

Training Guide
uniFLOW 2022 LTS



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1 Update History

Document Version	Software Version	Creation Date
1	uniFLOW 2018 LTS	November 2017
2	uniFLOW 2018 LTS	January 2018
3	uniFLOW 2018 LTS	September 2018
4	uniFLOW 2018 LTS	October 2018
5	uniFLOW 2018 LTS	November 2018
6	uniFLOW 2019 LTS	March 2019
7	uniFLOW 2019 LTS	October 2019
8	uniFLOW 2020 LTS	February 2020
9	uniFLOW 2020 LTS	May 2020
10	uniFLOW 2020v2	July 2020
11	uniFLOW 2020v3	October 2020
12	uniFLOW 2021 LTS	March 2021
13	uniFLOW 2021v2	April 2021
14	uniFLOW 2021v2	June 2021
15	uniFLOW 2021v3	November 2021
16	uniFLOW 2022 LTS	March 2022
17	uniFLOW 2022v2	April 2022
18	uniFLOW 2022v3	September 2022
19		
20		

2 Training Activities – General Information

This Training Guide contains information about the different training courses offered by NT-ware. It lays out the respective target audience, aims, prerequisites for the course and the course outline.

The content of the training courses can be customized to satisfy a specific requirement, depending on the audiences' needs and background knowledge. For this reason, the amount of training days per course may be subject to change.

At the end of each training course description, reference is made to the NT-ware certifications. For more information about the certifications, please see our Certification Guide which is available for download on our Partnersite: <http://partner.nt-ware.net>.

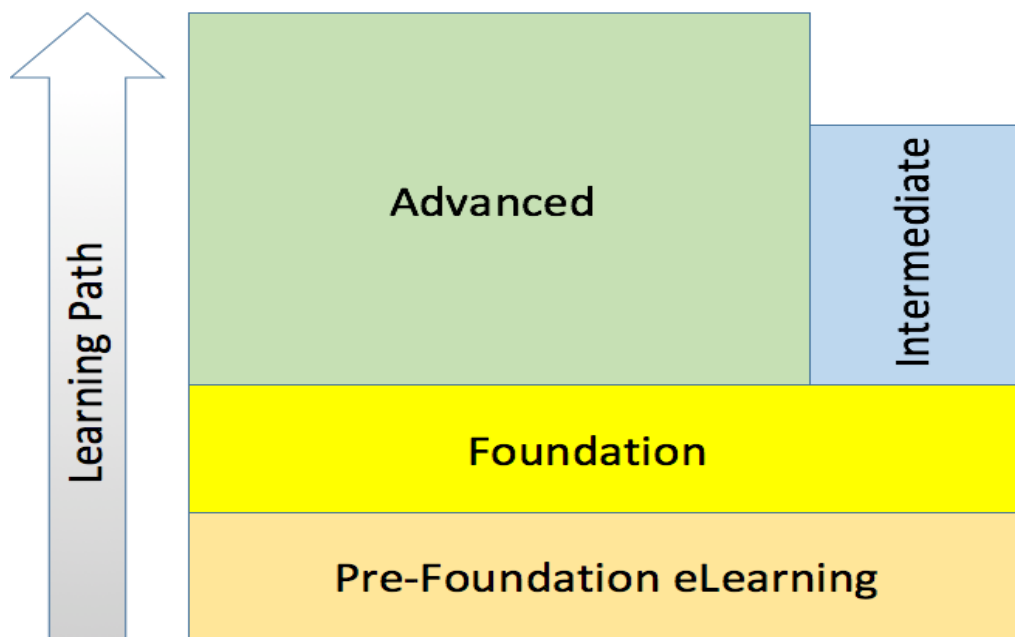
If you would like further information on the content or customization of the courses, please send an e-mail to: training@nt-ware.com.

If you require training for Pre-Sales resources, then please contact your local NT-ware Business Development contact for further information.

The cost of training depends on the amount of training days booked as well as trainer traveling costs; please refer to the NT-ware price lists for the latest prices.

2.1 Structure of uniFLOW Training Courses

The Learning Path for uniFLOW is modular and the training courses have been designed to supplement each other as shown in the diagram below.



The **Pre-Foundation** layer consists of eLearning that is designed to provide the participant with an understanding of the product and some basic principles/ concepts before they attend one of the uniFLOW

Foundation courses. These eLearning courses can also be used to educate non-technical staff on what uniFLOW offers to our customers.

