



## MarketDirect StoreFront® Release Notes

Version 10.6

**Copyright** © 2004 - 2020 by Electronics for Imaging, Inc. All Rights Reserved.

EFI Productivity Suite | *MarketDirect StoreFront Release Notes*

January 2020 MarketDirect StoreFront v. 10.6

Document version 1.0a / 45145977

This publication is protected by copyright, and all rights are reserved. No part of it may be reproduced or transmitted in any form or by any means for any purpose without express prior written consent from Electronics for Imaging, Inc. Information in this document is subject to change without notice and does not represent a commitment on the part of Electronics for Imaging, Inc.

### **Patents**

This product may be covered by one or more of the following U.S. Patents: 4,716,978, 4,828,056, 4,917,488, 4,941,038, 5,109,241, 5,170,182, 5,212,546, 5,260,878, 5,276,490, 5,278,599, 5,335,040, 5,343,311, 5,398,107, 5,424,754, 5,442,429, 5,459,560, 5,467,446, 5,506,946, 5,517,334, 5,537,516, 5,543,940, 5,553,200, 5,563,689, 5,565,960, 5,583,623, 5,596,416, 5,615,314, 5,619,624, 5,625,712, 5,640,228, 5,666,436, 5,745,657, 5,760,913, 5,799,232, 5,818,645, 5,835,788, 5,859,711, 5,867,179, 5,940,186, 5,959,867, 5,970,174, 5,982,937, 5,995,724, 6,002,795, 6,025,922, 6,035,103, 6,041,200, 6,065,041, 6,112,665, 6,116,707, 6,122,407, 6,134,018, 6,141,120, 6,166,821, 6,173,286, 6,185,335, 6,201,614, 6,215,562, 6,219,155, 6,219,659, 6,222,641, 6,224,048, 6,225,974, 6,226,419, 6,238,105, 6,239,895, 6,256,108, 6,269,190, 6,271,937, 6,278,901, 6,279,009, 6,289,122, 6,292,270, 6,299,063, 6,310,697, 6,321,133, 6,327,047, 6,327,050, 6,327,052, 6,330,071, 6,330,363, 6,331,899, 6,340,975, 6,341,017, 6,341,018, 6,341,307, 6,347,256, 6,348,978, 6,356,359, 6,366,918, 6,369,895, 6,381,036, 6,400,443, 6,429,949, 6,449,393, 6,476,927, 6,490,696, 6,501,565, 6,519,053, 6,539,323, 6,543,871, 6,546,364, 6,549,294, 6,549,300, 6,550,991, 6,552,815, 6,559,958, 6,572,293, 6,590,676, 6,606,165, 6,633,396, 6,636,326, 6,643,317, 6,647,149, 6,657,741, 6,662,199, 6,678,068, 6,707,563, 6,741,262, 6,748,471, 6,753,845, 6,757,436, 6,757,440, 6,778,700, 6,781,596, 6,816,276, 6,825,943, 6,832,865, 6,836,342, RE33,973, RE36,947, D341,131, D406,117, D416,550, D417,864, D419,185, D426,206, D439,851, D444,793.

### **Trademarks**

The EPS logo, AutoCal, Auto-Count, Balance, Best, the Best logo, BESTColor, BioVu, BioWare, ColorPASS, Colorproof, ColorWise, Command WorkStation, CopyNet, Cretachrom, Cretaprint, the Cretaprint logo, Cretaprinter, Cretaroller, DockNet, Digital StoreFront, DirectSmile, DocBuilder, DocBuilder Pro, DocStream, DSFdesign Studio, Dynamic Wedge, EDOX, EFI, the EFI logo, Electronics For Imaging, Entrac, EPCount, EPPhoto, EPRegister, EPStatus, Estimate, ExpressPay, Fabrivu, Fast-4, Fiery, the Fiery logo, Fiery Driven, the Fiery Driven logo, Fiery JobFlow, Fiery JobMaster, Fiery Link, Fiery Prints, the Fiery Prints logo, Fiery Spark, FreeForm, Hagen, Inktensity, Inkware, Jetrion, the Jetrion logo, LapNet, Logic, MarketDirect PackCentral, MarketDirect StoreFront, MiniNet, Monarch, MicroPress, OneFlow, OPS, Pace, PhotoXposure, PressVu, Printcafe, PrinterSite, PrintFlow, PrintMe, the PrintMe logo, PrintSmith, PrintSmith Site, Printstream, Print to Win, Prograph, PSI, PSI Flexo, Radius, Rastek, the Rastek logo, Remoteproof, RIPChips, RIP-While-Print, Screenproof, SendMe, Sincolor, Splash, Spot-On, TrackNet, UltraPress, UltraTex, UltraVu, UV Series 50, VisualCal, VUTEk, the VUTEk logo, and WebTools are trademarks of Electronics For Imaging, Inc. and/or its wholly owned subsidiaries in the U.S. and/or certain other countries.

All other terms and product names may be trademarks or registered trademarks of their respective owners, and are hereby acknowledged.

## Table of Contents

|  |           |
|--|-----------|
| <b>Welcome to MarketDirect StoreFront 10.6 .....</b>                               | <b>5</b>  |
| Contact Information .....  | 5         |
| Version Information.....   | 6         |
| <b>Cloud (EFI-Hosted) Installations .....</b>                                      | <b>7</b>  |
| <b>Customer-Hosted Installations: How to Obtain &amp; Apply the Software .....</b> | <b>7</b>  |
| Note on Release Types: Upgrade and Update.....                                     | 7         |
| Installing MarketDirect StoreFront.....  | 7         |
| <b>The MarketDirect StoreFront Forum is Online: Register Today.....</b>            | <b>9</b>  |
| <b>Important Notes and Notices .....</b>   | <b>10</b> |
| Operating System Support .....   | 10        |
| System Requirements and Database Backup .....                                      | 10        |
| SQL Server .....   | 10        |
| Deprecation of Design Studio and Classic Storefronts .....                         | 10        |
| Notes on TLS 1.0 / 1.1 / 1.2 .....   | 11        |
| Deprecation of TLS 1.0 and 1.1 .....   | 11        |
| Support for TLS 1.2 Enhanced Security Features for Merchant Accounts .....         | 11        |
| File Type Conversion .....   | 11        |
| Pause During Installation .....  | 12        |
| Crystal Reports Installation.....  | 12        |
| MarketDirect StoreFront EULA.....  | 12        |
| Important Note on Authorize.Net Payment Gateways .....                             | 12        |
| Email Notifications .....  | 13        |
| AuctionInc .....   | 13        |
| Customized SmartStore Storefronts .....  | 13        |
| CyberSource (Self-Hosted Customers).....   | 14        |
| Server-Side Conversion of Microsoft Office Files.....                              | 14        |
| MarketDirect StoreFront and Virtual Environments.....                              | 14        |
| MarketDirect StoreFront and DNS Setup .....  | 15        |
| StoreFront Studio .....  | 15        |
| EFI VDP Support .....  | 15        |
| Third-Party VDP Support: XMPie® and FusionPro® .....                               | 15        |
| Notes.....   | 16        |
| Custom reports (EFI-hosted customers).....   | 16        |
| EFI Fiery JDF support .....  | 16        |
| Storefront creation and editing .....  | 17        |
| Self-hosted MarketDirect StoreFront server migration .....                         | 17        |
| Discontinuance of Development & Operational Support for Classic Storefronts.....   | 17        |
| External System Connector (ESC) .....  | 17        |
| <b>Features Supported in SmartStores and Not in Classic Storefronts.....</b>       | <b>18</b> |
| <b>Features Introduced in MarketDirect StoreFront 10.6.....</b>                    | <b>18</b> |



- Issues Resolved in MarketDirect StoreFront 10.6 ..... 18**
- Known Issues in MarketDirect StoreFront 10.6 ..... 19**
- System Requirements..... 22**
  - MarketDirect StoreFront Server Requirements ..... 23**
  - Client-Side Requirements ..... 25**
    - Remote Print Center (RPC) ..... 26
    - SmartStores ..... 26
  - SmartCanvas..... 27**
  - EFI VDP ..... 28**
    - Requirements for EFI VDP server ..... 28
    - Requirements for EFI VDP client software ..... 29
  - XMPie /FusionPro VDP (Variable Data Product) Server ..... 29**
- Appendix A: Workflows for Reconciling CSS..... 30**
  - Workflow 1 for SmartStores with Minor Customizations ..... 30**
  - Workflow 2 for SmartStores with Major Customizations ..... 32**



## Welcome to MarketDirect StoreFront 10.6

MarketDirect StoreFront (formerly known as Digital StoreFront) is EFI's award winning web-to-print platform. MarketDirect StoreFront offers the industry's leading print buyer experience and onramp to a digital workflow, plus a best-of-class toolset for configuring and managing this printing e-commerce platform. MarketDirect StoreFront 10.6 introduces enhancements and addresses issues found in previous releases.

As we continue to evolve the product, the most important input comes from our existing customer base. We value your feedback. Submit feature requests to [market.direct@efi.com](mailto:market.direct@efi.com). Submit documentation requests to [mdsfdocumentation@efi.com](mailto:mdsfdocumentation@efi.com).

**Note** As part of our commitment to continuously improve the quality of MarketDirect StoreFront and address issues in a timely manner, we will be releasing updates when possible. Self-hosted customers, please be sure to visit <https://www.efi.com/marketing/productivity-software/promos/upgrade-order-form/> periodically and click **Upgrade to the latest version** (on the right-hand side under **Learn More**) to download and upgrade to the latest version of MarketDirect StoreFront to ensure that you are running the latest version of the software. Cloud-based (EFI-hosted) customers will be updated automatically.

## Contact Information

### EFI Support

|                             |   |
|-----------------------------|---|
| <b>Web Site:</b>            | <a href="https://www.efi.com/products/productivity-software/efi-marketdirect-customer-engagement-platform/efi-marketdirect-storefront/support">https://www.efi.com/products/productivity-software/efi-marketdirect-customer-engagement-platform/efi-marketdirect-storefront/support</a> |
| <b>US Phone:</b>            | 1.855.EFI.4HLP (855-334-4457)   |
| <b>EU Phone:</b>            | +49 2102 745 4500 (Germany)   |
| <b>APAC Phone:</b>          | +61 7 3625 9200   |
| <b>South America Phone:</b> | +1 412-690-4321   |
| <b>E-Mail:</b>              | <a href="mailto:md.support@efi.com">md.support@efi.com</a>  |

**Note** For problems involving infrastructure (i.e., computers, networks, operating systems, backup software, printers, third-party software, etc.), contact the appropriate vendor. EFI cannot support these types of issues.

### EFI Professional Services

|                           |  |
|---------------------------|--|
| <b>US Phone:</b>          | 651.365.5321   |
| <b>US Fax:</b>            | 651.365.5334   |
| <b>E-Mail:</b>            | <a href="mailto:ProfessionalServicesOperations@efi.com">ProfessionalServicesOperations@efi.com</a>         |
| <b>Outside US E-Mail:</b> | <a href="mailto:EMEAProfessionalServicesOperations@efi.com">EMEAProfessionalServicesOperations@efi.com</a> |

**Note** EFI Professional Services can help you perform EFI software installations, upgrades, and updates. This group can also help you implement, customize, and optimize your EFI software, plus offers a range of training options.

