



Metrix Installation Guide  
Includes links for Metrix version 25.1  
2026

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 Metrix | Installation Guide

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## Contact Information

Metrix Support	
Web Site:	<a href="http://communities.epssw.com">communities.epssw.com</a>
US Phone:	(412)-785-1699
UK Phone	+44 (1246) 927830
E-Mail:	<a href="mailto:metrix.support@epssw.com">metrix.support@epssw.com</a>

Metrix Support hours are 8AM CET to 5pm ET Monday – Friday. You may contact support at the above numbers or via our customer portal at [communities.epssw.com](http://communities.epssw.com).

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

Professional Services	
E-Mail:	<a href="mailto:myepsservices@epssw.com">myepsservices@epssw.com</a>

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

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## Metrix Base – Key Features

- Maximum sheet dimension (W and H): 984.25” (25,000mm).
- Maximum products handled by Auto Layout: 16.
- Maximum products per project: 100.

Feature	Included or optional
Plans/imposes flat, folded, bound, and die-cut jobs	Included
Automatically determines the most cost-effective Production Method, Press, and Sheet Size (Auto Production)	Included
Automatically matches new layouts to saved profiles (Standards)	Included
User Permissions, Logins, and Passwords	Included
Handles chop cuts automatically (Auto Bleed)	Included
Prints reports	Included
Imports JDF	Included
Imports Metrix XML and CSV data	Included
Exports Imposed PDF	Included
Exports Metrix XML	Included
Exports JDF Imposition/JDF Stripping	Included
Exports JDF/CIP 3 Cutting data	Included
Exports JDF/CIP Folding data	Included
Exports JDF Binding data	Included
Site Licenses	Included
JDF Color Mapping	Included
Roll-fed presses	Included
Stock support	Included
Run List	Included
Auto Expand/Contract Trims	Included
Super Wide Format	Included
Media Optimization module	Included
Display Graphics module	Included
Content Previews	Included
Barcodes module	Included
Cut and Stack module	Included
Multi-Web Support	Included
Auto Plan module	Optional
Capacity Plus module	Optional
N-Up Binding module	Optional
Automation Pro module	Optional
Automation Lite module	Optional
Irregular Shapes module	Optional

## Optional Modules

### Auto Plan Module

- Automatically and dynamically determines how many layouts are required for the products in the project.
- Plans and simultaneously imposes across multiple press sheets and even multiple presses.
- Uses real costing data from the Metrix database.
- Applies standards where appropriate.
- Uses proprietary and sophisticated algorithms to consider dozens, hundreds, or even thousands of options to find the most cost-effective project solution.

### Capacity Plus Module

- Allows for projects of greater complexity – more products for Auto Layout and Auto Production calculations and more products per project.
- Up to 2,000 products allowed per project, regardless of the number of press sheets.
- Up to 200 products allowed for Auto Production and Auto Layout calculations.

### N-Up Binding Module

- Automates setup of products that print, fold, and bind 2- or 3-up on a press sheet.
- Provides visual feedback on how the project will fit on a press sheet with the new manufacturing configuration.

**Note:** Metrix compensates for shingling/creep.

### Automation Pro / Automation Lite Modules

Automation Pro and Automation Lite are advanced hot-folder-driven modules for Metrix that accept MXML, CSV, JDF Stripping, or JDF Intent files and fully automate their processing in Metrix. “Automation mode” (available in the File menu) switches Metrix to the Automation User Interface that enables many projects to flow through Metrix with no operator involvement.

- When MXML files arrive in the Automation Hot Folder, the system:
    - Creates a Metrix project.
    - Applies settings.
    - Performs tasks.
    - Exports output files (JDF, PDF, etc.) automatically.
  - Commands can come from two places:
    - Loaded from one of several Commands files.
-

- Embedded in the incoming MXML data (Pro only).

Automation Lite functions like Automation Pro with two differences:

- Automation Lite does not allow you to embed scripting commands in incoming MXML files.
- There is no requirement to maintain a Maintenance Service Agreement (MSA).

## Non-rectangular Shapes Module

- Ability to nest non-rectangular shapes without needing a die-cutting tool or multi-up die standard.
- Die-cutting tools and multi-up die standards use the geometry of customer-supplied multi-up dies.
- Plans projects that contain a mix of die-cut and other types of products.

**Note:** Metrix plans die-cut products to a separate layout from other types of products.

---

## Platform and Licensing

Metrix features and functionality are identical on Windows and Mac OS. You can mix and match in a multi-user environment. eFlow licensing works on either platform.

### License Types

Metrix 25.1 uses eFlow License Manager, a web-based license server that replaces dongle-based licensing. The two license types are:

- **Concurrent User License:** This replaces the Network License, which allowed multiple installations of Metrix to use the same License Server and dongle. The Concurrent User License is managed by eFlow and can be shared by multiple users who can also share the same database via the Database Server.
- **Single User License:** This replaces the Local Machine License, which applies to only one installation of Metrix. The Single User License is also managed by eFlow. It can be used by only one installation of Metrix at a time and requires using an embedded database.

### Metrix Multi-User Deployment

Multiple instances of Metrix on Windows and/or Mac OS can share a single eFlow license key via the eFlow License Manager, which serves the license to Metrix clients on the network.

This installation is called Concurrent User Licensed Metrix. The Metrix Data Server can be either on the same computer as the eFlow License Manager or on a different one.

**Note:** Metrix clients are full installations of the software, where the processing occurs locally, that share data through the Metrix Data Server.

### eFlow License Manager

**Important:** Metrix 25.1 requires eFlow LIM version 10.0.10056.39 or newer. This version is compatible with Mac OS 12 and Windows 11. At the time of this release, the latest version of eFlow LIM is 12.0.120027.15. You can download the eFlow LIM installer for Windows and Mac using the following links:

[eFlow 12.3.123045.33 MacOS LIM.zip](#) (Mac installer)

[eFlow 12.3.123045.33 Win LIM.exe](#) (Windows installer)

### About the eFlow License Manager

eFlow License Manager (LIM) is used for licensing Graphic Communications components. This is for components that do not need the full capabilities of the main eFlow product.

After you install the eFlow LIM, you can then apply the license for your Graphic Communications component using a license key. The installation and licensing process requires an Internet connection.

**Notes:**

- If do not have an Internet connection on the machine where you are applying the license, you can request a license file from Graphic Communications.

- If you need to transfer the license to a separate machine after it has already been applied, contact Support.
- If you need to transfer the eFlow LIM to another server, contact Support as you will not be able to reactivate the license for Metrix using the same activation code.

## Licensing Metrix

Only Metrix can be licensed using the eFlow LIM.

The eFlow LIM permits you to install Metrix on any number of computers because the License Server controls the number of concurrent users running Metrix at any one time.

Metrix uses three main programs when running this way:

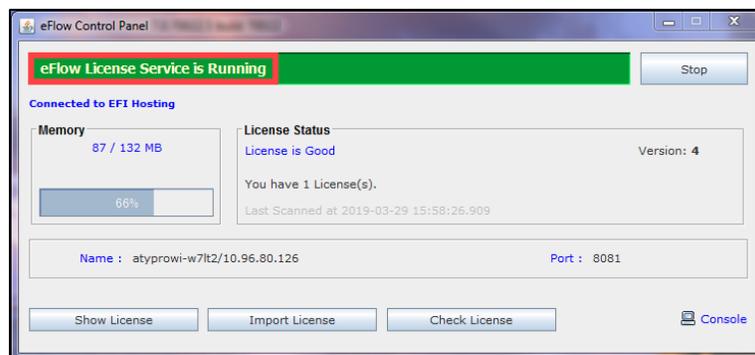
- **eFlow License Manager:** The program that controls the number of Metrix clients that can run at any one time. eFlow LIM requires a license key to run and must have a static IP address.
- **Metrix Data Server:** Metrix clients communicate with this program to access the database. The Data Server must have a static IP address so the Metrix clients can access the shared database.
- **Metrix:** The full install of Metrix on any number of computers within a single physical site that have network access to the eFlow License Server and the Metrix Data Server. Metrix client installations must also have the eFlow License Key to run.

**Note:** You can install eFlow LIM on the same machine as the Metrix Automation Server.

## About Services

When eFlow LIM is installed, the eFlow Service is installed. This service must be left running for your license to be active and validated.