The **Foundation** courses are designed to provide the attendees with a core skill set that will enable them to work with the standard, wizard driven features of uniFLOW. The Foundation course and the corresponding certification are prerequisites for attending the Intermediate and Advanced uniFLOW courses.

The **Intermediate** courses are not a precursor for the Advanced courses, they provide learning on important additional/ supporting technologies that are key to the market, but the training requirement tends to be on a more 'on-demand' basis.

The **Advanced** courses are designed to help businesses to develop a higher level of uniFLOW expertise in the areas they need to support their local market. Some may decide ultimately to get their resources to do all of the Advanced courses whilst some may focus their efforts on specific areas of the solution and have dedicated resources trained to support this. Others can decide to focus on the standard, wizard driven features of uniFLOW and use the Project Team at NT-ware or Professional Services within the NSO to support them on any projects that fall outside of this.

3 Pre-Foundation eLearning

3.1 Introduction to uniFLOW

Aim:

This 35 minute course is an easy to use, self-learning solution that will provide you with an introduction to uniFLOW.

The course will not show you all the possibilities that uniFLOW offers, instead it will help you identify how the basic features of the product can be used by our customers.

Objective:

At the end of this learning solution, you will be able to:

- List the 5 key points of the 'One Platform' message.
- Briefly describe the key features and explain how each one can benefit a customer's printing operation.
- Recognize potential opportunities where uniFLOW can offer and add further value.

Target audience:

Anyone new to uniFLOW that needs to build knowledge of the product and what it offers our customers.

Level of training:

Pre-Foundation eLearning

Prerequisites & Pre-work: N/A

Delivery:

Format:	eLearning
Duration:	35 minutes
Language:	English
Number of attendees:	N/A

Content:

Topics covered include:

- Office Printing
- Mobile Printing
- Scanning
- Device Management
- Production Printing

3.2 The uniFLOW Office

Aim:

The 'uniFLOW Office' course has been designed to follow on from and build upon the information found within the 'Introduction to uniFLOW' course.

The material is based around a fictitious company called Build IT GmbH. As the course progresses learners will see how uniFLOW is used to help the company manage their print and scan infrastructure efficiently and effectively, addressing issues such as staff productivity, cost control, security and environmental impact.

Objective:

At the end of this course, learners will be able to:

- List the 5 key uniFLOW pillars
- Briefly describe how each of these can be employed to benefit the company as well as individual employees
- Provide an example of where uniFLOW could be used by a customer
- Recognize how uniFLOW can be used to help cut the operational costs of a company.

Target audience:

All roles that have completed the "Introduction to uniFLOW" course.

Level of training:

Pre-Foundation eLearning.

Prerequisites & Pre-work:

- Introduction to uniFLOW eLearning

Delivery:

Format:	eLearning
Duration:	55 minutes
Language:	English
Number of attendees:	N/A

Content:

Topics covered include:

- Office Printing
- Mobile Printing
- Scanning
- Device Management
- Production Printing

4 Foundation Training courses

4.1 uniFLOW 2022 LTS Technical Foundation Training

4.1.1 uniFLOW 2022 LTS Technical Foundation Training – Level 1

Aim:

This course gives a comprehensive overview of the technical features of uniFLOW 2022 LTS. It provides attendees with the knowledge and skills necessary to install and maintain the standard office printing and scanning features of uniFLOW in a customer network.

Objective:

After completing this course, attendees will be able to carry out a uniFLOW 2022 LTS installation and configuration of the office printing features using the built-in wizards.

Target audience:

Technicians who will have the task of installing, configuring and maintaining a uniFLOW 2022 LTS Server.

Level of training:

Foundation

Prerequisites:

Participants should possess good working knowledge of the Windows 2008/2012/2016 operating systems, the basics of networking in a Windows 2008/2012/2016 environment and be able to configure and maintain a network-based printer environment.

Pre-work:

- Successful completion of the Introduction to uniFLOW, The uniFLOW Office and the uniFLOW Office for Post-Sales eLearning modules.

Delivery:

Format:	eLearning and Classroom Training
Duration:	Pre-course eLearning: Approx. 2.5hrs (Virtual) Classroom training: 3 x 5hrs
Language:	English
Number of attendees:	10

Note on Delivery: This course can be delivered as a Virtual Classroom in 3 blocks of 4 – 5 hours or as a classroom training of 1,5 days.

