

StreamServe Courses

Version 4



Knowledge building

StreamServe's expert training team develops and delivers high-quality technical training courses and certification programs that effectively transfer knowledge of StreamServe products to customers and partners worldwide.

Local training capability

StreamServe instructors in eight countries lead standard, regularly scheduled, and customized on-site training courses for StreamServe. Our high-quality curriculum spans more than 20 courses, ranging from half-day to five-day training sessions that we can deliver in multiple languages, including English, German, French, Dutch, Swedish, Finnish, and Norwegian.

Delivery Options

Classroom

Each region runs a scheduled training curriculum throughout the year. Skilled instructors, extensive hands-on lab exercises and state-of-the-art training centers create a powerful learning environment. Thousands of customers and partners have received training at StreamServe and customer satisfaction remains extremely high.

On-Site

Many customers are limited in their ability to leave the office to attend training. Bringing an instructor to your site allows you to get up to speed quickly, cost effectively and with the advantage of learning directly from a StreamServe certified instructor. Upon request, our experienced instructors can also modify or create new courses specifically tailored to your needs.

Live-Online

Attend from the convenience of your office or home. Live-Online training courses feature all the benefits of live instructor interaction without requiring travel. Our Live-Online training courses include hands-on lab exercises that require only an internet connection and a Web browser – audio is handled with a normal telephone conference.

For more information, see www.streamserve.com/liveonlinefaq

StreamServe Certification Program

StreamServe certification programs are online examinations, designed to verify your technical expertise and product knowledge so that you can maximize the benefits of using StreamServe.

For more information please visit www.streamserve.com/certification

Course dates

Scheduled courses for each region is available on www.streamserve.com/training

Welcome to StreamServe University!

StreamServe Courses

Version 4

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StreamServe Fundamentals

Learn how to use StreamServe to take control of your business communications.

Our professional instructors use a combination of theory and practice to teach you how to turn incoming data into customized communications that suit the needs of your business and your clients.

This is the essential course for all users, and will provide you with the skills and knowledge you need to create and maintain a basic StreamServe project using both page-oriented and structured, non-page-oriented input data.

Course length

4 days

Prerequisites

- Working knowledge of the Microsoft Windows NT/2000/XP operating systems and file management.
- General knowledge of MS-DOS.
- Experience of working with text editor applications.
- Understanding share and access network resources.
- General knowledge of basic networking concepts and functions, including server-client relationships and basic printer concepts.

Course content

- Overview of StreamServe products and terminology
- Configuring input and output connectors
- Using the PageIN Tool to analyze and map output data from a data source
- Using the StreamIN Tool to analyze and map output data from a data source
- Specifying content, design and layout in the PageOUT tool, including graphics handling
- Designing documents
- Using the Overlay Editor, including the production and use of overlays
- Configuring and managing StreamServe Communication Server
- StreamServe scripting language- overview with examples
- StreamServe alias functions
- Creating PDF files
- Handling multi-page documents
- Using the StreamOUT tool to produce output data as text files

Administration & Implementation

Integrating StreamServe with existing systems requires detailed planning and consultation.

This course is designed for technical users who are responsible for the installation, configuration, and administration of a StreamServe solution.

At the end of this course, participants will be able to install and implement all core StreamServe components.

Course length

1 day

Prerequisites

StreamServe Fundamentals course or equivalent StreamServe experience

Course content

- Installing and licensing StreamServe Tools and StreamServe Communication Server in a Windows NT/2000/XP environment
- Connecting StreamServe with a source application
- Retrieving sample files from a source application
- StreamServe Control Center in depth
- Monitoring a StreamServe Project
 - Using logs
 - Using notifications
 - Using job related status messages
- Using StreamServe Alerter to monitor StreamServe services and sending alert messages.
- Administering Repository
- Handling queues
- Search, view, re-send and delete jobs from a queue with the Job Gateway
- Handling multiple StreamServe developers
- Project development guidelines
- Transferring from developments environments to production environment

Advanced

Take your skills a stage further and realize more of the possibilities offered by StreamServe. This course will teach you the most useful StreamServe script functions, and enable you to take even more control of your business communications.

