



Esko Configuration Manager Software Installation and Configuration Manual

Version 1.85

*Windows 7
Mac OS X 10.7
1-JAN-2015*

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Introduction

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This product includes cryptographic software written by Eric Young (eay@cryptsoft.com). This product includes software written by Tim Hudson (tjh@cryptsoft.com).

Conventions

For easy reference, we use the following conventions:

⦿ *Example*

Indicates examples.

☑ *Note*

A note gives you important information.

➤ *Tip*

A tip gives you useful information.

◆ *Warning*

A warning gives you information on how to avoid problems.

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1 Introduction

This document describes the software installation, uninstallation and configuration procedures for the **Esko Configuration Manager** software.

Esko Configuration Manager software is supported and distributed with, Esko Software Suite.

The Esko Configuration Manager software consists of 2 main modules:

- The *Esko Configuration Manager* module itself, responsible for the general management of all the Esko Configuration Manager tasks and the communication with the central server at Esko. This module must be installed on one computer only. It is only supported on Windows systems.
- The *Esko Station Information Service* module, responsible for the creation of station information data for the Esko Configuration Manager module. This module is automatically installed on all computers (Windows or Mac) where Esko Software Suite software is installed.

Requirements

- The Esko Configuration Manager modules are supported on Windows 7 Professional or better.
- The Esko Station Information Service module is also supported on Mac OS X 10.7 or better.
- A mail server is not required. Mail communication can be set up using SMTP (outgoing) mail servers or Microsoft Exchange Server MAPI (Messaging Application Programming Interface).. Incoming mail messages are not supported in Suite 10 and higher.

Note

This manual uses the terms 'station' to indicate any computer (Windows or Mac) having Esko Software Suite products (Server, RIP or Editor) installed. A 'workstation group' is defined as a collection of stations working together as a workflow system, typically a Server with a collection of RIP stations and Editor workstations.

2 Esko Configuration Manager

The Esko Configuration Manager software is a System Management tool that controls all the stations (Windows or Mac) at a customer site with Esko Software Suite products installed. This System Management tool gathers configuration information of all the stations and, in close communication with a central server at Esko, performs dedicated management tasks such as license expiration notification, creating upgrade site preparation reports as well as other service and support tasks.

The software consists of 2 modules: the *Esko Configuration Manager* module itself and the *Esko Station Information Service* module.

The Esko Configuration Manager module must only be installed on one Windows station at the customer site, as only one station should communicate with the central server at Esko. If more than one Esko Configuration Manager module is installed, the configuration setup will warn the operator of this situation. Alternatively, if no Esko Configuration Manager module is found in the customer network the operator is warned as well when starting the configuration setup application.

The communication between the Esko Configuration Manager software at the customer site and the central server at Esko is based on standard webservices and/or mail protocols. This allows an easy configuration for the communication channel in which no direct connection must be established between both networks and, as the contents is encrypted, maximizes security.

The following functionality is currently available in the Esko Configuration Manager software:

- Collecting system information concerning all stations with Esko Software Suite products installed. This information is used by Esko amongst other to generate upgrade reports for a major Esko Software Suite upgrade. The hardware and software in place is then checked against the requirements for the new version so that customers can be warned beforehand for problems to be expected.
- Monitoring the licenses on all stations having local Esko FLEXIm License Manager software installed and issuing warnings when licenses are about to expire.

The next chapters describe these features in more detail.

2.1 Collecting system information

One of the actions of the Esko Configuration Manager software is to gather configuration information from all the stations that have Esko Software Suite products installed, such as installed software versions, license information, Esko Software Suite product configuration information etc. This information is also sent to the central server at Esko.

A collection is typically performed once a day on working days randomly between 10-16 h. The result is saved on disk when relevant changes (such as new software or licenses installed) were found as compared to the previous collection. The resulting files with system information are also cleaned up using a data reduction mechanism. If relevant changes were detected the new system information is sent to the central Esko server.


The system information collected can always be viewed in the *Configuration Manager Report*. This report is accessible on all Windows stations (not on Mac) with Esko Software Suite products installed (when an active Esko Configuration Manager module is present in the network) or on the station with the Esko Configuration Manager module itself installed.

To view the report click **Start**, select **Programs** (or **All Programs**), select **Esko**, select **Station Information Service 1.0** or **Configuration Manager 1.0** and click **Configuration Manager Report**.

The report will be displayed in the browser.

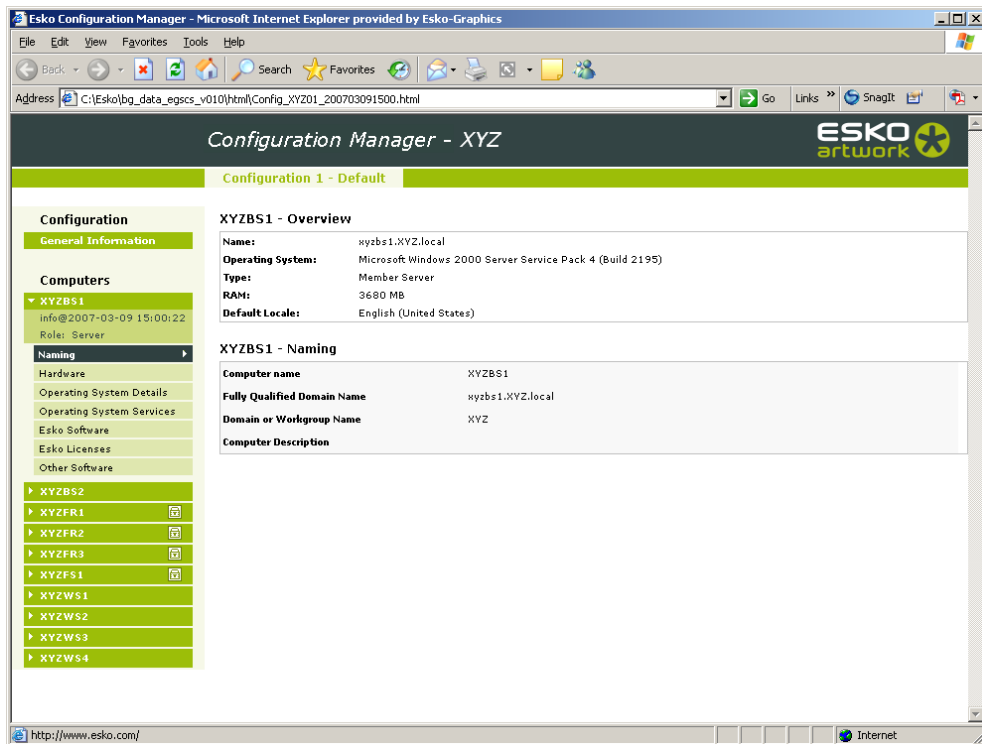
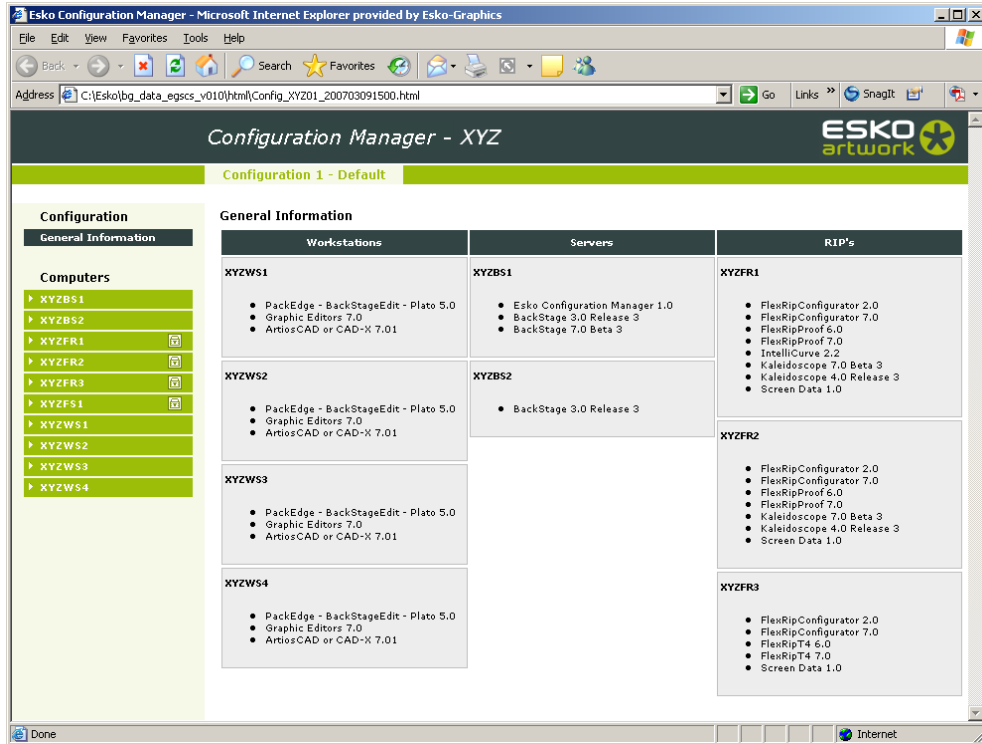
The system information report can be inspected by clicking **Latest** while system information reports collected by previous collection actions can be viewed in the “Former Workstation Group Information” area either in HTML or XML format by clicking the View link. If the link for HTML displays **View (?)** this means that some error occurred during the transformation of the XML report to HTML, typically due to incomplete XML data. In that case only the XML data can be examined.

The system information report will be displayed when clicking **Latest** as shown in the next picture. This report first shows a general overview of all the types of stations (graphic workstations, server and rip stations) present. More information about a particular station can be viewed by clicking the appropriate station entry in the left panel. The station information is further subdivided in different sections: Hardware, Operating System Details, Operating System Services, Esko Software, Esko Licenses and Other Software.

Stations that have a  icon next to the entry in the left column have a local FLEXlm

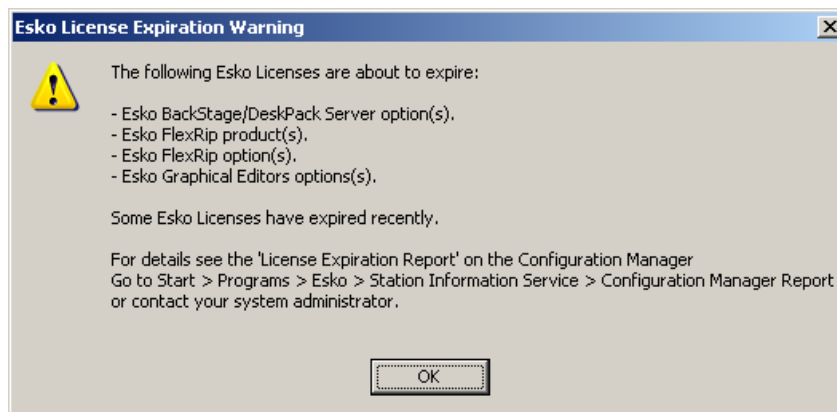
License Manager installed.