Content:

- Essentials
 - installation and activation
 - System and Print Architecture
- Secure Printing
 - Universal Driver
 - Device Applets and Card Readers
 - Simple Card Registration
- User Management

- Users, Groups and Cost Centers
 - Multiple Identities
 - LDAP Synchronization
- Accounting and Statistics
 - Price Profiles
 - Accounting Printers
 - Reports
- Mobile Printing
 - Guest Printing
- Scanning
 - Wizard driven Scan Workflows
- Multi-Server environments
 - RPS and CRQM (awareness only)
- Monitoring and basic diagnostics
- Licensing in uniFLOW

Course Materials:

PowerPoints, Handouts and Tasks, Videos, uniFLOW 2022 LTS Manual

Certification:

Together with “uniFLOW 2022 LTS Technical Foundation Training – Level 2” this course will help participants prepare for the NT-ware certification: uniFLOW 2022 LTS Certified Technician.

4.1.2 uniFLOW 2022 LTS Technical Foundation Training – Level 2

Aim:

This course gives a comprehensive overview of the technical features of uniFLOW 2022 LTS. It provides attendees with the knowledge and skills necessary to support a uniFLOW 2022 LTS installation and configuration of the office features of uniFLOW in larger environments.

Objective:

After completing this course, attendees will be able to carry out a uniFLOW 2022 LTS installation and configuration and will be able to utilise the technologies available within uniFLOW to support a scalable and distributed solution.

Target audience:

Technicians who will have the task of installing, configuring and maintaining a uniFLOW 2022 LTS Server.

Level of training:

Foundation

Prerequisites:

Participants should possess good working knowledge of the Windows 2008/2012/2016 operating systems, the basics of networking in a Windows 2008/2012/2016 environment and be able to configure and maintain a network-based printer environment.

Pre-work:

- Successful completion of the Introduction to uniFLOW, The uniFLOW Office and the uniFLOW Office for Post-Sales eLearning modules.
- Successful completion of uniFLOW 2022 LTS Technical Foundation Training – Level 1

Delivery:

Format:	eLearning and Classroom Training
Duration:	3 days (24 h)
Language:	English
Number of attendees:	10

Content:

- Advanced Printer Configuration
- More on Secure Printing
 - Extended options of Secure Printing
 - Card Readers
 - Advanced Card Registration
- Multi-Server Environments
 - Installing and configuring printers on an RPS
 - Configure CRQM (Collective release Queue Management)
 - Resilience in uniFLOW
- Budgeting
 - Configuring budgeting
 - Budgeting in a Secure Print environment
- Scanning
 - Scan to Cloud Solutions (SharePoint Online, OneDrive for Business)
 - OAuth Identification

- ICARUS Server for Web
 - Scan Simulator, imageFORMULA ScanFront
- Rules and Routing
 - Interactive Rules Based Routing
 - Rule Based Configuration
- uniFLOW SmartClient
 - Default Group Configuration
 - Configuration on different SmartClient scenarios
- Miscellaneous
 - SQL Import / Export
 - uniFLOW Printer Import Tool
 - GDPR (General Data Protection Regulation)
- Connecting uniFLOW to uniFLOW Online

Course Materials:

PowerPoints, Handouts and Tasks, Videos, uniFLOW 2022 LTS Manual

Certification:

Together with uniFLOW 2022 LTS Technical Foundation Training – Level 1 this course will help participants prepare for the NT-ware certification: uniFLOW 2022 LTS Certified Technician.

4.2 uniFLOW Hybrid Foundation Training

Aim:

This course aims to help the implementation person install and configure a hybrid configuration.

Objective:

After completing this course, attendees will be able to install/ configure a hybrid solution tailored to their customer’s needs.

Target audience:

Those responsible for implementing and configuring uniFLOW in hybrid mode.

Level of training:

Foundation

Prerequisites:

Prerequisites are a valid uniFLOW Certified Technician accreditation and a uniFLOW Online Technical Foundation accreditation.

Pre-work: N/A

Delivery:

Format:	Classroom Training
Duration:	2 days (16hrs)
Language:	English

Content:

- What is a uniFLOW hybrid configuration?
- How to determine if my customer needs uniFLOW hybrid
- Configuring your own hybrid solution
 - Scenario 1 – Local configuration
 - Scenario 2 – Cloud empowerment
 - Scenario 3 – Extending the hybrid setup

Certification: N/A

5 uniFLOW 2022 LTS Advanced Trainings

5.1 uniFLOW 2022 LTS Advanced Classroom trainings

5.1.1 uniFLOW 2022 LTS Advanced Workflow Training

Aim:

To provide delegates with the knowledge, tools and resources to work with and adapt existing uniFLOW 2022 LTS standard workflows and create adhoc workflows using the Advanced Workflow Editor.