## Version Information

### MarketDirect StoreFront 10.6

|                               |   |   |   |
|-------------------------------|---|---|---|
| <i>Software Version</i>       | 10.6.0.24335  |   |   |
| <i>Database Version</i>       | 10.6.0  |   |   |
| <i>System Software</i>        | 45145975  |   |   |
| <i>Supported VDP Software</i> | <ul style="list-style-type: none"> <li>• <b>EFI VDP</b> <ul style="list-style-type: none"> <li>• <b>EPSI Product to Deploy:</b> EFI VDP 8.4.0.18</li> <li>• <b>VDP Studio (client software):</b> 6.5.0.419</li> <li>• <b>DSMG (server software):</b> 6.5.0.419</li> <li>• <b>DSMI (server software):</b> 8.4.0.18</li> </ul> </li> <li>• <b>XMPie:</b> 9.4.1           <ul style="list-style-type: none"> <li>• Adobe InDesign CC Server v2019</li> </ul> </li> <li>• <b>FusionPro:</b> 11</li> </ul> |   |   |
| <i>Cross Media Software</i>   | <b>EPSI Product to Deploy:</b> 8.4.0.34 <ul style="list-style-type: none"> <li>• <b>DSMG:</b> 6.5.0.419</li> <li>• <b>DSMI:</b> 8.4.0.18 (server software)</li> <li>• <b>DSMX:</b> 8.4.0.34</li> </ul>  |   |   |
| <i>SmartCanvas</i>            | <ul style="list-style-type: none"> <li>• <b>EPSI Product to Deploy:</b> 8.4.0.19           <ul style="list-style-type: none"> <li>• <b>DSMG:</b> 6.5.0.419</li> <li>• <b>DSMI:</b> 8.4.0.18</li> <li>• <b>DSMX:</b> 8.4.0.34</li> </ul> </li> </ul>   |   |   |
| <i>BoxItNow</i>               | <ul style="list-style-type: none"> <li>• <b>Web:</b> 9.26.19.B1</li> <li>• <b>Resizer:</b> 9.24.19.B1</li> </ul>  |   |   |
| <i>Supported MIS Software</i> | <ul style="list-style-type: none"> <li>• <b>Monarch:</b> 18.2.1.1</li> <li>• <b>Pace:</b> 31.01-2602</li> <li>• <b>PrintSmith Vision with eFlow:</b> 4.5.0.2405</li> <li>• <b>eFlow:</b> 7.1.71016.11</li> <li>• <b>PrintSmith Classic:</b> 4.5.0.2405</li> </ul>   | <ul style="list-style-type: none"> <li>• <b>Lector:</b> 6.10.4231</li> <li>• <b>Gamsys:</b> 7.0</li> <li>• <b>PrintStream:</b> 19.1.1163</li> <li>• <b>Radius:</b> 7.100.0.34</li> <li>• <b>Metrics:</b> 23.021.008</li> <li>• <b>Shuttleworth:</b> 6.04</li> </ul> |   |
| <i>Languages supported</i>    | English (US)<br>English (UK)<br>French<br>Italian   | German<br>Spanish<br>Brazilian Portuguese<br>Dutch<br>Swedish<br>Finnish  | Norwegian<br>Danish<br>Russian<br>Traditional Chinese<br>Simplified Chinese<br>Japanese |

## Cloud (EFI-Hosted) Installations

- Cloud customers will be contacted with the date their sites will be upgraded.

## Customer-Hosted Installations: How to Obtain & Apply the Software

### Note on Release Types: Upgrade and Update

- Major releases are delivered by download and are referred to as “upgrade releases” (e.g., 9.0, 10.0).
- Minor releases are delivered via download only and are referred to as “update” or “dot releases” (e.g., 8.6, 9.2, 10.0 Update x).

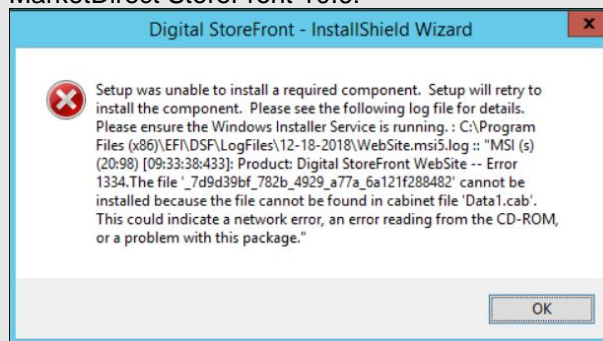
**Note** Depending on when you are upgrading or updating MarketDirect StoreFront, you may have to apply both a major and a minor release to get to the most current version of the software.

## Installing MarketDirect StoreFront

**Notes** You must allow <https://eflow.myprintdesk.net> in your firewall settings.

### Important Installation Note for Self-Hosted Customers:

Follow the steps below if you encounter a required component error when upgrading to MarketDirect StoreFront 10.6:



1. Do **not** cancel the installation.
2. Contact support (via the contact information on page 5) for assistance on how to manually uninstall the website.msi and then proceed with completing the installation.

### To upgrade from a previous version

- **Upgrading from v. 10.x:**
  - If you are upgrading to MarketDirect StoreFront 10.6 from a previous 10 version, you can install MarketDirect StoreFront 10.6 directly following these steps:
    - Click this link [MDSF 10.6.0](#) and save the file.
    - Go to the *To install MarketDirect StoreFront* section on page 8 and follow the steps beginning with step 4.
- **Upgrading from v. 9.x:**
  - If you are on the previous major release version of MarketDirect StoreFront and are under a support and maintenance contract, you can order an upgrade to the latest version from the MarketDirect StoreFront upgrade site: <http://w3.efi.com/support/overview/web-to-print-solutions/digital-storefront/upgrade-order-form>.

- For example, if the new release version is 10.x and you are on version 9.x, you can order the upgrade via the link above. If you are on a pre-9 version or not under a support and maintenance contract, however, you will need to contact the EFI Customer Support team for assistance. See page 5 for contact information.
- **Upgrading from v. 8.x or earlier:**
  - If you are on MarketDirect StoreFront v. 8.x or earlier, you must contact the EFI Professional Services team for assistance with your upgrade. See page 5 for contact information.

**Note** In an effort to improve our customer experience, beginning with MarketDirect StoreFront 10.0, we have changed our software delivery method from FTP to a CDN.

**Note** MarketDirect StoreFront 10 introduced eFlow license management, which does not require a USB dongle. For more information, see the MarketDirect StoreFront *Installation Guide*.

**Note** If you are a self-hosted customer migrating your site to a Microsoft Windows 2016 server, please contact EFI Professional Services for assistance with your site migration.

### **To install MarketDirect StoreFront**

1. In the email you received from EFI, click the link for the MarketDirect StoreFront 10.6 software installer and download it to a temporary folder.
2. Go to the temporary folder and double-click the **setup.exe** file to run the installer.
3. Follow the appropriate instructions below for your browser:
  - (Internet Explorer) When prompted to run or save the file, choose the **Save As** option, select a folder on your local drive in which to save the file, and then click **Save**. When the download is complete, click the file to begin the extraction process.
  - (Firefox) When prompted on the Opening... dialog, click **Save File**. The file will download to your default download folder. When the download is complete, click the file to begin the extraction process.
  - (Chrome) The file download will begin automatically and be saved in your default download folder. When the download is complete, click the file to begin the extraction process.
4. After the files are extracted, go to the extraction folder.
5. Double-click the **[MDSF version].exe** file.
6. In the Welcome window, click **Next**.

**Note** Download the MarketDirect StoreFront *10.x Installation Guide* available from the link in the email you received from EFI and consult it before proceeding with the installation.

7. Specify a destination folder or accept the default (C:\inetpub\wwwroot\DSF\WebSite).

**Note** 1. Verify settings in the "Installation Summary" and then click **Next**.  
2. During an update installation, a web page will open. Review the page results then close it.

8. Follow the instructions provided in the Finish window.

**Note** You are now finished *unless you need to install SmartCanvas* (see the section below).



## To install SmartCanvas

### Important Notes for self-hosted installations using both MarketDirect StoreFront and Smart Canvas:

If you are upgrading to MarketDirect StoreFront 10.6 from an earlier version, you must upgrade SmartCanvas to v. 8.2.

**Important** The SmartCanvas Server component *cannot* be installed on the same server as MarketDirect StoreFront. Please consult the SmartCanvas server component system requirements section on page 27 of this document and ensure that the server you will be installing SmartCanvas on meets or exceeds the system requirements.

If you will be installing SmartCanvas on a dedicated server (one that is not running EFI VDP or Cross Media):

**Proceed to the installation and activation following the instructions in the *MarketDirect StoreFront - SmartCanvas Installation Guide* (which you will obtain in a step below).**

OR

If you are using EFI VDP or MarketDirect Cross Media and want to install SmartCanvas on your existing MarketDirect (formerly DirectSmile) server, SmartCanvas can be installed on that server but only with the assistance of the EFI MarketDirect (formerly DirectSmile) team who will contact you within five (5) business days. To schedule an installation appointment with the EFI MarketDirect Support Team, please visit <http://update.directsmile.com> and enter the SmartServer System ID you received with your MarketDirect StoreFront license key.

**Important:** *You must not attempt to install SmartCanvas on your existing EFI VDP or MarketDirect Cross Media server without first securing the assistance of the EFI MarketDirect team.*

1. After installing MarketDirect StoreFront 10.x, download the following files from the links in the email you received from EFI:
  - SmartCanvas\_[version number].exe file
  - *SmartCanvas Release Notes*
  - *MarketDirect StoreFront – SmartCanvas Installation Guide* (PDF)
2. Double-click the **SmartCanvas\_[version].exe** file.
3. After the file extracts, copy the SmartCanvas\_SmartCanvas\_[version number].exe (self-extracting exe) file into the C:\Temp folder on the SmartCanvas server and follow all instructions in the *MarketDirect StoreFront – SmartCanvas Installation Guide* (PDF) that you downloaded from the link in the email your received from EFI.

**Note** Read and follow the instructions in the *MarketDirect StoreFront – SmartCanvas Installation Guide*.

4. On the SmartCanvas server, double-click **C:\Temp\SmartCanvas\_SmartCanvas\_[version number].exe** to extract.

## The MarketDirect StoreFront Forum is Online: Register Today

The MarketDirect StoreFront Forum is a place where users of EFI's industry-leading Web-to-Print solution can come to share experiences with other members of the MarketDirect StoreFront community. There are user forums for sharing information on integration with management information systems (MIS) such as Logic™, Monarch, Pace™, and PrintSmith™. Additional forums provide user-to-user information on

variable data printing (VDP) with EFI VDP, FusionPro, and XMPie solutions and on integrations with EFI Fiery®, Fiery XF, and MicroPress® print systems.

Visit <http://dsfforums.efi.com/> to join the MarketDirect StoreFront Forum today and enjoy the benefits:

- Interact with and learn from others in the MarketDirect StoreFront user community.
- Share helpful tips and experiences on “best practices” and workflow solutions.
- Connect with the community of MarketDirect StoreFront users.
- Receive periodic updates on upcoming events related to MarketDirect StoreFront.

