

Training Guide
uniFLOW 2020 LTS



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1 Update History

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1	uniFLOW 2018 LTS	November 2017
2	uniFLOW 2018 LTS	January 2018
3	uniFLOW 2018 LTS	September 2018
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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 2022
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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>.

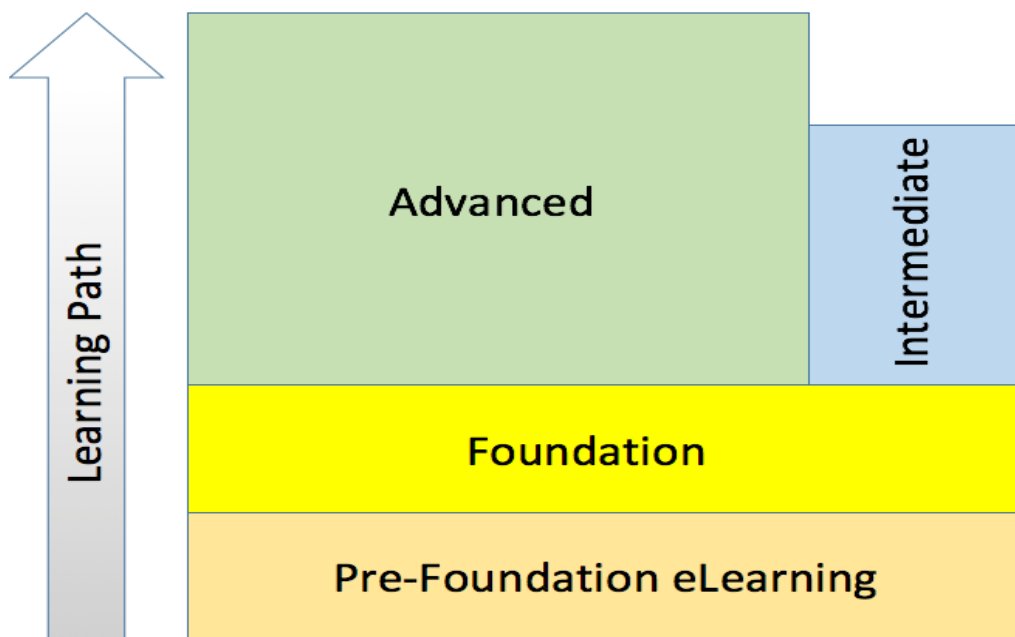
If you would like further information on the content or customization of the courses, please send an e-mail to: training@nt-ware.com.

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.

It is worth noting that if you require direct access to NT-ware 3rd level support by having write access to the NTW_EMEA, NTW_USA, NTW_Asia or NTW_Oceania projects on the ITS, then the Advanced Diagnostics certification is a mandatory requirement.

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

3.3 uniFLOW Office – PLUS Modules

3.3.1 uniFLOW Office - PLUS Module for ‘Basics and Secure Print’

Aim:

This module forms part of the required pre-learning that should be undertaken before attending the uniFLOW Technical Foundation classroom course. The material adds further technical detail to the features covered in the uniFLOW Office course.

Objective:

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

- Describe the architecture of uniFLOW
- List the key benefits of Secure Printing in uniFLOW
- Discuss the features and benefits of the uniFLOW Universal Driver functions with customers and peers
- Recall the method and process used in the configuration of uniFLOW Secure Print

Target audience:

Technicians who will be installing, configuring and maintaining uniFLOW systems.

Level of training:

Pre-Foundation eLearning

Prerequisites & Pre-work:

- Introduction to uniFLOW eLearning
- The uniFLOW Office eLearning

Delivery:

Format:	eLearning
Duration:	26 minutes
Language:	English
Number of attendees:	N/A

Content:

Topics covered include:

- The basic architecture of uniFLOW
- Secure Printing
- The Universal Driver
- The configuration of a secure print scenario

3.3.2 uniFLOW Office - PLUS Module for 'Scanning'

Aim:

This module forms part of the required pre-learning that should be undertaken before attending the uniFLOW Technical Foundation classroom course. The material adds further technical detail to the features covered in the uniFLOW Office course.

Objective:

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

- List the key benefits of scanning in uniFLOW
- Describe the architecture of uniFLOW Scanning
- Recall the method and process of configuration within uniFLOW Scanning

Target audience:

Technicians who will be installing, configuring and maintaining uniFLOW systems.