Esko Configuration Manager



2.2 Monitoring Esko licenses

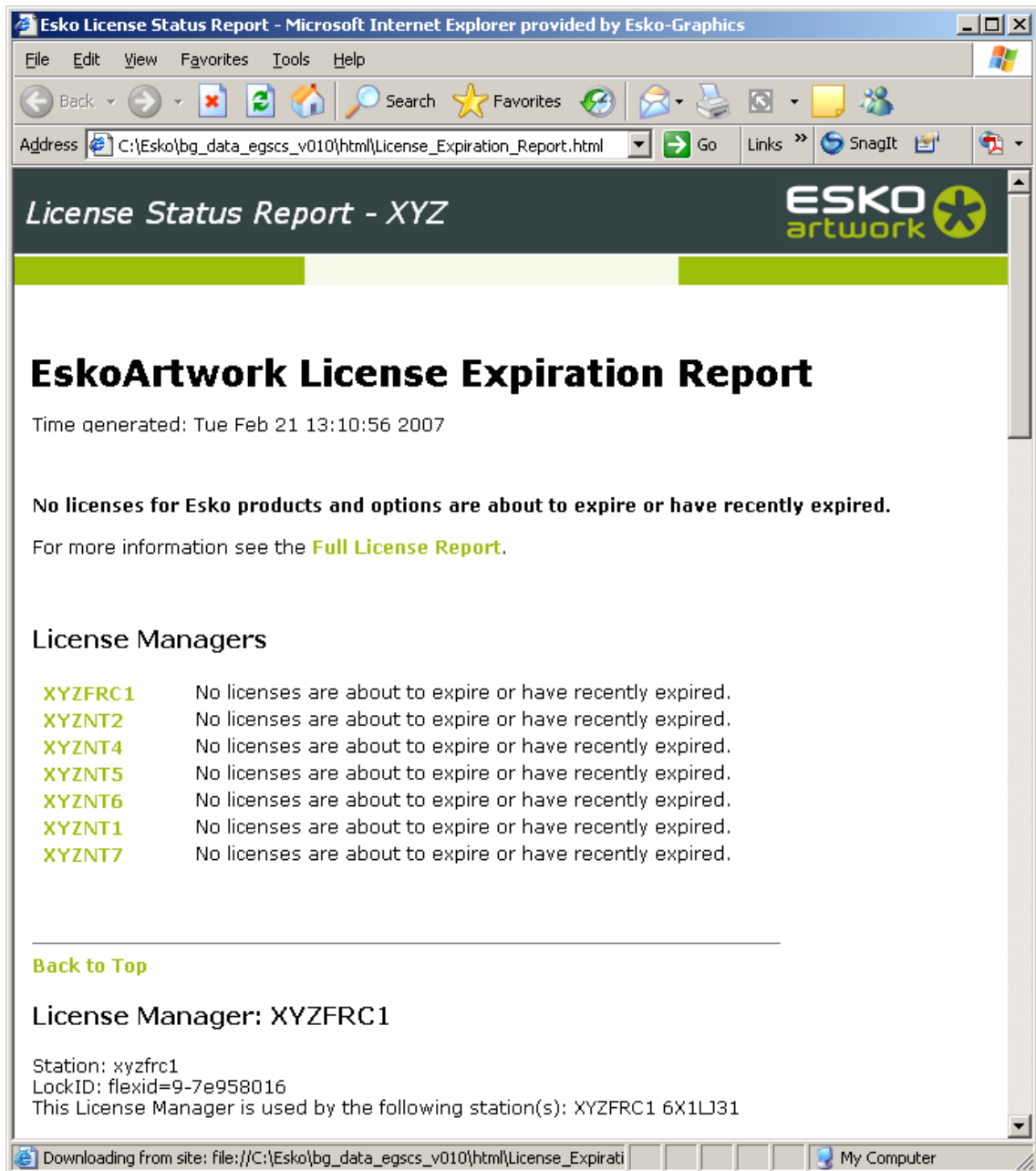
The Esko Configuration Manager software also monitors the licensing information on all the stations with a local Esko FLEXIm License Manager installed. If temporary licenses are about to expire the Esko Configuration Manager software will issue a warning message box on all the stations that have Esko Software Suite products installed (even if no user is logged in on the station), depending on the settings specified in the License tab of the configuration (see chapter 7.3).

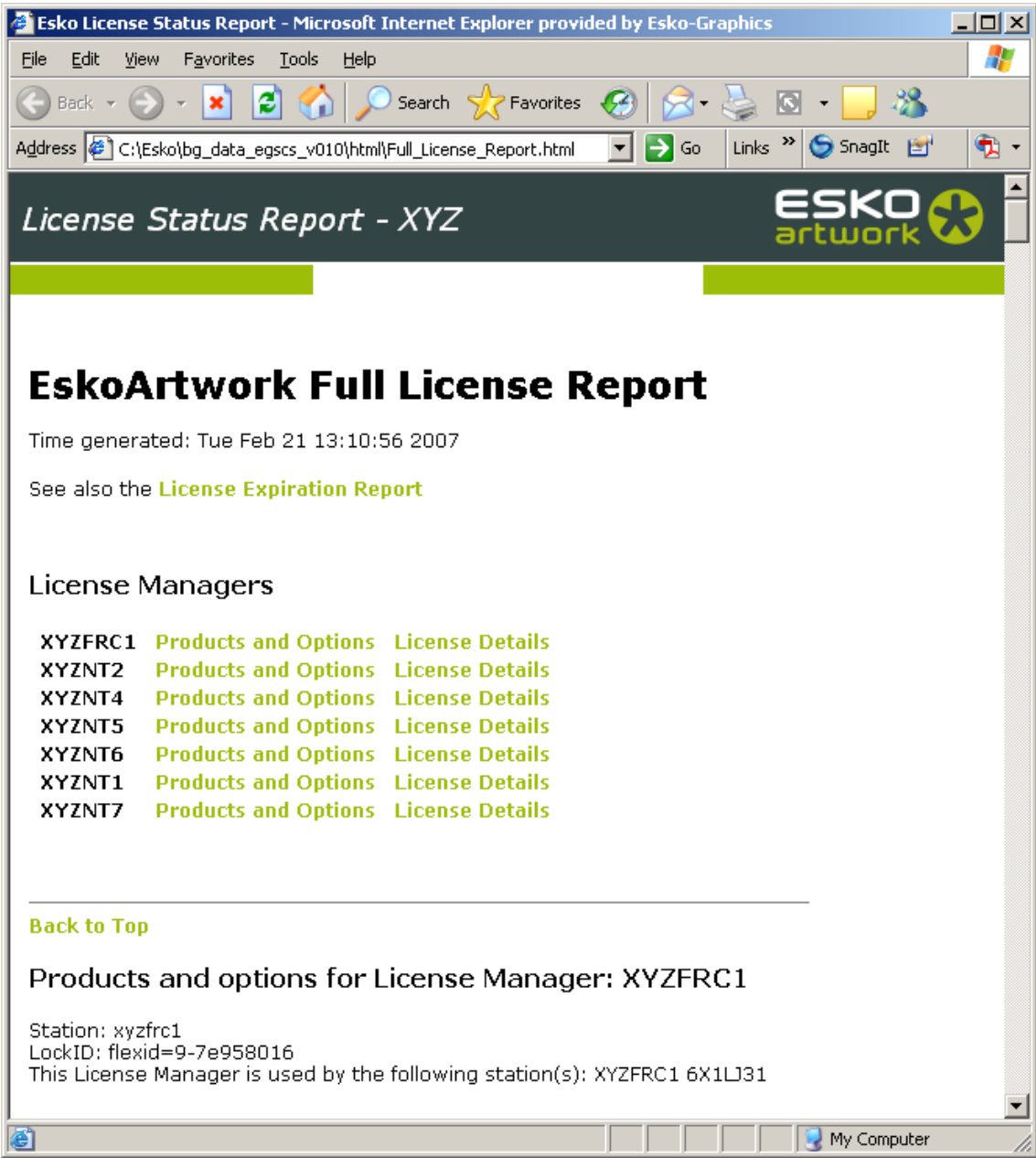


More information on the licenses that are about to expire (or have expired recently) can be found via the *Configuration Manager Report*. This report is accessible on all Windows stations with Esko Software Suite products installed (when an active Esko Configuration Manager module is present in the network) or on the station with the Esko Configuration Manager module itself installed. To view the report(s) click **Start**, select **Programs** (or **All Programs**), select **Esko**, select **Station Information Service 1.0** or **Configuration Manager 1.0** and click **Configuration Manager Report**. In the report (as shown in the previous chapter) the license information can be inspected by clicking **License Expiration Report** or **Full License Report**. Some examples are shown below. The reports show the license information for all the stations that have a FLEXIm License Manager installed.

Apart from the message boxes sent to all stations, the Esko Configuration Manager software can be configured to send a license expiration warning mail to system administrator(s) or selected users.

A Licenses Overview can be displayed when clicking on the Licenses Overview link. The view will provide an overview of the licenses similar to the view in the Local and the Network License Manager. This view however provides a grand overview of both local and network licenses on all stations.





3 Installing Esko Configuration Manager software on Windows

Esko Configuration Manager software is part of the Esko Software Suite and the installation is available in the Esko Software Suite's software distribution medium. The Esko Configuration Manager software should be configured correctly after installation as described in chapters 7 and 10.

3.1 Prerequisites

3.1.1 **DEPRECATED - Creating an Esko Configuration Manager mailbox**

This functionality is not used anymore.

3.1.2 **Installing on Windows in Parallels for Mac on Intel-based Mac**

When Esko Configuration Manager software is to be installed on a Windows operating system in the Parallels virtualization software on Mac OS X on an Intel-based Mac platform the Parallels **Network Option** must be set to **Bridged Networking** in order to expose the Esko Configuration Manager services on the network and be accessible.

3.2 Installation of the ESKO CONFIGURATION MANAGER software

As explained above, the Esko Configuration Manager software consist of 2modules:

- *Esko Configuration Manager* module, to be installed on only one Windows computer at the customer site.
- *Esko Station Information Service* module, this module is always installed automatically when any Esko Software Suite product is installed on a (Windows or Mac) computer (inclusive the Esko Configuration Manager or Esko Data Transfer Client module). This module is made available separately to be able to install it on systems that have no Esko Software Suite products installed in order to include them in the information collection process (e.g. a station running only the Esko License Manager).

