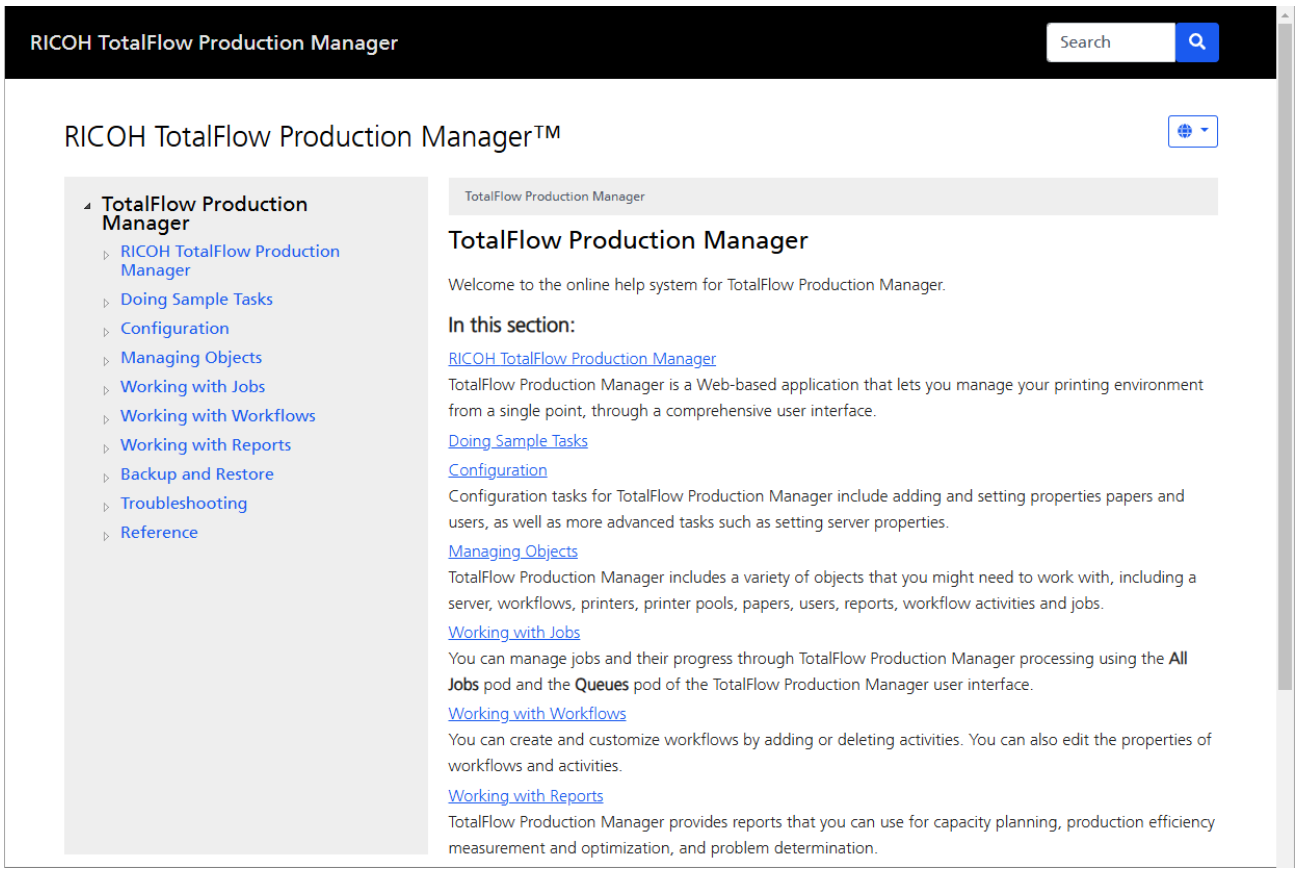
See the on-screen field help.