**Important** Please be aware that the MarketDirect StoreFront Forum is *not* a place to request or receive formal technical support from EFI support personnel, engineers, or professional services. If you are experiencing an issue that is beyond the scope of help that other MarketDirect StoreFront users can provide, please contact EFI’s MarketDirect StoreFront support team to receive formal, trackable support (contact information is on page 5).

## Important Notes and Notices

### Operating System Support

New installations of MarketDirect StoreFront 10.x are supported only on Windows Server 2012 R2 and Windows Server 2016 operating system.

### System Requirements and Database Backup

- Please ensure that the server you are upgrading meets the minimum system requirements for MarketDirect StoreFront 10.x as specified on page 22.
- Upgrading customers who are connected to a local instance of SQL: You must select the option during installation to perform a database backup before upgrading to MarketDirect StoreFront 10.x.
- Upgrading customers who are connected to a remote instance of SQL: You should not select the installation option during installation to perform a database backup before upgrading to MarketDirect StoreFront 10.x.

### SQL Server

- MarketDirect StoreFront 10.x requires SQL Server 2014 (64-bit) or SQL Server 2016 (64-bit). If you complete the default installation of MarketDirect StoreFront, which installs Microsoft SQL Server Express 2016, you will not (later) be able to configure MarketDirect StoreFront to run with a lower version of SQL Server database cluster (e.g., a 2016 database cannot be mounted in a 2012 environment).

**Note SQL Express Upgrades:** The installer can only upgrade a locally installed version of SQL Server Express. If you do not have a locally installed version of SQL Server Express, you *must* upgrade SQL Server.

### Deprecation of Design Studio and Classic Storefronts

Please note that Design Studio and Classic Storefronts will be formally deprecated in October 2020 (due to the EOL of Flash). If you have Design Studio products, we encourage you to recreate those products in SmartCanvas. If you have any classic storefronts, we encourage you to replace them with SmartStore storefronts before October 2020.

---

## Notes on TLS 1.0 / 1.1 / 1.2

**Note** TLS 1.0 is vulnerable to security issues such as man-in-the-middle attacks, risking the integrity and authentication of data sent between a web site and a browser. Also, many standards such as PCI require that TLS 1.0 no longer be used for secure communications since it supports weak cyphers/cryptographic algorithms. Disabling TLS 1.0 and 1.1 support on our EFI-hosted servers is required to mitigate these risks. Also, if you are a self-hosted customer using secure connection, we strongly recommend that you disable this protocol on your MarketDirect StoreFront server following your update to v. 10.6.

### Deprecation of TLS 1.0 and 1.1

#### Uninstall / Reinstall Remote Print Center (RPC) and PrintMessenger (PM)

**IMPORTANT:** EFI will be deprecating TLS 1.0 and 1.1 in MarketDirect StoreFront (on a date to be specified in a subsequent communication) on EFI hosted servers. **RPC and PM will not work after TLS 1.0/1.1 is deprecated.** To avoid any disruption of service, you must uninstall and reinstall both RPC and PM before the TLS deprecation takes place.

### Support for TLS 1.2 Enhanced Security Features for Merchant Accounts

Beginning with v. 9.6 by default MarketDirect StoreFront supports TLS 1.2 for all merchant account plugins.

## File Type Conversion

As of the v. 10.4 release, MarketDirect StoreFront supports native file-to-PDF conversion only for the following file types:

- ai: Illustrator File
  - bmp: Bitmap
  - cpy: Adobe PDF
  - doc: Microsoft Word Document
  - docx: Microsoft Word Document
  - eps: Encapsulated PostScript
  - epub: Electronic Publication
  - gif: Graphics Interchange Format
  - jpeg: Joint Photographics Experts Group Format
  - jpg: Joint Photographics Experts Group Format
  - mobi: Mobipocket file format
  - odp: PowerPoint Presentation
  - ods: Excel Spreadsheet
  - odt: Microsoft Word Document
  - pdf: Adobe PDF
  - png: PNG
  - ppt: PowerPoint Presentation
  - pptx: PowerPoint Presentation
  - pub: Microsoft Publisher Document
  - tif: TIFF
  - tiff: TIFF
  - xls: Excel Spreadsheet
-

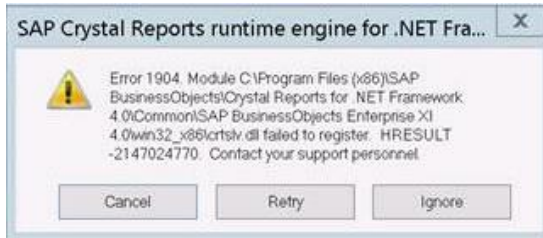
- **xlsx:** Excel Spreadsheet  
(Issue Reference: 38038)

## Pause During Installation

The installation process can appear to get stuck on “Stopping EFI.DSF.PdfService service” and “Stopping MarketDirect StoreFront Conversion Service.” It is not stuck, however, but merely waiting for the services to stop and shut down. Please note that the wait can be 4–6 minutes for each service.

## Crystal Reports Installation

Note that the error message below may show several times during installation of the Crystal Reports component. Simply click **Ignore** to continue installation and disregard the message.



**Note:** If this error message opens during the installation, it is likely that Crystal Report component is not installed properly. You may need to install it manually after MarketDirect StoreFront installation is complete.

## MarketDirect StoreFront EULA

Please be aware that if any member of the administrator group accepts the end user license agreement (EULA), it is accepted for all.

## Important Note on Authorize.Net Payment Gateways

**Note** The information in this section applies to both Authorize Net and Authorize.Net-Relay Response merchant accounts.

MarketDirect StoreFront (MDSF) v. 10.2 Update 1 introduced updated plugins to support Authorize.Net’s pending conversion from MD5 hash to SHA-512 hash for enhanced security.

**Note** For more information on this security change, visit <https://support.authorize.net/s/article/What-is-the-MD5-Hash-Security-feature-and-how-does-it-work>.

This new feature requires a Signature Key. Complete the steps below *after you upgrade to MDSF 10.6* to generate your key and enter it for your site:

1. Log into the Authorize.Net merchant site.
  - On the **ACCOUNT** menu, select **Settings → API Credentials & Keys**.
  - Select **New Signature Key** and then click **Submit**.
  - Complete the verification step (a pin will be sent to your registered email).
  - Copy the generated key to your Windows clipboard.
2. Log into your MarketDirect StoreFront site (upgraded to v. 10.2 Update 1 or 2).
  - Go to **Administration > Credit Card Management and Configuration > Merchant Accounts**.
  - Click the edit icon for your Authorize.Net account.

- Scroll down to the Account Setup – Authorization (Mandatory Fields) section and select the **Use SHA512** checkbox.
- Paste the key from your clipboard into the **Signature Key** field.

**Account Setup - Authorization (Mandatory Fields)**

Login Id

Transaction Key

Text for Return Button

Use SHA512(Signature Key is must if this is turned on)

Signature Key

Save Cancel Test

3. Click **Save**.

## Email Notifications

Please be aware that if you are on an older browser and using compatibility mode, you may not be able to add system variables to the following email notifications at either the site or the company level:

- General Message: Rejected User Registration
- Location Message: New Order Notification
- Plant or Print Shop Message: Order Status Change
- Buyer Message: Order Approved
- Buyer Message: Order Declined
- AuctionInc CSR E-Mail: Request to use EFI's AuctionInc Account id
- Spending Account Message: Spending Account Limit Exceeded during MIS Job Total Update
- Buyer Message: Background Upload Status
- Order Approval For Approvers

## AuctionInc

Please direct all questions related to AuctionInc setup and operation to MarketDirect StoreFront Technical Support (for contact information see page 5), *not* to AuctionInc Technical Support.

## Customized SmartStore Storefronts

New releases of MarketDirect StoreFront typically introduce new features that require changes and additions to the CSS (cascading styles sheet) styles that define the appearance of SmartStores.

**Notes** If you have not made any advanced customizations to the CSS of the default SmartStores, you do not need to take any action and can disregard this notice.

Classic storefronts will continue to work as before, and newly created sites will work with no issues.

If you have made changes to the CSS of your SmartStore storefronts and intend to use the new features, you will need to complete the appropriate action below to reconcile your customized CSS with the new CSS features to ensure that your SmartStore storefronts are displayed properly.

Recommended workflows:

- If you have made only minor customizations to your SmartStore storefront(s) CSS (such as changing the color of buttons or a typeface of certain label classes), we recommend that you complete "Workflow 1 for SmartStores with Minor Customizations" on page 30.

- If you have made more extensive changes to your SmartStore storefront(s) CSS (such as modifying the behavior of certain elements such as the hover action on certain button classes), we recommend that you complete “Workflow 2 for SmartStores with Major Customizations” on page 32.

## CyberSource (Self-Hosted Customers)

This statement applies only to self-hosted MarketDirect StoreFront customers who use CyberSource for payment processing:

Please be aware that if you have used MarketDirect StoreFront’s bulk user import (via the Export / Import page) and the state and/or zip code information data was invalid, certain credit card transactions will possibly fail. To mitigate this risk, you will need to do one of the following:

- If you wish to disable the auto-filling of user profile fields from MarketDirect StoreFront in Cybersource page (i.e., thus requiring users to enter their full billing details with each transaction):
  - Go to **Administration > Platform Settings > Credit Card Management and Configuration**.
  - Click **Merchant Accounts**.
  - In the merchant accounts table, select the **Cybersource Secure Acceptance** check box for the merchant account you want to edit.
  - Click the **Edit** icon.
  - Under **Account Setup – Authorization (Mandatory Fields)**, select the **Disable Billing Address Autofill** check box.

OR

- If you would like to clear the invalid data, please contact the MarketDirect StoreFront technical support team via the contact information on page 5.

## Server-Side Conversion of Microsoft Office Files

For Microsoft Excel files to convert properly, make sure the operating system’s locale settings (i.e., region and language options) match the language used in Excel.

## MarketDirect StoreFront and Virtual Environments

- MarketDirect StoreFront can be installed in a virtual environment.
- Although EFI MarketDirect StoreFront Technical Support will not consider you “out of contract” if you are running MarketDirect StoreFront on a virtual machine, EFI does not provide technical support for virtual environments or for running MarketDirect StoreFront in a virtual environment. For MarketDirect StoreFront customers with a current support agreement, EFI will use commercially reasonable efforts to investigate potential issues with MarketDirect StoreFront software running on a virtual machine. As part of that investigation, EFI may require the issue to be reproduced independently from the virtual machine environment. Where issues are confirmed to be unrelated to the non-virtual environment, EFI will support its MarketDirect StoreFront software in a manner that is consistent with support provided when that software is not running in a virtual environment. To clarify: Though it is possible to run MarketDirect StoreFront in a virtual environment, EFI does not provide technical support for virtual environments or for running MarketDirect StoreFront in a virtual environment. EFI understands that MarketDirect StoreFront can be used in a virtual environment if that environment supports USB (necessary for the dongle), and EFI will support the MarketDirect StoreFront software (see the item above and the general MarketDirect StoreFront system requirements). EFI will not be responsible for your virtual environment or the setup of your virtual environment.