A dedicated Esko Configuration Manager software installer is available on the Esko Software Suite distribution media that allows selection of the modules to be installed on a particular computer.

It is a good practice to select carefully the computers on which any of the modules will be installed, taking into account the requirements and Internet access policy.

Remember that the Esko Configuration Manager module must only be installed on one computer at a customer site.

First install of the Esko Configuration Manager software

To install the Esko Configuration Manager software for the first time perform the following steps.

1. Log in as user Administrator.
2. Insert the Esko Software Suite distribution DVD. The DVD will typically auto-start and display an “Suite Software Installation” window. If the DVD does not auto-start, start up the Windows Explorer, browse to the DVD root folder and double-click setup.exe.
3. Choose a language by clicking on one of the language indicator links.
4. In the next window click Extra link in the left column, click in the right window Install the Configuration Manager software. Click Next in the Welcome window, click Cancel to abort the installation The installation procedure will check the system, click Next to continue.
5. In the License Agreement window, read the Software License Agreement, click Yes, I accept the license agreement and click Next.
6. In the next window the list of the available Esko Configuration Manager modules will be displayed. The “Esko Data Transfer Client 1.0” component is deprecated in this version of Esko Suite software. Please do not select this component to install.
7. Click Next to start the actual installation, click Cancel to abort the installation process.
8. Be sure to close all open applications and click **Yes** in the message box.
9. The installation procedure will install all the components required for installation of the selected modules

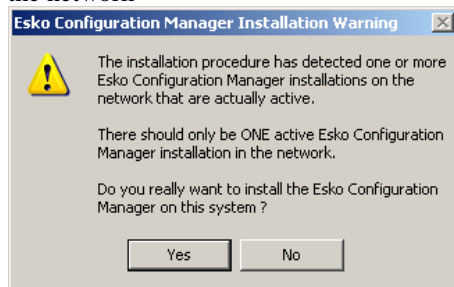
10. The post-install procedure will exit automatically (when there is no error) after some delay after execution completion. To continue immediately click **Continue**. Click **Wait** to interrupt the delay in order to consult the messages
11. If the computer must be rebooted, select **Yes, I want to restart my computer now** and click **Finish**. If the computer is not to be rebooted or if reboot will be done later, select **No, I will restart my computer later** and click **Finish** quit the installer

◆ *Warning*

Interrupting an installation will leave the system in an undefined state and the system will not function properly. To restore the system re-start the installation process.

Notes

Before starting the actual installation a pre-installation procedure will be started. If the Esko Configuration Manager 1.0 module was selected for installation, the procedure will check whether other active Esko Configuration Manager installations can be found on the network. If one or more were found the following message box will be displayed, click **No** to abort the installation and first uninstall or turn inactive other Esko Configuration Manager installations in the network



The Esko Configuration Manager software requires the prerequisite Microsoft Visual Studio 2010 redistributable components to be installed. If these components are not installed the installer will be started automatically.

At the end of the component installations the procedure will execute a general post-installation procedure which will request to install the MAPI support software. This software installation is *only required if a Microsoft Exchange server will be used for the mail communication channel and no Microsoft Outlook is installed nor Microsoft Exchange Server 2003 or earlier is installed on the system*. Click **Yes** in the message box if installation of MAPI support is wanted, click **No** to skip the MAPI support installation.

If MAPI support installation is selected, perform the following steps:

1. The installer will display a “Welcome to the Microsoft Messaging API and Collaboration Data Objects 1.2.1 Installation Wizard”, click **Next** to continue.
2. Select I agree in the “End User License Agreement” window and click **Next**.
3. The software will be installed while displaying a progress bar in the “Installing Messaging API and Collaboration Data Objects” window.
4. At the end of the installation click **Finish** in the “Completing the Microsoft Messaging API and Collaboration Data Objects 1.2.1 Installation Wizard”

If the MAPI installation procedure request rebooting of the system, reboot the system at that moment.

Update of the Esko Configuration Manager software

When a new release of Esko Software Suite contains updates for the Esko Configuration Manager software, these updates must also be installed.

The Esko Configuration Manager software components that are installed on a system with Esko Software Suite products installed will automatically be updated during the prerequisite software component update (see the Esko Software Suite installation manual for more information).

For systems that have only Esko Configuration Manager software components installed and no other Esko Software Suite products installed, the software must be updated separately. To update these components start the installer as described in the previous chapter 3.2.1.

The installation procedure is similar to the one described in the previous chapter except for the fact that Esko Configuration Manager modules that are already installed will be pre-selected for update and cannot be deselected as shown below. Only components that are not installed on the system can be selected, these components should be left deselected.

The “Esko Data Transfer Client 1.0” component is deprecated in this version of the Esko Suite software. Please leave this module deselected.

Installing Esko Configuration Manager software on Mac OS X

For Mac OS X only the Esko Station Information Service module is supported. This module is automatically installed with the Mac OS X Esko Software Suite product that is selected for installation on the Mac OS X system. No separate installer is available for the Esko Station Information Service module on Mac OS X.

4 Uninstall Esko Configuration Manager software on Windows

To uninstall the Esko Configuration Manager software, the Esko Configuration Manager components must be uninstalled separately (possibly on different stations).

To uninstall the *Esko Configuration Manager* component log in as user **Administrator** and initiate the uninstall process in one of the following ways:

- Click **Start** in the bottom task bar, select **Programs** or **All Programs** (depending on the operating system), **Esko, Configuration Manager 1.0** and click **Remove Configuration Manager**.
- Click **Start** in the bottom task bar, select **Settings, Control Panel** and double-click **Add or Remove Programs**. Select **Change or Remove Programs** in the “Add or Remove Programs” window, select **Esko Configuration Manager 1.0** in the list and click **Change/Remove....**

Perform the following steps in the uninstallation process.

1. The uninstallation procedure will initialize while displaying a progress bar.
2. A message box will be displayed asking confirmation for the uninstallation, click **Yes** to continue, click **No** to abort the uninstallation process.
3. A message box will be displayed showing the path to the product’s data folder and a warning that the data will be removed from the disk. Click **Yes** if the data may be removed from the system and to continue the uninstallation, click **No** to abort the operation and possibly save data from the folder(s) first.
4. A pre-uninstallation procedure will be started. At the end and if no errors occur, the procedure will automatically end after some delay. To stop the countdown and read the messages, click **Wait**. Click **Continue** to continue immediately.
5. The uninstallation procedure will start uninstalling all the elements of the software on the system. During uninstallation activity is reported.
6. At the end of the uninstallation an “Uninstallation Completed” window is displayed, click **Finish** to leave the uninstallation program.

Uninstall Esko Configuration Manager software on MAC OS X

For Mac OS X only the Esko Station Information Service module is supported. This module is automatically installed with the Mac OS X Esko Software Suite product that is selected for installation on the Mac OS X system.

To uninstall the Esko Station Information Service module double-click the `uninstall.term` entry in the `/Esko Station Information Service` subfolder of the `/Applications` folder. The uninstall procedure must be run as a user with administrative privileges.

5 Configuring the Esko Configuration Manager module

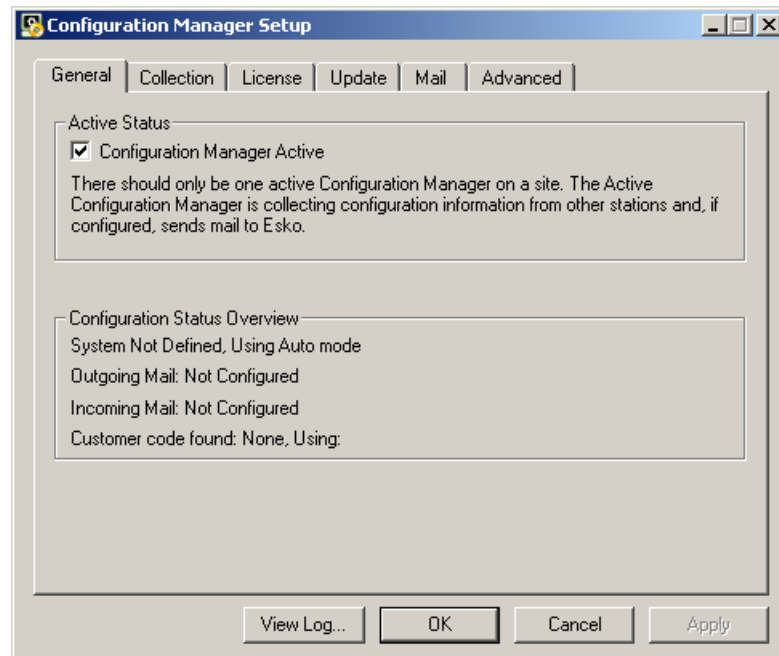
The Esko Configuration Manager module consists mainly of a service (Esko Configuration Manager Service) running in the background and a configuration setup application.

The configuration of the Esko Configuration Manager Service is present in the configuration file `egscs_config.xml` in the `bg_data_egscs_v010\config` subfolder in the installation folder of the Esko Configuration Manager component (typically `\Esko` on the system drive). This file contains all the parameters for the Esko Configuration Manager Service and is self-explanatory. The most common parameters can also be setup by using the Configuration Manager Setup tool.

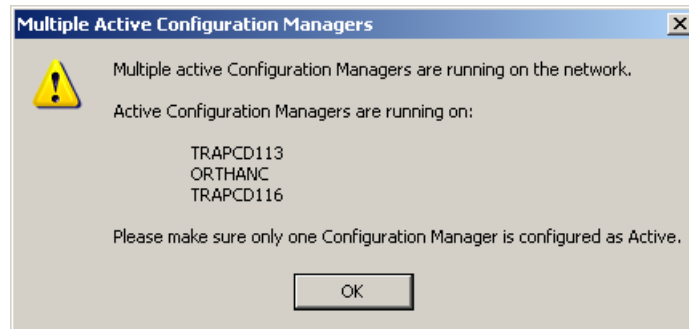
◆ *Warning*

The Configuration Manager Setup program should only be used by system administrators at the customer site. Manual changes in the Esko Configuration Manager configuration file should only be done by experienced Esko Customer Service engineers.

To start the Configuration Manager Setup application, log in as user **Administrator**, click **Start**, select **Programs** (or **All Programs**), select **Esko**, select **Configuration Manager 1.0** and click **Configuration Manager Setup**. The “Configuration Manager Setup” application will start up.



