



MarketDirect StoreFront® Release Notes

Version 12.2

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EFI Productivity Suite | *MarketDirect StoreFront Release Notes*

August 2021 MarketDirect StoreFront v. 12.2

Document version 1.0 / 45145977

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Welcome to MarketDirect StoreFront 12.2

MarketDirect 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 12.2 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. Submit documentation requests to 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, to ensure you are running the latest version of MarketDirect StoreFront please be sure to periodically visit <https://www.efi.com/marketing/productivity-software/promos/upgrade-order-form/> and follow the directions on the site. Cloud-based (EFI-hosted) customers will be updated automatically.

Contact Information

EFI Support

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

You may contact support at the above numbers or via our customer portal at communities.efi.com.

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

US Phone:	262.617.4039
E-Mail:	Marketdirect_services_scheduling@efi.com
Outside US E-Mail:	EMEAProfessionalServicesOperations@efi.com

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 12.2

<i>Software Version</i>	12.2		
<i>Database Version</i>	12.2		
<i>System Software</i>	45145975		
<i>Supported VDP Software</i>	EFI VDP <ul style="list-style-type: none"> • EPSI Product to Deploy: EFI VDP 9.4.1.39 • DSMG (client software): 6.5.0.439 • DSMI (server software): 9.4.1.39 		
<i>Cross Media Software</i>	Cross Media <ul style="list-style-type: none"> • EPSI Product to Deploy: MD Cross Media 9.4.1.39 • DSMG: 6.5.0.439 • DSMI: 9.4.1.39 (server software) • DSMX: 9.4.1.39 		
<i>SmartCanvas</i>	SmartCanvas <ul style="list-style-type: none"> • EPSI Product to Deploy: EFI SmartCanvas 9.4.1.39 • DSMG: 6.5.0.439 • DSMI: 9.4.1.39 • DSMX: 9.4.1.39 		
<i>SmartBox Designer</i>	<ul style="list-style-type: none"> • Web: 03.27.20.2de0b7e • Resizer: 27.3.20.b1 		
<i>ShipExpress</i>	<ul style="list-style-type: none"> • 11.0.3.1 		
<i>FusionPro</i>	FusionPro: 12.0.3		
<i>Supported MIS Software</i>	<ul style="list-style-type: none"> • Monarch: 20.1.2.1 • Pace: 33.0-1546 • PrintSmith Vision: 5.2.0.3422 • eFlow: Server (Central): 9.0.90034.13 LIM (Desktop): 9.0.90038.17 	<ul style="list-style-type: none"> • Lector: 7.30.4247 • Gamsys: 7.0.72 • PrintStream: 20.2.229 • Radius: 9.0 • Metrics: 23.021.008 • Shuttleworth: 6.04 	
<i>Languages supported</i>	English (US) English (UK) French Italian	German Spanish Brazilian Portuguese Dutch Swedish Finnish	Norwegian Danish Russian Traditional Chinese Simplified Chinese 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

Installing MarketDirect StoreFront

To upgrade from a previous version

- **Upgrading from v. 10.x or v. 11.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 11.x and you are on version 10.x, you can order the upgrade via the link above. If you are on a pre-10 version or not under a support and maintenance contract, however, you will need to contact the EFI Customer Support team for assistance. See page 4 for contact information.
- **Upgrading from v. 9.x or v. earlier:**
 - If you are on MarketDirect StoreFront v.9.x or earlier, you must contact the EFI Professional Services team for assistance with your upgrade. See page 4 for contact information.

To install MarketDirect StoreFront

1. In the email you received from EFI, click the link for the MarketDirect StoreFront 12.2 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. After 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 *12.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).

Note on installing SmartCanvas

After installing MarketDirect StoreFront 12.0, please consult the *SmartCanvas Installation Guide* and release notes for information on installing and activating SmartCanvas.

Welcome to EFI Communities

Note We are excited to announce a move from the legacy DSF Forums to EFI Communities!

EFI Communities is a place where users of EFI software systems and solutions can come to share experiences with other members of the community, have forum discussions, generate cases, and view open or closed cases all from a single interface.

Visit [EFI Communities](#) 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.
- Generate support cases and view case status.
- Receive periodic updates on upcoming events related to MarketDirect StoreFront.