Objective:

After completing this course, attendees will be able to demonstrate an understanding of the core principles in building advanced workflows. They will be able to follow a uniFLOW 2022 LTS standard workflow within the Advanced Workflow Editor enabling them to adapt the workflow as necessary. Delegates will also be able to build adhoc workflows to meet customer requirements utilizing the available documentation as well as employing a strategy for building workflows even when using workflow elements they are unfamiliar with.

Target audience:

uniFLOW country experts or uniFLOW technicians that have a requirement to understand and build custom workflows within uniFLOW.

Level of training:

Advanced

Prerequisites:

Prerequisite is a valid uniFLOW Certified Technician accreditation and at least 6 months experience working with uniFLOW.

Please note that course attendees are requested to have passed the prerequisite certification **at least 2 weeks prior to the training**. Otherwise, their seat will be offered to someone on the waiting list.

Pre-work: N/A

Delivery:

Format:	Virtual Classroom or Classroom Training
Duration:	3.5 days (28hrs)
Language:	English
Number of attendees:	10

Content:

- **Workflow Concept**
 - Introductions
 - uniFLOW Workflow Concept
 - Advanced Workflow Editor Overview
 - Standard Workflows within uniFLOW
 - Job Session Data
 - Extending the Standard Workflows within uniFLOW
- **Working with Job Session Data, Variables and Tokens**
 - Job Properties, Variables and Tokens;

- Interaction with the end user
- Creating and Modifying job properties;
- Manipulating a workflow at runtime
- **Job Security**
 - Job Submission
 - Identification
 - Storage
 - Output
- **Scanning Interaction and Data Lookup**
 - User Interaction
 - Authentication
 - Data Lookup
 - Conversion within Scanning;
 - File Conversion
- **Recognition and Batch Scanning**
 - Recognition within the workflow;
 - Regular Expressions (RegEx)
 - Batch Scanning
- **Remote Resources**
 - Authentication
 - File Types
 - Metadata Templates
 - Connectivity Services Interface

Course Materials:

Handouts, White Papers, e-learning tutorials

Certification:

This course will help participants prepare for the NT-ware certification: uniFLOW 2022 LTS Advanced Workflow Specialist.

5.1.2 uniFLOW 2022 LTS Advanced Diagnostics Training

Aim:

To provide delegates with tools, knowledge and a strategy to effectively support a uniFLOW installation in a customer environment and escalate to NT-Ware when required.

Objective:

After completing this course, attendees will be able to employ a structured diagnostic approach to identify and localize errors in a customer's uniFLOW 2022 LTS Server configuration.

Attendees will be able to:

- Solve issues themselves
- Collect relevant diagnostics logs/ information and perform some pre-analysis
- Identify when an issue needs to be escalated to NT-ware and how to accomplish this effectively.

Target audience:

Technicians who support uniFLOW installations on a daily basis by providing issue diagnosis and analysis, resolution and escalation both locally and to NT-ware.

Level of training:

Advanced

Prerequisites:

The prerequisite for attending this course is a valid uniFLOW Certified Technician accreditation and at least 6 months experience working with uniFLOW.

Please note that course attendees are requested to have passed the prerequisite certification **at least 2 weeks prior to the training**. Otherwise, their seats will be offered to someone on the waiting list.

Pre-work:

The attendees should further familiarize themselves with the content of the following video materials:

- Diagnostics Tools
- uniFLOW SmartClient
available in the NT-ware Learning Portal

Delivery:

Format:	Classroom Training
Duration:	Classroom training: 2 days (16h)
Language:	English
Number of attendees:	10

Content:

- **NT-ware Support process**
 - 5 step approach to troubleshooting – Identify / Isolate / Reproduce / Resolve or Escalate
 - Recap of working with NT-ware

- **uniFLOW components**
 - uniFLOW Frameworks:
 - Internet Information Services
 - Registry
 - File System Database
 - Diagnostic websites
 - Universal Driver
 - SmartClient
 - ICARUS Server for Web
 - uniFLOW Release Station
- **Communication and Logging in uniFLOW**
 - Remote Print Servers (including CRQM and DRQM)
 - MEAP
 - CPCA
 - HTTPS
 - Synchronization between uniFLOW and RPS
 - Tech Support and Workflow Log Usage on uniFLOW and RPS

Course Materials:

Videos, Handouts, Tasks, White Papers

Certification:

This course will help participants prepare for the NT-ware certification: uniFLOW 2022 LTS Advanced Diagnostics Specialist.