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

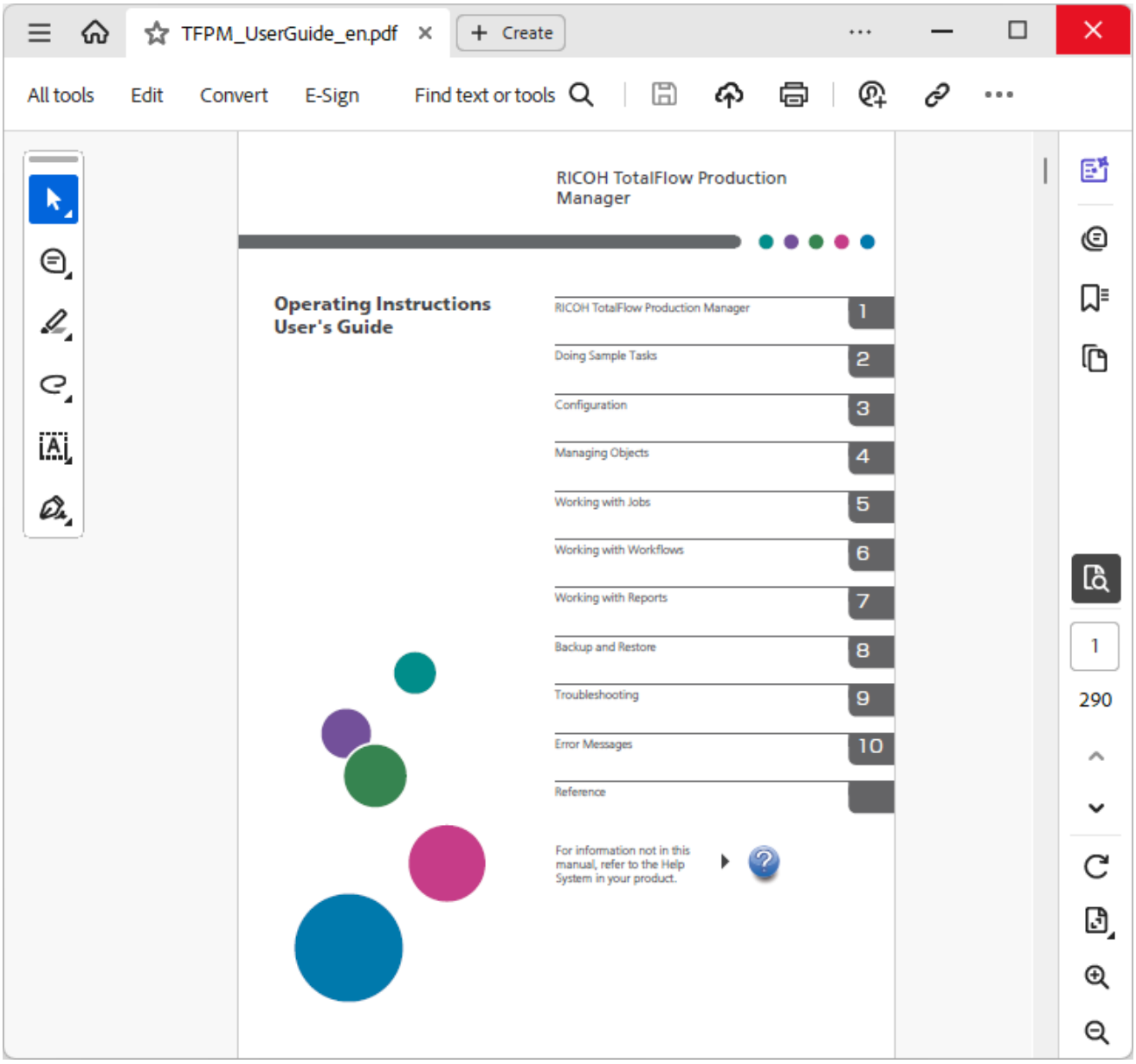
Use these procedures to display the instruction manuals (HTML/PDF).

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 Production Manager user interface, click , the help button, at the right of the menu bar, then click **[Help]**.
  - If you are not logged in to TotalFlow Production Manager, enter this URL in a web browser: `http://hostname:15888/help/index.jsp`. The name of the computer where TotalFlow Production Manager is installed is *`hostname`*.