Functionality covered on the course includes advanced print modes, sorting, calculations, codepage handling and ODBC database connection.

Course length

3 days

Prerequisites

- StreamServe Fundamentals course or equivalent StreamServe experience
- StreamServe Administration & Implementation course or equivalent StreamServe experience
- Experience with any programming language would be considered an advantage

Course content

- StreamServe scripting language:
 - Overview
 - Goal-focused script exercises
 - Function files
 - Database connectivity via ODBC
- Sorting and grouping data
- Enabling multi-language support
- Adding business graphics into documents
- Driver and font handling
 - Creating windows drivers
 - Using PostScript
 - Customizing drivers
- Duplex printing
- Previewing StreamServe output
- Handling dynamic input:
 - Multiple filters
 - Multiple input types on one input connector
- Bypassing data using RedirectOUT
- Distributing StreamServe data processing

Fax Connect

StreamServe BCP allows business documents to be sent directly from business applications to fax systems.

With Fax Connect, StreamServe can produce fax output from any incoming data format.

This course provides you with the knowledge and skills you need to be able to use StreamServe Fax Connect effectively.

Course length

0.5 days

Prerequisites

- StreamServe Fundamentals course or equivalent StreamServe experience
- StreamServe Administration & Implementation course or equivalent StreamServe experience
- StreamServe Advanced course or equivalent StreamServe experience

Course content

- Overview of all fax applications supported by StreamServe.
- Configuring a Design Center project using a fax connection
- Configuration and practical examples of a Zetafax client application
- Generating a new fax at job, document, or process level
- Creating a fax cover page in PageOUT

Email

StreamServe BCP can create email messages containing data processed by the StreamServe Communication Server then distribute them via SMTP, SMTP/MIME and MAPI.

StreamServe BCP also scans mailboxes using POP3 or IMAP4 protocols for data in email messages. Incoming data can be in the email attachment or the actual body text.

This course provides you with the knowledge and skills you need to be able to use StreamServe e-mail functions effectively.

Course length

0.5 days

Prerequisites

- StreamServe Fundamentals course or equivalent StreamServe experience
- StreamServe Administration & Implementation course or equivalent StreamServe experience
- StreamServe Advanced course or equivalent StreamServe experience

Course content

- Overview of e-mail services supported by StreamServe
- Sending processed data to an e-mail server using StreamServe e-mail output connectors
- Reading e-mails from a specified mailbox using the StreamServe e-mail input connector
- Using the MailOUT module - exercises and examples
- Mailing multiple page documents
- Attachment management

RePRINT

StreamServe RePRINT is an output storage service that enables you to store and re-send data processed by StreamServe Communication Server. Using RePRINT, StreamServe can automatically store output data in a Microsoft SQL Server database.

This course will teach you how to install and use StreamServe RePRINT and includes practical exercises covering all the major functions of the module.

Course length

1 day

Prerequisites

- StreamServe Fundamentals course or equivalent StreamServe experience
- StreamServe Administration & Implementation course or equivalent StreamServe experience
- StreamServe Advanced course or equivalent StreamServe experience
- Ability to set up and configure Windows NT/2000/XP accounts
- General knowledge of relational databases & SQL
- Working knowledge of ODBC and data source concepts

Course content

- Installing and configuring StreamServe RePRINT Server with local and web-based clients.
- Configuring ODBC drivers for StreamServe RePRINT
- Configuring a Design Center project for use with the RePRINT storage functions
- Storing documents and files in the database
- Search and retrieval of documents and files from the database
- Distribution and re-sending of output in various formats

XMLIN

StreamServe BCP can receive any XML-formatted document, break it down for internal representation, apply it to any business process and transform it to any format.

StreamServe XMLIN is an add-on module containing tools and functions for the handling of XML-formatted data.

This course provides you with the knowledge and skills you need to be able to use the XMLIN module effectively.