5.3 uniFLOW Advanced Virtual Classroom trainings

5.3.1 uniFLOW Advanced Diagnostics

Aim:

To provide delegates with tools, knowledge and a strategy to effectively support a uniFLOW installation in a customer environment and escalate to NT-Ware when required.

Objective:

After completing this course, attendees will be able to employ a structured diagnostic approach to identify and localize errors in a customer's uniFLOW 2022 LTS Server configuration.

Attendees will be able to:

- Solve issues themselves
- Collect relevant diagnostics logs/ information and perform some pre-analysis
- Identify when an issue needs to be escalated to NT-ware and how to accomplish this effectively.

Target audience:

Technicians who support uniFLOW installations on a daily basis by providing issue diagnosis and analysis, resolution and escalation both locally and to NT-ware.

Level of training:

Advanced

Prerequisites:

The prerequisite for attending this course is a valid uniFLOW Certified Technician accreditation and at least 6 months experience working with uniFLOW.

Please note that course attendees are requested to have passed the prerequisite certification **at least 2 weeks prior to the training**. Otherwise, their seats will be offered to someone on the waiting list.

For the daily home assignments each attendee will need to have access to a **virtual machine with uniFLOW server (version 2021LTS or higher)**.

Pre-work:

The attendees should further familiarize themselves with the content of the following video materials:

- Diagnostics Tools
- Working with NT-ware
available in the NT-ware Learning Portal

Delivery:

Format:	Virtual Classroom Training
Duration:	7 days Day 1: 2h - 3h Day 2: 2h - 3h Day 3: 2h - 3h Day 4: 2h - 3h Day 5: 2h - 3h Day 6: 2h - 3h Day 7: 2h - 3h
Language:	English
Number of attendees:	6

1-2 weeks prior to the main course starting, an **Advanced Diagnostics – Introduction** session will take place. The short introductory session to go over the main course aims of the Advanced Diagnostics course and ensure delegates are comfortable using the virtual classroom platform.

Content:

- **Working with NT-ware**
 - Topic outcomes
 - Evaluation & review of delegate completed pre-course work
 - Evaluation & review of customer IT issue examples
 - Working with the ITS
 - 5 step approach to issue diagnostics
 - Summary of topic
 - Setting of home assignment
- **uniFLOW Installation Issues**
 - Evaluation of previous set home assignment
 - Topic outcomes
 - Diagnostics scenarios
 - uniFLOW Server Frameworks
 - Service Startup Issues
 - IIS
 - File System
 - Registry
 - Database
 - Summary of topic
 - Setting of home assignment
- **Secure Print & Accounting**
 - Evaluation of previous set home assignment
 - Topic outcomes
 - Secure Printing Concept
 - Diagnostics Scenarios
 - Job: Submission, Processing, Storage & Release
 - Introduction to the uniFLOW SmartClient
 - Summary of topic
 - Setting of Home Assignment
- **Device Connectivity & Scanning**
 - Evaluation of previous set home assignment
 - Topic outcomes (Device Connectivity)
 - Topic outcomes (Scanning)
 - Device Connectivity
 - Scanning
- **Multi-Server Environments**
 - Evaluation of previous set home assignment
 - Topic outcomes
 - Concept of multi-server environments
 - Resilience
 - Customer scenarios
 - RPS Sync + Common Issues
 - CRQM Config + Common Issues
 - SmartClient Configuration + Troubleshooting
 - Summary of topic and course outcomes
 - Post course survey

Course Materials:

Videos, Handouts, Tasks, White Papers

Certification:

This course will help participants prepare for the NT-ware certification: uniFLOW 2022 LTS Advanced Diagnostics Specialist.

6 Multi-Vendor eLearning Courses

6.1 uniFLOW 2022 LTS Multi-Vendor Applet for OKI (eLearning)

Aim:

To enable attendees to effectively support a uniFLOW 2022 LTS installation that includes supported devices from OKI.

Objective:

After completing this course, the attendees will be able to install and configure a secure printing & accounting solution that makes use of the uniFLOW embedded applet for OKI.

Target audience:

Those working in a uniFLOW environment using supported OKI devices.