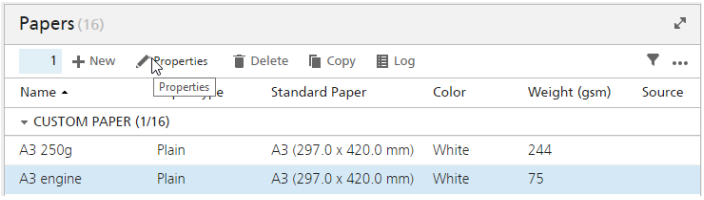


- To display the PDF manuals, click **[Start]**, point to **[All Programs]**, then **[RICOH TotalFlow Production Manager]**, and then click either **[Setup Guide]** or **[User's Guide]**.

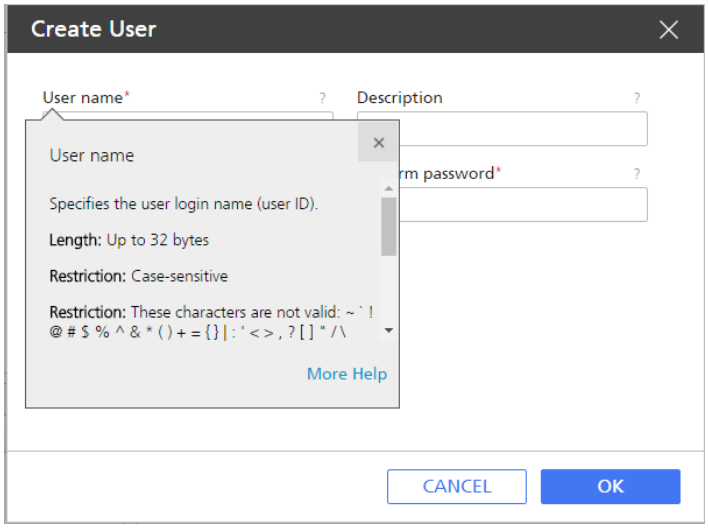


Displaying balloon help

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



- 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.
[Bold]	**Bold type** indicates the names of keys, menus, menu items, windows, field labels, settings, and buttons. It also indicates the names of commands and new terms.
Italic	*Italic type* indicates variables that you must replace with your own information.
`Monospace`	`Monospace type` indicates computer input and output and file names.
{ }	In messages and other elements of the user interface, curly brackets indicate variables that a program replaces with its own information.
...	An ellipsis indicates that a series can continue.

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1. Quick Start Guide

- **Installing TotalFlow Production Manager**
- **Logging in to TotalFlow Production Manager**
- **Creating a Printer**
- **Creating a Workflow**
- **Printing the User's Guide**
- **Uninstalling TotalFlow Production Manager**
- **Troubleshooting**

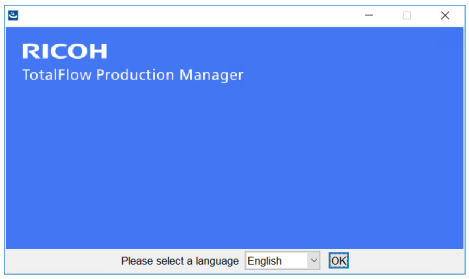
Installing TotalFlow Production Manager

To install TotalFlow Production Manager, you need the TotalFlow Production Manager installation media.

To install TotalFlow Production Manager:

1. Log in to Windows as an administrator.
2. Insert the TotalFlow Production Manager installation media.
   The installation should start automatically. If it does not, launch **setupTFPM_64.exe** in the DVD root directory.
3. You see the **[User Account Control]** dialog. Click **[OK]**.