The screenshot displays the EFI Communities website interface. At the top, the EFI logo is on the left, and navigation links for Home, Inkjet Printing, Productivity Software, and More are in the center. A search bar and a Log In / Register button are on the right. The main content area is titled "Productivity Software" and features a grid of software solutions, each with a representative image and a caption:

- Enterprise Commercial Print Suite - Monar...
- Midmarket Print Suite - Pace
- Enterprise Packaging Suite - Radius
- Publication Print Suite - Technique
- Corrugated Packing Suite - CBS, MES
- Quick Print Suite - PSV
- MarketDirect Platform
- Stand Alone Vertical Applications
- Optitex

On the right side of the interface, there is a "Follow" button, a "Trending Articles" section with several article titles, and a "Leaderboard" section listing top users with their profile pictures, MVP status, and point counts:

Profile Picture	MVP Status	Points
[Profile Icon]	10 MVP	50244 Points
[Profile Icon]	10 MVP	20165 Points
[Profile Icon]	10 MVP	15901 Points
[Profile Icon]	10 MVP	13380 Points
[Profile Icon]	9 MVP	9121 Points

Important Notes and Notices

Deprecation of XMPie

- EFI no longer supports XMPie VDP, because XMPie ended support for the XMPie ADOR Server (also known as Mini-server), which is the technology that EFI used to support our **MarketDirect Storefront XMPie VDP module**. The following changes are effective immediately:
 - The XMPie License string is no longer visible.
 - The XMPie option is removed from the Products page, and new XMPie products cannot be created.
 - The following product types are marked inactive: XMPie, Kits with only XMPie products, Product Matrix with only XMPie products.

Note Kits with mixed products that include XMPie products are disabled. Product Matrixes with mixed products that include XMPie products have the XMPie products removed.

- Existing XMPie products are marked inactive and not shown in the Manage Products list.
- XMPie saved jobs are disabled.
- XMPie jobs in a buyer shopping cart are disabled.

Note Buyers will still see the disabled jobs in their saved job list and shopping cart.

- Reorder options are removed for XMPie products.

Deprecation of MarketDirect VDP

- Effective October 2022, EFI will no longer support the MarketDirect VDP optional module within MarketDirect StoreFront. We recommend customers migrate products with the MarketDirect VDP product type to SmartCanvas VDP.

SQL Server

- MarketDirect StoreFront 12.x requires SQL Server 2014 (64-bit), SQL Server 2016 (64-bit) or SQL Server 2019. If you complete the default installation of MarketDirect StoreFront, which installs Microsoft SQL Server Express 2019, 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).

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.

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. 12.2.

Deprecation of TLS 1.0 and 1.1

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

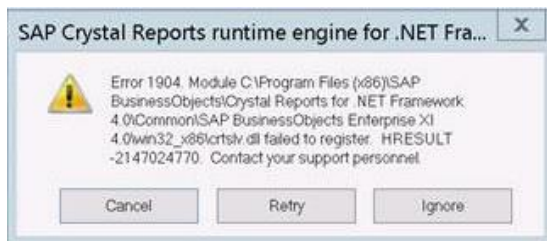
IMPORTANT: EFI deprecated TLS 1.0 and 1.1 in MarketDirect StoreFront on EFI hosted servers. If you have not done already in 11.0, please download and reinstall RPC and Print Messenger.

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.

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 the Crystal Report component is not installed properly. You may need to install it manually after MarketDirect StoreFront installation is complete.

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 12.2* 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**.

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.

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 25.
- 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 25.

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 4.

Third-Party VDP Support: FusionPro®

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

- **FusionPro Suite 12 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 4.)

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 4.)

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 4) to enable this setting. Then when you visit the URL you will gain access to a ZIP file containing all required files.

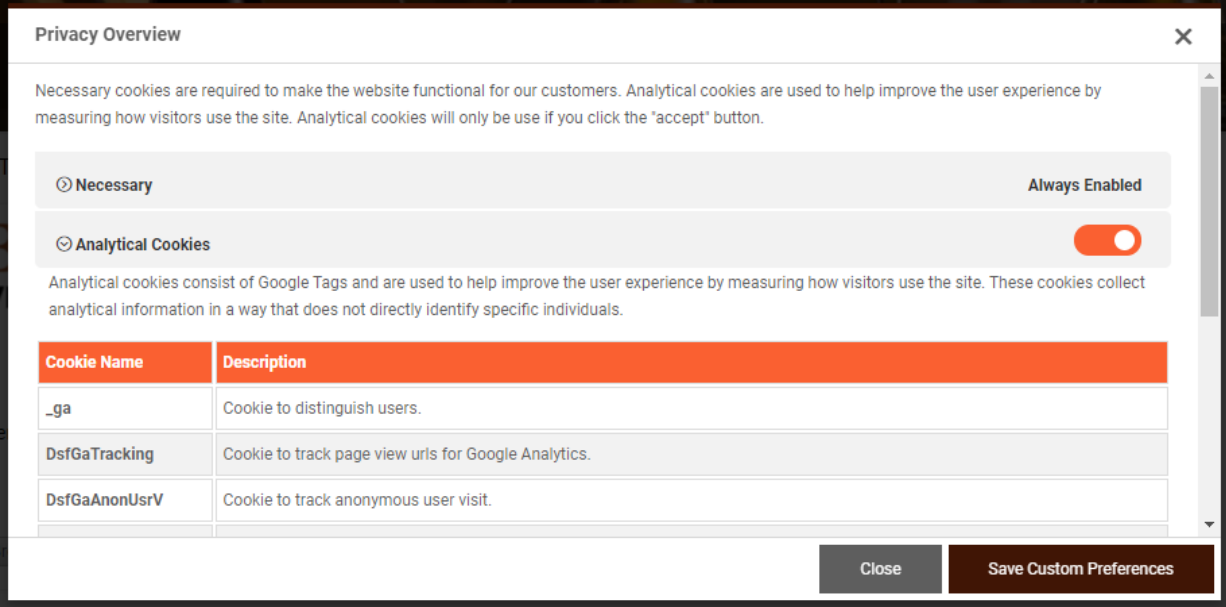
Note If you opt to continue with the older XML output, there is no need to call MarketDirect StoreFront Support or do anything else.