Level of training:

Pre-Foundation eLearning

Prerequisites & Pre-work:

- Introduction to uniFLOW eLearning
- The uniFLOW Office eLearning
- uniFLOW Office - PLUS module for Post-Sales 'Basics and Secure Print'

Delivery:

Format:	eLearning
Duration:	16 minutes
Language:	English
Number of attendees:	N/A

Content:

Topics covered include:

- The scanning architecture within uniFLOW
- The configuration of two scanning scenarios

3.3.3 uniFLOW Office - PLUS Module for 'Mobile Print'

Aim:

This module forms part of the required pre-learning that should be undertaken before attending the uniFLOW Technical Foundation classroom course. The material adds further technical detail to the features covered in the uniFLOW Office course.

Objective:

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

- Describe the architecture of uniFLOW
- Discuss the features and benefits of uniFLOW Mobile Print and Guest Printing with customers and peers
- Summarize what is meant by Multiple Identities
- Recall the method and process of configuration for Mobile Printing and Mobile Guest printing within uniFLOW

Target audience:

Technicians who will be installing, configuring and maintaining uniFLOW systems.

Level of training:

Pre-Foundation eLearning

Prerequisites & Pre-work:

- Introduction to uniFLOW eLearning
- The uniFLOW Office eLearning
- uniFLOW Office - PLUS module for Post-Sales 'Basics and Secure Print'

Delivery:

Format:	eLearning
Duration:	10 minutes
Language:	English
Number of attendees:	N/A

Content:

Topics covered include:

- The basic mobile print architecture within uniFLOW
- Multiple Identities
- The configuration of a Mobile Print scenario

4 Foundation Training courses

4.1 uniFLOW 2020 LTS Technical Foundation Training

4.1.1 uniFLOW 2020 LTS Technical Foundation Training – Level 1

Aim:

This course gives a comprehensive overview of the technical features of uniFLOW 2020 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 2020 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 2020 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 2020 LTS Manual

Certification:

Together with “uniFLOW 2020 LTS Technical Foundation Training – Level 2” this course will help participants prepare for the NT-ware certification: uniFLOW 2020 LTS Certified Technician.

4.1.2 uniFLOW 2020 LTS Technical Foundation Training – Level 2

Aim:

This course gives a comprehensive overview of the technical features of uniFLOW 2020 LTS. It provides attendees with the knowledge and skills necessary to support a uniFLOW 2020 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 2020 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 2020 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 2020 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 2020 LTS Manual

Certification:

Together with uniFLOW 2020 LTS Technical Foundation Training – Level 1 this course will help participants prepare for the NT-ware certification: uniFLOW 2020 LTS Certified Technician.

4.2 uniFLOW 2020 LTS CRD Foundation Training

Aim:

This course gives a comprehensive overview of the standard CRD functionality offered by uniFLOW 2020 LTS.

Objective:

After completing this course, attendees will be able to translate a customer's requirements into a uniFLOW solution and install/ configure this using the built-in wizards.

Target audience:

Those responsible for providing technical support to Sales and those who will be installing, configuring and maintaining these features.

Level of training:

Foundation

Prerequisites:

Successful completion of one of the uniFLOW 2020 LTS Office Printing Foundation or 6 months experience of working with the office printing features & Base data of uniFLOW in the field.

Pre-work: N/A

Delivery:

Format:	Classroom Training
Duration:	Classroom training: 1 day(8hrs)
Language:	English (German possible on request)
Number of attendees:	10

Content:

- Architecture & overview
- Job Ticket Input Printer
 - Using the Wizard
 - User notifications
 - Booklet Plugin
 - Editing the Job Ticket
- Operator Dashboard
 - Overview
 - ACLs
 - Queues & views
 - General Settings
 - Queue configuration
 - Printing from the Operator Dashboard
- Output device concept & DIFs
 - Job Ticket Output Printers
 - Simply Print dialog
 - DIFs & PPD options
- Media
 - Criteria, creation & naming
- Pricing
 - Non-profit pricing
 - Input vs Output pricing

Course Materials:

Videos, uniFLOW 2020 LTS Manual, Handouts

Certification:

This course will help participants prepare for the NT-ware certification: uniFLOW 2020 LTS Pre-Sales Consultant and/ or the uniFLOW 2020 LTS Certified Technician.

5 uniFLOW 2020 LTS Advanced Trainings

5.1 uniFLOW 2020 LTS Advanced Classroom trainings

5.1.1 uniFLOW 2020 LTS Advanced Workflow Training

Aim:

To provide delegates with the knowledge, tools and resources to work with and adapt existing uniFLOW 2020 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 2020 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:

Attendees should be familiar with the NT-ware whitepapers – Tokens of Workflow Elements (MOMKB-480) and Regular Expressions in uniFLOW (MOMKB-635).