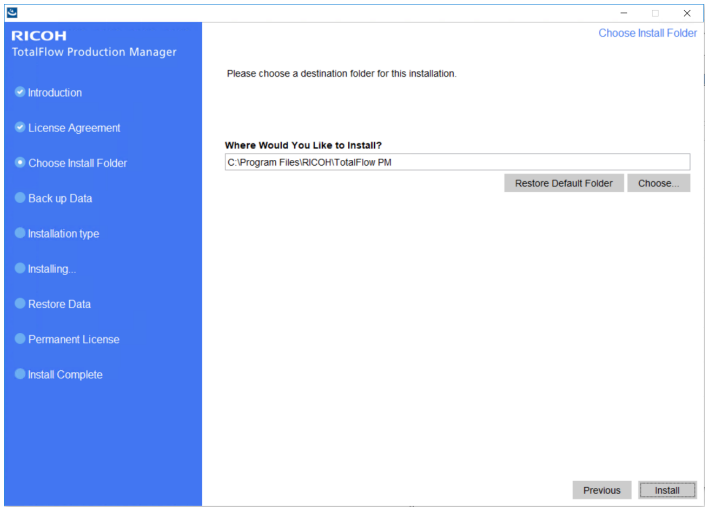
   You see the TotalFlow Production Manager splash screen:



4. Select a language for the installer and click **[OK]**.

   You see the Introduction dialog.
5. Click **[Install]**.

   The installer verifies that the prerequisites are installed on your system. This might take a few minutes. When it finishes, you see the **[Choose Install Folder]** dialog.
6. In the **[Choose Install Folder]** dialog:



1. **Optional:** To change the default installation folder, click **[Choose]**. Select the folder where you want to install TotalFlow Production Manager and click **[OK]**.

   Note

   The installer creates another folder called *installation_drive*:\aiw\aiw1. Files that TotalFlow Production Manager uses (for example, spool files, control files, and trace files) are stored there.

2. Click **[Next]**.

You see the **[License Agreement]** dialog.

7. In the **[License Agreement]** dialog:
   1. Read the license agreement.
   2. Click **[I accept the terms of the License Agreement]**.
   3. Click **[Next]**.
8. In the **[User and Company]** dialog:
   1. Enter your name in the **[User name]** field.
   2. Enter the name of your company in the **[Company name]** field.
   3. Click **[Next]**.

   You see the **[Pre Installation Summary]** dialog.
9. Review the information in the **[Pre Installation Summary]** dialog and click **[Install]**.

   TotalFlow Production Manager. is installed and activated.
10. If you see the **[Windows Security Alert]** dialog during the installation, click **[Unblock]**.
11. When TotalFlow Production Manager has been activated, you see the **[Restore Data]** dialog. If you saved TotalFlow Production Manager 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 Uninstalling TotalFlow Production Manager, p. 13. Do not use it to restore data that you backed up using **aiwbackup**.

1. Select **[I would like to restore data]**,
2. Click **[Choose]**.
3. Select the backup file and click **[Open]**.

   The backup file can be in any folder. We recommend *installation_drive*:\aiw\aiw1\backup. The default file name of the backup file is *installation_drive*:*installation_folder*\bin\migrateData.zip.

12. Click **[Next]**.

    You see the **[Install Complete]** dialog.

13. Click **[Done]**.

    You see the **[Restart Required]** dialog.

14. Restart Windows:

    - To restart Windows immediately, click **[Now]**.
    - To do other tasks before restarting Windows, click **[Later]**.

When you restart Windows, TotalFlow Production Manager starts automatically.

Logging in to TotalFlow Production Manager

To log in to TotalFlow Production Manager:

1. Open a browser window.
2. Type this URL in the address bar of your browser:

   - On the system where TotalFlow Production Manager is installed, type:

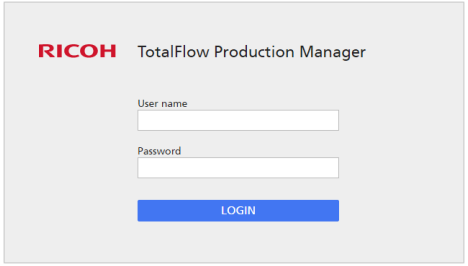
```
http://localhost:15080/TFPM
```

   - On any other system, type:

```
http://host_name:15080/TFPM
```

   host_name is the name of the system where TotalFlow Production Manager is installed.