Level of training: Intermediate

Prerequisites: N/A

Pre-work: N/A

Delivery:

Format:	eLearning
Duration:	50 minutes
Language:	English
Number of attendees:	N/A

Content:

- **Course Objective**
- **Features and Architecture**
 - Feature Set of the OKI embedded applet
 - OKI System Architecture
- **Device Compatibility**
- **Installation and Configuration**
 - Client installation
 - Applet configuration
 - Configuration of an OKI device – without device lock enabled
 - Configuration of an OKI device – with device lock enabled
- **Card Readers**
 - Card reader configuration
 - Card learning
- **Cost Centers**
 - User experience
- **Accounting**
- **Uninstalling**
- **Device of the xSP1 series**
 - Applet Configuration for the xSP1 devices
 - Uninstallation of the OKI Applet for the xSP1 device
- **End of Course Quiz**

Certification: N/A

6.2 uniFLOW 2022 LTS Multi-Vendor Applet for Hewlett-Packard (eLearning)

Aim:

To enable attendees to effectively support a uniFLOW 2022 LTS installation that includes supported devices from Hewlett-Packard.

Objective:

After completing this course, the attendees will be able to install and configure a secure printing & accounting solution that makes use of the uniFLOW embedded applet for Hewlett-Packard.

Target audience:

Those working in a uniFLOW environment using supported Hewlett-Packard devices.

Level of training: Intermediate

Prerequisites: N/A

Pre-work: N/A

Delivery:

Format:	eLearning
Duration:	50 minutes
Language:	English
Number of attendees:	N/A

Content:

- **Course Objective**
- **Features and Architecture**
 - Feature Set of the Hewlett-Packard embedded applet
 - Hewlett-Packard System Architecture
- **Device Compatibility**
- **Installation and Configuration**
 - Client installation
 - Applet configuration
 - Configuration of a Hewlett-Packard device – without device lock enabled
 - Configuration of a Hewlett-Packard device – with device lock enabled
- **Some extras**
 - IIS Application Settings – Print button
 - IIS Application Settings – Print Job Options
- **Card Readers**
 - Card reader support
- **Cost Centers**
 - User experience
- **Accounting**
- **Uninstalling**
- **End of Course Quiz**

Certification: N/A

6.3 uniFLOW 2022 LTS Multi-Vendor Applet for Lexmark (eLearning)

Aim:

To enable attendees to effectively support a uniFLOW 2022 LTS installation that includes supported devices from Lexmark.

Objective:

After completing this course, the attendees will be able to install and configure a secure printing & accounting solution that makes use of the uniFLOW embedded applet for Lexmark.

Target audience:

Those working in a uniFLOW environment using supported Lexmark devices.

Level of training: Intermediate

Prerequisites: N/A

Pre-work: N/A

Delivery:

Format:	eLearning
Duration:	50 minutes
Language:	English
Number of attendees:	N/A

Content:

- **Course Objective**
- **Features and Architecture**
 - Feature Set of the Lexmark embedded applet
 - Lexmark System Architecture
- **Device Compatibility**
- **Installation and Configuration**
 - Applet installation
 - Configuration of a Lexmark device – without device lock enabled
 - Configuration of a Lexmark device – with device lock enabled
- **Card Readers**
 - Card reader configuration
 - Card reader support
- **Cost Centers**
 - User experience
- **Accounting**
- **Scan to Myself**
- **Uninstalling**
- **End of Course Quiz**

Certification: N/A

6.4 uniFLOW 2022 LTS Multi-Vendor Applet for Xerox (eLearning)

Aim:

To enable attendees to effectively support a uniFLOW 20212 LTS installation that includes supported devices from Xerox.

Objective:

At the end of this course, you will be able to:

- Prepare your device and install the Xerox Embedded Applet on it
- Configure a multi-vendor output printer for Xerox in uniFLOW
- Configure various feature sets of the Xerox applet depending on customer requirements and Xerox device type
- Remove the Xerox embedded applet

Target audience:

Those working in a uniFLOW environment using supported Xerox devices.

Level of training: Intermediate

Prerequisites: N/A

Pre-work: N/A

Delivery:

Format:	eLearning
Duration:	50 minutes
Language:	English
Number of attendees:	N/A

Content:

- **Course Objective**
- **Features and Architecture**
 - Feature Set of the Xerox embedded applet
 - Xerox System Architecture
- **Device Compatibility**
- **Installation and Configuration**
 - Applet installation
 - Device pre-configuration
 - Applet configuration
 - Configuration of a Xerox device – without device lock enabled
 - Configuration of a Xerox device – with device lock enabled
- **Card Readers**
 - Card reader configuration
 - Card reader support
- **Cost Centers**
 - User experience
- **Accounting**
- **Uninstalling**
- **End of Course Quiz**

Certification: N/A

6.5 uniFLOW 2022 LTS Multi-Vendor Applet for Epson (eLearning)

Aim:

To enable attendees to effectively support a uniFLOW 2022 LTS installation that includes supported devices from Epson.