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 2020 LTS Advanced Workflow Specialist.

5.1.2 uniFLOW 2020 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 2020 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 use the Issue Tracking System (ITS) 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 whitepapers:

- Escalation Requirements – uniFLOW – MOMKB-245
- Escalation Handbook – MOMKB-607
- ITS User Guide – MOMKB-155

as well as the following video materials:

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

Delivery:

Format:	Classroom Training
Duration:	Classroom training: 3 days (24h)
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 2020 LTS Advanced Diagnostics Specialist.

5.1.3 uniFLOW 2020 LTS Advanced CRD Training

Aim:

This course will enable attendees to effectively support a uniFLOW 2020 LTS installation that includes various Corporate Reprographic Department (CRD) modules of uniFLOW 2020 LTS.

Objective:

After completing this course, attendees will be able to install and configure all CRD modules of uniFLOW 2020 LTS and be able to set up various CRD workflows, also using uniFLOW Web Submission, variable data printing and the connection to another application.

Target audience:

Technicians who will have the tasks of installing, configuring and/or supporting a uniFLOW Server installation using CRD modules and features that fall outside of the uniFLOW Standards.

Level of training:

Advanced

Prerequisites:

Prerequisite is a valid uniFLOW Certified Technician accreditation and at least 6 months of experience of 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: N/A

Delivery:

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

Content:

- **Architecture**
 - Flow of jobs through system;
 - Master / Slave possibilities
- **Job Ticket Input Printer**
 - Installation
 - Wizard
 - User Notifications
 - Booklet
 - Job ticketing
 - Job ticketing editing
- **Operator Dashboard**
 - Overview
 - Focus on Top Menu Bar
 - ACLs
 - Queue and Views
 - General Settings
 - Instructor Demo of ACL and Queue Config'
 - Custom OD Columns
 - Route Jobs to Queues

- **Printing from Operator Dashboard**
 - Output device types
 - DIF Concept
 - Job Ticket Output Printers
 - Outputting Jobs
 - Simply Print Dialog
 - Instructor Demo of DIFs and PPD Options
 - Load Balance
 - Colour Split
- **Media**
 - Media Creation
 - Media Synchronisation
 - Media friendly Names
- **Pricing and Accounting**
 - Input & Output Pricing
 - Price Profiles
 - Profit or Non-Profit CRDs
 - Price Analysis
 - Articles and Services
 - Job Ticket Values
 - Media
 - Instructor Demo Pricing Articles
- **Accounting**
 - Spooler vs. Log
 - Pros and Cons
- **Job Re-route**
 - Considerations
 - Source Servers
 - Workflow Configuration
 - Re-cap
- **Scan to Print Room**
 - Overview
 - Wizard
 - Usage
- **Web Submission**
 - Overview
 - Printer wizard
 - Document Conversion
 - WS Printer Driver
 - Pre-Flight
 - Quotation
 - Job Profiles
 - WS Config Page
 - WS Configuration
- **Operator Dashboard**
 - Execute Workflow
 - Workflows in OD
- **Application Connector**
 - Requirements
 - PRISMAprepare
 - Job Flow
 - Configuration
 - Limitations
 - PRISMAprepare integration
- **Variable Data**
 - Requirements
 - VDP in uniFLOW
 - Job Flow

- Fusion Pro
- Using Tokens & Pick Lists in Templates
- Instructor Demo of Fusion Pro Designer
- Fusion Pro Imposer
- Instructor Demo of Fusion Pro Imposer
- Upload to uniFLOW
- Order Process
- Instructor Demo of: Library, PDF Job Upload, VDP Job Upload
- Web Submission Catalog View
- WS Order Process
- Considerations
- **Available Modules**

Course Materials:

uniFLOW 2020 LTS Manual, White Papers, Handouts

Certification:

This course will help participants prepare for the NT-ware certification:
uniFLOW 2020 LTS Advanced CRD 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 2020 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 use the Issue Tracking System (ITS) 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 2019LTS or higher)**.

Pre-work:

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

- Escalation Requirements – uniFLOW – MOMKB-245
- Escalation Handbook – MOMKB-607
- ITS User Guide – MOMKB-155

as well as 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 2020 LTS Advanced Diagnostics Specialist.

6 Multi-Vendor Trainings

6.1 uniFLOW 2020 LTS Multi-Vendor Training

Aim:

To enable attendees to effectively support a uniFLOW 2020 LTS installation that includes devices from other vendors.