## MarketDirect StoreFront and DNS Setup

EFI does *not* provide technical support for DNS setup in either self-hosted or EFI-hosted environments.

## StoreFront Studio

As of MarketDirect StoreFront 9.2, EFI eliminated StoreFront Studio and replaced it with two new desktop licenses:

- If you purchase EFI VDP, you will receive two Direct Smile VDP licenses – one for creating VDP templates to upload to MarketDirect StoreFront and one for desktop VDP production.
- If you purchase Image Personalization, you will receive two Direct Smile VDP Studio licenses – one for creating VDP templates and personalized image sets to upload to **MarketDirect StoreFront** and one for desktop VDP production.

## EFI VDP Support

After performing a new or update install of MarketDirect StoreFront, follow the steps below to ensure you are running the very latest version of the EFI VDP desktop application (i.e., the version with all the latest patches applied):

1. Open the EFI VDP desktop application.
2. Open the help module.
3. Download and install any available patches.

## Third-Party VDP Support: XMPie® and FusionPro®

**Note** *XMPie should be installed and run on a separate server (not the MarketDirect StoreFront server) as XMPie may require additional system resources that can affect the performance of MarketDirect StoreFront.*

*FusionPro should be installed and run on the MarketDirect StoreFront server.*

- **XMPie 9.4.1 Support**
  - MarketDirect StoreFront supports XMPie 9.4.1 with Adobe InDesign Creative Cloud Server 2019.

**Notes** To obtain the current version of XMPie go to <http://w3.efi.com/support/overview/web-to-print-solutions/digital-storefront/upgrade-order-form>. Please select customer hosted or cloud depending on which type you have. Please note that prior versions of XMPie that EFI has delivered will work with MarketDirect StoreFront 8.x, so upgrading to the latest version is optional.

Be aware that there may be issues with XMPie templates built in XMPie uProduce versions 5 or earlier when they are processed in MarketDirect StoreFront with XMPie version 6 or later (e.g., issue reference 29165 in which times were including the seconds—4:30 was rendered 4:30:00). You are advised to update your templates in XMPie uProduce v. 6 or later.

- XMPie contains two parts that can be downloaded, the XMPie mini-server and XMPie uDirect Standard/Classic.
  - **XMPie941-Miniserver.exe** contains the files needed to install XMPie for the server side functionality.
    - Copy this file to the server that will run the XMPie server-side application.
    - Double-click the exe file to uncompress the installer.

- Execute the installer and follow the on-screen instructions.
- **XMPie941-uDirect-designer.exe** contains the files needed to install XMPie client-side applications for PC and Mac, XMPie uDirect Standard/Classic and XMPie designer.
  - Copy this file to the computer.
  - Double-click the exe file to uncompress the installer.
  - For PC users: Execute the installer and follow the on-screen instructions for installing this on a PC.
  - For MAC users: Copy the DMG file from the MACOS folder to complete installation.
- XMPie licenses included:
  - 1 – Mini-server license
  - 1 – uDirect Standard/Classic license
  - Unlimited – Designer licenses
- **FusionPro Suite 10.1 Support**
  - FusionPro has several components: the FusionPro VDP Producer API, the FusionPro Desktop VDP Creator (which used to be called Server), and the FusionPro Designer.
  - FusionPro includes:
    - 1 - Producer license
    - 1 - Creator license
    - 2 - Designer licenses (i.e., for 2 installations)

**Notes** If MarketDirect StoreFront is customer-hosted, and you are under an active maintenance agreement, you can order the upgrade disk at <http://w3.efi.com/support/overview/web-to-print-solutions/digital-storefront/upgrade-order-form>. You will need to provide your dongle number and a shipping account number to get the new software. The upgrade kit contains the licenses that enable FusionPro VDP Producer API and FusionPro Desktop VDP Creator installation.

A new FusionPro license is needed only for a major release of FusionPro (e.g., 9.0, 10.0). So if you have a license for FusionPro 9, you do not need to upgrade your license to run FusionPro 10.0.x. If you have a license for FusionPro 8 or earlier, however, you will need to obtain a license to run the latest version of FusionPro (i.e., 10.0.x).

## Notes

### Custom reports (EFI-hosted customers)

Custom reports for cloud-based (EFI-hosted) customers must be developed by EFI Professional Services. Cloud-based customers, please contact EFI Professional Services if you need to have custom reports developed. (For EFI Professional Services contact information, see page 5.)

### EFI Fiery JDF support

A ticket template that offers both binding and stapling is possible in MarketDirect StoreFront, but this combination is incompatible with JDF. In the rare event that a customer requests binding with



stapling, MarketDirect StoreFront's JDF job ticket will only request the binding. This is by design and is part of JDF.

## Storefront creation and editing

When you create or edit storefronts, MarketDirect StoreFront clears its cache to ensure that your storefronts are saved properly. After clearing the cache, the system will reload the pages on your site. While the pages are reloading, the performance of the site will be slower than normal. To minimize the impact on customer experience, EFI strongly recommends that you create and edit storefronts during non-peak hours.

## Self-hosted MarketDirect StoreFront server migration

If you are a self-hosted customer and are migrating to a different MarketDirect StoreFront server, this procedure is not covered under your SMA Support Agreement with EFI. If you require assistance with this migration, you can engage the EFI Professional Services Group (please note that this is a chargeable service). For more information, EFI Professional Services (contact information on page 5.)

## Discontinuance of Development & Operational Support for Classic StoreFronts

As announced in the document *MarketDirect StoreFront – EOL Statement 2016-2017*, effective with the release of MarketDirect StoreFront v. 10.0, EFI discontinued engineering support for Classic Storefronts in MarketDirect StoreFront and supports only SmartStore storefronts (introduced in 2014 to provide a buyer interface built using the latest web standards—HTML5 and responsive design—to provide greater consistency and compatibility across browsers and devices). As of the release of MDSF 10, EFI no longer provides engineering support for classic storefronts (no further development or bug fixes).

**Note** Although existing classic storefronts will be retained and you will be able to continue to manage existing classic storefronts, we strongly encourage you to deploy all storefronts as SmartStores rather than classic storefronts.

## External System Connector (ESC)

Note that there is an improved process for strict XSD-compliance that will make the resulting integrations easier to write using schema-parsing utilities by generating XML that is fully compliant with XSDs. This will thus accelerate your external application development.

Although use of this process is optional, we recommend that all new customers use this process as well as any existing customers who want to improve their existing integrations to leverage modern coding techniques via autogenerated code using XSDs.

If you want to use this compliant mode, contact MarketDirect StoreFront Support (contact information is on page 5) to enable this setting. Then when you visit the URL you will gain access to a ZIP file containing all required files.

**Note** If you opt to continue with the older XML output, there is no need to call MarketDirect StoreFront Support or do anything else.

## Features Supported in SmartStores and Not in Classic Storefronts

- Digital downloads (7.4)
- Product matrix (7.4)
- EFI VDP (7.6)
- Direct mail integration – AccuZIP (7.6)
- Digital download enhancements (7.6)
- Company-level language management (7.6)
- Active Directory with Federated Identity Services (7.6)
- Entity storefronts (8.0)
- Single-Page Previews (8.2)
- Fulfillment Categories (8.2)
- Products Displayed in List or Grid View (8.2)
- Combo Mode for EFI VDP and FusionPro Products (8.2)
- Fast Shopping (8.2)
- Intelligent ticketing enhancements: ability to enforce and recommend ticket options during order process (8.2, 8.4)
- Dynamic Web Forms (and work only with the HTML5 Visual Product Builder, not with the classic product builder) (8.4)
- Cross Media Marketing (9.0)
- SmartCanvas (9.2)
- Job-level approvals (9.6)
- Approver job editing (9.6)
- Checkout as guest (9.8)

## Features Introduced in MarketDirect StoreFront 10.6

- **EFI ShipExpress**

MarketDirect StoreFront introduces a new licensed option for integrated Shipment Management, ShipExpress. The ShipExpress integrated shipment management module provides a complete multi-carrier shipping solution designed to automate your shipping workflow. ShipExpress was designed to improve the efficiency of your shipping workflow by eliminating double entry of shipping information and manual data entry errors with an easy-to-use shipping management solution to manage freight costs and boost profits.

As a hosted solution, ShipExpress reduces IT overhead while providing a single integrated workflow for access to all supported small-parcel carriers and provides automatic real-time updating of all freight charges, tracking numbers, and other shipping data for your site. The rate shopping feature lets you quickly compare shipping rates across all carriers and select the option that will maximize your profits.

**Note** ShipExpress is available in the United States, Canada, and the United Kingdom.

## Issues Resolved in MarketDirect StoreFront 10.6

- **Approvals**

Resolved the issue that was causing all jobs requiring approval in an order to be removed from the order when an approver declined any of the jobs. (Issue Reference: 47981)

---

- **Shopping cart delays**  
Resolved the issue that was causing long delays in the shopping cart before proceeding to checkout and payment page when the shopping contained 20 or more jobs. (Issue Reference: 47432)
- **Product builder job review**  
Resolved the issue that was preventing the “Review My Job” option from working in the product builder after a custom file upload print service was added to the ticket template. (Issue Reference: 47327)
- **Single Sign On (SSO)**  
Resolved the issue that was preventing SSO login from working properly for users on a certain site. (Issue Reference: 46508)
- **Mailing data files in the production job ticket**  
Resolved the issue that was preventing mailing data files from being available in the production job ticket; clicking Download USPS document was causing an application error. (Issue Reference: 46189)
- **SmartCanvas: Variables in duplicated templates**  
Resolved the issues with variables in duplicated SmartCanvas templates. (Issue Reference: 45942, 45078)
- **Credit card processing error**  
Resolved the issue that was causing Authorize.net credit card transaction captures to fail due to a formatting error. (Issue Reference: 42013)
- **Due date**  
Resolved the issue that was causing order due dates to be set for dates in the past. (Issue Reference: 41630)
- **Reports: Date range**  
Resolved the issue that causing incorrect display of date range in the financial report Invoice by User when the language was set to French. (Issue Reference: 41470)
- **Dropbox integration**  
Support for Dropbox integration is discontinued as of the v. 10.6 release. (Issue Reference: 40568)
- **Garbage collection**  
Resolved the issue that was preventing PNG files generated by buyer preview from being removed as part of garbage collection. (Issue Reference: 40423)
- **Pace integration**  
Resolved the issue that was causing the display priority set in MarketDirect StoreFront for a Pace shared inventory item to be changed whenever the item was updated in Pace. (Issue Reference: 30176)
- **Delivery address searches during checkout**  
Resolved the issue that was applying case sensitivity to searches for delivery address during checkout. (Issue Reference: 26876)

## Known Issues in MarketDirect StoreFront 10.6

- **EFI SmartCanvas**

**Note:** Limitations of SmartCanvas include:

- No support for small format mobile devices (e.g., cell phones)
- Tablet formats are supported
- Maximum of 61 megapixels for uploaded images
- Maximum document size limit is 200x200 inches

- **Text frames locking up in Microsoft Edge browser**

Text frames in SmartCanvas lock up in some instances in Microsoft Edge browser. (Issue Reference: DIRSMILE-2060)