Objective:

At the end of this course, you will be able to:

- Prepare your device and install the Epson Embedded Applet on it
- Configure a multi-vendor output printer for Epson in uniFLOW
- Configure various feature sets of the Epson applet depending on customer requirements and Epson device type
- Remove the Epson embedded applet

Target audience:

Those working in a uniFLOW environment using supported Epson devices.

Level of training: Intermediate

Prerequisites: N/A

Pre-work: N/A

Delivery:

Format:	eLearning
Duration:	50 minutes
Language:	English
Number of attendees:	N/A

Content:

- **Course Objective**
- **Features and Architecture**
 - Feature Set of the Epson embedded applet
 - Epson System Architecture
- **Device Compatibility**
- **Installation and Configuration**
 - Licensing the Epson Open Platform
 - Client installation
 - Applet configuration
 - Configuration of an Epson device – without device lock enabled
 - Configuration of an Epson device – with device lock enabled
- **Card Readers**
 - Card reader configuration
 - Card reader support
- **Cost Centers**
 - User experience
- **Accounting**
- **Uninstalling**

- End of Course Quiz

Certification: N/A

6.6 uniFLOW 2022 LTS Multi-Vendor Applet for Sharp (eLearning)

Aim:

To enable attendees to effectively support a uniFLOW 2022 LTS installation that includes supported devices from Sharp.

Objective:

At the end of this course, you will be able to:

- Prepare your device and install the Sharp Embedded Applet on it
- Configure a multi-vendor output printer for Sharp in uniFLOW
- Configure various feature sets of the Sharp applet depending on customer requirements and Sharp device type
- Remove the Sharp embedded applet

Target audience:

Those working in a uniFLOW environment using supported Sharp devices.

Level of training: Intermediate

Prerequisites: N/A

Pre-work: N/A

Delivery:

Format:	eLearning
Duration:	50 minutes
Language:	English
Number of attendees:	N/A

Content:

- **Course Objective**
- **Features and Architecture**
 - Feature Set of the Sharp embedded applet
 - Sharp System Architecture
- **Device Compatibility**
- **Installation and Configuration**
 - Client installation
 - Applet registration and configuration
 - Keyboard priority
 - Configuration of a Sharp device – without device lock enabled
 - Configuration of a Sharp device – with device lock enabled
- **Card Readers**
 - Card reader configuration
 - Card reader support
- **Cost Centers**
 - User experience

- Accounting
- Sharp eSF devices
- Uninstalling
- End of Course Quiz

Certification: N/A

**) More vendors to follow*

7 uniFLOW 2022 LTS for SMB (eLearning)

These videos cover some essential steps in the installation and configuration of uniFLOW for SMB.

Topic	Duration
How to install the uniFLOW server on Windows 2012	04:00
How to install the Canon Generic PCL6 driver as input printer in Windows	02:08
How to install the Canon Generic PCL6 driver as output printer in Windows	02:53
How to download and install the Universal Login Manager	02:58
How to download and install the uniFLOW Embedded Applet for Canon MEAP	02:46
How to activate uniFLOW for SMB	01:17
How to connect to an existing LDAP server	03:05
How to configure and run an LDAP import task	02:05
How to configure uniFLOW for email communication	01:41
How to configure a secure input printer in uniFLOW	02:17
How to configure a secure print output printer with uniFLOW Login Manager in uniFLOW	03:50
How to configure a secure input printer for mobile printing in uniFLOW	03:30
How to install the Scan Processing Server	01:23
How to configure a Scan to Email global workflow	03:17
How to configure a Scan to Personal Folder global workflow	02:05

8 uniFLOW Diagnostic Tools (eLearning)

Successful completion of this course provides you with the skills to use 11 different diagnostic tools. These tools are used to deliver adequate diagnostic information in the course of escalating a support issue on a uniFLOW installation to a higher support level.

The course consists of 11 videos that demonstrate tools that are described in the Escalation Requirements – uniFLOW White Paper.