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 applets for Hewlett-Packard, Konica Minolta, Lexmark, OKI, Samsung, Xerox, Brother and Sharp or the uniFLOW Release Station. The embedded applets for Brother and Sharp that are not available world-wide, will be discussed depending on region and audience.

Target audience:

Those working in a uniFLOW environment using Multi-vendor devices.

Level of training:

Intermediate

Prerequisites:

Prerequisite for attending this course is a valid uniFLOW Certified Technician accreditation.

Pre-work: N/A

Delivery:

Format:	Classroom
Duration:	2,5 days (20h)
Language:	English
Number of attendees:	8

Content:

- **Introduction**
 - Integration of multi-vendor devices in uniFLOW
 - Overview of all applets
- **Preparation and Installation of HP / Xerox / Konica Minolta / OKI / Samsung / Lexmark applet**
 - Device compatibility
 - Firmware level
 - Applet – working principle
 - Hands-on:
 - Preparing the device for applet installation
 - Client installation / Applet registration
 - Device lock configuration on the device
- **Secure Print Configuration in uniFLOW using one of the above applets.**
 - Hands-on:
 - Configure Secure Input and Secure Output printer
 - Cost Center configuration
 - Print and copy accounting
 - Attach card reader
 - TIC code configuration
 - Applet – user experience

- Un-install the applet
- **Secure Print Configuration in uniFLOW using the uniFLOW Release Station.**
Hands-on:
 - Configure Secure Output printer using uniFLOW Release Station
 - Cost Center configuration
 - Print and copy accounting
- **Diagnostics**
 - EAI API configuration
 - EAI API Logs
 - microMIND
 - uniFLOW Release Station

Course Materials:

uniFLOW Manual, Multi-Vendor Manuals, White Papers

Certification: N/A

6.2 uniFLOW 2020 LTS Multi-Vendor Training Hewlett-Packard

Aim:

To enable attendees to effectively support a uniFLOW 2020 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 HP devices.

Level of training:

Intermediate

Prerequisites:

Prerequisite for attending this course is a valid uniFLOW Certified Technician accreditation.

Pre-work: N/A

Delivery:

Format:	Classroom
Duration:	4 hrs
Language:	English
Number of attendees:	8

Content:

- **Introduction**
 - Integration of multi-vendor devices in uniFLOW
 - Overview of all applets
- **Preparation and Installation of embedded applet for HP**
 - Device compatibility
 - Firmware level
 - Applet – working principle
 - Hands-on:
 - Preparing the device for applet installation
 - Client installation / Applet registration
 - Device lock configuration on the device
- **Secure Print Configuration in uniFLOW**
 - Hands-on:
 - Configure Secure Input and Secure Output printer
 - Cost Center configuration
 - Print and copy accounting
 - Attach card reader
 - TIC code configuration
 - Applet – user experience
 - Un-install the applet
- **Diagnostics**
 - EAI API configuration
 - EAI API Logs
 - microMIND

Course Materials: uniFLOW Manual, Multi-Vendor Manuals, White Papers

Certification: N/A

6.3 uniFLOW 2020 LTS Multi-Vendor Training Konica Minolta

Aim:

To enable attendees to effectively support a uniFLOW 2020 LTS installation that includes supported devices from Konica Minolta.

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 Konica Minolta.

Target audience:

Those working in a uniFLOW environment using supported Konica Minolta devices.

Level of training:

Intermediate

Prerequisites:

Prerequisite for attending this course is a valid uniFLOW Certified Technician accreditation.

Pre-work: N/A

Delivery:

Format:	Classroom
Duration:	4 hrs
Language:	English
Number of attendees:	8

Content:

- **Introduction**
 - Integration of multi-vendor devices in uniFLOW
 - Overview of all applets
- **Preparation and Installation of embedded applet for Konica Minolta**
 - Device compatibility
 - Applet – working principle

Hands-on:

- Client installation / Applet registration
- Device lock configuration on the device

- **Secure Print Configuration in uniFLOW**

Hands-on:

- Configure Secure Input and Secure Output printer
- Print and copy accounting / Cost Center configuration
- Attach card reader / TIC code configuration
- Applet – user experience
- Un-install the applet

- **Diagnostics**

- EAI API configuration
- EAI API Logs

Course Materials:

uniFLOW Manual, Multi-Vendor Manuals, White Papers

Certification: N/A

6.4 uniFLOW 2020 LTS Multi-Vendor Training Lexmark

Aim:

To enable attendees to effectively support a uniFLOW 2020 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:

Prerequisite for attending this course is a valid uniFLOW Certified Technician accreditation.