Course length

0.5 day

Prerequisites

- StreamServe Fundamentals course or equivalent StreamServe experience
- StreamServe Administration & Implementation course or equivalent StreamServe experience
- StreamServe Advanced course or equivalent StreamServe experience
- Basic XML knowledge
- Basic XSLT and XPath knowledge considered an advantage

Course content

- Auto-generating XMLIN Messages
- Using XSLT patterns for field matching
- Using XPath syntax for Patterns
- Performance tuning XMLIN configurations
- Validating XML files
- Generating an XML file from a DTD file
- Overview of namespaces handling

XMLOUT

StreamServe BCP converts data streams from a wide range of applications to all standard XML formats.

StreamServe XMLOUT is an add-on module containing tools and functions for the handling of XML-formatted data.

This course provides you with the knowledge and skills you need to be able to use the XMLOUT module effectively.

Course length

0.5 days

Prerequisites

- StreamServe Fundamentals course or equivalent StreamServe experience
- StreamServe Administration & Implementation course or equivalent StreamServe experience
- StreamServe Advanced course or equivalent StreamServe experience
- Basic XML knowledge
- Basic DTD knowledge

Course content

- Using the XMLOUT module to create XML files
- Building an XML file based on a DTD file
- Linking an XML file to a DTD file
- Validating the XML file against the DTD file
- Applying an XML schema
- Applying an XSL stylesheet

Public Network Protocols

StreamServe supports all the standard Internet protocols. Using these protocols, StreamServe can receive data from, and send data to, any Internet source.

StreamServe enables secure transmission of data over the Internet, via SSL support within HTTPS.

This course provides you with the knowledge and skills you need to be able to use the StreamServe network protocol capabilities effectively.

Course length

1 day

Prerequisites

- StreamServe Fundamentals course or equivalent StreamServe experience
- StreamServe Administration & Implementation course or equivalent StreamServe experience
- StreamServe Advanced course or equivalent StreamServe experience
- Basic knowledge of the HTTP protocol

Course content

- Overview of basic HTTP concepts, including
 - HTTP/HTTPS definitions
 - SSL
 - URI's/URL's
 - MIME definitions
 - HTTP methods
 - HTTP headers
- Using StreamServe Server as a Web server for displaying HTML pages
- Connecting to StreamServe Server via HTTP
- Submitting data from StreamServe to another HTTP server
- Creating security certificates (when using HTTPS)
- Configuring HTTPS connectors
- Retrieve and place files on FTP servers
- Configuring StreamServe to listen for incoming messages and automatically create responses

PreformatIN

PreformatIN enables StreamServe to complete pre-formatted documents from a range of different sources and formats with additional StreamServe functionality and transportability.

LXF (Layout eXchange Format) technology is used and enables the definition of page-oriented documents, such as overlays. Incoming documents are converted with the use of LXF technology enabling the full strength of the StreamServe product.

This course will cover current conversion programs with exercises based on the EMF2LXF converter (Enhanced Meta File format) – the spool file format used by Microsoft Windows operating systems. This allows the capture of print data from Microsoft Windows applications, such as MS Office.

Course length

0.5 days

Prerequisites

- StreamServe Fundamentals course or equivalent StreamServe experience
- StreamServe Administration & Implementation course or equivalent StreamServe experience
- StreamServe Advanced course or equivalent StreamServe experience

Course content

- Installation and configuration of the EMF Print Processor
- Converting an MS Word file to LXF using the EMF Print Processor
- Configuring a PreformatIN Message
- Making small changes to a pre-formatted document using dynamic overlays

Version 4 Migration

This course is intended for those who currently work with StreamServe version 2 or 3 and describes new features and changes implemented in StreamServe version 4.

You will get a chance to acquire both understanding and technical skill in StreamServe version 4.

In addition to fundamental Project handling, the course covers the latest StreamServe business communication platform functionality, such as:

- storing incoming and outgoing jobs
- handling job errors
- using various printing functionality
- using electronic communication channels

A StreamServe certified instructor leads you through theoretical overviews and hands-on exercises. Some of the topics are only covered broadly but can be deepened in separate courses.

Course length

2 days

Prerequisites

- Experience in working with StreamServe Projects version 2 or 3.
- StreamServe certification in Document, Delivery & Presentation is considered an advantage.