New Features & Enhancements in MarketDirect StoreFront 12.2

- **Features**

- **Cookie Consent Banner**

The new **Cookie Consent Banner** more easily facilitates compliance with consumer privacy regulations. Enabling this feature in the **Edit Page Elements & Styles** tab of the **SmartStore Builder** adds a **Cookie Consent** pop-up banner in the buyer-side footer of your storefront. Storefront visitors can view the cookies present on the storefront, as well as customize their cookie settings.



The screenshot shows a 'Privacy Overview' dialog box with a close button (X) in the top right corner. The text inside reads: 'Necessary cookies are required to make the website functional for our customers. Analytical cookies are used to help improve the user experience by measuring how visitors use the site. Analytical cookies will only be use if you click the "accept" button.'

There are two sections for cookie management:

- Necessary**: A toggle switch is set to 'Always Enabled'.
- Analytical Cookies**: A toggle switch is turned on (red).

Below the Analytical Cookies section, there is explanatory text: 'Analytical cookies consist of Google Tags and are used to help improve the user experience by measuring how visitors use the site. These cookies collect analytical information in a way that does not directly identify specific individuals.'

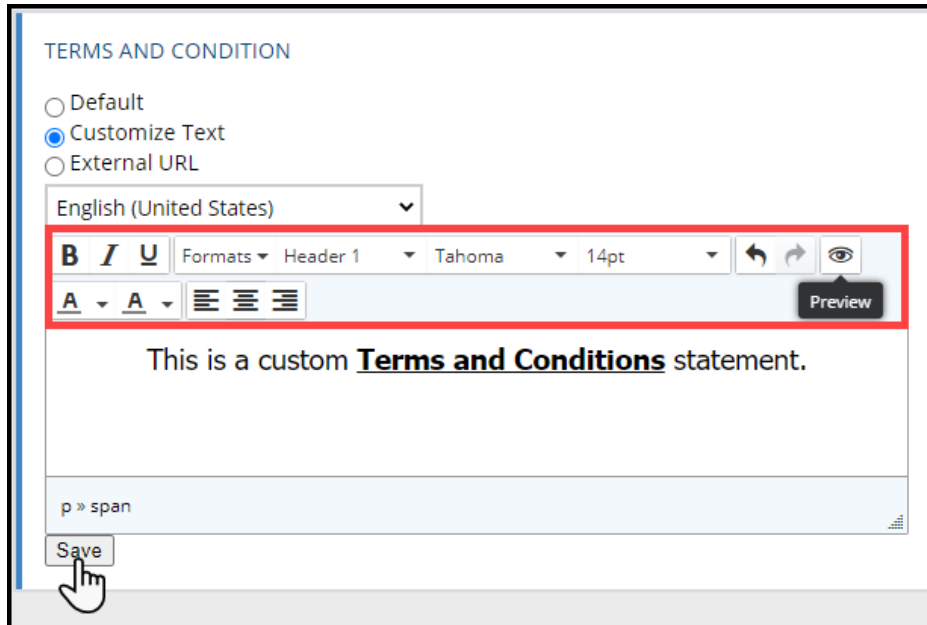
A table lists the cookies:

Cookie Name	Description
_ga	Cookie to distinguish users.
DsfGaTracking	Cookie to track page view urls for Google Analytics.
DsfGaAnonUsrV	Cookie to track anonymous user visit.

At the bottom right of the dialog, there are two buttons: 'Close' and 'Save Custom Preferences'.

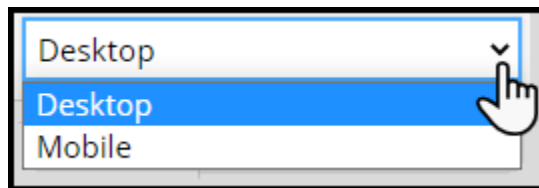
- **Terms and Conditions**

The **Terms and Conditions** setting allows you to easily customize the default statement provided by EFI. You can input your own Terms and Conditions statement with custom formatting, or link to an external Terms and Conditions web page by navigating to the **Edit Page Elements & Styles** tab of the **SmartStore Builder**. Administrators may also translate terms and conditions statements to different languages, allowing buyers to review the content in their native language.