Pre-work: N/A

Delivery:

Format:	Classroom
Duration:	4 hrs
Language:	English
Number of attendees:	8

Content:

- **Introduction**
 - Integration of multi-vendor devices in uniFLOW
 - Overview of all applets
- **Preparation and Installation of embedded applet for Lexmark**
 - Device compatibility
 - Applet – working principle

Hands-on:

- Client installation / Applet registration
- Device lock configuration on the device

- **Secure Print Configuration in uniFLOW**

Hands-on:

- Configure Secure Input and Secure Output printer
- Print and copy accounting 7Cost Center configuration
- Attach card reader /TIC code configuration
- Applet – user experience
- Un-install the applet

- **Diagnostics**

- EAI API configuration
- EAI API Logs
- microMIND

Course Materials:

uniFLOW Manual, Multi-Vendor Manuals, White Papers

Certification: N/A

6.5 uniFLOW 2020 LTS Multi-Vendor Training OKI

Aim:

To enable attendees to effectively support a uniFLOW 2020 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:

Prerequisite for attending this course is a valid uniFLOW Certified Technician accreditation.

Pre-work: N/A

Delivery:

Format:	Classroom
Duration:	4 hrs
Language:	English
Number of attendees:	8

Content:

- **Introduction**
 - Integration of multi-vendor devices in uniFLOW
 - Overview of all applets
- **Preparation and Installation of embedded applet for OKI**
 - Device compatibility
 - Applet – working principle

Hands-on:

- Client installation/ Applet registration

- **Secure Print Configuration in uniFLOW**

Hands-on:

- Configure Secure Input and Secure Output printer
- Print accounting / Cost Center configuration
- Attach card reader / TIC code configuration
- Applet – user experience
- Un-install the applet

- **Diagnostics**

- EAI API configuration
- EAI API Logs

Course Materials:

uniFLOW Manual, Multi-Vendor Manuals, White Papers

Certification: N/A

6.6 uniFLOW 2020 LTS Multi-Vendor Training Samsung

Aim:

To enable attendees to effectively support a uniFLOW 2020 LTS installation that includes supported devices from Samsung.

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 Samsung.

Target audience:

Those working in a uniFLOW environment using supported Samsung devices.

Level of training:

Intermediate

Prerequisites:

Prerequisite for attending this course is a valid uniFLOW Certified Technician accreditation.

Pre-work: N/A

Delivery:

Format:	Classroom
Duration:	4 hrs
Language:	English
Number of attendees:	8

Content:

- **Introduction**
 - Integration of multi-vendor devices in uniFLOW
 - Overview of all applets
- **Preparation and Installation of embedded applet for Samsung**
 - Device compatibility
 - Applet – working principle

Hands-on:

- Applet registration
- **Secure Print Configuration in uniFLOW**

Hands-on:

 - Configure Secure Input and Secure Output printer
 - Print and copy accounting / Cost Center configuration
 - Attach card reader / TIC code configuration
 - Applet – user experience
 - Un-install the applet
- **Diagnostics**
 - EAI API configuration
 - EAI API Logs

Course Materials:

uniFLOW Manual, Multi-Vendor Manuals, White Papers

Certification: N/A

6.7 uniFLOW 2020 LTS Multi-Vendor Training Xerox

Aim:

To enable attendees to effectively support a uniFLOW 2020 LTS installation that includes supported devices from Xerox.

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 Xerox.

Target audience:

Those working in a uniFLOW environment using supported Xerox devices.

Level of training:

Intermediate

Prerequisites:

Prerequisite for attending this course is a valid uniFLOW Certified Technician accreditation.

Pre-work: N/A

Delivery:

Format:	Classroom
Duration:	4 hrs
Language:	English
Number of attendees:	8

Content:

- **Introduction**
 - Integration of multi-vendor devices in uniFLOW
 - Overview of all applets
- **Preparation and Installation of embedded applet for Xerox**
 - Device compatibility
 - Applet – working principle

Hands-on:

- Client installation / Applet registration
- Device lock configuration on the device

- **Secure Print Configuration in uniFLOW**

Hands-on:

- Configure Secure Input and Secure Output printer
- Print and copy accounting / Cost Center configuration
- Attach card reader / TIC code configuration
- Applet – user experience
- Un-install the applet

- **Diagnostics**

- EAI API configuration
- EAI API Logs

Course Materials:

uniFLOW Manual, Multi-Vendor Manuals, White Papers

Certification: N/A

6.8 uniFLOW 2020 LTS Multi-Vendor Training Brother

Aim:

To enable attendees to effectively support a uniFLOW 2020 LTS installation that includes supported devices from Brother.