You can verify that the service is running in the **eFlow Control Panel**:



## Install the eFlow License Manager

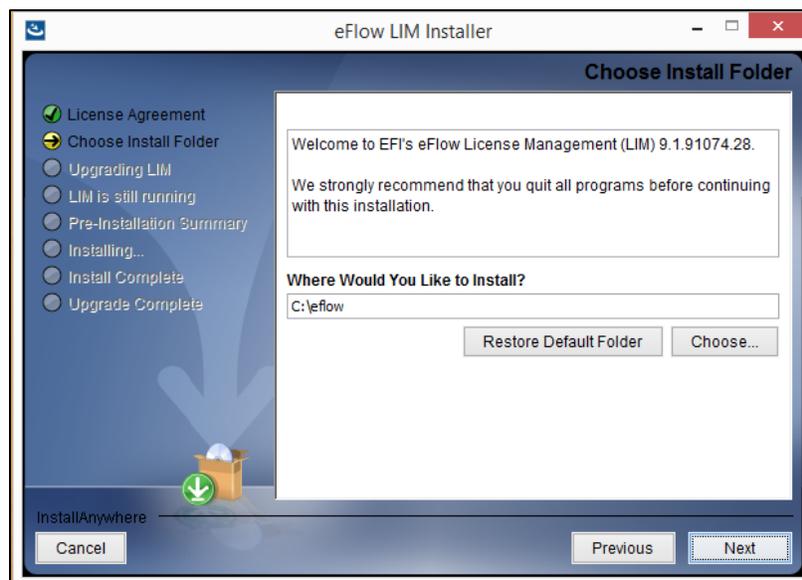
You must install and run the eFlow License Manager prior to starting Metrix.

## Windows Installation

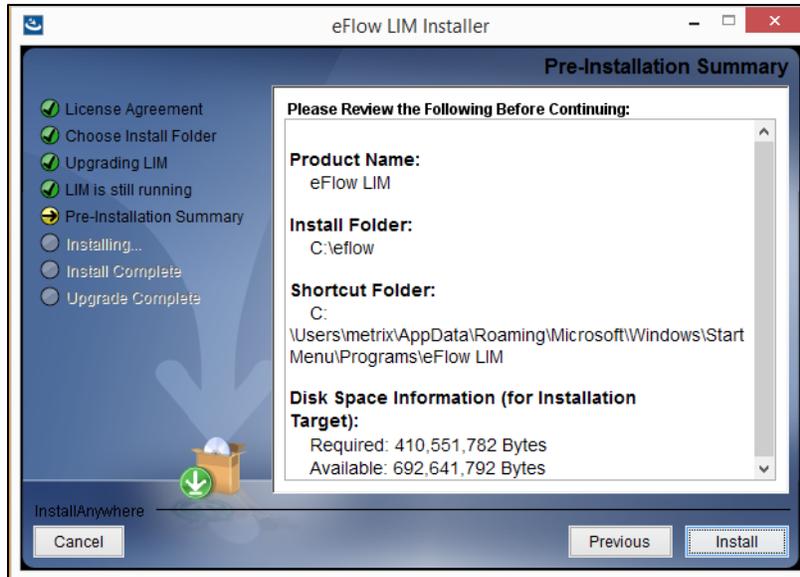
1. **Close** all open programs.
2. Click the execute the **eFlow 12.3.123045.33** file to launch the installer.
3. If the User Account Control window appears, click **Yes** to continue.
4. Click the **I agree** radio button to accept the license agreement, and then click **Next**.



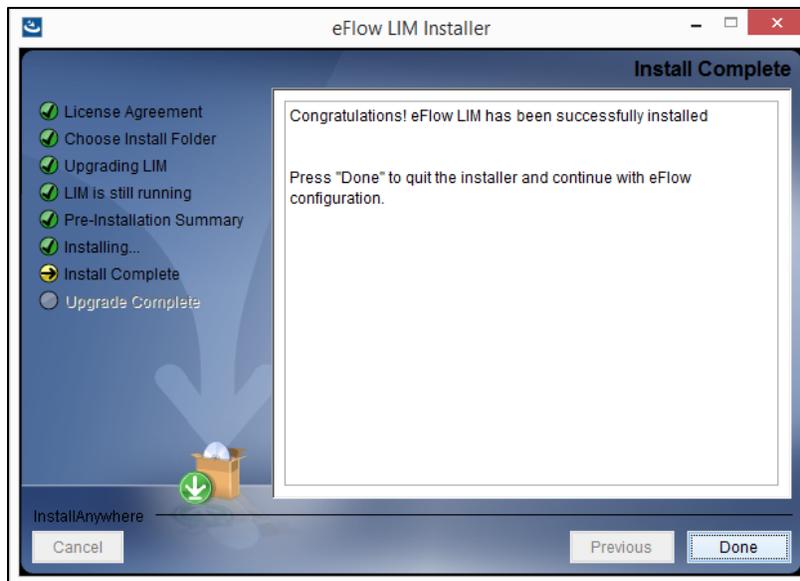
5. Accept the default location of **C:\eflow**, or select a different location, and then click **Next**.



6. Click **Install** in the Pre-Installation Summary window.

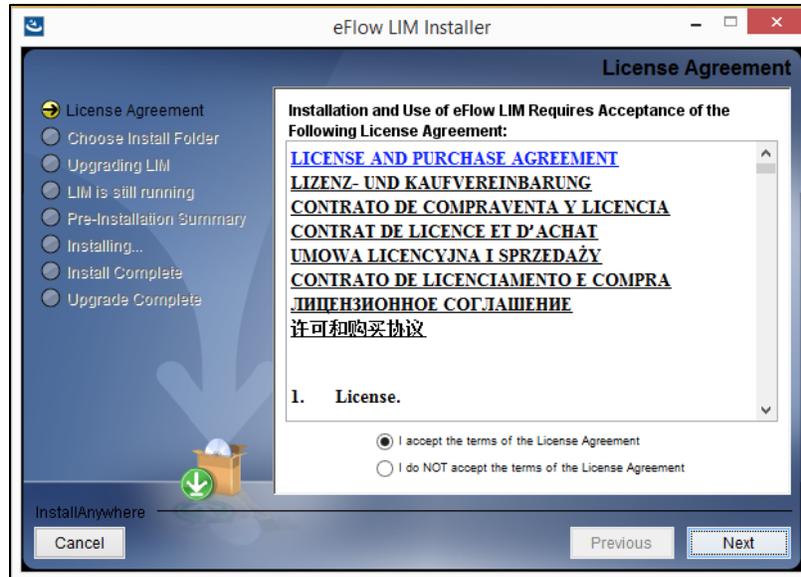


7. When the installation is complete, click **Done** to exit the installer.

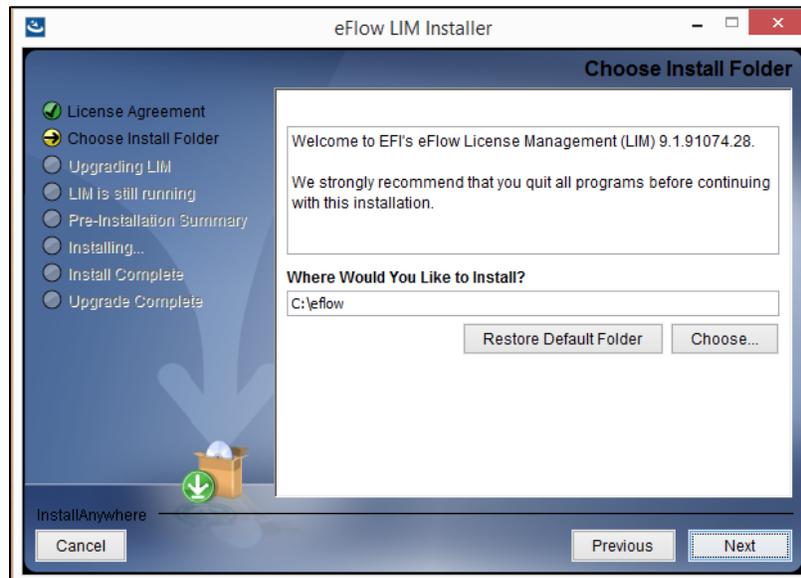


## Windows Upgrade

1. **Close** all open programs.
2. **Close** the Control Panel but *do not stop* the eFlow service.
3. Click the **eFlow\_12.3.123045.33\_Win\_LIM.exe** file to launch the installer.
4. If the User Account Control window appears, click **Yes** to continue.
5. Click the **I accept the terms of the License Agreement** radio button to accept the license agreement, and then click **Next**.