- **Mobile Customizations**

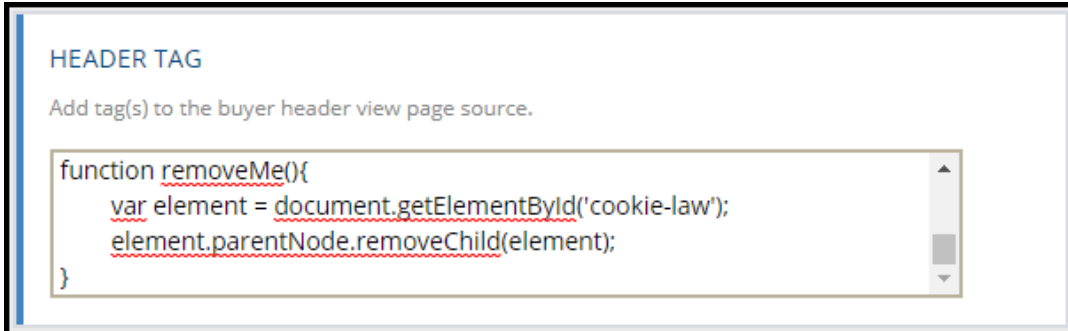
MarketDirect StoreFront 12.2 adds the option to customize the mobile design of storefronts through the advanced customization widget in the **SmartStore Builder**. Administrators can simply select **Mobile** from the **Device View** drop-down list and edit your site just as you would for the **Desktop** view.



Note EFI recommends you do not make changes to the advanced customization section of your storefront unless you have experience with CSS or HTML. These changes will affect the appearance of your site and EFI Support may not be able to help you with some issues.

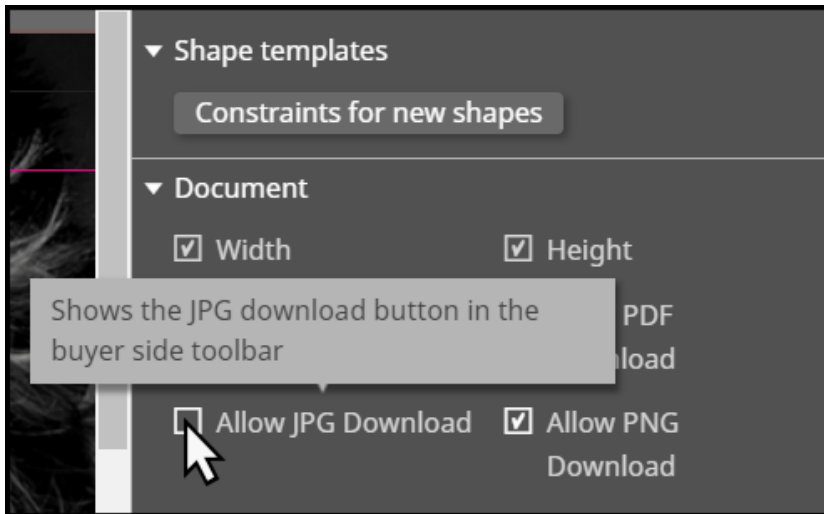
- **Header Tags**

The new **Header Tag** feature for the **SmartStore Builder** gives you the ability to add JavaScript from a third-party service to your storefront by pasting the JavaScript snippet into the **Header Tag** field. Supported use cases include third-party cookie consent banners (other than the MarketDirect StoreFront banner), lead generation forms, chatbots, and Google Tags. Please note certain alert, confirm, and prompt third-party JavaScript tags are not supported due to security concerns.



- **SmartCanvas PDF Image Download**

Administrators can now configure SmartCanvas templates to allow buyers to download the selected PDF page as a .jpg or .png image file. All you need to do is click the **Allow PNG Download** and/or **Allow JPG Download** checkbox(es) in the **Document** section of the **Buyer** tab in the SmartCanvas template.