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 Brother.

Target audience:

Those working in a uniFLOW environment using supported Brother devices.

Level of training: Intermediate

Prerequisites:

Prerequisite for attending this course is a valid uniFLOW Certified Technician accreditation.

Pre-work: N/A

Delivery:

Format:	Classroom
Duration:	4 hrs
Language:	English
Number of attendees:	8

Content:

- **Introduction**
 - Integration of multi-vendor devices in uniFLOW
 - Overview of all applets
- **Preparation and Installation of embedded applet for Brother**
 - Device compatibility
 - Applet – working principle

Hands-on:

- Client installation / Applet registration
- Device lock configuration on the device

- **Secure Print Configuration in uniFLOW**

Hands-on:

- Configure Secure Input and Secure Output printer
- Print and copy accounting / Cost Center configuration
- Attach card reader / TIC code configuration
- Applet – user experience
- Un-install the applet

- **Diagnostics**

- EAI API configuration
- EAI API Logs

Course Materials:

uniFLOW Manual, Multi-Vendor Manuals, White Papers

Certification: N/A

6.9 uniFLOW 2020 LTS Multi-Vendor Training Sharp*)

Aim:

To enable attendees to effectively support a uniFLOW 2020 LTS installation that includes supported devices from Sharp.

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 Sharp.

Target audience:

Those working in a uniFLOW environment using supported Sharp devices.

Level of training:

Intermediate

Prerequisites:

Prerequisite for attending this course is a valid uniFLOW Certified Technician accreditation.

Pre-work: N/A

Delivery:

Format:	Classroom
Duration:	4 hrs
Language:	English
Number of attendees:	8

Content:

- **Introduction**
 - Integration of multi-vendor devices in uniFLOW
 - Overview of all applets
- **Preparation and Installation of embedded applet for Sharp**
 - Device compatibility
 - Applet – working principle

Hands-on:

- Client installation / Applet registration
- Device lock configuration on the device

- **Secure Print Configuration in uniFLOW**

Hands-on:

- Configure Secure Input and Secure Output printer
- Print and copy accounting / Cost Center configuration
- Attach card reader /TIC code configuration
- Applet – user experience
- Un-install the applet

- **Diagnostics**

- EAI API configuration
- EAI API Logs

Course Materials:

uniFLOW Manual, Multi-Vendor Manuals, White Papers

Certification: N/A

*) *The uniFLOW Embedded Applet for Sharp is only available in the Americas.*

6.10 uniFLOW 2020 LTS Multi-Vendor eLearning

6.10.1 uniFLOW 2020 LTS Multi-Vendor Applet for OKI (eLearning)

Aim:

To enable attendees to effectively support a uniFLOW 2020 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

6.10.2 uniFLOW 2020 LTS Multi-Vendor Applet for Hewlett-Packard (eLearning)

Aim:

To enable attendees to effectively support a uniFLOW 2020 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

6.10.3 uniFLOW 2020 LTS Multi-Vendor Applet for Lexmark (eLearning)

Aim:

To enable attendees to effectively support a uniFLOW 2020 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

6.10.4 uniFLOW 2020 LTS Multi-Vendor Applet for Xerox (eLearning)

Aim:

To enable attendees to effectively support a uniFLOW 2020 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 different 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

6.10.5 uniFLOW 2020 LTS Multi-Vendor Applet for Epson (eLearning)

Aim:

To enable attendees to effectively support a uniFLOW 2020 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 different 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

**) More vendors to follow*

7 Train-the-Trainer Courses

7.1 uniFLOW 2020 LTS Technical Foundation - Train-the-Trainer Course

Aim:

To enable uniFLOW Trainers to deliver the uniFLOW 2020 LTS Foundation Level 1 and Level 2 courses.

Objective:

After completing this course, the participant will have the knowledge and tools required to deliver the uniFLOW 2020 LTS Technical Foundation training course.

Target audience:

Those responsible for delivering the uniFLOW 2020 LTS Technical Foundation Training course.

Level of training:

Advanced

Prerequisites:

The participant must have attended a uniFLOW Technical Foundation Training course and hold a valid uniFLOW Certified Technician certification.

Pre-work:

Before attending the delegates will need to have prepared 2 x Clean Windows Server 2012/2016 Servers and 1 Windows 8.1 / 10 Client in their own training environment that they will use during the session.

Delegates should have access to these servers and client via Remote Desktop / Virtual Platform from the PC they will be using to attend the virtual classroom. This is to allow the trainer to view / assist the delegates during the session if required.