   You see the TotalFlow Production Manager login dialog:



   If connection fails, see Problems with Connecting to TotalFlow Production Manager, p. 14.

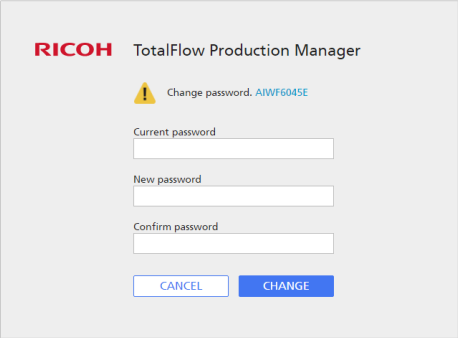
3. Type Admin in the **[User name]** field.

User names are case-sensitive.

4. Type `password` in the **[Password]** field.

   Passwords are case-sensitive.

5. Click **[LOGIN]**.
   You are prompted to change your password:



6. Type your old password in the **[Current password]** field.
7. Type your new password in the **[New password]** field and in the **[Confirm password]** field.

   Passwords can be from 8 to 32 bytes. They are case-sensitive and cannot include these characters:

   ' (apostrophe)

   < (less than)

   = (equals sign)

   > (greater than)

   ` (grave accent)

   | (vertical bar)

   ~ (tilde)

   ${ (dollar sign followed by left brace)

   [DEL] (Delete key)

   All non-printing characters

8. Click **[CHANGE]**.

Creating a Printer

Create a printer to represent a printer device that can print PDF files. This type of printer is called a **Job Ticket** printer.

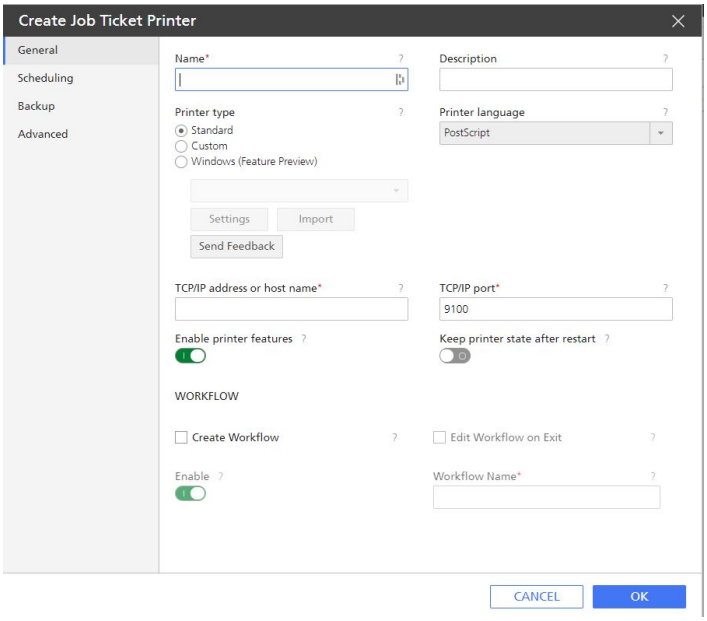
You need to know the host name or IP address of the printer device.

To create a Job Ticket printer:

1. Log in to TotalFlow Production Manager as an administrator.
2. In the menu bar, click **[Operations]**.
   You see the **[Operations]** page of the TotalFlow Production Manager user interface. It is divided into areas called **pods**.

3. In the objects pod on the left, click **[Printers]**.
4. In the tool bar of the **[Printers]** tab, click **[New]**, then select **[Job Ticket Printer...]**.

   You see the **[Create Job Ticket Printer]** dialog:



5. In the **[Name]** field, type a name for the printer, for example, `TestPrinter`.

   Printer names are case-sensitive and must not contain spaces. They can be 1 through 32 bytes long.
6. Select a **[Printer type]** according to the type of device that you intend to use. It can be **[Standard]**, for Ricoh printers, **[Custom]** for non-Ricoh printers, or **[Windows (Feature Preview)]**, for printers connected to your Windows system that use a printer driver compatible with the Windows V4 Print Subsystem.
7. In the **[TCP/IP address or host name]**, type the IP address of the printer.