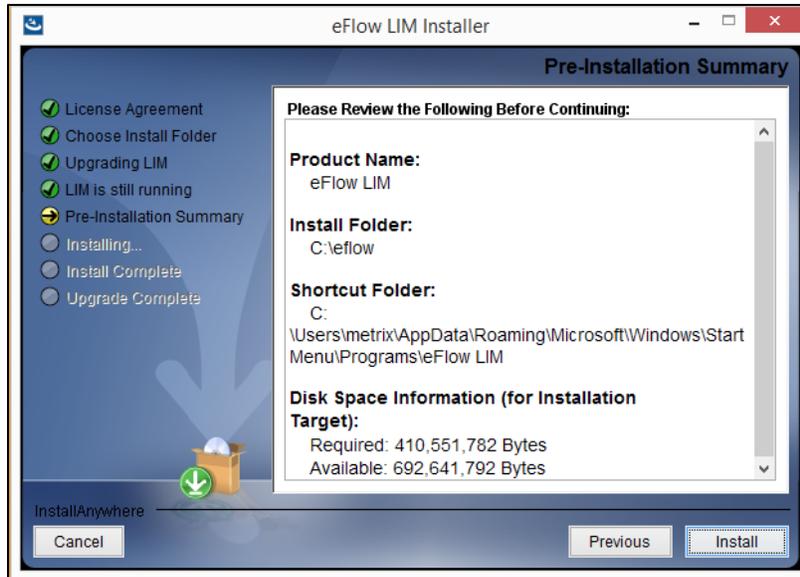


6. Accept the default location of **C:\eflow**, or select a different location, and then click **Next**.

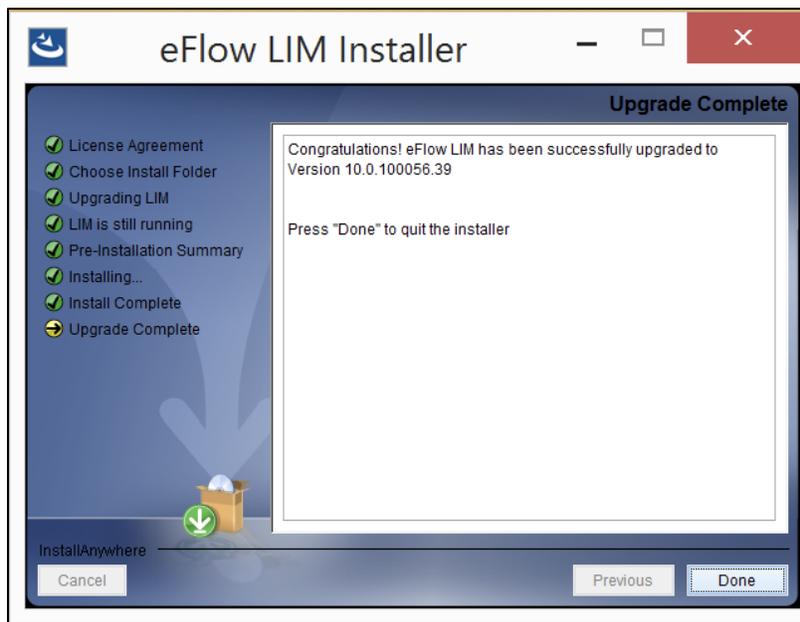


If the eFlow LIM control panel is open, the "LIM is still running" window will prompt you to close the program.

7. Click **Install** in the Pre-Installation Summary window.



8. When the upgrade is complete, click **Done** in the Upgrade Complete window and restart your computer.



## Mac OS Installation

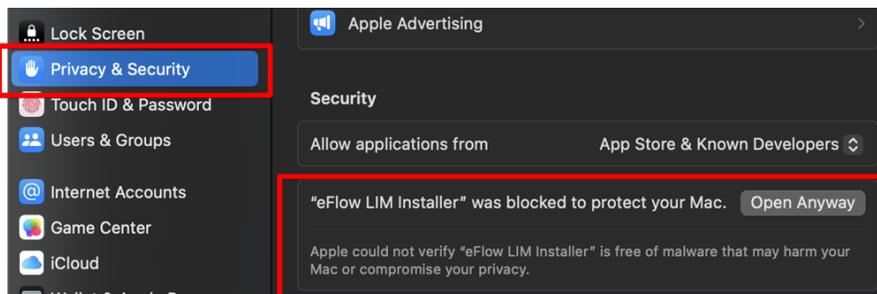
### MacOS 14 or 15

If you are installing eFlow LIM on MacOS 14 (**Sonoma**), or OS 15 (**Sequoia**) complete the following before continuing:

1. Download the eFlow LIM Mac installer from [eFlow 12.3.123045.33 MacOS LIM.zip](#).
2. If the eFlow LIM installer does not automatically unzip, unzip the downloaded zip file and copy the 'eFlow LIM Installer' to the Applications folder directly.
3. Execute the eFlow LIM Installer app. Since the application is downloaded from the Internet and has not been notarized (signed) by Apple it has a 'com.apple.quarantine' attribute. This attribute can be removed by either of two ways:
  - a. **Approach 1 - Using UI:**  
Go to the Applications folder, double click (or CMD+Click Open) on **eFlow LIM Installer**. Click **Done** on the warning pop-up "Apple could not verify...":



Go to **System Security>Privacy and Security**, and select **Open Anyway** for warning "eFlow LIM Installer was blocked to protect your Mac". Provide your admin password and follow the instructions (if it doesn't open, try the second approach).



- b. **Approach 2 - Using Terminal:**  
Open terminal and run the following command, providing the admin password (modify the app name as per installer name in your Application folder):  
`sudo xattr -rd com.apple.quarantine /Applications/eFlow\ LIM\ Installer.app`

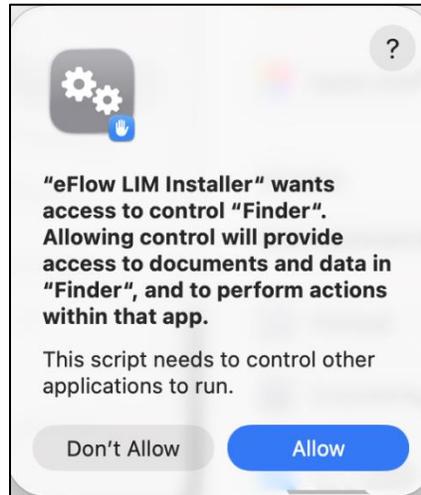
Double-click the app and follow the instructions. eFlow LIM might take a while to launch the JVM, please be patient and wait for a while. Please contact eFlow Support if you require help.

## MacOS 26 or later

If you are installing eFlow LIM on MacOS 26.0 (**Tahoe**) onwards:

Starting with macOS Tahoe 26.0, Apple has tightened System Integrity Protection (SIP) by enforcing stricter policies around inter-application scripting. Direct control of one application by another (e.g., via AppleScript or automation) now requires explicit user consent. For eFlow LIM, access to the Finder process is required.