Issues Resolved in MarketDirect StoreFront 12.2

- **EDDM Saved Job Error**

Resolved the issue where trying to open a previously saved EDDM job resulted in an application error. (Issue Reference: 45827)
 - **Missing Company Setting in the Updated UI**

Resolved the issue where the Company setting “Do Not Allow Order Cancellation (When checked, this will override Print Shop settings for buyer cancellation)” was not available in the updated Company UI. (Issue Reference: 54028)
 - **Smart Box Registration Issue**

Resolved the issue where the SmartBox designer prompted un-registered users to register in order to save the file, and then after they registered displayed a pop-up notification that would not disappear. (Issue Reference: 53632)
 - **Number Format Error for Handling Charges**

Fixed the issue of the new Company UI not recognizing numbers with a decimal point and displaying an error message that says, “Must be a number.” (Issue Reference: 53655)
 - **Price Sheet Application Error**

Resolved the issue where the administrator received an application error when trying to filter a price sheet by product name. (Issue Reference: 53634)
 - **Incorrect Image Displaying in the Job Ticket**

Resolved the issue where the image added to a non-printed product displayed as an out of date image or no image when viewing the job ticket. (Issue Reference: 53560)
 - **Approval Notifications Error for Digital Downloads**

Resolved the issue where digital downloads that require approval do not send order approval emails to the buyer after the digital download is approved. (Issue Reference: 53452)
 - **Printing Error with PrintMessenger**

Resolved the issue where printing to PrintMessenger using Google Chrome web browser produced a different output than the original file. (Issue Reference: 40647)
 - **Cannot Copy Static Products to Create New Products**

Fixed the issue of administrators being unable to copy static products to create a new product. (Issue Reference: 41751)
 - **Security Issue with Manage Conditional Ticketing Page**

Resolved the issue where the Manage Conditional Ticketing page could be accessed without admin login credentials for a storefront, which presented a security issue. (Issue Reference: 42436)
 - **Intelligent Ticketing Displays Incorrect Information**

Resolved the issue where intelligent ticketing rules saved to MarketDirect StoreFront displayed incorrect information when administrators tried to edit them. (Issue Reference: 41686)
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- **Job Approval at the Company Level Issue**

Resolved the issue where the administrator could approve an order in the Approve/Decline Jobs tab at the Company level without selecting either the Approve or Decline radio buttons. (Issue Reference: 48369)
 - **Unable to Edit a KIT Product with Non-Printed Products**

Fixed the issue of being unable to open the Product in KIT page when editing a KIT product because the KIT product contains non-printed products. (Issue Reference: 50516)
 - **Unable to Save Categories with SKU Names Containing Special Characters**

Resolved the issue where administrators were unable to access the Category Details, Settings, and Security tabs because the SKU name contained the special characters dash ("-") and / or underscore ("_"). (Issue Reference: 51867)
 - **Visible Product Builder Window Resolution Error**

Resolved the issue where the Visual Product Builder window cut off part of the screen from the viewable area and did not allow users to scroll to the cut off sections when it was viewed on a resolution smaller than 800 x 800. (Issue Reference: 52330)
 - **Data List Values Reduced Character Limit**

Fixed the issue of the Data List Values Editor in Manage Data Source reducing the limit character limit to 25 instead of 50. (Issue Reference: 52988)
 - **Buyer Unable to Checkout with Locked Address Book**

Resolved the issue where MarketDirect StoreFront failed to pass the Country ID to the VAT Tax Calculation causing shipping calculation errors when using a locked address book for a delivery method. (Issue Reference: 53522)
 - **Matrix Product Approval Issue**

Resolved the issue where Matrix Products containing products with product level approval would approve the entire order when a single item was approved. (Issue Reference: 53579)
 - **Initial Group Access Field Missing from Updated Company UI**

Resolved the issue where the Initial Group Access field was missing from the Users section when creating a company in the updated HTML5 UI. (Issue Reference: 53691)
 - **Enable Duration-Based Maximum Quantity Customization Not Working**

Resolved the issue where the enable duration-based maximum quantity customization did not work for Static, Non Printed Products, and Matrix Product Types allowing for customers to order as many of these products as they wanted during the specified duration. (Issue Reference: 53718)
 - **Deleted Approvers Appearing in the Exported List of Approvers**

Resolved the issue where deleted approvers were not removed from the Export / Import Approval Configuration. (Issue Reference: 53968)
 - **Users Unable to Access Category**

Resolved the issue where users belonging to a User Group whose name contained an apostrophe were unable to access categories on the storefront. (Issue Reference: 54462)
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- **Delivery Methods Priority Not Working**

Resolved the issue where Delivery Methods Priority was not displaying correctly if there were more than ten delivery methods entered into the Department, Company, or Print Shop for a storefront. (Issue Reference: 54178)
 - **Approvers Email Link Not Working**

Resolved the issue where the link sent to approvers in the approval email notification would return an error and force them to login to their site if they were currently logged out. (Issue Reference: 43271)
 - **SmartCanvas Form Field Error**

Resolved the issue where SmartCanvas form fields are overwritten when a new template is copied from the original. (Issue Reference: 49021)
 - **StoreFront Product Search Error**

Resolved the issue where the Product Search function on the StoreFront did not retrieve the requested items. (Issue Reference: 47490)
 - **Kit Reorder Error**