If possible, delegates should also have access to the MEAP enabled device that they use during the training and can access via Canon Remote Operator. This device will be configured with the training servers they are building (required for SmartClient).

The delegates must be familiar in working with the virtualization platform they have utilized and they should have the ability to start / stop / restart the virtual machines as well as being able to take snapshots.

Delivery:

Format:	Virtual Classroom
Duration:	0.5 days (4h)
Language:	English
Number of attendees:	6

Content:

Building the necessary training environment to support the delivery of the uniFLOW Technical Foundation training. This includes:

- General overview of the build process and a look at the resources available.
- Installing the necessary software
- Configuring the operating system
- Post Clone tasks
- Review how the training material is structured and delivered.
- Review any topics that the delegate wants further information on before they deliver the course.

Course Materials:

uniFLOW 2020 LTS Training Build script, uniFLOW 2020 LTS Technical Foundation Level 1 and Level 2 training material.

7.2 uniFLOW 2020 LTS Advanced Diagnostics - Train-the-Trainer Course

Aim:

To enable uniFLOW Trainers to deliver the Advanced Diagnostics Course.

Objective:

After completing this course, the participant will have the knowledge and tools required to deliver the uniFLOW 2020 LTS Advanced Diagnostics training course.

Target audience:

Those responsible for delivering the uniFLOW 2020 LTS Advanced Diagnostics Training course.

Level of training:

Advanced

Prerequisites:

The participant must have attended the Advanced Diagnostics course and hold a valid uniFLOW 2020 LTS Advanced Diagnostics Specialist certification.

Pre-work:

Before attending the delegates will need to have prepared 2 x Clean Windows Server 2016 (or 2012) Servers and 1 Windows 10 (or Windows 8) Client in their own training environment that they will be using during the session.

Delegates should have access to these servers and client via Remote Desktop / Virtual Platform from the PC they will be using to attend the virtual classroom. This is to allow the trainer to view / assist the delegates during the session if required.

If possible, delegates should also have access to the MEAP enabled device that they use during the sessions and can access via Canon Remote Operator. This device will be configured with the training servers they are building (optional, required for SmartClient).

The delegates must be familiar in working with the virtualization platform they have utilized and they should have the ability to start / stop / restart the virtual machines as well as being able to take snapshots.

Delivery:

Format:	Virtual Classroom
Duration:	0.5 days (4h)
Language:	English
Number of attendees:	6

Content:

This session will be mostly hands-on with delegates configuring their own servers allowing them to start the process of building their own training environment to support their delivery of the Advanced Diagnostics training.

Building the necessary training environment to support the delivery of the uniFLOW Advanced Diagnostics training. This includes:

- General overview of the build process and a look at the resources available.
- Installing the necessary software

- Configuring the operating system
- Installation and Configuration of uniFLOW
- Post Clone tasks
- Testing
- How the training material is structured and delivered.
- Review any topics that the delegate wants further information on before they deliver the course.

Course Materials:

uniFLOW 2020 LTS Training Build script, uniFLOW 2020 LTS Advanced Diagnostics Training material

8 imageWARE Secure Audit Manager Express

8.1 imageWARE Secure Audit Manager Express (Classroom)

Aim:

The aim of this course is to provide delegates with the knowledge, tools and resources to be able to scope, design and implement imageWARE Secure Audit Manager and integrate this with uniFLOW for customers requiring enhanced document security.

The delegates will complete a practical installation of the solution during the course.

Objective:

At the end of the course the delegates will be able to explain the concept behind iW SAM Express, it's integration with uniFLOW and the necessary software requirements. The delegates will be able to correctly install and configure the iW SAM Express server using the default settings, install and configure the iW SAM iR Agent and then connect this to the Express server. The learner will also be able to explain how to configure and integrate this with uniFLOW using the workflow samples provided.

Target audience:

Those responsible for the scoping, design, implementation & support of an integrated iWSAM Express & uniFLOW environment.

Level of training:

Intermediate

Prerequisites:

A prerequisite for attending this course is a valid Certified Technician or Pre-Sales Consultant accreditation and at least 6 months of experience working with uniFLOW.