If more than one active Esko Configuration Manager installation is detected on the network, the following message box will be displayed. This situation must be avoided as only one Esko Configuration Manager may be active at a customer site. All the other Esko Configuration Manager installations should be deactivated by uninstalling the Esko Configuration Manager module or at least by setting them inactive (see **General** tab sheet).



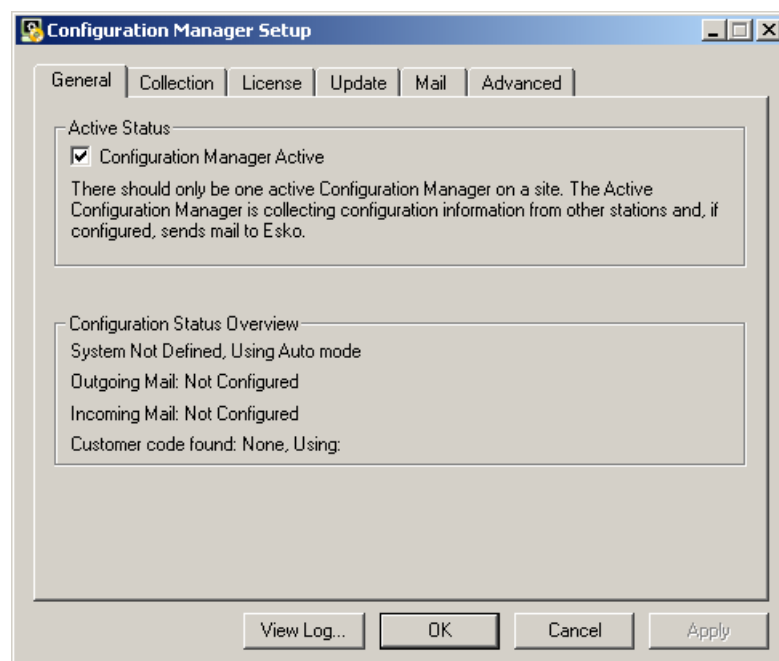
The next chapters describe the different tab sheets in more detail.

5.1 General

In this tab sheet the Esko Configuration Manager module installed on the station can be set active or inactive. As only one Esko Configuration Manager may be active at a customer site, all other Esko Configuration Manager installations must be set inactive. The best practice is though to uninstall all other installations of the Esko Configuration Manager module, except perhaps for one (in inactive state) used as fall-back in case of problems with the original one.

To inactivate or activate an Esko Configuration Manager, deselect or select the **Configuration Manager Active** check box and click **OK**.

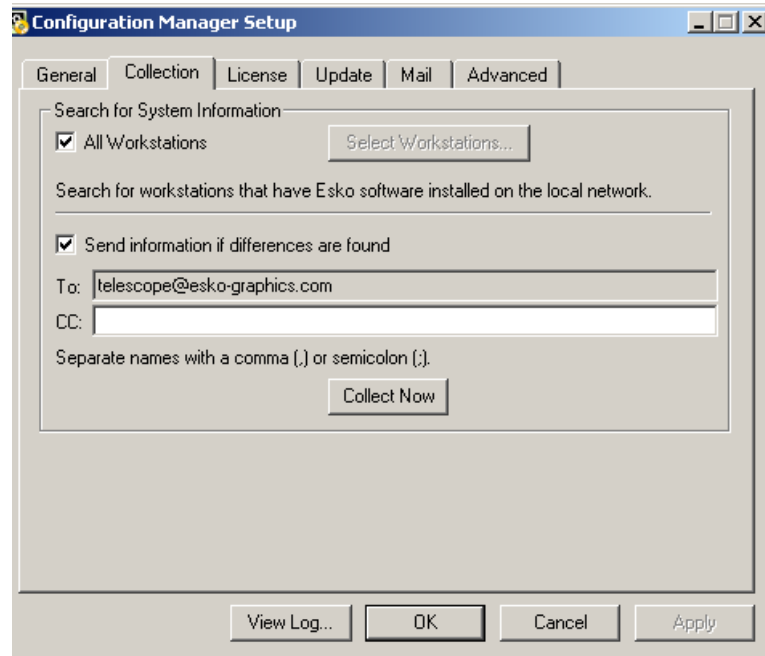
An inactive Esko Configuration Manager will internally disable information collection, license expiration checking, communication mail sending and mail reception to or from the central Esko server.



In the **Configuration Status Overview** panel the general status of the Esko Configuration Manager service is displayed.

5.2 Collection

The **Collection** tab sheet contains the parameters for the information collection process.



The Configuration Manager Setup program allows to define **Workstation Groups**. A Workstation Group is a collection of stations (such as server, RIPs and editor workstations) that are considered as a system implementing a dedicated workflow (such as a Packaging workflow, a Commercial Print workflow, a test workflow ...). With the definition of a Workstation Group, it is possible to perform an upgrade/update to another version of Esko Software Suite while the others remain at the current version. A station should typically be part on one Workstation Group only.

◆ *Warning*

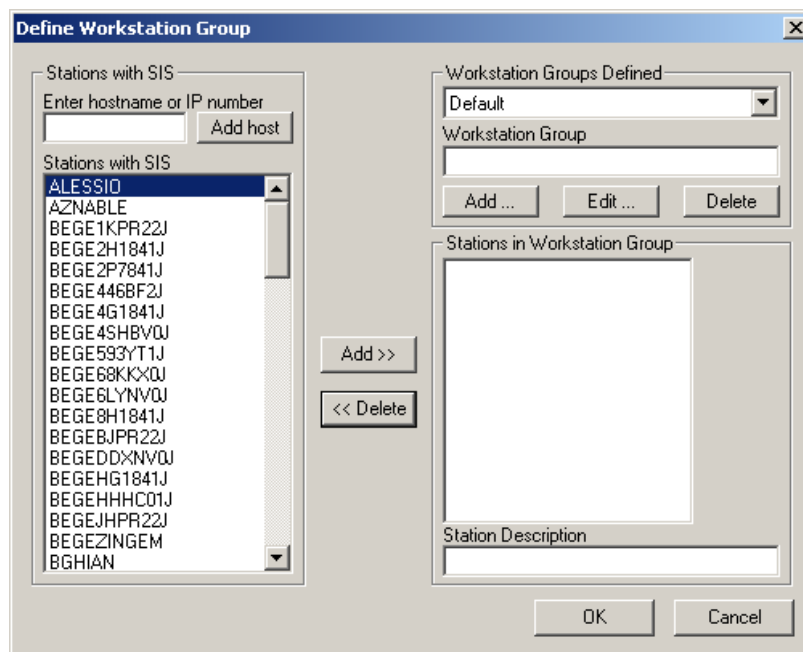
Use of multiple Workstation Groups is currently not yet fully supported. The visualization of the data of a multiple Workstation Group setup is not supported yet. Defining multiple Workstation Groups should not be done with the current version, only one Workstation Group should be used.

5.2.1 System information collection mode

To find all the stations with Esko Software Suite products installed, two methods can be used:

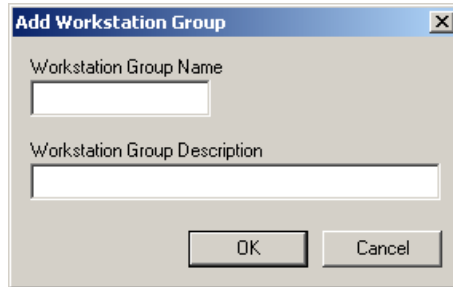
- **Auto** collection mode: the stations with Esko Software Suite products are detected via sending out a network broadcast lookup message. Only stations on the same local network (having the same subnet mask) as the station with the Esko Configuration Manager module installed will be detected. This is the default setting. To select this collection mode, enable **All Workstations**.
- **Workstation Group** mode: in this mode the data collection operation is done on the stations that were defined to belong to one or more Workstation Groups. Each Workstation Group can contain several stations defined by their name or IP address. These stations are not limited to belong to the same network. To select this collection mode, disable **All Workstations**.

To define or change a Workstation Group click **Select WorkStations...** The following window will be displayed.

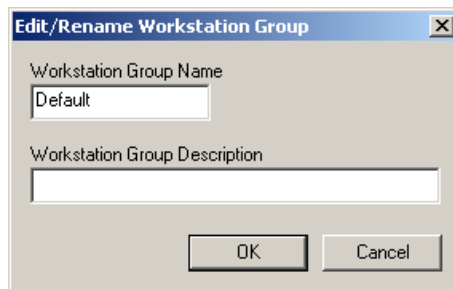


In the left panel **Stations with SIS**, a list of stations with Esko Software Suite products detected through a network broadcast is shown. If other stations not part of the same network are to be included in a Workstation Group they must first be entered in the left list by entering the name or IP address in the **Enter hostname or IP number** edit field and clicking **Add host**.

To define a new Workstation Group click **Add....** An “Add Workstation Group” window will be displayed, fill in the Workstation Group name in the **Workstation Group Name** edit field, an optional description in the **Workstation Group Description** edit field and click **OK**. Typically the **Workstation Group Description** field will reflect the purpose of the workflow.



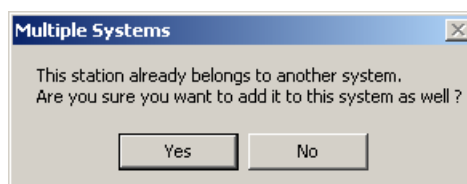
The Workstation Group will be added to the drop-down list in the **Workstation Groups Defined** area. To change the name or description of a Workstation Group, select the particular system from the drop-down list and click **Edit....**



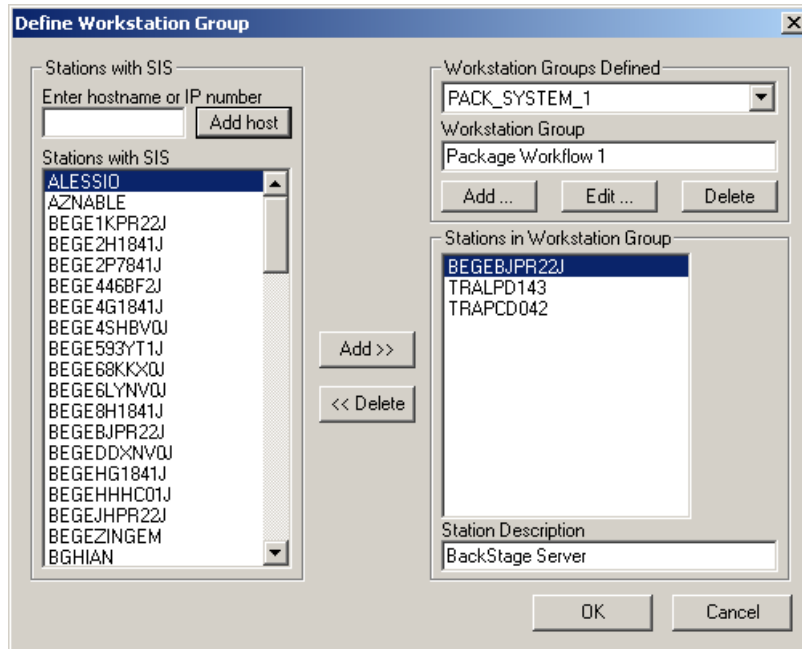
To delete a Workstation Group, select it from the drop-down list and click **Delete**.