Fixed the issue of kits ordered using the reorder function contained the original purchased kit product list and not the updated kit product list. (Issue Reference: 25687)
 - **Add to Cart Button Disappearing**

Fixed the issue of the Add to Cart button disappearing after a buyer detaches the Job Details panel and then clicks the preview button in the SmartCanvas Visual Product Builder. (Issue Reference: 45896)
 - **Group Session Timeout Not Working**

Resolved the issue where the StoreFront Session TimeOut setting overwrote the user group Session TimeOut setting. (Issue Reference: 50060)
 - **Unable to Add New Products to a Kit**

Resolved the issue where administrators were unable to add new products to existing kits that contained non-printed products. (Issue Reference: 50516)
 - **Unable to Support 3D Secure Online Payment Service**

Resolved the issue where MarketDirect StoreFront was unable to support 3D Secure online payment service with First Atlantic Commerce Payment Gateway or other supported payment gateways. (Issue Reference: 53893)
 - **Special Pages Error in Ticket Templates**

Resolved the issue where special pages enabled in a ticket template become disabled after they are saved, even though buyers can select special pages when purchasing the associated product. (Issue Reference: 54047)
 - **Unable to Preview Images in SmartCanvas Templates**

Resolved the issue where images failed to load in SmartCanvas templates. (Issue Reference: 54210)
 - **Product Deep Link Error**

Resolved the issue where a product deep link URL was missing from the UI of hosted customer StoreFronts. (Issue Reference: 54341)
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- **Corrupted Characters in SmartWeb Emails**

Resolved the issue where French accented characters appeared corrupted in SmartWeb transactional emails. (Issue Reference: 54570)

- **Double N-Up Error**

Resolved the issue where print jobs sent to Fiery appeared with double the original n-up value, but were correctly imposed in the PDF job ticket. (Issue Reference:45770)

- **Pricing Page Application Error**

Resolved the issue where administrators received an Application Error when opening the Products tab of a Price Sheet. (Issue Reference: 53634)

- **Unable to Search for Ticket Templates**

Resolved the issue where users from the Administrator group would search for ticket templates in the Change Ticket Template window and no results were returned. (Issue Reference: 50023)

- **Order Status Change Email Error**

Resolved the issue where adding the Shipment Details variable to Order Status Change email notifications caused an error when completing the order. (Issue Reference: 53817)



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 4).

MarketDirect StoreFront Server Requirements

Notes MarketDirect StoreFront must be installed and run on a dedicated separate server.

.NET Framework 4.8 must be installed before you install MarketDirect StoreFront v. 12.2.

Hardware Requirements

<i>Processor</i>	1.8+ GHz processor 4 CPU cores
<i>RAM</i>	8+ GB Note 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>Local Storage</i>	250+ GB Note 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"> Microsoft Windows Server 2012 R2 with IIS 8 / Message Queuing (Standard) Note Support for Microsoft Windows Server 2008 will end with MarketDirect StoreFront 12.2. Microsoft Windows Server 2012 R2 will end with MarketDirect StoreFront 12.4. <ul style="list-style-type: none"> Microsoft Windows Server 2016 (Standard) with IIS 10 / Message Queuing Microsoft Windows Server 2019 (Standard) with IIS 10 / Message Queuing Note The server must be set up as an Application Server and not as a File Server for MarketDirect StoreFront to install properly.	
<i>For PDF Conversion</i>	<ul style="list-style-type: none"> Microsoft Office 2013 Professional (32-bit) and 2016 Professional (32-bit and 64-bit) with .NET programmability option set to "Run from My Computer" for all applications in the Office suite. Note Support will end for Microsoft Office 2013 Professional with 12.4.	
<i>For File Preflighting</i>	<ul style="list-style-type: none"> Open JDK 12 is included with the installation and will be installed. 	
<i>Web Browser</i>	Internet Explorer 11 Mozilla Firefox 77+	Google Chrome 82+ Microsoft Edge 81+

<i>Database Server</i>	<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"> • Microsoft SQL Server 2012 Standard or Enterprise <p>Note Support for Microsoft SQL Server 2012 Standard or Enterprise will end with MarketDirect StoreFront12.4.</p> <p>(support will end in version 12.4)</p> <ul style="list-style-type: none"> • Microsoft SQL Server 2014 Standard or Enterprise • Microsoft SQL Server 2016 Standard or Enterprise • Microsoft SQL Server 2019 Standard or Enterprise <p>Important Version 11.6 requires SQL Server 2012, 2014 (64-bit), or 2016 (64-bit). If you complete the default installation 11.6, 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>
<i>.NET Framework</i>	Microsoft .NET Framework 4.8 is required
<i>MicroPress Support Requirements</i>	To enable MicroPress integration version 7 or higher is needed
<i>Fiery JDF Connector Support Requirements</i>	<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>http://www.efi.com/products/fiery-servers-and-software/fiery-integration/fiery-jdf/overview/</p> <p>Note MarketDirect StoreFront was tested with XF version 6.0.</p>