After following all the above steps under “Step-by-Step Installation Guide”, macOS 26.0 requests permission for Finder through a system prompt. User must select **Allow** when requested:



If the consent dialog is not presented, use any one of the following methods:

1. Open **System Settings >Privacy & Security >Automation** and enable **Finder** access for eFlow LIM.



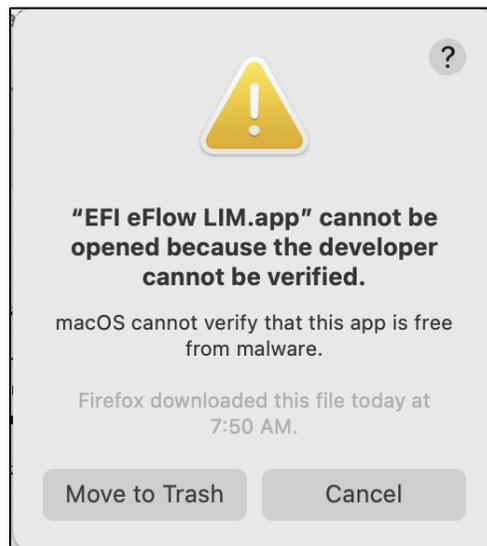
2. Reset the AppleEvents permission database for eFlow Installer via Terminal by running below command. On the next invocation, macOS will re-prompt for Finder access:

```
tccutil reset AppleEvents com.apple.ScriptEditor.id.eFlow-LIM-Installer
```

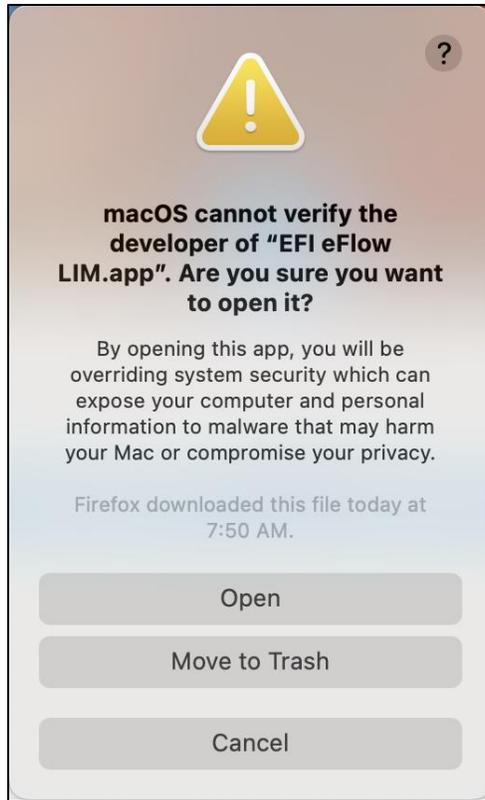
## Mac OS Upgrade

1. Stop the eFlow service and close the eFlow LIM Control Panel.
2. Download the eFlow LIM installer as described above.
3. If you are installing eFlow LIM on MacOS 14 (**Sonoma**), then do the following before continuing to step 4.
  - a. Download the eFlow LIM Mac installer from [eFlow 12.3.123045.33 MacOS LIM.zip](#).

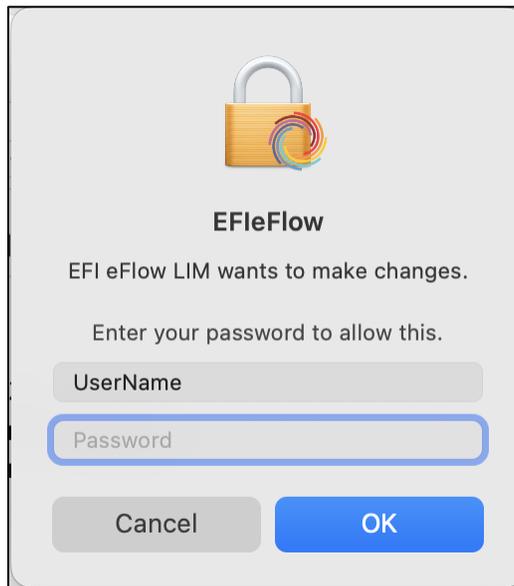
- b. If the eFlow LIM installer does not automatically unzip, then unzip the eFlow LIM installer while it is still in the Downloads folder.
  - c. Copy the installer file and navigate to **Go > Computer > Macintosh HD > Users**. Create a new folder called **EFlowInstaller** and paste the installer file inside this folder.
  - d. Open **System Preferences** and click **Security & Privacy**. Go to the **Full Disk Access** tab, then click the **+** (plus) icon and add the eFlow installer file ("eFlow LIM") to grant it full disk access.
4. Double-click the **EFI eFlow LIM.app** file to launch the installer.
  5. If the **EFI eFlowLIM** can't be opened a message appears, click **Cancel**.



6. Next, right-click on the **EFI eFlow LIM.app** file and select **Open** to launch the installer.
7. Click **Open** in the "macOS cannot verify the developer of "EFI eFlow LIM.app"" message window.



8. Enter your **Password**, and then click **OK**.

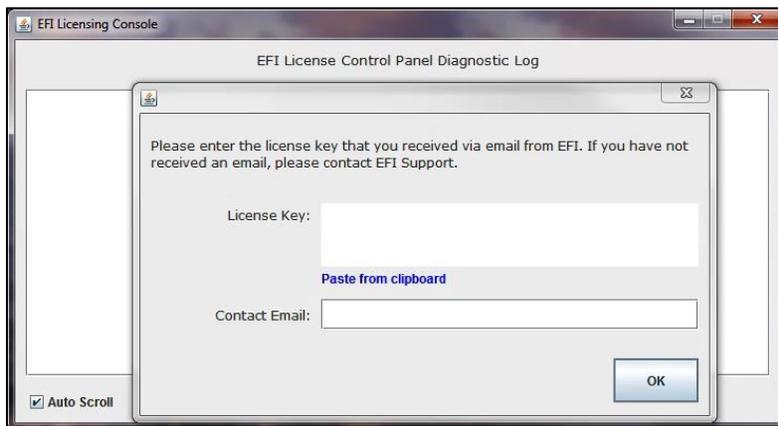


9. Launch the **eFlow LIM Control Panel**.
  10. If the service does not start automatically, click **Start** to start the eFlow service.
-

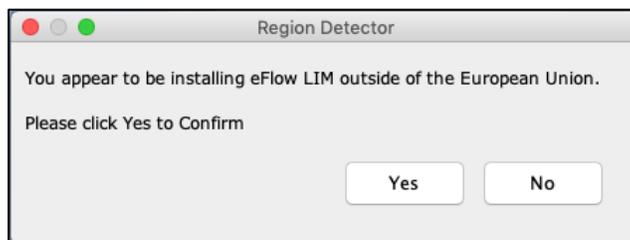
## Windows and MacOS Initial Setup

1. Click the eFlow icon to launch eFlow License Manager Control Panel.
2. Enter the License Key, or eFlow License Key, and your Contact Email address into the appropriate fields.

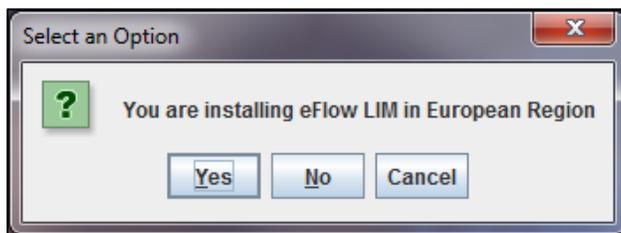
Metrix Support will send your **Contact Email** address a notification that includes your **License Key**, or **eFlow License Key**.



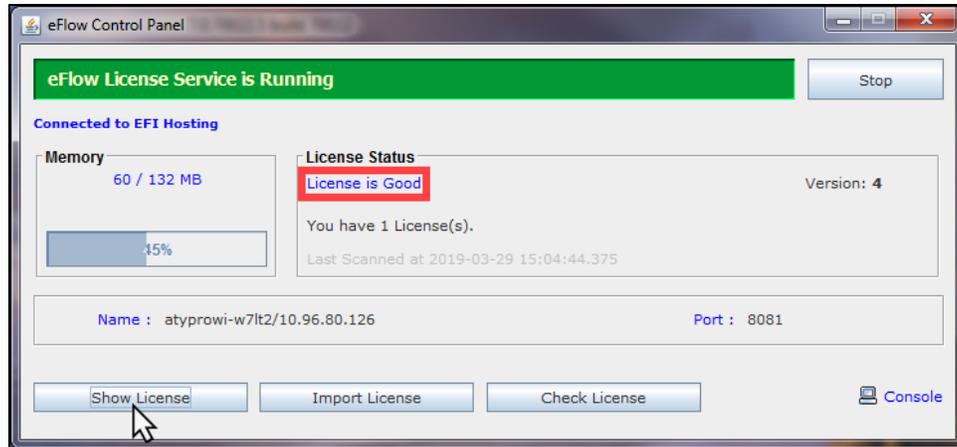
3. In the Region Detector window, select **Yes** if you are in a non-European region, and select **No** if you are in a European region.



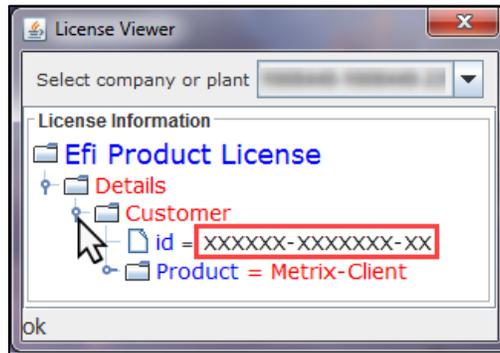
If you select **No**, the Select an Option window will appear. Click **Yes** to confirm you are installing eFlow in a European region.