Course content

Build Project

- Project configuration in Design Center - the new Project tool
- Handle Resources
- Save and Pack Projects
- Project documentation

Test Project

- Create services on local/remote PC
- Correct Projects

Enhance Project

- New script functions, new script editor
- Sort and group data
- Advanced layout features
- Bypass data

Adapt Project to Environment

- Data formats
- Communication channels
- Output device drivers

Course content - Version 4 Migration (cont.)

Upgrade Project

- From version 2 to 4
- From version 3 to 4

Monitor Project

- Logs
- Notifications
- Job Gateway
- Alerter

Design Solution Architecture

- Queues
- Load balancing

Raise Awareness

- Recommended workflow
- Performance optimizations
- Hardware hints
- Common mistakes

Enhance Project Security

- Trust Server
- Secure connectors
- Secure LDAP Connect
- Secure Service Broker

Version 4 Migration - More Possibilities

This course is for you who have attended 'Version 4 Migration' 2 days course.

You will get scenario-oriented overviews and demos of StreamServe version 4 technology, including:

- new design tools
- ERP system integration
- spool administration system
- input management solution
- production printing capabilities
- more StreamServe BCP possibilities

The main goal with this course is for you to achieve a broad view of the capabilities in Version 4 Project configuration.

Course length

0.5 days

Prerequisites

- Version 4 Migration course
- or -
- StreamServe Fundamentals course
- or -
- Equivalent StreamServe experience.

Course content

New Design Tools

- XMLIN
- PreformatIN

ERP System Integration

- SAP
- Oracle

Spool Administration System

- Output Center

Input Management Solution

- Interactive Forms

Production Printing Capabilities

- AFP driver
- Document Broker (post-processing)

StreamServe Connect *for* SAP – Output+

Dramatically reduce your Integration & Distribution costs whilst communicating the way your customers and trading partners expect with StreamServe Connect *for* SAP – Output+.

This one-day hands-on course will show you how to receive SAP Generic Output Format (SAPGOF) business documents produced from SAPscript or SmartForms and to integrate them with StreamServe Business Communication Platform (BCP), for improved business document management.

The course contains exercises to demonstrate improved business document design, transformation, and distribution through a standardized interface to SAP systems for business documents from the SAP IDES training system.

The course is suitable for you if you are:

- an implementer of SAP integration solutions
- a developer of SAP / StreamServe business documents

At the end of this course, you will be able to install, configure, and integrate a StreamServe Connect *for* SAP – Output+ solution within your own organization.

Course length

1 day

Prerequisites

- StreamServe Fundamentals course or equivalent StreamServe experience
- StreamServe Administration and Implementation course or equivalent StreamServe experience
- StreamServe Advanced course or equivalent StreamServe experience
- Working knowledge of SAP
- Conceptual understanding of SAP Generic Output Format and PreformatIN considered an advantage

Course content

- Overview of SAP document formats and the StreamServe Connect for SAP product suite
- Configuring SAP Spooler and Output Devices
- Installing the StreamServe Connect *for* SAP – Output+
- Working with business documents in the following formats:
 - SAPGOF – Output Text Format (OTF)
 - SAPGOF – ABAP List (LIST)
- Conversion of SAPGOF data to LXF format
- Customization of SAPGOF conversion parameters
- Designing of PreformatIN Events

StreamServe Connect *for* SAP – E-docs

Dramatically reduce your Integration & Distribution costs whilst communicating the way your customers and trading partners expect with StreamServe Connect *for* SAP – E-docs.

This one-day hands-on course will show you how to receive, integrate and improve business document management for the following SAP data formats:

- RDI – Raw Data Interface (SAPscript)
- XSF – Xml for SmartForms

The course contains exercises to demonstrate improved business document design, transformation, and distribution through a certified interface to SAP systems for business documents from the SAP IDES training system.

The course is suitable for you if you are:

- an implementer of SAP integration solutions
- a developer of SAP / StreamServe business documents

At the end of this course, you will be able to install, configure, and integrate a StreamServe Connect *for* SAP – E-docs solution within your own organization.