   For printers using the EFI Fiery controller option, use the IP address of the controller.
8. Accept the defaults for the other fields.
9. Click **[OK]**.
   You see an icon for the new printer in the **[Printers]** tab.
10. To use the new printer, click , the enable button, next to it.

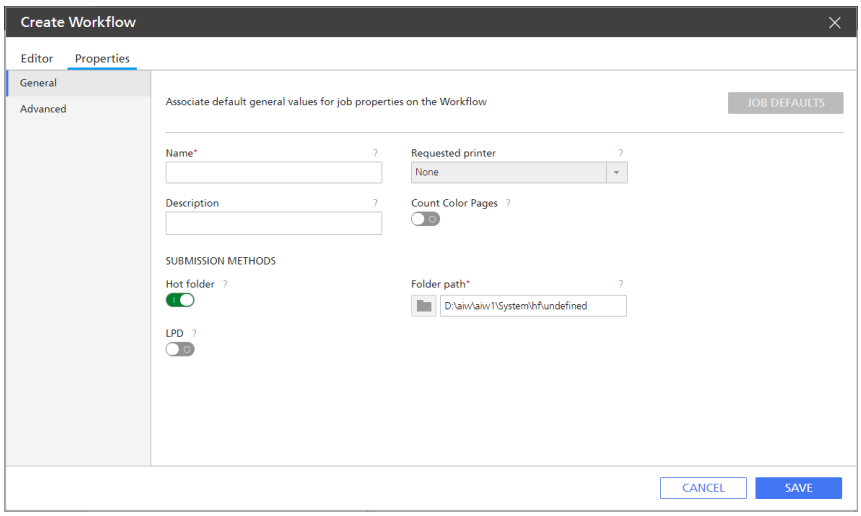
Creating a Workflow

Create a workflow to receive jobs and send them to the printer.

To create a workflow:

1. Open the **[Operations]** page of the TotalFlow Production Manager user interface.
2. In the tool bar of the objects pod on the left, click **[Workflows]**.

   You see the **[Create Workflow]** dialog:



3. In the **[Name]** field, type a name for the workflow, for example, `TestPrinter_WF`.

   Workflow names are case-sensitive. They can be 1 to 30 bytes (30 single-byte characters or fewer multibyte characters) long.

4. Under **[Submission Methods]**, select **[Hot folder]**
5. In the **[Requested printer]** list, select the printer that you created before.
6. Accept the defaults for the other fields.
7. Click **[OK]**.
   You see an icon for the new workflow in the **[Workflows]** tab. Along with the printer, a hot folder called *`install_drive`*`:\aiw\aiw1\System\hf` is created. This hot folder is where the workflow receives jobs.
8. If the workflow is disabled, click ▶, the enable button, next to it.

Printing the User's Guide

Now you can print the *TotalFlow Production Manager User's Guide*.

Do this task on the same system where you installed TotalFlow Production Manager.

To print the *User's Guide*:

1. Make a copy of the *User's Guide*:
   - If Adobe Reader (or Adobe Acrobat, which includes Adobe Reader) is installed:
     1. In the Windows tool bar, click **[Start]**, point to **[All Programs]**, then **[RICOH TotalFlow Production Manager]**, and then click **[User's Guide]**.
        The *User's Guide* opens in Adobe Reader.
     2. Click **[File]**, then **[Save As]**, then **[PDF...]**.
     3. Select a folder and click **[Save]**.
   - If Adobe Reader is not installed:
     1. Open the *`install_drive`*`:\Program Files\RICOH TotalFlow PM\docs` folder.
        `install_drive` is the drive where TotalFlow Production Manager is installed.

2. Right-click `UserGuide.pdf` and drag and drop it to `My Documents` or any other folder that you can find easily.
3. Select **[Copy Here]**.