Topic	Duration
How to Backup and Extract the NT-ware Registry Hive	02:00
How to create a Telnet log	03:00
How to generate a Wireshark log	04:00
How to use the Microsoft Debug Diagnostic Tool	02:00
How to create a Procmon log	02:00
How to use NetStat	02:00
How to set up an ODBS SQL connection test	01:00
How to export the Internet Gateway database	01:00
How to capture spoolfiles in the workflow	02:00
How to backup the SQL database	02:00
How to restore the SQM database	02:00

9 uniFLOW Online 2022.1 & uniFLOW 2022 LTS Sales Course (eLearning)

Aim:

This update course has been designed to introduce and explain the new features and associated advantages provided by the release of both uniFLOW Online 2022.1 & uniFLOW 2022 LTS.

Objective:

At the end of the course the delegates will be able to explain the concepts behind the described features and how they would benefit the customer.

Target audience:

Sales executives that are responsible for selling uniFLOW & uniFLOW Online.

Level of training: Intermediate

Prerequisites: N/A

Delivery:

Format:	eLearning
Duration:	40 min
Language:	English
Number of attendees:	N/A

Content:

- uniFLOW Online 2022.1
 - Extending scanning capabilities
 - Passwordless user accounts
 - Continuing the journey of the new device UI
 - Miscellaneous improvements
 - Device information collection on Canon imageRUNNER ADVANCE & imageRUNNER with AddOn Platform devices
- uniFLOW 2022 LTS
 - Extending user synchronization options for uniFLOW in Hybrid mode
 - Internet Gateway discontinuation and replacement

Certification: N/A

10 Other eLearnings and Training Videos

10.1 uniFLOW SmartClient

10.1.1 uniFLOW SmartClient Overview

Aim:

This video will provide participants with an overview of the uniFLOW SmartClient, the concept behind the technology, the types of customer environments that it is best suited to and the benefits the technology brings.

Level of training: Foundation

Prerequisites: N/A

Pre-work: N/A

Delivery:

Format:	eLearning
Duration:	19 min
Language:	English

Content:

- Why use SmartClient?
- Overview of example use cases
- Features and benefits

10.1.2 uniFLOW SmartClient Configuration

Aim:

This video follows on from the uniFLOW SmartClient Overview and will enable participants to understand the key terminology used for the uniFLOW SmartClient and how to configure this technology based on example customer use cases.

Level of training: Foundation

Prerequisites: uniFLOW SmartClient Overview (eLearning)

Pre-work: N/A

Delivery:

Format:	eLearning
Duration:	36 min
Language:	English

Content:

- uniFLOW SmartClient Terminology
- uniFLOW SmartClient Configuration and Distribution
- Use cases

10.2 uniFLOW Workflows Part 1

Aim:

Successful completion of this course will provide you with the confidence to summarize the basic concept of workflows within uniFLOW.

You will be able to explain how standard workflows within uniFLOW can be modified and new ones created to add value and flexibility to the solution you can offer your customer.

Objective:

After completing this course, participants will be able to:

- Explain how wizard driven workflows can be modified and new ones created to meet a customer’s requirements
- Describe how workflows can support and improve a customer's business processes
- Identify how they can add value to the solution you are offering them.

Level of training: Foundation

Prerequisites: N/A

Pre-work: N/A

Delivery:

Format:	eLearning
Duration:	60 min
Language:	English

Content:

- Workflows in uniFLOW
- Modifying workflows in uniFLOW, some examples
 - Secure Print
 - Device Status notification
 - Scan to SharePoint
 - Taking guest printing a step further
- Some real life examples

10.3 MiCard MultiTech4 Card Reader

Aim:

This course will explain its features and the differences between the available versions. By means of a customer scenario we will demonstrate the numerous possibilities and huge flexibility of this card reader and guide you through the proper configuration of the card reader via the AppBlaster (NT-ware Edition).

Objective:

At the end of this course, you will be able to:

- Choose the MiCard MultiTech4 version that best suits the customer needs
- Use the AppBlaster (NT-ware Edition) to configure the MiCard MultiTech4 in Tracer Mode to identify the card technology on an unknown card right away
- Configure the MiCard MultiTech4 via the AppBlaster (NT-ware Edition) to read out the card technologies the customer has in use

Target audience: Pre-Sales and Post-Sales learners

Level of training: Foundation

Prerequisites: N/A

Pre-work: N/A

Delivery:

Format:	eLearning
Duration:	60 min
Language:	English

Content:

- **Product Versions and Features**
- **Customer Scenario**
- **AppBlaster (NT-ware Edition)**
- **End of Course Quiz**

Certification: N/A