To add or remove stations to or from a particular Workstation Group, select the Workstation Group from the drop-down list. The stations already belonging to the Workstation Group will be displayed in the **Stations in Workstation Group** list. To add a station select the station in the left list and click **Add>>**, to remove a station from the Workstation Group, select the station in the right list and click **<<Delete**. For each of the stations added to the system, a **Station Description** can be defined, typically this comment should reflect the role of the station (Esko Backstage Server, Esko FlexRip station or editor workstation).

If a station already belongs to another system, the following warning will be issued. Stations should only belong to one system.



Below an example for definition of a Workstation Group is shown.



To accept all the changes, click **Apply** in the “Define Workstation Group” window.

5.2.2 Mail recipients for system information files

The collection of information is typically done once a day during working days. If relevant changes are detected the configuration information file is sent in encrypted format to the central server at Esko.

By default, the information is sent to Esko via webservices. Therefore, you must ensure that the website *.esko.com is not blocked by your firewall for both http and https access. The mechanism for uploading the relevant changes through email is still available, example to inform you about changes in your configuration.

The mail address of the central server at Esko is *telescope@esko.com*. To enable this mail send functionality enable the **Send information if differences are found** checkbox.

The mail can also be sent to system administrators at the customer site in CC. In that case fill in the other mail addresses (separated by comma or semicolon) for CC reception in the CC edit field.

5.2.3 System information collection

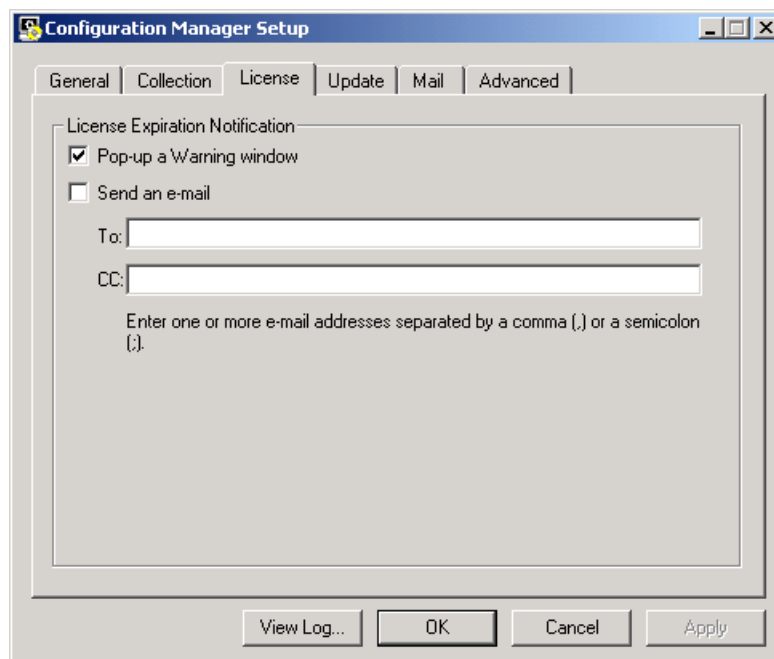
Clicking the **Collect Now** button will force an information collection process and write the configuration information of the stations to disk. The file can be inspected by clicking **Start**, selecting **Programs** (or **All Programs**), selecting **Esko**, selecting **Configuration Manager 1.0** and clicking **Configuration Manager Report**. In the report click **Most Recent File** to view the system information report. The XML and HTML files from the collection process are located in the *bg_data_egscs_v010\html* and *\xml* folders in the installation folder of the Esko Configuration Manager module (typically *\Esko* on the system drive).

System information is only sent to the Esko central server if the configuration has changed or the last information sent was more than 2 weeks old. Pressing multiple times the **Collect Now** button without changing the configuration in between will send the information only once. A configuration change occurs when some action is performed on any of the systems such as loading a new license file, performing an update etc...

License expiration

The **License** tab sheet contains the parameters for the license monitoring process.

License monitoring is an automatic process. Depending on the settings in the **License** tab sheet, license warning message boxes will be displayed on all stations where Esko Software Suite products have been installed and/or a license expiration notification e-mail is sent to the users mentioned in the **To** and **CC** edit fields.



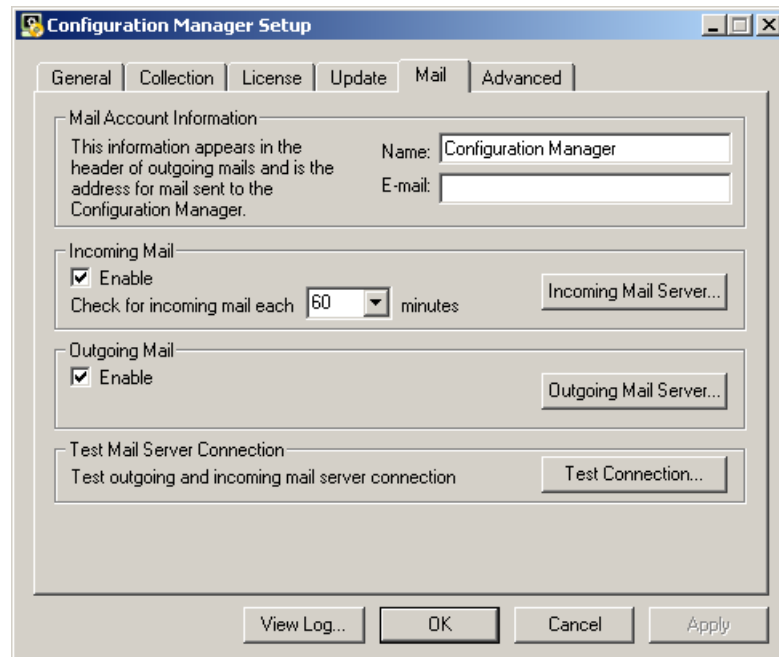
By default, the **Pop-up a Warning window** is enabled and **Send an e-mail** is disabled. Either one or both the settings must be enabled, both disabled is not allowed. When **Send an e-mail** is enabled, be sure to fill in valid e-mail address(es) in the mail address edit fields and to have entered a valid Outgoing mail server in the Mail tab sheet (see 7.5).

DEPRECATED - Update

The **Update** tab sheet contains the parameters for the Esko Software Suite updates download process. This functionality is not used anymore.

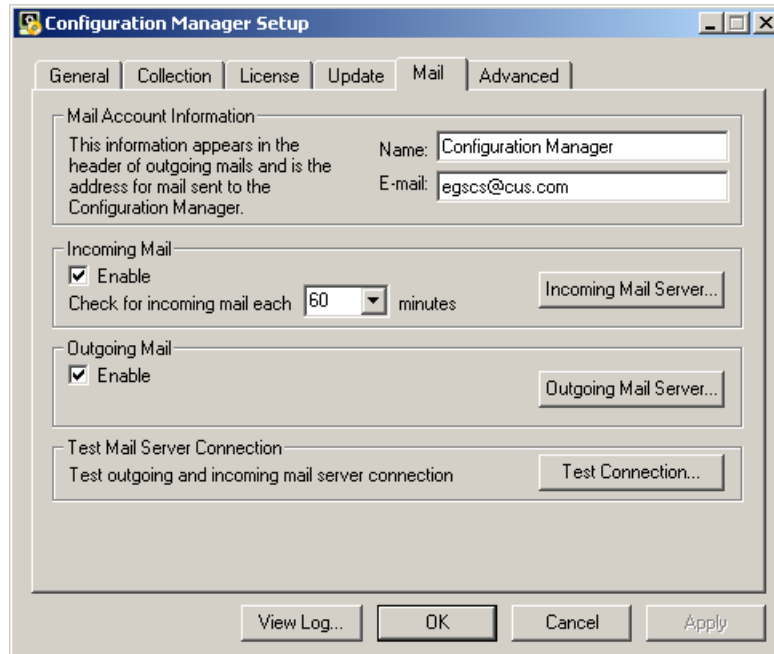
5.5 Mail

Communication between the Esko Configuration Manager at the customer site and the central server at Esko is performed by default by using webservices, or by using mail. The **Mail** tab sheet in the Configuration Manager Setup tool contains the parameters for the mail communication.

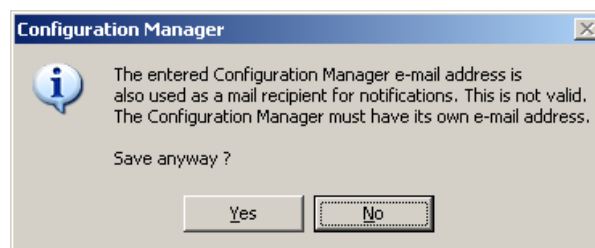


5.5.1 Mail account information

Fill in the associated name and e-mail address of the Esko Configuration Manager's dedicated mailbox in the **Name** and **E-mail**.



If the E-mail address of the Esko Configuration Manager's dedicated mailbox is already used somewhere in another configuration as a mail notification address (such as a mail recipient for System Information Files, License Expiration Warnings or Update Notifications) an error message box will be displayed after clicking **Apply** or **OK**. The mail addresses setups should be corrected before continuing.