- **Selecting an imposition from the production job ticket**

When a different imposition layout is selected for a SmartCanvas job from the Production Job Ticket and the artwork is regenerated, the preview of the production PDF will continue to show the default imposition until the Production Job Ticket page is manually refreshed. (Issue Reference: 29527)

- **Size of SmartCanvas gallery image thumbnails**

After an image from a MarketDirect StoreFront image gallery is used on a design template, the size of the thumbnail in the SmartCanvas image gallery will increase. (Issue Reference: DIRSMILE-360)

- **Pricing SmartCanvas products with N-up and brochure impositions**

The N-up and brochure imposition settings set in SmartCanvas are used only to define the production PDF for the product. For pricing purposes, configure the N-up settings for the MarketDirect StoreFront product associated with the design template on the Product > Settings page to be consistent with the imposition you defined for the template in the SmartCanvas designer. (Issue Reference: 30011)

- **Font size in large format SmartCanvas products**

On very large SmartCanvas products (e.g., a banner 200x200”), be sure to create the first used text style (i.e., used in a text object on the design template) with a large font size so that the sample text (e.g., “Enter text here”) will be visible to buyers. (Issue Reference: 30084)

- **Production PDFs not generated for SmartCanvas products**

Production PDFs will not be generated for SmartCanvas products associated with a template that has an imposition layout with a special character(s) in its name. The Production Job Ticket will remain in a *waiting for PDF generation* state. Avoid using special characters when naming your SmartCanvas imposition layouts. (Issue Reference: 39366)

- **Miscellaneous**

- **CorelDRAW PDF conversion issues**

Due to a limitation in a third-party component, CorelDRAW (CDR) files are not converted to PDFs correctly. (Issue Reference: 32897)

- **Inverted/missing colors in PDFs**

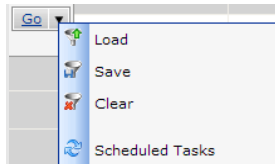
Due to a limitation in a third-party component, automatic thumbnails in static products and files uploaded for ad hoc products may have missing or inverted colors in the preview. (Issue Reference: 32634)

- **Fiery XF mapping**

After media or substrate is mapped from the Fiery XF, print services are being created in MarketDirect StoreFront (based on information in Fiery XF) for which the capabilities do not exist in MarketDirect StoreFront. (Issue Reference: 26423)

- **Operator View filter option Scheduled Tasks**

The new link Scheduled Tasks in the filter on the Operator View is not currently working.



(Issue Reference: 23852)

- **Line breaks in email notifications**

Line breaks in email notifications are not being displayed in Microsoft Outlook due to a known issue in Outlook (by which it strips out line breaks per a proprietary algorithm).

*Workaround:* Add an additional period at the end of each line in the email notification (i.e., where a line break should fall). The line break will then work as expected (though there will be an extra period at the end of those lines).

- **Email variables**

Depending on the credit card processing system/gateway/method being used, some variables available for use in the “Credit card transaction failed” email notification may not have values available to populate the message at the time it is sent. This results from the manner and timing of when order information is saved in MarketDirect StoreFront credit card payment workflows. (Issue Reference: 34524)

- **Job weight not calculating correctly for N-up enabled products**

When a product’s final production dimensions are smaller than the media / substrate dimensions (because n-up is enabled), the weight per finished item is not being calculated correctly (i.e., the full media / substrate weight is not used). (Issue Reference: 26760)

*Workaround:* You can resolve the issue by including the Final Width and Height print service on the Ticket Template associated with the product and selecting the default size in the product settings.

**Note** The Final Width and Height print service does not need to be displayed to the buyer for this to work.

- **Pagadito orders placed using short URL**

Orders placed on a site using a short URL are now processed correctly through Pagadito payment gateway. (Issue Reference: 31563)

- **USAePay payment processing order number**

The order number for all orders paid for with USAePay payment processing will be reported at -1 on the Payment Approved confirmation window. (Issue Reference: 29869)

- **MIS orders**

MIS orders are not going to the MIS when the administrator changes the status from Approval Required to Approved/User Approved. (Issue Reference: 28162)

- **SmartStores**

**Note** About SmartStores in v. 9x:

1. On SmartStore storefronts, only the basic page in Company Order History is available; on Classic storefronts, the order details page continue to be available.
2. In the CSR workflow, the Search page uses the Classic storefront theme.
3. When a text logo is used for a SmartStore storefront, and an administrative user opens the Administration page, no logo is shown in the banner.

To use the following features introduced in v. 8.2, Fast Shopping, Fulfillment Shopping, and List View on a storefront, the CSS for that storefront must be reconciled with any previous customizations.

- **File uploads**

No message is displayed after files are uploaded on the My Saved Files > Add Files page in SmartStores. (Issue Reference: 28017)

- **SmartStore Builder**

The last name / first name link in the upper right-hand corner of the SmartStore Builder reloads the current page. (Issue Reference: 21366)

- **Portrait mode with keypad on iPad**  
When a buyer is using an iPad in portrait mode and the keypad is opened, the display is distorted on the ad hoc product customization page in the Visual Product Builder. (Display in landscape mode is correct.) Note that it is recommended that users disable Private Browsing on mobile devices when using SmartStores. (Issue Reference: 28175, 29870)
- **Shopping cart calendar**  
The arrows to change the month on the calendar in the Shopping Cart are missing on the Magic SmartStore storefront theme in Internet Explorer 10. (Issue Reference: 19152)
- **Captcha code during registration**  
When a buyer is registering on a mobile device and if Captcha code security is enabled, a new Captcha code is shown after the buyer chooses a print shop or plant. (Issue Reference: 19643)
- **Static products and page-level modifications**  
Administrator-defined page-level modifications – such as adding blank pages, deleting pages, or rearranging pages – are not reflected in the SmartStore UI for static products. (Issue Reference: 26624)
- **Variable Data Products (VDP)**
  - **EFI VDP: Post-upgrade unable to render products**  
EFI VDP may be unable to read Basic VDP job databases after upgrade to v. 7.8.6.  
Workaround: wi
    - (1) Open Control Panel and navigate to **Add and Remove Programs**.
    - (2) Locate the program **Microsoft Access Database Engine 2010**.
    - (3) If there are two entries, a 32-bit and a 64-bit version of the Microsoft Access Engine 2010, please uninstall both engines and reinstall the 32-bit version only.
    - (4) Restart all production servers to ensure that the VDP components are using the 32-bit version.
  - **XMPie products: DIAL text fields not available for mapping**  
DIAL text fields in XMPie products are not available for mapping on the Map Data page. (Issue Reference: 23589)
  - **Auto submit does not work for batch mode EFI VDP products**  
Auto submit functionality is not working for batch mode EFI VDP products. (Issue Reference: 31785)
- **VAT Calculation**  
VAT and order pricing are miscalculated when a buyer reorders a product whose VAT rate has been changed between the original order and reorder. This issue occurs in the following scenario: Buyer A orders product B with a VAT rate set at rate X (e.g., 8%). The administrator then changes the VAT rate of product B to rate Y (e.g., 10%). Buyer A then reorders product B. Result: The VAT and order pricing calculations are incorrect. (Issue Reference: 33158)

## System Requirements

Please ensure your system meets the following minimum requirements before beginning the installation process.

**Important** Please ensure your Windows operating system is fully up to date and that you have installed all available security patches and updates prior to installation. Disable all pop-up blockers before installing.

Additional guidelines on the IT environment requirements for running MarketDirect StoreFront are available upon request from MarketDirect StoreFront Technical Support (for contact information see page 5).

## MarketDirect StoreFront Server Requirements

**Note** MarketDirect StoreFront should be installed and run on a dedicated separate server.

### Hardware Requirements

|                       |   |
|-----------------------|---|
| <i>Processor</i>      | 1.8+ GHz processor<br>4 CPU cores   |
| <i>RAM</i>            | 8+ GB<br><b>Note</b> Rendering files (such as in the display graphics industry) will require more RAM. We suggest a minimum of 12 GB for such environments including customers who plan to utilize SmartCanvas products.  |
| <i>Hard disk</i>      | 250+ GB<br><b>Note</b> 25+ GB hard disk space must be available on the operating system drive even if MarketDirect StoreFront is installed on a different drive. This accommodates components that are installed on the operating system drive such as Windows Updates, Microsoft SQL Server, and third-party components. |
| <i>External Ports</i> | 1 Ethernet 10/100/1000 BaseT NIC  |
| <i>Display</i>        | Monitor that supports 1024 x 768 or higher resolution   |

### Software and Component Requirements

|  |   |   |
|--|---|---|
| <i>Operating System</i>                                | MarketDirect StoreFront server supports only the operating systems listed below: <ul style="list-style-type: none"> <li>• Microsoft Windows Server 2012 R2 (64-bit) with IIS 8 / Message Queuing (Standard)</li> <li>• Microsoft Windows Server 2016 (64-bit) with IIS 10 / Message Queuing (Standard)</li> </ul> <b>Note</b> The server must be set up as an Application Server and not as a File Server for MarketDirect StoreFront to install properly.                              |   |
| <i>For MarketDirect StoreFront Site Administration</i> | <ul style="list-style-type: none"> <li>• Microsoft Windows</li> </ul> <b>Note</b> MarketDirect StoreFront website administration (the functionality on the Administration pages) is supported <i>only</i> on a machine running Microsoft Windows <ul style="list-style-type: none"> <li>• Open JDK 12</li> </ul> <b>Note</b> Please install the 32-bit version of Java even though you are on a 64-bit machine because the Design Studio uses Flex, which does not support 64-bit Java. |   |
| <i>For Server Side PDF Conversion</i>                  | Microsoft Office 2010, 2013, and 2016 Professional (32-bit or 64-bit) with .NET programmability option set to "Run from My Computer" for all applications in the Office suite.  |   |
| <i>For File Preflighting</i>                           | <ul style="list-style-type: none"> <li>• Open JDK 12</li> </ul>   |   |
| <i>Web Browser</i>                                     | Internet Explorer 8, 9, 10, 11<br>Mozilla Firefox 57, 58, 60<br>Safari 10.0, 11.0 (Mac)   | Google Chrome 72, 73, 74<br>Microsoft Edge 44<br>Opera 51 |