4. Verify your **License Status** and select **Show License** to open the License Information window.



5. Click the **Customer** folder and copy your **Customer ID** number. After you install Metrix, you will need your **Customer ID** number to complete the **Metrix Initial Setup** as described in the section [Launch Metrix](#).



# Installing Metrix

## Upgrading old versions of Metrix

Metrix **25.1** is a full install only – there is no updater. To upgrade, you need to uninstall the previous version of Metrix and then perform a complete reinstallation. For instructions on uninstalling a previous version, please see [Upgrading Metrix](#) backup of your database before upgrading Metrix.

If you are upgrading from Metrix 2018 or earlier with *all* database types, you must install Metrix 2019.2 and upgrade the database to that version before installing Metrix 24.1 and upgrading the database again.

If you are running Metrix with a HSQL database (Metrix Database Server or embedded database) and are upgrading from Metrix 2019.2 or later, you may see a message that tells you the database must be upgraded or that Metrix cannot find the database. In that case, you must first install Metrix 22.2 and upgrade the database to that version before installing Metrix 24.1.

## Windows installation

### Minimum system requirements on Windows

- **Processor:** Intel compatible, recommended: 8-core and 16-thread, minimum 4-core and 8-thread processor. Media Optimization module requires a minimum 8-core CPU (recommended 16 core if the Super Wide module is used):
    - **Processor Speed:** 2.8 GHz minimum
    - **Operating Systems:**
      - Metrix 25.1 will install only on 64-bit systems. Supported operating system versions include:
        - Microsoft Windows 11.x (64-bit)
        - Microsoft Windows Server 2019 (64-bit)
        - Microsoft Windows Server 2016 (64-bit)
        - Microsoft Windows Server 2022 (64-bit)
        - Microsoft Windows Server 2025 (64-bit)
        - Microsoft SQL Server 2014 SP3 and SP4 (64-bit)
        - Microsoft SQL Server 2016, 2017, 2019, 2022 and 2025

Microsoft has ended support for Windows 10, so Metrix will no longer support that platform. Microsoft has announced they will end support for Windows Server 2012 R2 effective October 10, 2023; Metrix will no longer support that platform after that date. We recommend you upgrade your system to Metrix current minimum system requirements.
  - **Memory:** Metrix installs with Memory requirements set to 4 GB for Metrix client and Data Server. If you need to change this, you can reduce it to 2 GB. For instructions on how to do this, please contact Metrix Support.
    - Metrix client—4 GB RAM
    - Metrix Data Server—2 GB RAM
    - Metrix Automation Server—8 GB
-

- Automation Server Pro – 16 GB RAM (Minimum) to 4 GB RAM per CPU Core (64 GB RAM Maximum)
- Automation Server Enterprise – 64 GB RAM (Minimum) to 4 GB RAM per CPU Core (256 GB RAM Maximum)
- Automation Server with Non-Rectangular module—8 GB RAM (Minimum) and 1 Dual-core Processor (Minimum)
- Automation Server with Display Graphics/Media Optimization/Super Wide Format—16 GB RAM (Minimum) (32 GB RAM and 16-core, 32-thread processor or better recommended)
- eFlow License Manager – 256 MB RAM
- **Monitor Resolution:** 1280 x 1024 or higher
- **Network (multi-user):** Static IP address for the **Data Server**, **eFlow License Manager**, and **Automation Server**. **Automation Server** runs as a service and needs a local administration account. Please note:
  - If you use the Content Previews module, the minimum RAM requirement for Metrix is 6 GB with 8 GB or more recommended.
  - The Content Previews module is processor intensive, so a fast multi-core processor is recommended. If PDF content is being accessed across a LAN, gigabit network speeds are recommended when accessing large content files.

## Pre-installation checklists

### Upgrading to Metrix 25.1 from a previous version

Be sure to save a backup of your Metrix Data and Marks folders, **metrix.properties** file, and Metrix Password file (.mpw, needed only if you are upgrading from Metrix 2016.2 or earlier) so that you can revert to your previous version if necessary.

#### Important:

- Always make a backup of your database before upgrading Metrix.
- If you are upgrading from Metrix 2018 or earlier with *all* database types, you must install Metrix 2019.2 and upgrade the database to that version before installing Metrix 24.1 and upgrading the database again.
- If you are running Metrix with a HSQL database (Metrix Database Server or embedded database) and are upgrading from Metrix 2019.2 or later, you may see a message that tells you the database must be upgraded or that Metrix cannot find the database. In that case, you must first install Metrix 22.2 and upgrade the database to that version before installing Metrix 25.1.

### **Metrix for Windows – Single User License**

Before you begin installing Metrix make sure that:

- Your Windows computer meets the minimum system requirements.
- You have your **eFlow License Key** available (Metrix needs this key to run).

### **Metrix for Windows – Concurrent User License**

Before you begin installing Metrix make sure that:

---

- Your Windows computer meets the minimum system requirements.
- The ports required for Metrix to communicate are open (see below).
- A static IP address is assigned to the computer(s) on which the **eFlow License Manager** and **Data Server** reside.
- You have your **eFlow License Key** available (Metrix needs this key to run).

### **Windows communication ports**

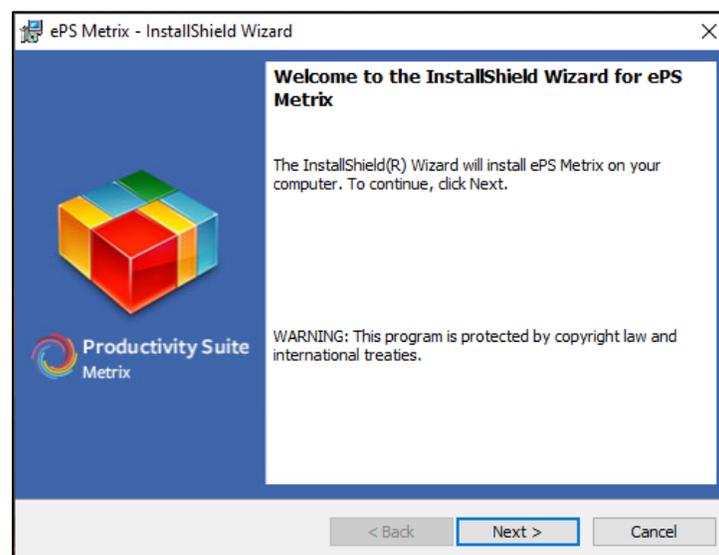
For any multi-user installation of Metrix, the following ports must be open:

- Data Server: **9939**
- eFlow License Manager: **8081**
- SQL Server: **1433**
- PostgreSQL Server: **5432**

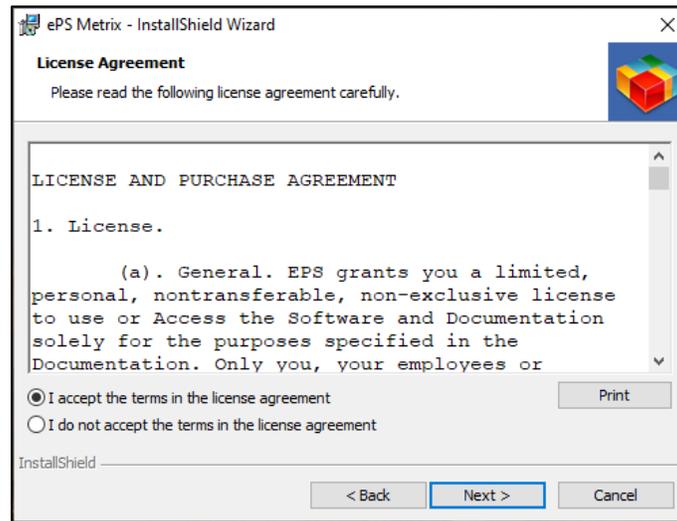
### **Installing Metrix on the Windows platform**

You must have Administrator privileges to install Metrix. Before installing, close all applications and restart your computer to clear any files from memory.