Client-Side Requirements

Windows

<i>Processor</i>	1+ GHz processor	
<i>RAM</i>	1+ GB	
<i>Local Storage</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"> • Windows 10, Windows Server 2012 R2, Windows Server 2016, Windows Server 2019 <p>Notes MarketDirect StoreFront supports 64-bit operating systems.</p> <p>Microsoft Windows Server 2012 R2 will end with MarketDirect StoreFront 12.4.</p>	
<i>Web Browser</i> <i>*Pop-ups must be enabled</i>	Internet Explorer 11 Mozilla Firefox 77+	Google Chrome 82+ Microsoft Edge 81+
<i>Other Software</i>	<ul style="list-style-type: none"> • Microsoft .NET Framework 3.5 and all related Service Packs (SPs) and updates (only version 3.5 – not a higher version – is supported) • Adobe Acrobat Reader 10, 11 	
<i>Windows Terminal Services Environment</i>	<p>Citrix</p> <p>Note PrintMessenger is supported in a Citrix environment.</p>	

<i>Ports</i>	Outbound or inbound traffic allowed on ports 80 or 443 to the MarketDirect StoreFront server.
<i>Display</i>	Monitor that supports 800 x 600 or higher resolution

SmartStores

Mobile Device Platforms

<i>Devices</i>	<p>Mobile (SmartStores)</p> <p>Devices with these Operating Systems:</p> <ul style="list-style-type: none"> • iOS 12 or later * • Android 10 or later *
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Operating Systems

<i>Operating Systems</i>	<p>Only the operating systems listed below are supported:</p> <ul style="list-style-type: none"> • iOS 12 or later • Android 10.0 or later
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Browsers

<i>Browsers</i>	<p>SmartStores will work only on the following browsers:</p> <ul style="list-style-type: none"> • Internet Explorer 10+ • Google Chrome • Mozilla Firefox • Microsoft Edge • Apple Safari <p>Note SmartStores will not work on Internet Explorer 7, 8, or 9.</p>
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macOS

<i>Operating System</i>	<p>macOS Mojave (10.14) is required</p> <p>Note Apple Silicon is currently not supported.</p>
<i>RAM</i>	1+ GB
<i>Local Storage</i>	500+ MB available hard disk space
<i>Web Browser</i>	<p>Apple Safari 13.0.5+</p> <p>Mozilla Firefox 71+</p> <p>Google Chrome 82+</p>
<i>Other Software</i>	Adobe Acrobat Reader 10, 11
<i>Display</i>	Display that supports 800 x 600 or higher resolution

Client Side Requirements for PrintMessenger

Windows

<i>Processor</i>	1+ GHz processor
<i>RAM</i>	1+ GB
<i>Local Storage</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"> • Windows 10, Windows Server 2012 R2, Windows Server 2016, Windows Server 2019

<i>Web Browser</i> <i>*Pop-ups must be enabled</i>	Internet Explorer 11 Mozilla Firefox 77+ Safari 13.0.5+ (Mac)	Google Chrome 82+ Microsoft Edge 81+
<i>Other Software</i>	<ul style="list-style-type: none"> Microsoft .NET Framework 3.5 and all related Service Packs (SPs) and updates (only version 3.5 – not a higher version – is supported) Adobe Acrobat Reader 10, 11 	
<i>Windows Terminal Services Environment</i>	Citrix	
<i>Ports</i>	Outbound or inbound traffic allowed on ports 80 or 443 to the MarketDirect StoreFront server.	
<i>Display</i>	Monitor that supports 800 x 600 or higher resolution	

macOS

<i>Operating system</i>	macOS Mojave (10.14) is required Note Apple Silicon is currently not supported.	
<i>RAM</i>	1+ GB	
<i>Local Storage</i>	500+ MB available	
<i>Web Browser</i>	Apple Safari 13.0.5+ Mozilla Firefox 71+ Chrome 79+	
<i>Other Software</i>	Adobe Acrobat Reader 10, 11	
<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>Local Storage</i>	1 GB available (more recommended)	
<i>Operating System</i>	<p>Only the operating systems listed below are supported:</p> <ul style="list-style-type: none"> Windows 10, Windows Server 2012 R2, Windows Server 2016, Windows Server 2019 <p>Notes MarketDirect StoreFront supports 64-bit operating systems. Microsoft Windows Server 2012 R2 will end with MarketDirect StoreFront 12.4. Microsoft Web Service Enhancements (WSE) 2.0 SP3</p>	
<i>.NET Framework</i>	Microsoft .NET Framework 4.8+	
<i>Web Browser</i>	Internet Explorer 10 or later	
<i>Ports</i>	Inbound / Outbound Ports: 80, 443	
<i>Display</i>	Display that supports 800 x 600 or higher resolution	