|  |   |
|--|---|
| <p><i>Database Server</i></p>  | <p>Microsoft SQL Server Express 2016 (64-bit) is included with the installation and will be installed if no local SQL components are present on the installation computer.</p> <p><i>Optional (Customer Supplied):</i></p> <ul style="list-style-type: none"> <li>• Microsoft SQL Server 2012 Standard or Enterprise</li> <li>• Microsoft SQL Server 2014 Standard or Enterprise</li> <li>• Microsoft SQL Server 2016 Standard or Enterprise</li> </ul> <p><b>Important</b> Version 10.6 requires SQL Server 2012, 2014 (64-bit), or 2016 (64-bit). If you complete the default installation 10.6, which installs Microsoft SQL Server Express 2016, you will not later be able to configure MarketDirect StoreFront to run with a lower version of SQL Server database cluster (e.g., a 2016 database cannot be mounted in a 2014 environment).</p> <p><i>SQL Express Upgrade:</i> The installer can only upgrade a locally installed version of SQL Server Express. If you do not have a locally installed version of SQL Server Express, you <i>must</i> upgrade SQL Server.</p> |
| <p><i>.NET Framework</i></p>   | <p>Microsoft .NET Framework 4.5 is required</p>   |
| <p><i>MicroPress Support Requirements</i></p>  | <p>To enable MicroPress integration version 7 or higher is needed</p>   |
| <p><i>Fiery JDF Connector Support Requirements</i></p>   | <p>For complete information on supported Fiery devices and the hardware and software requirements for integrating Fiery devices with MarketDirect StoreFront via the Fiery JDF Connector, please visit:</p> <p><a href="http://www.efi.com/products/fiery-servers-and-software/fiery-integration/fiery-jdf/overview/">http://www.efi.com/products/fiery-servers-and-software/fiery-integration/fiery-jdf/overview/</a></p> <p><b>Note</b> MarketDirect StoreFront was tested with XF version 6.0.</p>   |
| <p><i>Requirements for MIS connectivity through PNI (PrintNet Integrator); note Pace MIS does not use the PNI)</i></p> | <p>The computer on which you install the PNI must meet the following requirements:</p> <ul style="list-style-type: none"> <li>• Only the operating systems listed below are supported:             <ul style="list-style-type: none"> <li>○ Windows 2003, Windows 2000, or Macintosh OS X 10.3.9 and 10.4.5</li> </ul> </li> <li>• 512+ MB RAM</li> <li>• 200+ MB free disk space</li> <li>• An Internet accessible static IP address. The address must be an Internet facing address that allows inbound traffic on port 10443 (HTTPS) and outbound traffic on port 80, 443, and 9443 (9443 is for PrintSmith only).</li> <li>• Outbound access to the Internet, an “always on” type of connection</li> </ul>  |
| <p><i>Java Runtime Environment (JRE)</i></p>   | <p>1.8 or later</p>   |



## Client-Side Requirements

### Windows

|   |  |
|---|--|
| <i>Processor</i>                                      | 1+ GHz processor   |
| <i>RAM</i>  | 1+ GB  |
| <i>Hard Disk</i>                                      | 500+ MB available hard disk space  |
| <i>Operating System</i>                               | <p>Only the operating systems listed below are supported:</p> <ul style="list-style-type: none"> <li>Windows Server 2003 SP2, Windows Vista, Windows 7, Windows 8, Windows 10, Windows Server 2008 R2, Windows Server 2012 R2, Windows Server 2016</li> </ul> <p><b>Note MarketDirect StoreFront supports 32-bit and 64-bit operating systems.</b></p> |
| <i>Web Browser</i><br><i>*Pop-ups must be enabled</i> | <ul style="list-style-type: none"> <li>Internet Explorer 8 or later (SmartStores will not work on Internet Explorer 8, or 9) *</li> <li>Mozilla Firefox 51 or later *</li> <li>Google Chrome 54 or later *</li> <li>Microsoft Edge 38.14393.0.0 or later *</li> </ul> <p><b>Note SmartStores will not work on Internet Explorer 8 or 9.</b></p>        |
| <i>Other Software</i>                                 | <ul style="list-style-type: none"> <li>Microsoft .NET Framework 3.5 and all related Service Packs (SPs) and updates (only version 3.5 – not a higher version – is supported)</li> <li>Adobe Acrobat Reader 10, 11 Adobe Flash Player 10</li> </ul>   |
| <i>Windows Terminal Services Environment</i>          | <p>Citrix</p> <p><b>Note PrintMessenger is supported in a Citrix environment.</b></p>  |
| <i>Display</i>  | Monitor that supports 800 x 600 or higher resolution   |

### Macintosh

|                         |   |
|-------------------------|---|
| <i>Processor</i>        | G4+   |
| <i>RAM</i>              | 1+ GB   |
| <i>Hard Disk</i>        | 500+ MB available hard disk space   |
| <i>Operating System</i> | <p>Only the operating systems listed below are supported:</p> <ul style="list-style-type: none"> <li>Macintosh OS 10.11 or later</li> </ul> |
| <i>Web Browser</i>      | <p>Apple Safari 10.0.3 or later</p> <p>Mozilla Firefox 71 or later</p> <p>Chrome 79 or later</p>  |
| <i>Other Software</i>   | Adobe Acrobat Reader 8, 9   |
| <i>Display</i>          | Display that supports 800 x 600 or higher resolution  |

## Remote Print Center (RPC)

### Hardware and Software

|                         |  |
|-------------------------|--|
| <i>Processor</i>        | 2+ GHz processor   |
| <i>RAM</i>              | 512+ MB  |
| <i>Hard Disk</i>        | 1 GB available hard disk space (more recommended)  |
| <i>Operating System</i> | <p>Only the operating systems listed below are supported:</p> <ul style="list-style-type: none"> <li>Windows 2008 with IIS 7.0 / Message Queuing, Windows Vista, Windows 7, Windows 2012 R2, Windows 8, Windows 10, Windows 2016</li> </ul> <p><b>Note</b> MarketDirect StoreFront supports 32-bit and 64-bit operating systems for RPC.</p> <p>Microsoft Web Service Enhancements (WSE) 2.0 SP3</p> |
| <i>.NET Framework</i>   | Microsoft .NET Framework 4.5   |
| <i>Web Browser</i>      | Internet Explorer 8 or later   |
| <i>Display</i>          | Display that supports 800 x 600 or higher resolution   |

## SmartStores

### Mobile Device Platforms

|                |  |
|----------------|--|
| <i>Devices</i> | <p>Mobile (SmartStores) Devices</p> <ul style="list-style-type: none"> <li>iPAD *</li> <li>iPhone 6S or later *</li> <li>Android Tablet</li> <li>Android Mobile *</li> </ul> <p>Operating System</p> <ul style="list-style-type: none"> <li>Windows 8 or later</li> <li>iOS 10.2 or later *</li> <li>Android 6.0.1 or later *</li> </ul> |
|----------------|--|

### Operating Systems

|                          |   |
|--------------------------|---|
| <i>Operating Systems</i> | <p>Only the operating systems listed below are supported:</p> <ul style="list-style-type: none"> <li>Windows 8 or later</li> <li>iOS 10.2 or later</li> <li>Android 6.0.1 or later</li> </ul> |
|--------------------------|---|

### Browsers

|                 |  |
|-----------------|--|
| <i>Browsers</i> | <p>SmartStores will work only on the following browsers:</p> <ul style="list-style-type: none"> <li>Internet Explorer 10+</li> <li>Google Chrome</li> <li>Mozilla Firefox</li> <li>Microsoft Edge</li> <li>Apple Safari</li> </ul> |
|-----------------|--|

## Mobile Device Platforms

- Opera

**Note** SmartStores will **not** work on Internet Explorer 7, 8, or 9.

To accommodate site visitors who are still using these earlier versions of Internet Explorer, it is best to create a classic storefront version of any SmartStore that you create. That way, when a visitor to your site is on one of the older browsers, MarketDirect StoreFront will automatically display the classic version.

**Note** MarketDirect StoreFront does have a legacy browser customization feature to jump-start the process of creating the classic version of a SmartStore.

## SmartCanvas

**Important** Before attempting to install SmartCanvas, please read the section “Installing MarketDirect StoreFront” on page 8 in its entirety.

The server that hosts SmartCanvas requires an SSL certificate.

### Requirements for SmartCanvas Server

|                            |  |
|----------------------------|--|
| <i>Processor</i>           | 64-bit processor, minimum 1.5 GHz and 4 Virtual Cores  |
| <i>RAM</i>                 | 8+ GB  |
| <i>Hard disk</i>           | 500+ GB (failsafe storage with backup strategy recommended)  |
| <i>Accessibility</i>       | Ports Out: 80, 443<br>Ports In: 80, 443<br><b>Important</b> The SmartCanvas site should always be secured and must be accessible outside the network.<br>The SmartCanvas server is being set up as an application server.  |
| <i>Operating System</i>    | Only the operating systems listed below are supported: <ul style="list-style-type: none"> <li>• Microsoft Windows Server® 2012 R2 or Microsoft Windows Server® 2016 x64</li> </ul> <b>Important</b> EFI SmartCanvas should be installed and run on a separate server (not the MarketDirect StoreFront server) as the application may require additional system resources that can affect the performance of MarketDirect StoreFront.<br>Self-hosted customers who are using EFI VDP or Cross Media can install SmartCanvas on that server <i>with assistance of the EFI MarketDirect team.</i> |
| <i>Required components</i> | .NET Framework 4.0 must be installed on the computer before you install SmartCanvas  |

## EFI VDP

**Note** The server that hosts EFI VDP requires an SSL certificate.

### Requirements for EFI VDP server

#### Hardware and Software

|                            |  |
|----------------------------|--|
| <i>Processor</i>           | x86- or x64- processor with at least 1.5 GHz and 6 or more virtual cores   |
| <i>RAM</i>                 | 12+ GB   |
| <i>Hard disk</i>           | 500+ GB (failsafe storage with backup strategy recommended)  |
| <i>Accessibility</i>       | <ul style="list-style-type: none"> <li>• Fixed IP-address with 100Mbit Internet connection or higher</li> <li>• RDP access for the EFI network</li> <li>• Ports Out: 80, 443</li> <li>• Ports In: 80, 443</li> <li>• To access Silverlight Server Monitor: 943, 4530–4535</li> <li>• Public SSL certificate (not included)</li> </ul>  |
| <i>Operating System</i>    | <p>Only the operating systems listed below are supported:</p> <ul style="list-style-type: none"> <li>• Windows Server 2012 R2 or 2016 with activated auto login</li> </ul> <p><b>Note EFI VDP should be installed and run on a separate server (not the MarketDirect StoreFront server) as the application may require additional system resources that can affect the performance of MarketDirect StoreFront.</b></p>   |
| <i>Required Components</i> | <p><i>Not Included:</i></p> <ul style="list-style-type: none"> <li>• WinZip v. 14 or higher</li> <li>• MS SQL Server Web-, Standard Edition or higher (for Workflow usage)</li> <li>• MS SQL Server Express or higher (without Workflow usage)</li> </ul> <p><i>Included (installed as part of the server solution):</i></p> <ul style="list-style-type: none"> <li>• Redis 2.8</li> <li>• .NET Framework 4.0</li> <li>• Visual C++ 2005 SP1 Redistributable Package</li> <li>• Microsoft Silverlight 5.1.30514.0 (required to use the functions and features of the MarketDirect Studio Web front end)</li> <li>• Visual C++ 2008 Redistributable Package</li> <li>• Visual C++ 2010 Redistributable Package</li> </ul> |
| <i>Display</i>             | Monitor that supports 1024 x 768 or higher resolution  |