Course length

1 day

Prerequisites

- StreamServe Fundamentals course or equivalent StreamServe experience
- StreamServe Administration and Implementation course or equivalent StreamServe experience
- StreamServe Advanced course or equivalent StreamServe experience
- Working knowledge of XMLIN
- Working knowledge of SAP
- Conceptual understanding of SAP Output Management System considered an advantage

Course content

- Overview of SAP document formats and the StreamServe Connect *for* SAP product suite
- Configuring SAP Spooler and Output Devices
- Installing the StreamServe Connect *for* SAP – E-docs
- Working with business documents in the following formats:
 - Raw Data Interface (RDI) Simple
 - Raw Data Interface (RDI) Standard
 - Xml for SmartForms (XSF)
- Working with StreamIN Events using SAP Form Reader
- Working with Input Analyzer and Agent Settings
- Working with XMLIN Events using filtering and XPath

StreamServe Connect *for* SAP – Delivery Manager

Track your SAP business document progress and success from screen to printer with StreamServe Connect *for* SAP – Delivery Manager and StreamServe Output Center, or any Output Management System (OMS).

On this course you will learn how to use the SAP External Output Management (XOM) interface, StreamServe Business Communication Platform (BCP) and StreamServe Output Center to send print job notifications reliably back into the SAP system.

The course focuses on document tracking and bi-directional communication between StreamServe and SAP using exercises with pre-configured messages from the SAP IDES training system.

The course is suitable for you if you are:

- an implementer of SAP integration solutions
- an administrator of SAP / StreamServe business document processes

At the end of this course, you will be able to install, configure, and integrate a StreamServe Connect *for* SAP – Delivery Manager solution within your own organization.

See also StreamServe Output Center course details

Course length

1 day

Prerequisites

- StreamServe Fundamentals course or equivalent StreamServe experience
- StreamServe Administration and Implementation course or equivalent StreamServe experience
- StreamServe Advanced course or equivalent StreamServe experience
- Working knowledge of SAP
- Conceptual understanding of SAP Output Management System / XOM considered an advantage

Course content

- Overview of SAP document formats and the StreamServe Connect *for* SAP product suite
- Overview of integration methods
- Configuring SAP Spooler and Output Devices
- Installing the StreamServe Connect *for* SAP – Delivery Manager
- Configuring SAP External Output Management Systems
- Configuring Delivery Manager services
- Development of a document tracking project
- StreamServe Output Center integration

StreamServe Connect for SAP – Business Processes

Connect your Business Processes to the rest of your enterprise and value chain with StreamServe Connect for SAP – Business Processes and StreamServe Business Communication Platform (BCP).

On this course you will learn how to exchange data between different systems and SAP, initiate pre-defined business processes within a SAP system and update SAP master data using standard SAP functionality. The course focuses on systems connectivity and bi-directional communication between StreamServe and SAP using exercises with pre-configured messages from the SAP IDES training system.

The course is suitable for you if you are:

- an implementer of SAP integration solutions
- an administrator of SAP / StreamServe business document processes
- a developer of SAP / StreamServe business documents

At the end of this course, you will be able to install, configure, and integrate a StreamServe Connect for SAP – Business Processes solution within your own organization. Please note that additional SAP BASIS / Integration expertise is required for completion.

Course length

1 day

Prerequisites

- StreamServe Fundamentals course or equivalent StreamServe experience
- StreamServe Administration and Implementation course or equivalent StreamServe experience
- StreamServe Advanced course or equivalent StreamServe experience
- Working knowledge of SAP
- Conceptual understanding of SAP power user activities
- Conceptual understanding of SAP RFC / ALE / BAPI / IDoc considered an advantage

Course content

- Overview of SAP the StreamServe Connect for SAP product suite and required terminology
- Overview of StreamServe Connect for SAP – Business Processes
- Installing the StreamServe Connect for SAP – Business Processes
- Working with IDoc documents
 - Overview of IDoc technology
 - Configuring SAP to send IDoc documents
 - IDoc Extraction Server
 - IDoc Reader
 - IDoc exercises to send and receive SAP data
- Working with BAPI functions
 - Overview of BAPI technology
 - BAPI scripting
 - BAPI exercises to retrieve, update and create SAP data

Output Center

StreamServe Output Center enables you to manage print jobs and printing devices throughout an entire printing network.