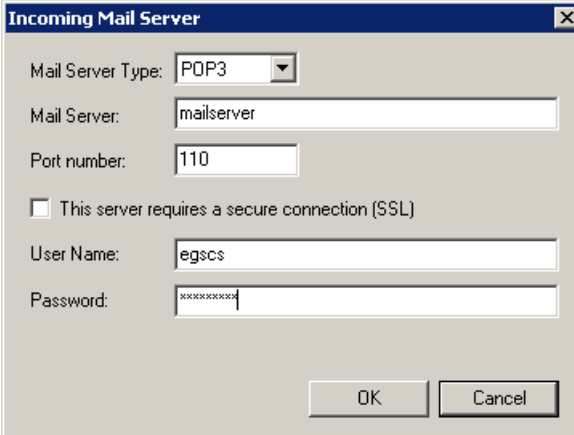


5.5.2 DEPRECATED - Incoming mail

This functionality is not used anymore

5.5.3 POP3 type incoming mail

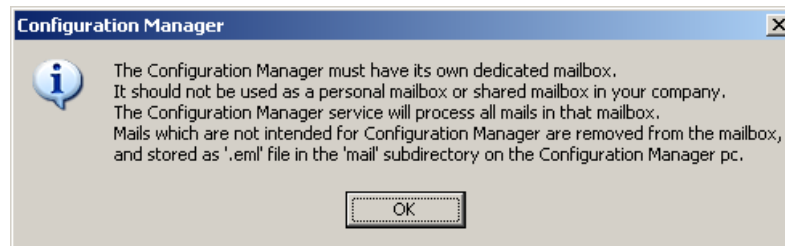
In the “Incoming Mail Server” window fill in the computer name of the **Mail Server** and the **Port Number** for the POP3 protocol (default value is 110), together with the **User name** and **Password** for the mail server user used to access the mail in the dedicated mailbox of the Esko Configuration Manager (see 3.1.1). For use of SSL (Secure Sockets Layer) enable **This server requires a secure connection (SSL)** (in that case the default port number will change to 995).



The screenshot shows a dialog box titled "Incoming Mail Server" with a close button (X) in the top right corner. The dialog contains the following fields and controls:

- Mail Server Type:** A dropdown menu with "POP3" selected.
- Mail Server:** A text input field containing "mailserver".
- Port number:** A text input field containing "110".
- Secure Connection:** A checkbox labeled "This server requires a secure connection (SSL)" which is currently unchecked.
- User Name:** A text input field containing "egscs".
- Password:** A text input field containing "xxxxxxxx" (masked).
- Buttons:** "OK" and "Cancel" buttons at the bottom right.

When the Incoming Mail Server is configured and **OK** is clicked, a message box is displayed warning not to use a personal mailbox for this purpose, click **OK** to continue.



IMPORTANT WARNING

The incoming mailbox configuration must never be done using an existing user's personal mailbox! If a personal mailbox is used, the complete personal mailbox will automatically and immediately be emptied of all mail and dumped into a folder with unrecognized mail messages as being mail not destined for the Esko Configuration Manager.

Incoming mail that is not recognized as being destined for the Esko Configuration Manager, is gathered in the \mail subfolder of the \bg_data_egscs_v010 data folder in the Esko Software Suite installation folder (typically \Esko on the system disk).

Note

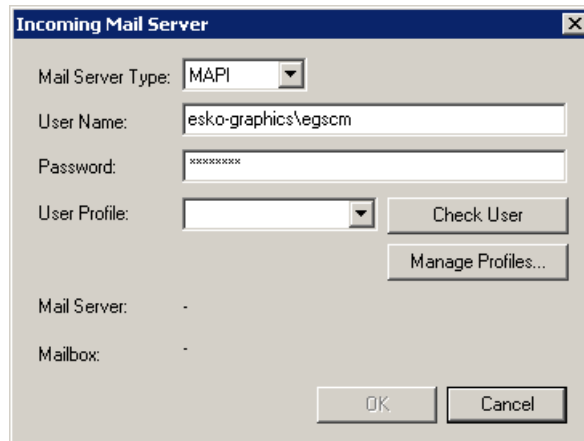
Customers that do not have a mail server on-site should contact their mail service provider to request creation of an extra mailbox using POP3. Customers using a mail server at their premises for which they decided not to enable the POP3 service, can request creation of a mailbox using POP3 from their Internet Service Provider (ISP) or set up a mailbox using POP3 from a free e-mail service of their choice. This could mean that the customer's firewall configuration may have to be adapted accordingly.

5.5.3.1 MAPI type incoming mail

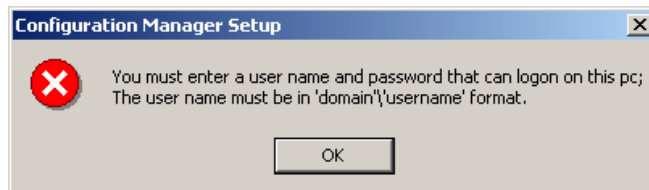
◆ *Warning*

To configure the settings for the use of a Microsoft Exchange Server, the computer must belong to the Windows domain where the Exchange Server belongs to and the user must be logged on as a domain user.

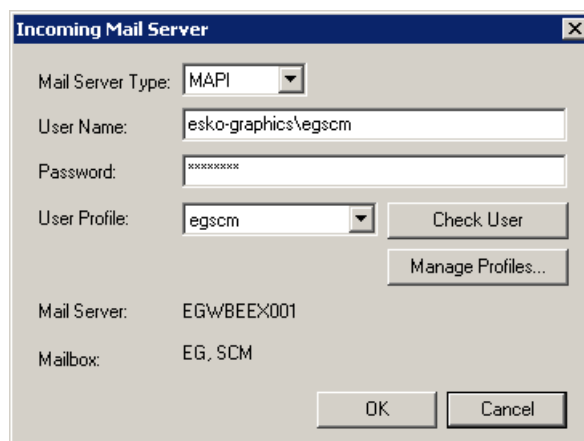
In the “Incoming Mail Server” window fill in the Exchange domain **User Name** and **Password** to connect to the Exchange Server.



If an invalid **User Name** is entered an error will be displayed:



If there already exists a profile for this account, click **Check User** and the first available profile will be displayed in the **User Profile** drop-down select list and the **Mail Server** and **Mailbox** entries will be filled in.

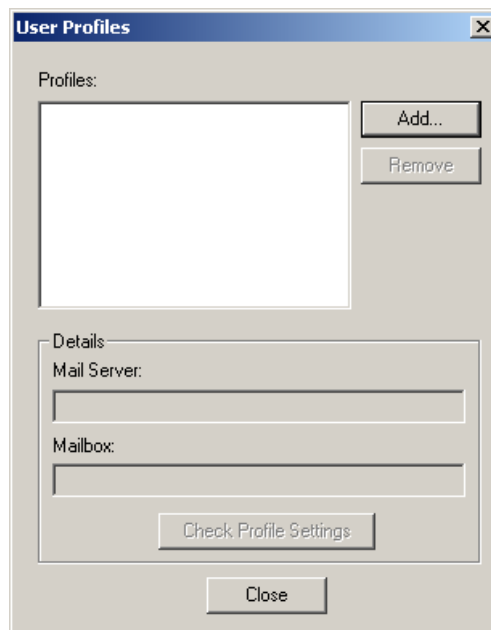


☑ *Note*

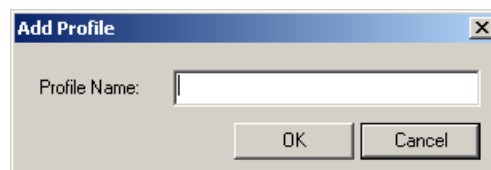
*The Exchange profile must be validated, which means it indicates the **Mail Server** name and the **Mailbox** name. The **OK** button cannot be pressed if the Mail Server and Mailbox information is not available.*

If the **User Profile** select list contains other profiles, another profile can be selected, clicking **Check User** will retrieve the profile’s **Mail Server** and **Mailbox** information.

If there are no Exchange profiles attached to the user or if another profile is desired, click **Manage Profiles....** A “User Profiles” window will be displayed with a list of existing profiles for the user in **Profiles:**.

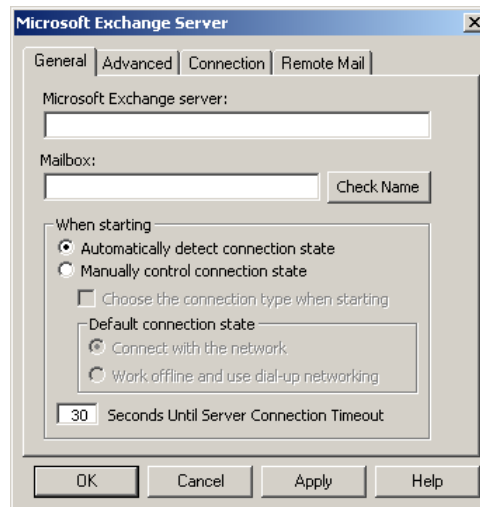


In this window profiles can be added or removed and Mail Server and Mailbox information can be retrieved for the selected profile by clicking **Check Profile Settings**. The information is displayed in the **Details** area. To add a new profile click **Add...**, an “Add Profile” window will be displayed where the new **Profile Name** for the selected account can be filled in.



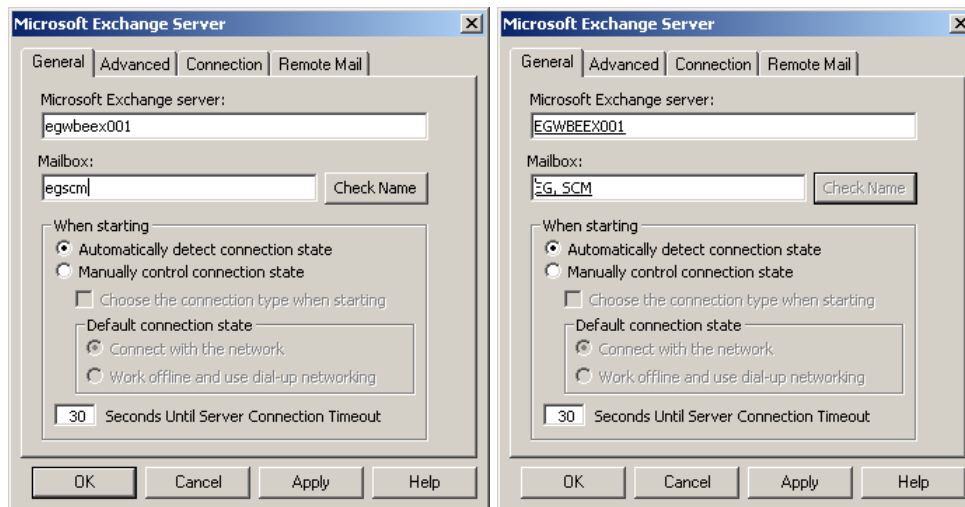
Configuring the Esko Configuration Manager module

Click **OK** to accept the new profile, a “Microsoft Exchange Server” window will be displayed to set up the Mail Server and Mailbox information from the Exchange Server.