## Requirements for EFI VDP client software

**Note** Please refer to the EFI VDP release documentation for client-side system requirements.

| <b>Hardware</b>  |  |
|--|--|
| <i>Computer/Processor</i>                                | x86 or x64 processor with at least 1 GHz min<br><b>Note Software runs only on Windows platform, not on MacOS.</b>  |
| <i>RAM (Memory)</i>                                      | 2+ GB  |
| <i>Storage</i>   | 1 GB (250 GB for working directory recommended)  |
| <i>Internet Access</i>                                   | Activation and use of the software requires Internet connection  |
| <b>Software and Components</b>                           |  |
| <i>Operating System</i>                                  | Only the operating systems listed below are supported: <ul style="list-style-type: none"> <li>Windows XP, Windows Vista, Windows 7, 8, 10, Windows Server 2008 R2, Windows Server 2012 R2 or higher</li> </ul>                                       |
| <i>Required Components (not included)</i>                | <ul style="list-style-type: none"> <li>Adobe InDesign from version CS or CC (layout creation)</li> <li>MS Office or MS Access Database Engine 2007 and 2010 (database import)</li> <li>Adobe Reader (to preview any output on the server)</li> </ul> |
| <i>Required Components (Installed as Part of Server)</i> | <ul style="list-style-type: none"> <li>.NET Framework 4.0</li> <li>Visual C++ 2005 SP1 Redistributable Package</li> <li>Visual C++ 2008 Redistributable Package</li> </ul>   |

## XMPie /FusionPro VDP (Variable Data Product) Server

**Note** Please consult the XMPie and FusionPro release documentation for client-side system requirements.

| <b>Hardware and Software</b> |  |
|------------------------------|--|
| <i>Processor</i>             | 1.8+ GHz dual core processor   |
| <i>RAM</i>                   | 2+ GB  |
| <i>Hard Disk</i>             | 100+ GB  |
| <i>Operating System</i>      | Only the operating systems listed below are supported:<br><b>XMPie:</b> Windows Server 2016<br><b>Note</b> XMPie should be installed and run on a separate server (not the MarketDirect StoreFront server) as the application may require additional system resources that can affect the performance of MarketDirect StoreFront.<br><b>FusionPro:</b> Windows Server 2008, 2012 R2, 2016<br><b>Note FusionPro must be installed and run on the same server as the MarketDirect StoreFront server.</b> |
| <i>Zip Decompression</i>     | WinZip v. 14 or higher   |
| <i>Display</i>               | Monitor that supports 1024 x 768 or higher resolution  |

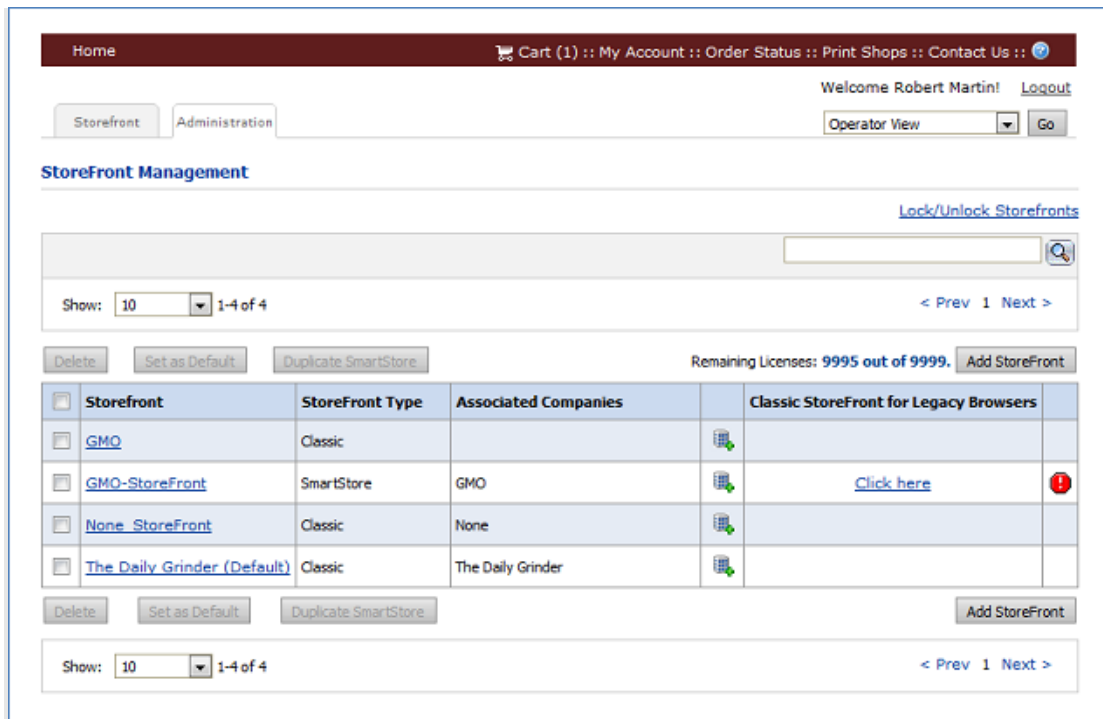
| Software VDP Plug-Ins                 |  |
|---------------------------------------|--|
| <i>FusionPro Designer/Creator</i>     | <ul style="list-style-type: none"> <li>Adobe Acrobat 8, 9, 10, 11, DC 2015, DC 2017, DC 2018 (Optional) Additional plug-ins for Adobe InDesign CS6, CC, CC 2014, CC 2017, CC 2018</li> </ul> <p><b>Note</b> Please refer to the FusionPro release documentation for client-side system requirements.</p> |
| <i>XMPie Designer/uDirect Classic</i> | <p>Adobe InDesign CC19</p> <p><b>Note</b> Please refer to the XMPie release documentation for client-side system requirements.</p>   |


## Appendix A: Workflows for Reconciling CSS

**Note** If you have made changes to the CSS of your SmartStore storefronts and intend to use one or more of the new features introduced in MarketDirect StoreFront 7.6, you will need to complete the appropriate action below to reconcile your customized CSS with the new feature CSS to ensure that your SmartStore storefronts are displayed properly.

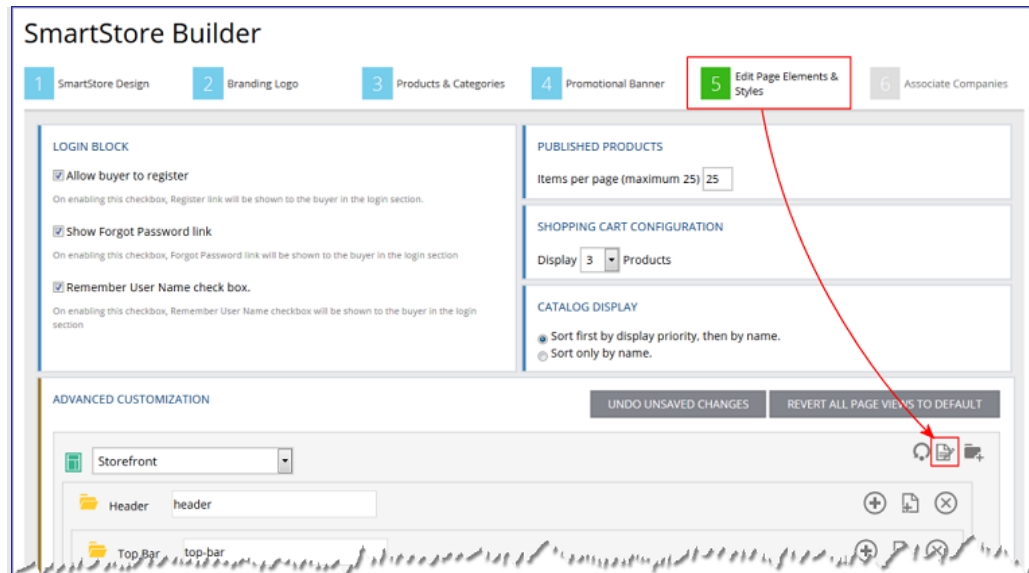
### Workflow 1 for SmartStores with Minor Customizations


1. Go to **Administration > Storefront Customization**.

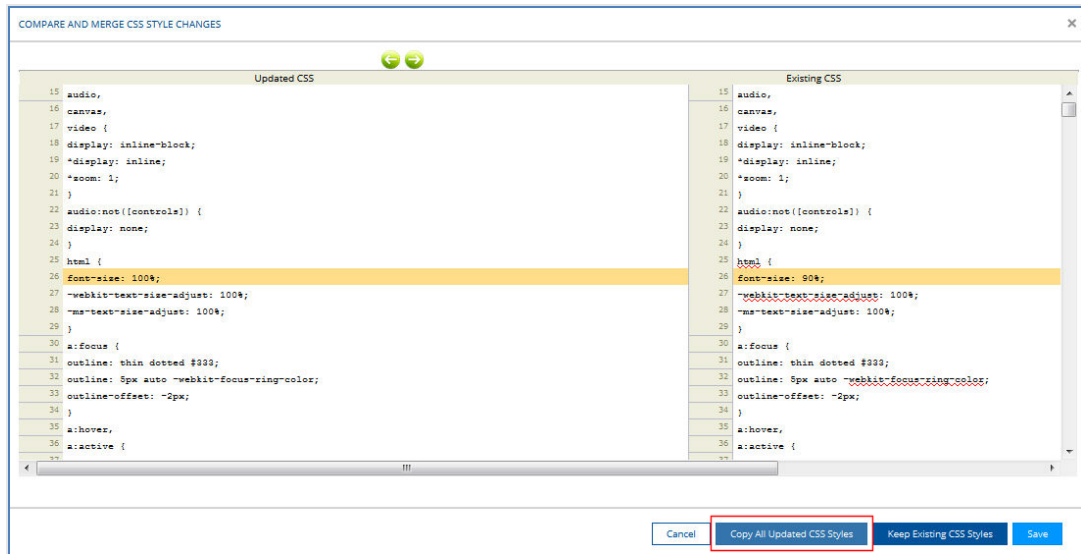



2. *Make a backup of your existing CSS style sheet* before making any changes to it so that you can recover if need be. To do so:
  - a. Open the SmartStore with the changes (i.e., the one with the change alert icon  next to it).
  - b. In the SmartStore Builder, open **5 Edit Page Elements & Styles**.

- c. Click the CSS editor icon  to open the style sheet.