This one day hands-on course examines the product components, demonstrates basic and advanced configurations, and provides guidelines for implementation.

At the end of this course, participants will be able to install, configure, and implement a StreamServe Output Center solution within their own organization.

Course length

1 day

Prerequisites

- StreamServe Fundamentals course or equivalent StreamServe experience
- StreamServe Administration & Implementation course or equivalent StreamServe experience
- StreamServe Advanced course or equivalent StreamServe experience
- General knowledge of relational databases & SQL

Course content

- Output Center installation
- Output Center client configuration
- Output Center services configuration
- Configuring a Design Center project for use with Output Center
- LPR integration
- Accounting
- Server scripting
- Deployment

Interactive Forms - The Basics

This course provides you with basic knowledge of how to implement an Interactive Forms solution. The course consists of a mixture of theoretical overviews and hands-on exercises.

After this course, you will be able to:

- understand the terminology of the Interactive Forms product suite
- understand the area of use for Interactive Forms
- identify the requirements for installing a Interactive Forms solution
- create simple Interactive Forms
- integrate forms with StreamServe Projects
- examine how to configure form user rights at connection
- practice various exercises in Interactive Forms development.

Course length

2 days

Prerequisites

- StreamServe Fundamentals course or equivalent StreamServe experience
- StreamServe Administration & Implementation course or equivalent StreamServe experience
- StreamServe Advanced course or equivalent StreamServe experience
- General understanding of internet technologies, particularly web servers and web applications
- Basic knowledge of SQL databases, datatypes
- Basic XML knowledge

Course content

- Interactive Forms overview and architecture
- Using Interactive Forms
- Developing simple Interactive Forms
- Configuring output in StreamServe
- Developing advanced Interactive Forms

Post-Processing

This course is intended for those who are working with or will work with printing and post-processing of documents, including document consolidation, enveloping, OMR marks, and labels.

You will get a chance to acquire both understanding and technical skill in post-processing functionality in version 4.

A StreamServe certified instructor leads you through theoretical overviews and hands-on exercises.

Course length

1 day

Prerequisites

- Solid knowledge and experience in working with StreamServe Projects in version 4.
- Knowledge in PreformatIN configuration is considered an advantage

Course content

- Storing documents in the Postprocessor repository
- Retrieving and post-processing the documents
- Generating statistics reports
- Creating a leaflet

Concept

This course is an introduction to the possibilities with StreamServe.

The course mainly describes three topics:

- What StreamServe does
- StreamServe area of use
- StreamServe customers

The intended audience is, for example, executives, IT managers, business developers, and project managers.

This course is delivered as a 3 hour webinar and starts at 2pm CET.

Course length

0.5 days

Prerequisites

There are no specific prerequisites for this course.

Course content

Enterprise Document Presentment

- Layouts
- Data formats
- Distribution channels

The result of using StreamServe

- Cost savings
- Customer retainment
- Branding
- Market awareness

StreamServe customers

- Industry solutions: Financial Services, Retail, Utilities and Manufacturing
- Customer cases

About StreamServe

StreamServe Inc. is a leader and innovator in the fast-growing Enterprise Business Communications (EBC) market, with over 4,000 customers worldwide. We are the only organization to provide an independent platform for the two-way exchange of critical business information in any channel or format. Our pioneering approach enables companies reduce the cost of communicating with their customers, suppliers and employees. It also increases the ROI from enterprise applications and makes all of their printed and electronic output more personalized and customer-focused.

StreamServe was founded in Sweden in 1995. Today, our solution is distributed and supported in 130 countries. StreamServe alliances include major application vendors, systems integrators and e-business providers such as IBM, SAP and Oracle.

StreamServe and Business Communication Platform are trademarks of StreamServe Inc.



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