Important

Make sure that you copy `UserGuide.pdf` rather than moving it. If you accidentally move it, copy it back to *`install_drive`*`:\Program Files\RICOH TotalFlow PM\docs`. You need to keep a copy there for future reference.

2. Open the workflow's hot folder.

   The hot folder is called *`install_drive`*`:\aiw\aiw1\System\hf` and *`install_drive`* is the drive where TotalFlow Production Manager is installed.
3. Drag and drop the copy of the *User's Guide* to the hot folder.

Uninstalling TotalFlow Production Manager

To uninstall TotalFlow Production Manager, use the Windows **[Programs and Features]** utility.

To uninstall TotalFlow Production Manager:

1. Log in to Windows as a local administrator.
2. Go to **[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 **[RICOH TotalFlow Production Manager]**, then click **[Uninstall/Change]**.

   You see the TotalFlow Production Manager splash screen, then the **[Back up Data]** dialog.
6. Do either of these:
   - To back up TotalFlow Production Manager
     1. Select **[Yes]** and click **[Next]**.
        You see the **[Backup Jobs]** dialog.
     2. Select **[Yes]** to include jobs in the backup file or **[No]** to exclude jobs and click **[Next]**.
        You see the **[Backup Directory]** dialog.
     3. Click **[Choose]**. Select the folder where you want to save the backup file and click **[OK]**.
        You can choose any folder. We recommend *`installation_drive:\installation_folder`*`\bin`.
     4. Click **[Next]**.
        The backup file is created. The default file name is `migrateData.zip`.
   - To uninstall without backing up, select **[No]** and click **[Next]**.

   You see the **[Uninstall TotalFlow Production Manager]** dialog.
7. Click **[Uninstall]**.

   You see the **[Uninstall Complete]** dialog.

8. Restart Windows:
   - To restart Windows immediately, select **[Yes, restart my system]**.
   - To restart Windows later, select **[No, I will restart my system myself]**.
9. Click **[Done]**.

   Note

   After reboot, uninstall process will perform some additional operations. Do not stop your machine.

Troubleshooting

This section describes actions you can take if you have problems.

Problems with Connecting to TotalFlow Production Manager

If you cannot connect to the TotalFlow Production Manager login dialog, check these items:

1. Make sure that TotalFlow Production Manager is running.

   After you install TotalFlow Production Manager, you need to restart the computer to complete the installation and start TotalFlow Production Manager.
2. Open a Windows command prompt and type this command:

```
ping host_name
```

   host_name is the name of the system where TotalFlow Production Manager is installed.

   If you do not receive a reply, contact your network administrator.
3. Make sure that your DNS settings are correct.

   Contact your network administrator for help.
4. Make sure that a firewall is not blocking your access to the TotalFlow Production Manager system.

   You might need to authenticate through the firewall or configure the firewall so that it does not block port 15080.

Problems with Printing the User's Guide

If the *TotalFlow Production Manager User's Guide* is not printed, check these items:

1. Refresh your browser to make sure that it shows the current printer status.
2. In the **[Printers]** pod, check the status indicator to the left of the printer graphic:

Indicator	Meaning	What to do
	Ready	This is correct. Go to the next step.
	Disabled	Click , the enable button, next to the printer icon.
	Offline	The printer device is offline. Make sure that the printer device is turned on and that a firewall is not blocking access to it.
	Error	The printer device is in error .For example, it might be jammed. Check the printer device.
	Warning	The printer device is in a warning state. For example, it might be low in paper or toner. Check the printer device.

3. In the **[Workflows]** pod, check the status indicator to the left of the printer graphic:

Indicator	Meaning	What to do
	Ready	This is correct. Go to the next step.
	Disabled	Click , the enable button, next to the printer icon.

4. Make sure that the workflow is associated with the printer:
   1. Click the workflow icon to open the **[Properties for Workflow]**dialog.
   2. Make sure that the printer is selected in the **[Requested printer]** list.

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