SmartCanvas

Important Before attempting to install SmartCanvas, please read the section “Installing MarketDirect StoreFront” on page 6 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>Local Storage</i>	500+ GB (failsafe storage with backup strategy recommended)
<i>Accessibility</i>	<ul style="list-style-type: none"> • Fixed IP-address with 100Mbit Internet connection or higher • RDP access for the EFI network • Ports Out: 80, 443 • Ports In: 80, 443 <p>Important The SmartCanvas site should always be secured and must be accessible outside the network.</p> <p>The SmartCanvas server is being set up as an application server.</p>
<i>Operating System</i>	<p>Only the operating systems listed below are supported:</p> <ul style="list-style-type: none"> • Windows 10, Windows Server 2012 R2, Windows Server 2016, Windows Server 2019 <p>Notes MarketDirect StoreFront supports 64-bit operating systems.</p> <p>Microsoft Windows Server 2012 R2 will end with MarketDirect StoreFront 12.4.</p> <p>Important 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.</p> <p>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>.</p>
<i>Required components</i>	.NET Framework 4.0 must be installed on the computer before you install SmartCanvas
<i>InDesign Plugin</i>	<ul style="list-style-type: none"> • Adobe InDesign 2020 or higher • MarketDirect StoreFront 11.4 or higher

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>Local Storage</i>	500+ GB (failsafe storage with backup strategy recommended)
<i>Accessibility</i>	<ul style="list-style-type: none"> • Fixed IP-address with 100Mbit Internet connection or higher • RDP access for the EFI network • Ports Out: 80, 443 • Ports In: 80, 443 • Public SSL certificate (not included)
<i>Operating System</i>	<p>Only the operating systems listed below are supported:</p> <ul style="list-style-type: none"> • Windows 10, Windows Server 2012 R2, Windows Server 2016, Windows Server 2019 with activated auto login <p>Notes MarketDirect StoreFront supports 64-bit operating systems.</p>

Hardware and Software

	<p>Microsoft Windows Server 2012 R2 will end with MarketDirect StoreFront 12.4.</p> <p>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.</p>
<i>Required Components</i>	<p><i>Not Included:</i></p> <ul style="list-style-type: none"> • WinZip v. 14 or higher • Microsoft SQL Server Web-, Standard Edition or higher (for Workflow usage) • Microsoft SQL Server Express or higher (without Workflow usage) <p><i>Included (installed as part of the server solution):</i></p> <ul style="list-style-type: none"> • Redis 2.8 • .NET Framework 4.0 • Visual C++ 2005 SP1 Redistributable Package • Microsoft Silverlight 5.1.30514.0 (required to use the functions and features of the MarketDirect Studio Web front end) • Visual C++ 2008 Redistributable Package • Visual C++ 2010 Redistributable Package
<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.

Hardware

<i>Computer/Processor</i>	x86 or x64 processor with at least 1 GHz min Note Software runs only on Windows platform, not on MacOS.
<i>RAM (Memory)</i>	2+ GB
<i>Local Storage</i>	1 GB (250 GB for working directory recommended)
<i>Internet Access</i>	Activation and use of the software requires an internet connection

Software and Components

<i>Operating System</i>	<p>Only the operating systems listed below are supported:</p> <ul style="list-style-type: none"> • Windows 10, Windows Server 2012 R2, Windows Server 2016, Windows Server 2019 with activated auto login <p>Notes MarketDirect StoreFront supports 64-bit operating systems.</p> <p>Microsoft Windows Server 2012 R2 will end with MarketDirect StoreFront 12.4.</p>
<i>Required Components (not included)</i>	<ul style="list-style-type: none"> • Adobe InDesign from version CS or CC (layout creation) • Microsoft Office or Microsoft Access Database Engine 2007 and 2010 (database import) • Adobe Reader (to preview any output on the server)
<i>Required Components (Installed as Part of Server)</i>	<ul style="list-style-type: none"> • .NET Framework 4.0 • Visual C++ 2005 SP1 Redistributable Package • Visual C++ 2008 Redistributable Package

FusionPro VDP (Variable Data Product) Server

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

Hardware and Software

<i>Processor</i>	1.8+ GHz dual core processor
<i>RAM</i>	2+ GB
<i>Local Storage</i>	100+ GB
<i>Operating System</i>	Only the operating systems listed below are supported: FusionPro: Windows Server 2008, Windows Server 2012 R2, Windows Server 2016 Note FusionPro must be installed and run on the same server as the MarketDirect StoreFront server.
<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"> 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 Note Please refer to the FusionPro release documentation for client-side system requirements.
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