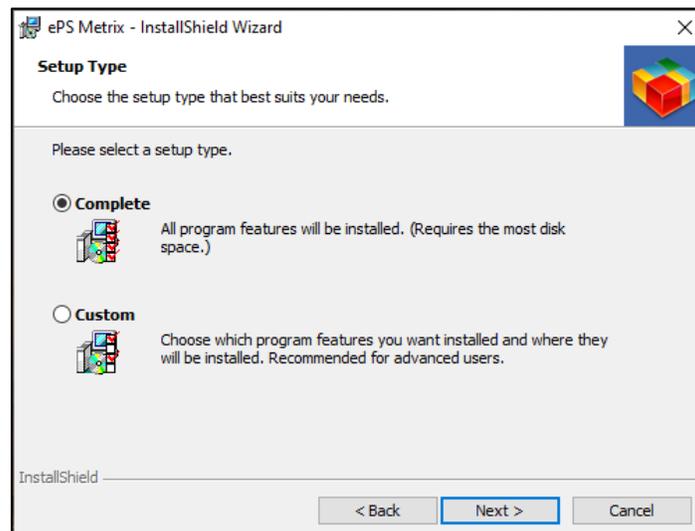
1. Copy the **ePS Metrix Installer.exe** file to your computer. Exact file names will vary based on the build number. For example, ePS Metrix 20251XXXXX.exe.
2. Double-click **ePS Metrix Installer**.
3. If the installer requests permission to install Metrix on your computer, click **Yes** to begin the installation.
4. On the welcome screen, click **Next**.



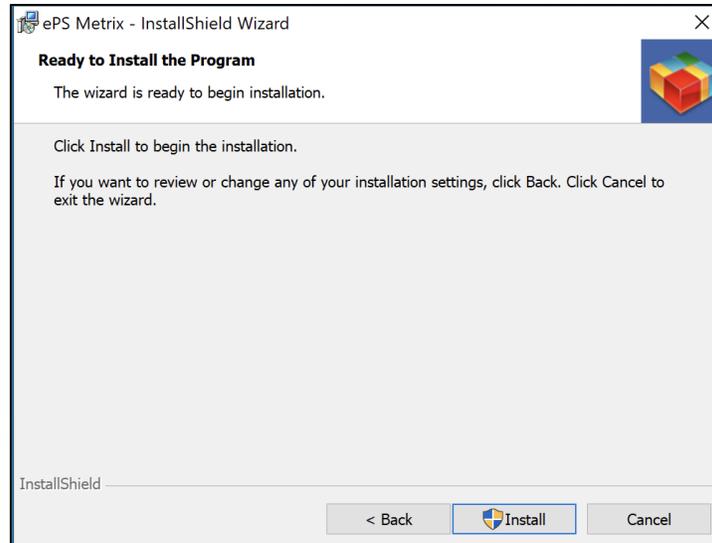
- On the **License Agreement** screen, read the “Software End User License Agreement,” click **I accept the terms of the license agreement**, and then click **Next**. Click **Print** if you want to print a copy of the EULA for your records.



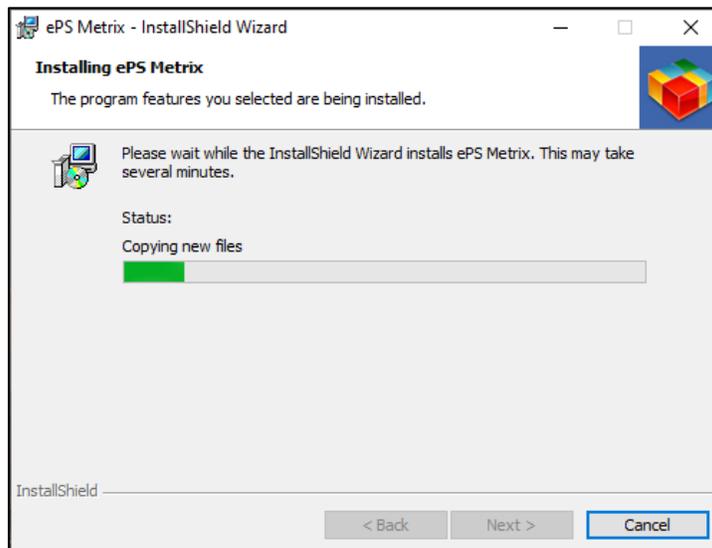
- In the **Setup Type** screen, select the default **Complete** (unless you have a reason to choose **Custom**), and then click **Next**.



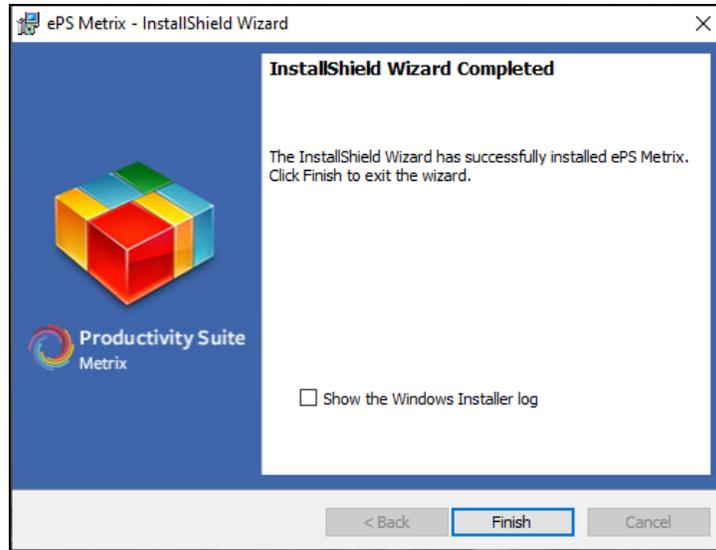
- On the **Ready to Install the Program** screen, click **Install**.



The **Installing ePS Metrix** screen will show progress as the software is installed. If a screen appears asking, **Do you want to allow this app from an unknown publisher to make changes to your device**, click **Yes**.



8. On the InstallShield Wizard Completed screen, click **Finish**.



## Mac OS installation

### Minimum system requirements

- **Processor:** Intel Core 2 Duo, recommended: 8-core and 16-thread processor. The Media Optimization module requires a minimum 8 core CPU (recommended 16 core if the Super Wide module is used.)
- **Processor Speed:** 2.8 GHz minimum
- **Operating System:**
  - OS 26 (Tahoe)
  - OS 15 (Sequoia)
  - OS 14 (Sonoma)
- **Memory:** Metrix installs with memory requirements set to 4 GB for Metrix client and Data Server. If you need to change this, you can reduce it to 2 GB. For instructions on how to do this, contact Metrix Support (see page 5 for contact information).:
  - Metrix Client – 4 GB RAM
  - Metrix Data Server – 2 GB RAM
  - eFlow License Manager – 256 MB RAM
  - Media Optimization – 16 GB RAM

If you use the Content Previews module, the minimum RAM requirement for Metrix is 6 GB with 8 GB or more recommended.

The Content Previews module is processor intensive. Thus, we recommend a fast multi-core processor. If PDF content is being accessed across a LAN, gigabit network speeds are recommended when accessing large content files

- **Monitor Resolution:** 1280 x 1024 or higher
-

- **Network** (multi-user): Static IP address for the Data Server and eFlow License Manager.

If you use the Content Previews module, the minimum RAM requirement for Metrix is 6 GB with 8 GB or more recommended.

The Content Previews module is processor intensive. Thus, we recommend a fast multi-core processor. If PDF content is being accessed across a LAN, gigabit network speeds are recommended when accessing large content files.

## Pre-installation checklist

### Upgrading to Metrix from a previous version

To upgrade, you need to uninstall the previous version of Metrix and then perform a complete reinstall. After completing the steps in this section, you will be directed to go to [Installing Metrix](#).

Be sure to read the instructions from the beginning and save a backup of your Metrix Data and Marks folders, **metrix.properties** file, and Metrix password file (.mpw, needed only if you are upgrading from Metrix 2016.2 or earlier) so that you can revert to your previous version if necessary:

- Always take a backup of your database before upgrading Metrix.
- If you are upgrading from Metrix 2018 or earlier with all database types, you must install Metrix 2019.2 and upgrade the database to that version before installing Metrix 25.1 and upgrading the database again.
- If you are running Metrix with a HSQL database (Metrix Database Server or embedded database) and are upgrading from Metrix 2019.2 or later, you may see a message that tells you the database must be upgraded or that Metrix cannot find the database. In that case, you must first install Metrix 22.2 and upgrade the database to that version before installing Metrix 25.1.