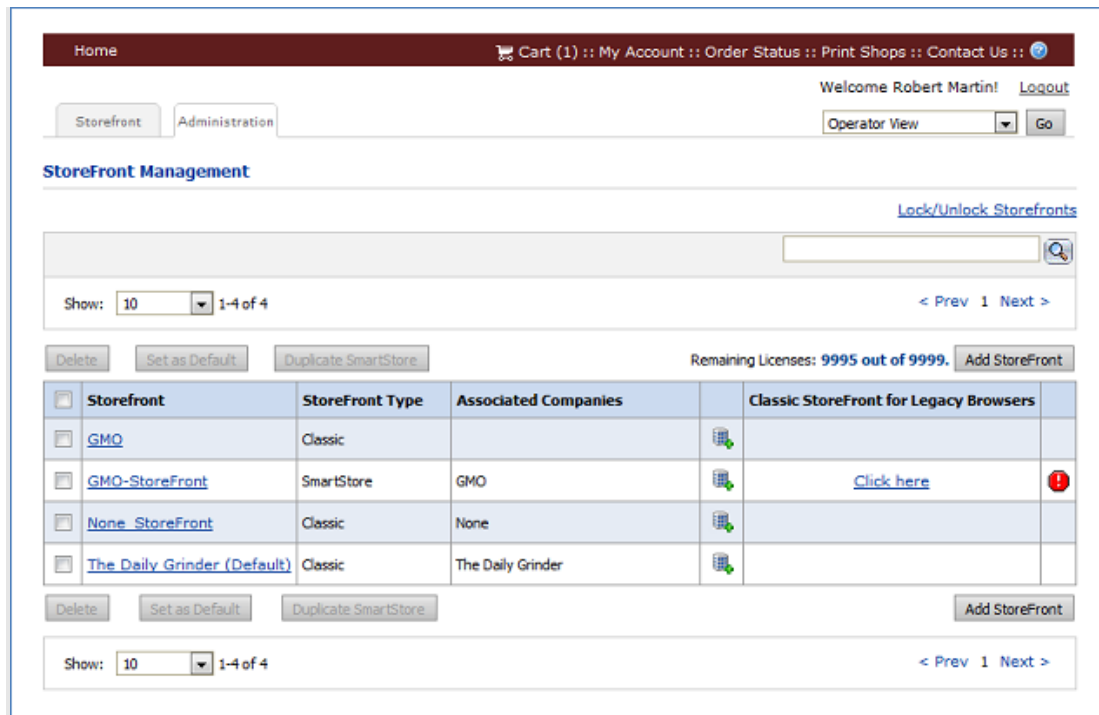
- d. With your cursor in the CSS editor, press **CTRL+A** to select the entire contents of the window.
- e. Press **CTRL+C** to copy the code to the clipboard.
- f. Open Notepad or WordPad and press **CTRL+V** to paste the code into a new document.
- g. Save the document.
3. Return to the StoreFront Management page.
4. Click the change alert icon  to open the SmartStore that needs attention.
- Note** The change alert icon indicates that there is a difference between the existing CSS of a SmartStore storefront and the default CSS for SmartStore storefront (i.e., because a change was made to the CSS to support a new feature).
5. Click **Compare & Merge**.
6. Click **Copy All Updated CSS Styles**.





7. Click **Save**.
8. On the StoreFront Management page, open the SmartStore.
9. In the SmartStore Builder, open **5 Edit Page Elements & Styles**.
10. Click the CSS editor icon  to open the style sheet.
11. Reapply the previous customizations you had made.

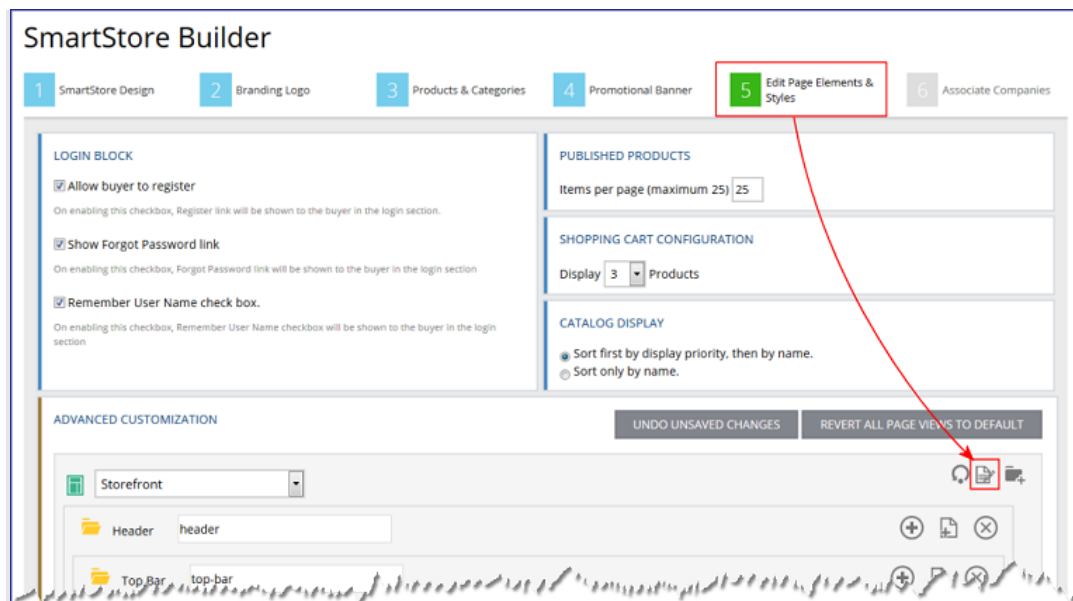
## Workflow 2 for SmartStores with Major Customizations


1. Go to **Administration > Storefront Customization**.

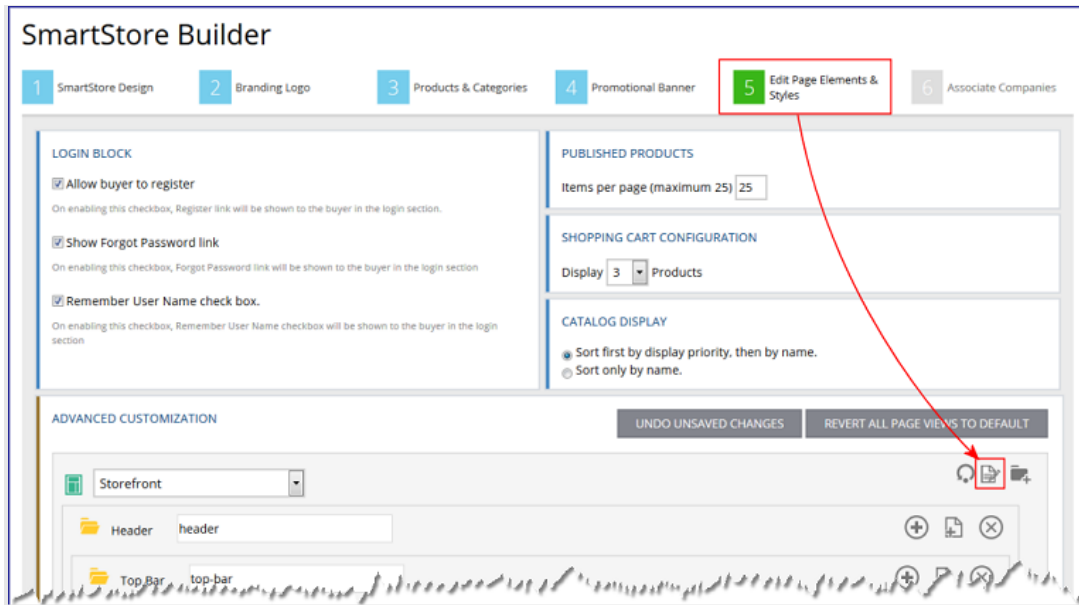





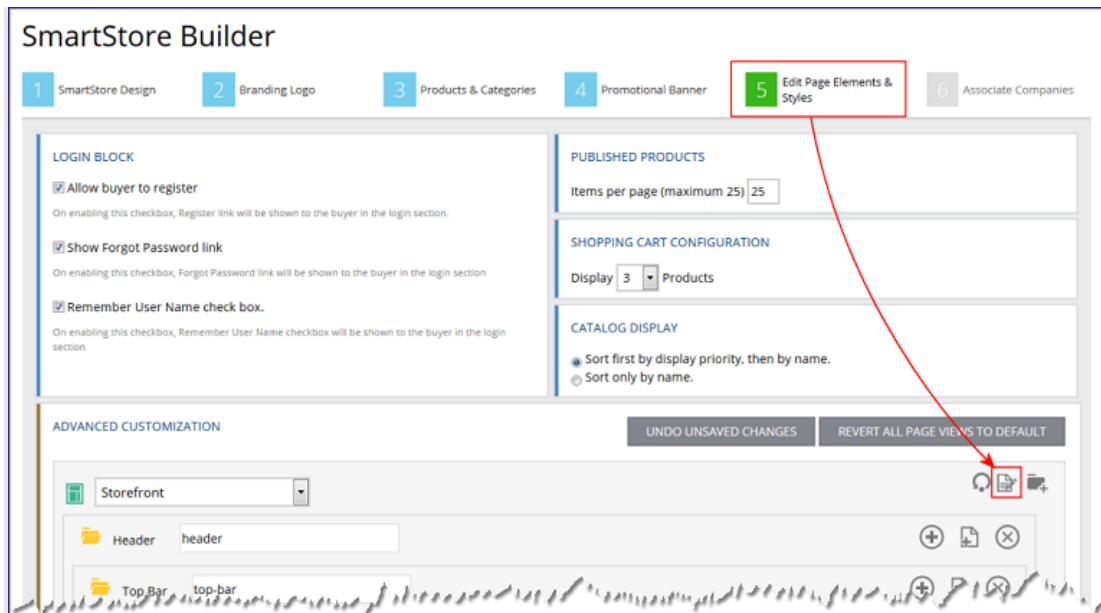
2. Make a backup copy of the SmartStore storefront so that you can recover if need be. To do so:
  - a. Select the SmartStore with the changes (i.e., the one with the change alert icon  next to it).
  - b. Click **Duplicate SmartStore**.
  - c. Click **Copy CSS File from Base Theme**.
  - d. Click **Duplicate Smartstore**.
  - e. Open the duplicated storefront.
  - f. In the SmartStore Builder, open **5 Edit Page Elements & Styles**.
  - g. Click the CSS editor icon  to open the style sheet.



- h. With your cursor in the CSS editor, press **CTRL+A** to select the entire contents of the window.
  - i. Press **CTRL+C** to copy the code to the clipboard. (This will be the latest default CSS with the changes made for the new features and functionality).
  - j. Open Notepad or WordPad and press **CTRL+V** to paste the code into a new document.
  - k. Save the document (e.g., as "New\_CSS").
3. Return to MarketDirect StoreFront and on the StoreFront Management page open your customized SmartStore storefront.
4. In the SmartStore Builder, open **5 Edit Page Elements & Styles**.
5. Click the CSS editor icon  to open the style sheet.



6. Copy the CSS:
  - a. With your cursor in the CSS editor, press **CTRL+A** to select the entire contents of the window.
  - b. Press **CTRL+C** to copy the code to the clipboard.
  - c. Open Notepad or WordPad and press **CTRL+V** to paste the code into a new document.
  - d. Save the document (e.g., as “Old\_CSS”).
7. Open both the “New\_CSS” and “Old\_CSS” documents in a merging application such as WinMerge (available as freeware from <http://winmerge.org/>).
8. Merge (or copy) only the new CSS code (i.e., in the “New\_CSS” file) to the existing CSS code (i.e., in the “Old\_CSS” file).
9. Saved the merged document (i.e., “Merged\_CSS”).
10. Open the merged document, select all of the CSS code, and copy it to the clipboard.
11. Return to and go to the StoreFront Management page.
12. Open the existing SmartStore storefront (the one you have previously customized).
13. In the SmartStore Builder, open **5 Edit Page Elements & Styles**.
14. Click the CSS editor icon  to open the style sheet.



- With your cursor in the CSS editor, press **CTRL+V** to paste all of the merged code into the window.
- Click **Save**.

**Note** To ensure that the Dynamic Web Forms feature introduced in MarketDirect StoreFront 8.4 will work properly, after completing the merge verify that the below class is present in the merged style sheet:

```
a[disabled="disabled"] {
  pointer-events: none;
  cursor: default!important;
  color: #dddddd!important;
  background-color: transparent!important;
}
```