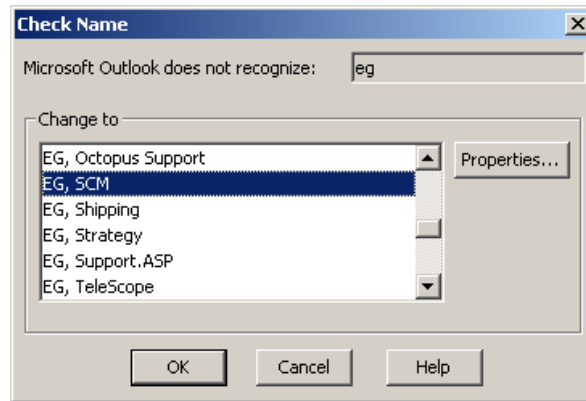
The screenshot shows the "Microsoft Exchange Server" dialog box with the "General" tab selected. The "Microsoft Exchange server:" field is empty. The "Mailbox:" field is also empty, with a "Check Name" button to its right. Under the "When starting" section, "Automatically detect connection state" is selected. Below that, "Choose the connection type when starting" is unchecked, and "Default connection state" is set to "Connect with the network". At the bottom, the "Seconds Until Server Connection Timeout" is set to 30. Buttons for "OK", "Cancel", "Apply", and "Help" are at the bottom.

Enter the name of the **Microsoft Exchange server** and **Mailbox** for the profile and click **Check Name** to validate the information. If validation was successful both the **Microsoft Exchange server** and **Mailbox** entries will be underlined.

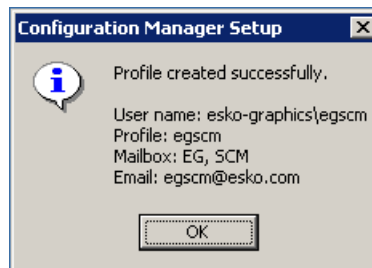


The two screenshots show the "Microsoft Exchange Server" dialog box after successful validation. In the left screenshot, the "Microsoft Exchange server:" field contains "egwbeex001" and the "Mailbox:" field contains "egscm". Both fields are underlined. In the right screenshot, the "Microsoft Exchange server:" field contains "EGWBEEEX001" and the "Mailbox:" field contains "EG_SCM". Both fields are underlined. The "Check Name" button is now disabled. All other settings and options remain the same as in the first screenshot.

The resolved **Mailbox** entry may be different from what was entered before validation (typically in the format Name, Firstname). If the **Mailbox** value that was entered is ambiguous, another window will be displayed requesting selection from a list of available Mailbox names, select the appropriate one and click **OK** in that case.



The other settings for the “Microsoft Exchange Server” window may be left unchanged, click **OK** to accept the settings for the new profile. After creation of the new profile a message box will be displayed with the domain user name, profile name, mailbox name and e-mail address of the mailbox, click **OK**.



Note

The domain user account filled in in the “Incoming Mail Server” window must have read and write access to the mailbox in the Exchange server. If a wrong mailbox was selected, an error message will indicate that the account has insufficient privileges for that mailbox.

Note

Creating or deleting a profile does not delete mail messages. The messages always reside in the Exchange mail server. A profile only contains the information on how to connect to an Exchange mail server for the specified domain user account. If problems are experienced with e-mail setup, simply try deleting the profile and creating a new one.

Note

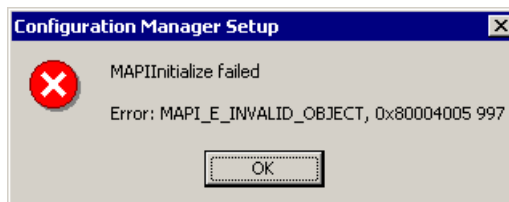
*The settings for Exchange/MAPI mode for Incoming mails are automatically propagated to the settings of the Outgoing mails. The **Enable** checkbox in the **Outgoing Mail** in the “Configuration Manager Setup” window must be enabled though.*

Note

Contrary to the restriction of a dedicated mailbox in POP3 mode, the Exchange/MAPI mode allows to use a personal mailbox. Personal mails will not be pulled from the mail server nor removed or stored in a mail directory. As a general rule, for privacy reasons and to avoid influence on the mail traffic between Esko and the customer’s Esko Configuration Manager, use always a dedicated mailbox

Note

When the following error message is displayed after clicking OK if MAPI mode is selected it means that MAPI support is not present on the system (there is no Microsoft Outlook client software installed or there is no Microsoft Exchange Server 2003 or lower installed on the system).

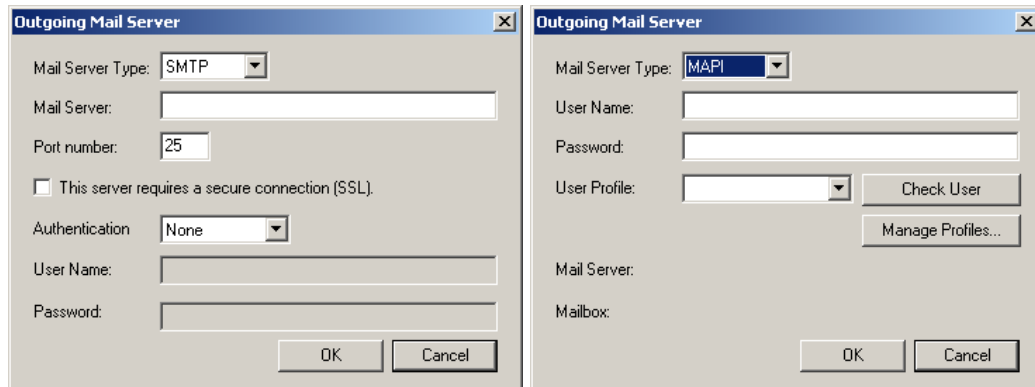


*In that case MAPI support must be installed separately. The installer is available on the Esko Software Suite distribution DVD. After startup click **Software Installation** in the left column, click **Esko Configuration Manager** in the right window and click **Install MAPI support for Esko Configuration Manager**. Follow the instructions as described in chapter 3.2.1 step 11.*

5.5.4 Outgoing mail

To be able to send mail to the central server at Esko and to inform the operators listed in the **To** and **CC** edit fields of the **License** tab sheet about expired licenses, update availability etc..., **Outgoing mail** must be enabled by enabling the **Enable** checkbox in the “Configuration Manager Setup” window.

To configure the outgoing mail server parameters click **Outgoing Mail Server**. Select the appropriate **Mail Server Type** (SMTP or MAPI) in the “Outgoing Mail Server” window.



5.5.4.1 SMTP type outgoing mail

To configure the SMTP outgoing mail fill in the **Mail Server** host name, select the **Authentication Method** (for selections other than **None**, a **User name** and **Password** must be given) and the **Port number** for the SMTP protocol on the mail server (default value is 25). For use of SSL (Secure Sockets Layer) enable **This server requires a secure connection (SSL)** (in that case the default port number will change to 465).

Note

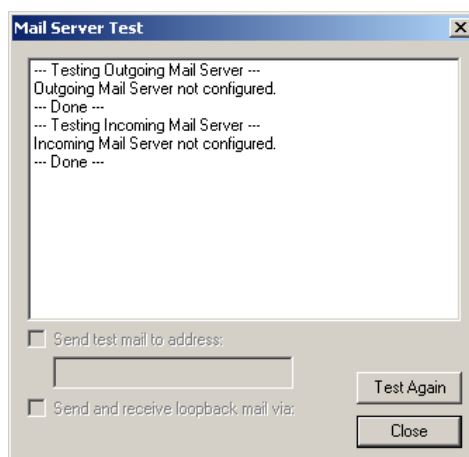
For sites that have no mail server or for sites that want to use SMTP but do not want to enable the SMTP connector on Microsoft Exchange Server, the SMTP server of the customer’s Internet Service Provider (ISP) can be used. This could mean that the customer’s firewall configuration may have to be adapted accordingly.

5.5.4.2 MAPI type outgoing mail

If the incoming mail configuration was set up successfully for use of Microsoft Exchange Server (MAPI) (as described in chapter 7.5.2.2) the settings of the incoming mail will have been propagated to the outgoing mail settings.

5.5.5 Test mail server connection

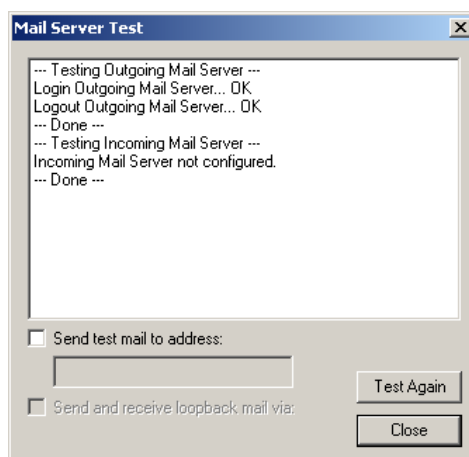
A test for mail server settings can be run at any time by clicking **Test Connection**. When started up the test is performed and the results are displayed. Re-running the tests (possibly after having changed incoming or outgoing mail server settings) can be done by clicking **Test Again**. Click **Close** to close the Mail Server Test window. The example below shows the situation where no mail servers are configured



A test consists of two tests that are executed sequentially: Outgoing Mail Server test and Incoming Mail Server test. The following chapter describe these two tests in more detail.

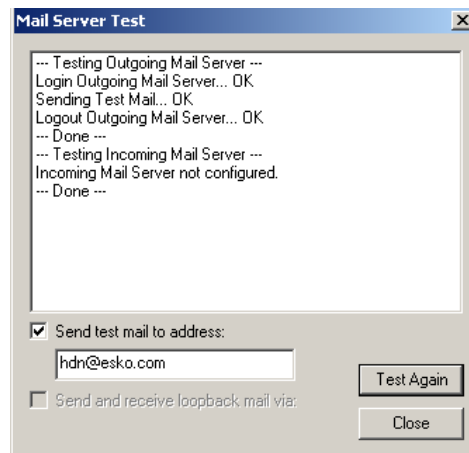
5.5.5.1 Outgoing Mail Server test

By default this test checks the connectivity to the Outgoing Mail Server (if it is configured).



If **Send test mail to address** is enabled, a test mail will be sent via the Outgoing Mail Server to the mail address filled in the edit field. Remark that the checkbox will only be enabled when an Outgoing Mail Server is defined and that the edit field will be disabled as long as the send test mail option is not enabled.

It is imperative that a site external mail address is used here (typically a personal mail address, not a mail address from a user at the customer site, e.g. for Esko Customer Service Engineers their mail address at Esko, a hotmail address ...). Doing so will effectively test if the defined outgoing mail server can actually send mails to the outside world (no relaying denied problems).