### Metrix for MacOS – Single User License

Before you begin installing Metrix make sure that:

- Your Mac OS X computer meets the minimum system requirements.
- You have your eFlow License Key available (Metrix needs this key to run).

### Metrix for MacOS – Concurrent User License

Before you begin installing Metrix make sure:

- Your MacOS X computer meets the minimum system requirements.
- The ports required for Metrix to communicate are open (see below).
- Static IP addresses have been assigned to the Data Server and to the eFlow License Server Control Panel.
- You have your eFlow license key available (Metrix needs this key to run).

### Mac OS communication ports

For any multi-user installation of Metrix, the following ports must be open:

- Data Server: 9939
-

- eFlow License Manager: 8081
- SQL Server: 1433
- PostgreSQL Server: 5432

## Installing Metrix on the Mac

Before installing, we recommend that you close all applications and restart your computer to clear any files from memory. You must have **Administrator** privileges to install Metrix. To start the **Metrix Installer**:

- Copy the **ePS Metrix Installer.dmg** file to the desktop on your computer. Exact file names will vary based on the build number. For example, ePS Metrix 20251XXXX.dmg.
- Double-click the **ePS Metrix Installer** file to open the **ePS Metrix Installer** disk image.
- On the ePS Metrix Installer screen, double-click the **ePS Metrix Installer.app** to start the Installer.

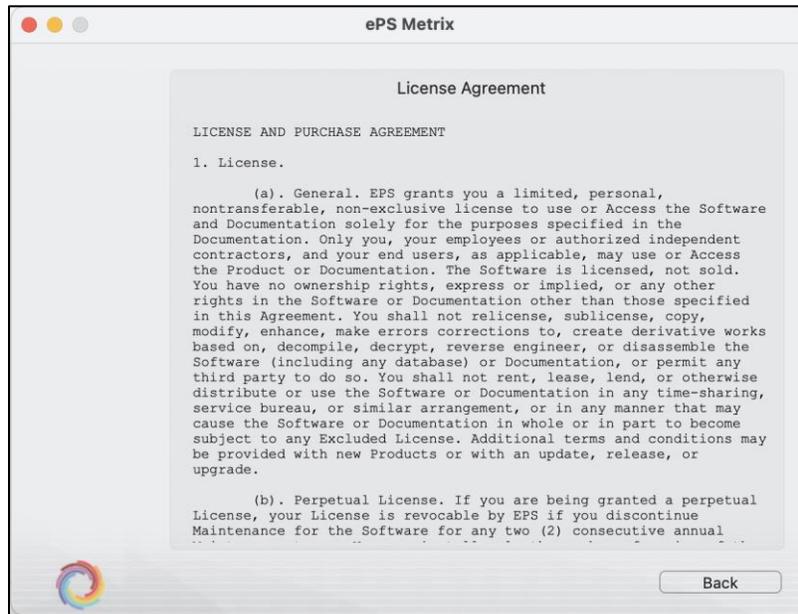


1. If an alert screen opens, click **Open** to continue.

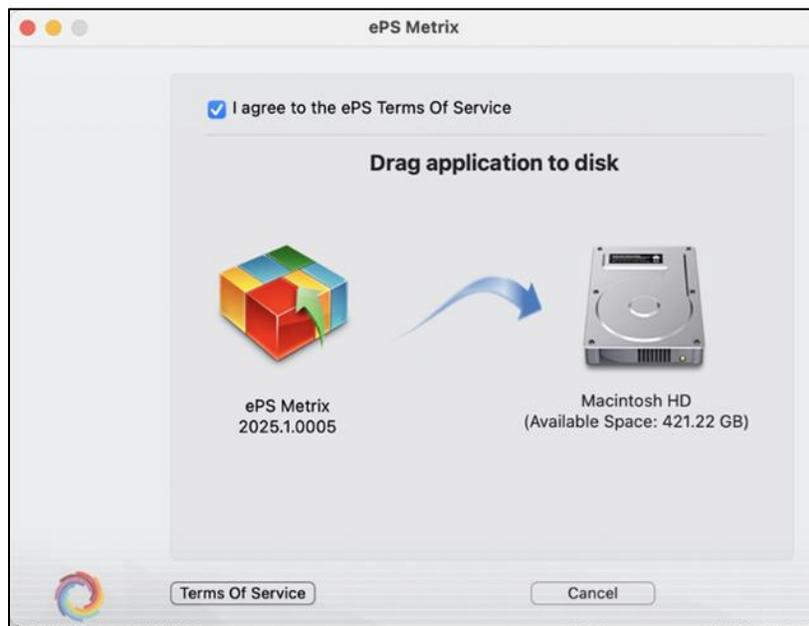


2. On the next screen:
-

- Click the **Terms Of Service** link and read the **License Agreement**. Click the **Back** button to return to this screen.
- If you agree to the terms of the **License Agreement**, select the **I agree to the Terms Of Service** check box.



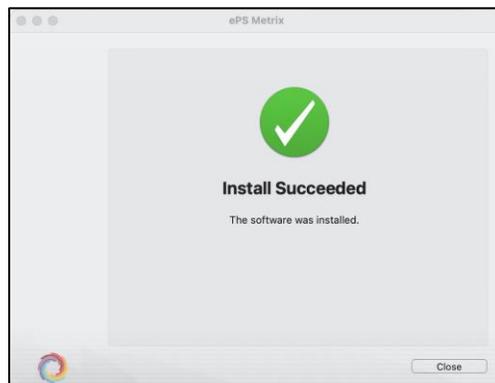
3. **Drag** the application to the disk to complete the installation:



4. On the authentication screen, enter the username and password for your system, and then click **OK**.



5. When the installation is complete, click **Close**.



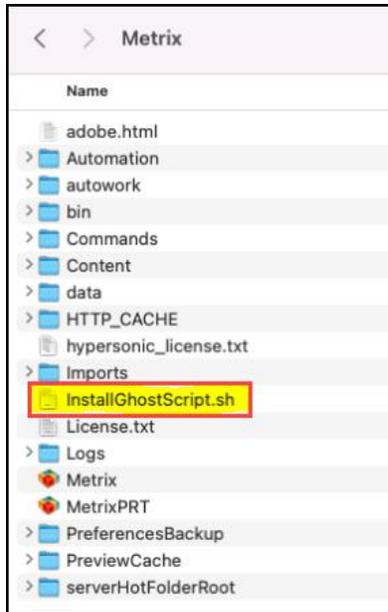
To set up Metrix, go to [Launch Metrix and Initial Setup](#).

## Installing New Renderer on Mac OS

Metrix will use the new preview renderer, which provides overprint previews for content containing overprint layers.

GhostScript is not installed as part of the Metrix installation on a Mac OS system. The instructions to install GhostScript on a Mac OS are as follows:

1. Check if the Metrix Package is installed on your system. Navigate to **Applications > EPS > Metrix**. If the Metrix folder is present inside the EPS folder, it indicates that Metrix is installed. If not, install Metrix on your system first.
2. Locate the **InstallGhostScript.sh** file inside the Metrix folder. The Metrix folder structure will be like shown below:



3. Open **Terminal** and enter `cd /Applications/EPS/ Metrix`. Then execute the script file by entering `./InstallGhostScript.sh` and press **Enter**.