Pre-work: N/A

Delivery:

Format:	Classroom
Duration:	6 hrs
Language:	English
Number of attendees:	10

Content:

- **Overview of iW SAM Express with uniFLOW**
 - o Concepts
 - o Features & Benefits
 - o Components & Architecture
 - o System Requirements & Licensing
- **Installation of iW SAM Express**
 - o Configuration of iW SAM Express (including the file export)
 - o Installing and configuration of the iR Agent
 - o Configuration in uniFLOW
- **Further Information**
- **Performance Specifications, communication, scaling the solution**

- **Troubleshooting**

Course Materials:

Handouts, Whitepapers, Sample Workflows

Certification: N/A

8.2 imageWARE Secure Audit Manager Express (eLearning)

Aim:

The aim of this course is to provide delegates with the knowledge, tools and resources to be able to scope, design and implement imageWARE Secure Audit Manager and integrate this with uniFLOW for customers requiring enhanced document security. The course uses video demonstrations to show what is covered in the practical tasks on the classroom course.

Objective:

At the end of the course the delegates will be able to explain the concept behind iW SAM Express, it's integration with uniFLOW and the necessary software requirements. The delegates will be able to correctly install and configure the iW SAM Express server using the default settings, install and configure the iW SAM iR Agent and then connect this to the Express server. The learner will also be able to explain how to configure and integrate this with uniFLOW using the workflow samples provided.

Target audience:

Those responsible for the scoping, design, implementation & support of an integrated iWSAM Express & uniFLOW environment.

Level of training:

Intermediate

Prerequisites: N/A

Pre-work: N/A

Delivery:

Format:	eLearning
Duration:	2 hrs
Language:	English
Number of attendees:	N/A

Content:

- **Overview of iW SAM Express with uniFLOW**
 - Features & Benefits
 - Target customers
- **Product components**
- **System requirements**
- **Service providers**
- **Installation & configuration**
 - iWSAM Express
 - IIS
 - Express Server
 - System Manager
 - iR Agent
- **Performance and troubleshooting**

Course Materials:

Handouts, Whitepapers, Sample Workflows

Certification: N/A

9 uniFLOW 2020 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

10 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 databse	02:00

11 uniFLOW 2020v3 Sales Update (eLearning)

Aim:

This course will explain the features and advantages brought by the uniFLOW 2020v3 release.

The main focus of this release has been to strengthen uniFLOW's core capabilities. This was possible with uniFLOW becoming officially Mopria certified, by extending device support and by further developing uniFLOW in hybrid mode with the addition of new features.

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.

Level of training: Intermediate

Prerequisites: N/A

Delivery:

Format:	eLearning
Duration:	20 min
Language:	English
Number of attendees:	N/A

Content:

- Mopria support and certification
- Extending the capabilities of the uniFLOW Hybrid Platform
- Updated device support
- Knowledge check

Certification: N/A

12 Other eLearnings and Training Videos

12.1 uniFLOW SmartClient

12.1.1 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

12.1.2 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

12.2 uniFLOW and Google Cloud Print

Aim:

After watching this video, you will understand how to use Google Cloud Print in conjunction with uniFLOW in a customer's environment. You will be able to install and configure the uniFLOW Print Service for Google Cloud Print and be able to share the Google Cloud Print printer to users and groups.

Level of training: Foundation

Prerequisites: N/A

Pre-work: N/A

Delivery:

Format:	eLearning
Duration:	13 min
Language:	English

Content:

- Introduction
- Installation and Configuration of the uniFLOW Print Service

12.3 uniFLOW Service for AirPrint

Aim:

Successful completion of this course will provide you with the skills to configure the uniFLOW Service for AirPrint thus enabling users to print to a secure input printer from their iOS and OS X devices, using Apple AirPrint.

Objective:

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

- Install the uniFLOW Service for AirPrint
- Configure the uniFLOW Service for AirPrint
- Configure the Secure Input Printer for AirPrint
- Test the configuration:
 - Print to the Secure Input Printer for AirPrint from an iOS and/or OSX device
 - Release the print jobs on any device that has been configured as a Secure OutPut Printer

Target audience: Pre-Sales and Post-Sales learners

Level of training: Foundation

Prerequisites: N/A

Pre-work: N/A

Delivery:

Format:	eLearning
Duration:	10 min
Language:	English

Content:

- Install the uniFLOW Service for AirPrint
- Configure the uniFLOW Service for AirPrint
- Configure the Secure Input Printer for AirPrint

12.4 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

12.5 Working with NT-ware

Aim:

This course will introduce you to the NT-ware Partnersite, ITS (Issue Tracking System) and the uniFLOW Online User Manual.

After completion you will know how to access these resources and how to create/ search for issues, use filters and manage your own custom dashboards on the ITS.

Level of training:

Foundation

Prerequisites: N/A

Pre-work: N/A

Delivery:

Format:	eLearning
Duration:	30 min
Language:	English

Content:

- The NT-ware Partnersite
- uniFLOW Support and the NT-ware ITS
- The online uniFLOW Manual

12.6 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