A mail will be sent to the specified address with the following contents:

```
Test mail from Configuration Manager setup application.
If this mail is received on a mailaccount outside the customer
network the Configuration Manager Outgoing Mail Server
configuration is OK.
-EGSCS-
Attachment size: 13448 bytes
```

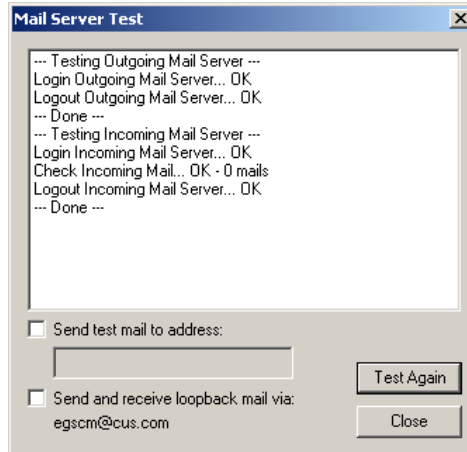
Note

Clicking **Test Again** includes a test for the sending of mail with attachments. The Esko Configuration Manager log file in zipped and encrypted format is attached to the test mail. Sending mails with attachments can be prohibited by the local company policy and should be checked.

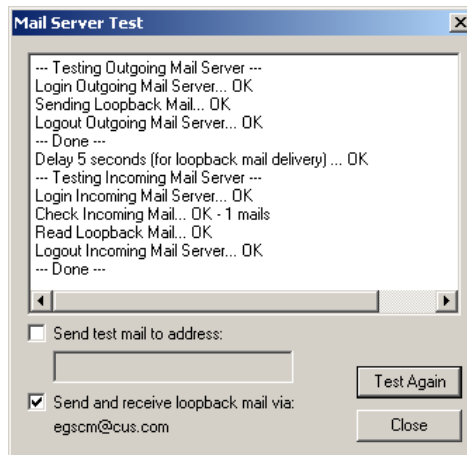
Clicking the **Collect Now** button (see 7.2) effectively sends a mail with attachment to the Esko central server (if the configuration has changed). Failing mail with attachment sending can be detected in the Esko Configuration Manager's log file (in the `\bg_data_egscs_v010\logging` folder in the Esko Configuration Manager installation folder, typically `\Esko` on the system disk). Click **View Log...** in the "Configuration Manager Setup" window to display the log file contents of the Esko Configuration Manager service.

5.5.5.2 DEPRECATED - Incoming Mail Server test

Once an Incoming Mail Server has been defined, the test will check the connectivity to this mail server together with login authentication to the Esko Configuration Manager's mailbox (account specified in the **E-mail** field of the **Mail** tab sheet in the Configuration Manager Setup window, see chapter 7.5.1).



When **Send and receive loopback mail via:** is enabled, a test mail will be sent via the Outgoing Mail Server to the mail address mentioned below the checkbox line. The mail address is the mail address specified in the **E-mail** field of the **Mail** tab sheet in the “Configuration Manager Setup” window (see chapter 7.5.1). The test will further try (after some delay) to retrieve this mail from the Incoming Mail Server using the mentioned mail account. All the mails in this mailbox will be retrieved and the specific test mail will be looked up. Also the number of unread mails will be listed.



Between sending and retrieving incoming mail a delay is build in. If this delay is for some reason too short, no mail will be found for retrieval. If the test is re-run after a longer period, the mail will then be retrieved. Remark also that this test is not actually testing sending mail to the outside world, as the loopback mail is sent to the Esko Configuration Manager itself using Outgoing and Incoming Mail servers in the same mail domain at the customer site.

5.6 Advanced

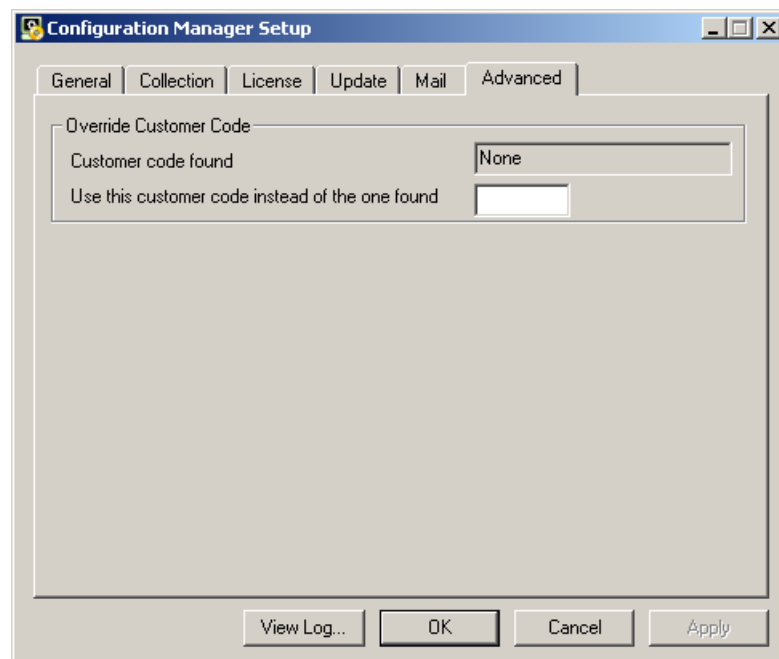
In the **Advanced** tab sheet the customer code is displayed in the **Customer code found** field. The customer code is typically included in the license file(s) on the stations with a FLEXlm License Manager. Normally all license files should have the same customer code. It can happen that different customer codes are detected in the license files. In that case the value *MULTIPLE* will be shown in the **Customer code found** field, if no valid customer code is found the value *UNKNOWN* is displayed.

Remark also that this field will only be filled in after the first collection of data (else it will be *None*). So it is a good practice to force a collection before checking the value in the **Customer code found** field.

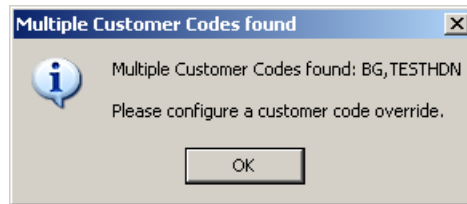
If inconsistent customer codes are present, the value for the customer code can be overwritten via the **Use this customer code instead of the one found** field.

◆ *Warning*

This field is of great importance to the total functioning of the Esko Configuration Manager and interaction with the central server at Esko. It is included in the configuration information and serves as customer identifier for the central server at Esko. If this customer code is not correct, information can be lost and system management cannot be performed correctly. If this field does not reflect the actual customer code, contact an Esko Customer Services representative to ask which value must be used.



When multiple customer codes are found, the Esko Configuration Manager Setup tool will also display a message box at startup, reporting this situation.



Note

Multiple customer codes typically occur when dedicated systems are set up at the customer site with Alpha or Beta software for which license files are generated from Esko, they typically refer to the customer code BG. In that case the actual customer code should be filled in here.

6 The Esko Station Information Service module

6.1 Description

The *Esko Station Information Service* (SIS) module is responsible for gathering station information of the (Windows or Mac) station on which the module is installed. This gathering process is initiated by the Esko Configuration Manager module and the resulting data is sent back to this module. The Esko Configuration Manager module then gathers all the station information reports into a common customer site information report.

The Esko Station Information Service module is always automatically installed as soon as any Esko Software Suite product is installed on a Windows or Mac computer.

The Esko Configuration Manager Windows software installer (chapter 3.2) has the possibility to install the Esko Station Information Service module alone. This can be useful if Windows computers with no Esko Software Suite products installed are to be incorporated in the station information report.

One use case could be that a complete separate computer is used as central Esko License Manager with no other Esko Software Suite products installed. In that case the Esko Station Information Service module must also be installed on that computer.

The Esko Station Information Service does not need extra configuration.

6.2 IP port usage

The Esko Station Information Service module consists mainly of a service, further referred to as SIS which uses TCP/IP for communication. When activated the service uses two IP listening ports. This chapter gives some more background information of the ports in view of the use of firewalls at customer sites.

The two IP listening ports are:

- **Lookup port:** static UDP port (default 27100) used for looking up the SIS on each station. All the stations where the SIS is installed (this is all the stations with Esko software installed) must use the same port number for their Lookup port.
- **Information port:** dynamic TCP port used for requesting the station configuration information data. This port can be configured as a static port.

When the Esko Configuration Manager module wants to gather the configuration information from all the stations, it will use a list of stations that was created either by a lookup operation by broadcast or by using a Workstation Group definition (see above). The response of a lookup request on the Lookup port of a station (either from a broadcast request or a specifically directed request) will contain the Information port number of that particular SIS. This port can then be used to request the station information data.

The default port settings of the SIS can be changed in the `egsis_config.xml` file in the following folder:

- On Windows: in the folder `\bg_data_egsis_v010\config` folder of the SIS software installation folder, typically `\Esko` on the system disk
- On Mac OS X: in the folder `/Library/Application Support/Esko-Graphics/bg_data_egsis_v010/config`.

If the Lookup port is to be changed, it must be changed for ALL stations having SIS installed (in other words ALL stations with Esko software installed) at the customer site.

By default the configuration file contains

```
<LookupPort></LookupPort>
<InfoPort></InfoPort>
<DynamicPort>1</DynamicPort>
```

Remark that `DynamicPort` only defines the state of `InfoPort`, the `LookupPort` is always static and by default 27100.

The following shows an example of how to change to static ports with other port numbers:

```
<LookupPort>28100</LookupPort>
<InfoPort>28110</InfoPort>
<DynamicPort>0</DynamicPort>
```

The station must be rebooted for the change to be effective.

Due to the fact that the Esko Configuration Manager module actually retrieves the Lookup port number (used to contact all SISes) from the configuration file of the SIS that is installed on the same system as where the Esko Configuration Manager module is installed, a change in the SIS will automatically result in a change of the Lookup port to use in the Esko Configuration Manager module.

The Esko Configuration Manager module also consists mainly of an Esko Configuration Manager service, further referred to as ECM. This service also uses an IP listening port for some particular operations. This listening port is a dynamic TCP port. This port is known to all SISes (and saved there) that were contacted by the ECM at some time because it is included in the lookup request. Because of this port passing mechanism it is not necessary that the listening port of the ECM is a static port.

However, if this port must be static (for firewall requirements) it can be changed in the ECM configuration file `egsis_config.xml`. By default this file contains

```
<InfoPort></InfoPort>
<DynamicPort>1</DynamicPort>
```

The following example shows how to change this to a static port:

```
<InfoPort>28120</InfoPort>
<DynamicPort>0</DynamicPort>
```

The station with the ECM must be rebooted for the change to be effective.