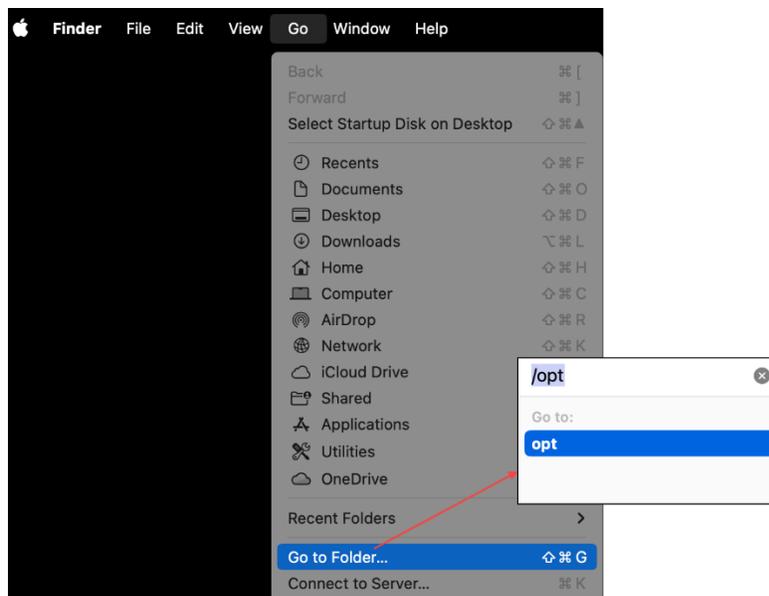
A screenshot of a Terminal window titled 'Metrix -- -zsh -- 80x24'. The terminal shows the following commands and output:

```
[vin @T3H0X3P21T ~ % cd /Applications/EPS/Metrix  
vin @T3H0X3P21T Metrix % ./InstallGhostScript.sh
```

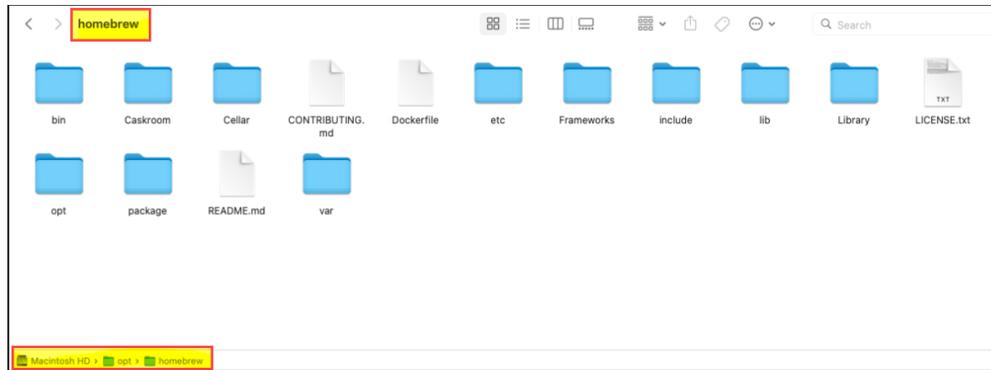
**Terminal** may prompt you to enter your system password and press the **Enter** key a couple of times. Once done, it will automatically install **HomeBrew** and **GhostScript** on your system if they are not already installed (a strong internet connection is required). After successful installation, a confirmation message in **Terminal** is displayed.

```
Metrix -- -zsh -- 80x22
==> Installing ghostscript dependency: little-cms2
==> Downloading https://ghcr.io/v2/homebrew/core/little-cms2/manifests/2.16
Already downloaded: /Users/vin/Library/Caches/Homebrew/downloads/c4e2b31b0d
aade62da1f3c2e57d69f74987bac35310011b87220145fa60b3558--little-cms2-2.16.bottle_
manifest.json
==> Pouring little-cms2--2.16.arm64_sonoma.bottle.tar.gz
📦 /opt/homebrew/Cellar/little-cms2/2.16: 22 files, 1.4MB
==> Installing ghostscript dependency: openjpeg
==> Downloading https://ghcr.io/v2/homebrew/core/openjpeg/manifests/2.5.2
Already downloaded: /Users/vin/Library/Caches/Homebrew/downloads/aa191c3580
781971a7ecfcc8c109ad1f70e33174c5714ff2640476560c91f532--openjpeg-2.5.2.bottle_ma
nifest.json
==> Pouring openjpeg--2.5.2.arm64_sonoma.bottle.tar.gz
📦 /opt/homebrew/Cellar/openjpeg/2.5.2: 538 files, 14.0MB
==> Installing ghostscript
==> Pouring ghostscript--10.03.0.arm64_sonoma.bottle.tar.gz
📦 /opt/homebrew/Cellar/ghostscript/10.03.0: 639 files, 146.1MB
==> Running `brew cleanup ghostscript`...
Disable this behaviour by setting HOMEBREW_NO_INSTALL_CLEANUP.
Hide these hints with HOMEBREW_NO_ENV_HINTS (see `man brew`).
Ghostscript has been installed successfully.
vin@T3H0X3P21T Metrix %
```

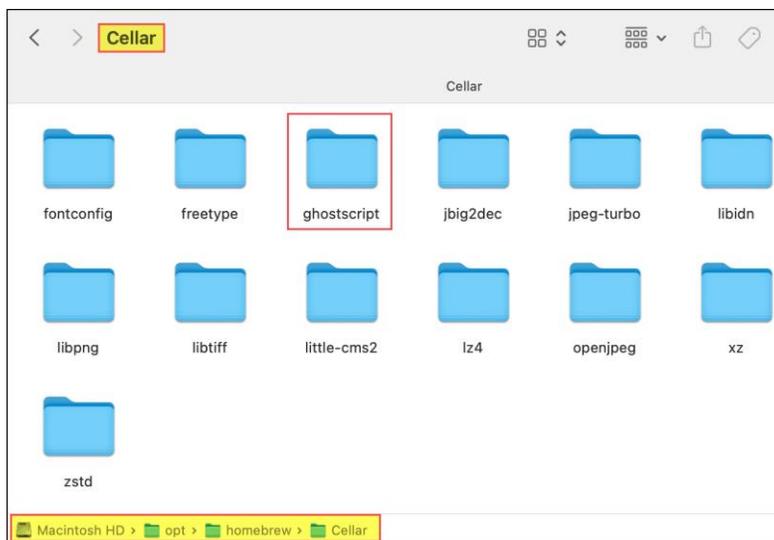
- To verify whether Homebrew and GhostScript are installed, navigate to **Go > Go to folder** and enter **/opt/** in the search field.



- You should find the **Homebrew** folder inside the **opt** folder, confirming that **Homebrew** has been successfully installed.



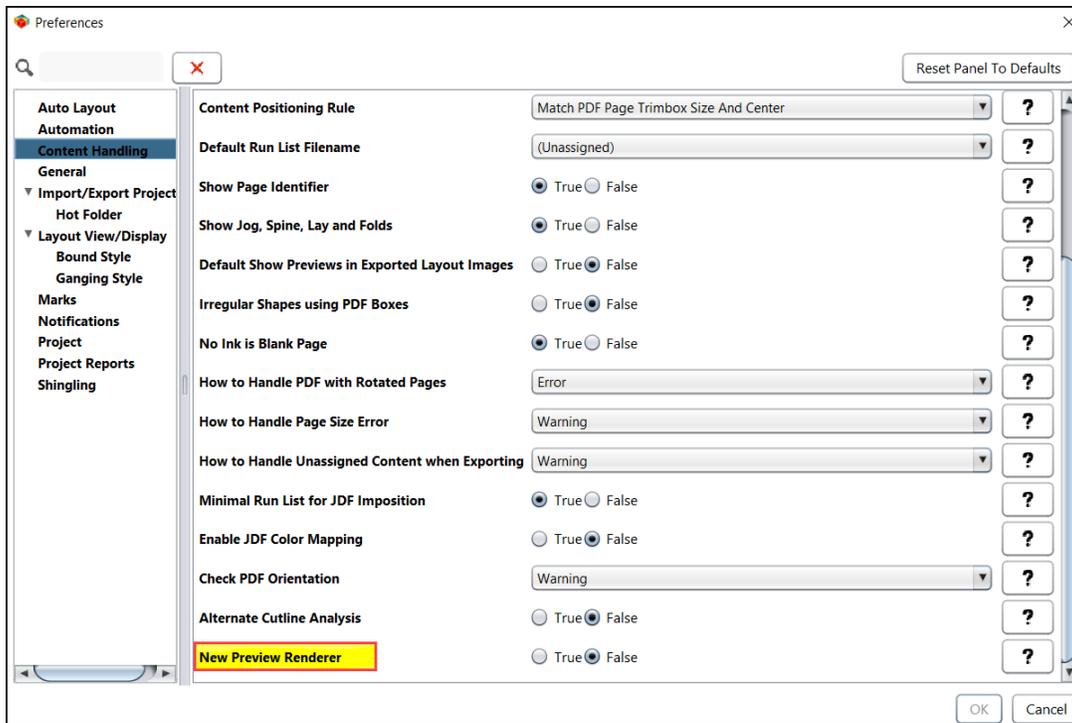
6. To verify **GhostScript** installation, navigate to **homebrew>Cellar** folder. You will find the **ghostscript** folder inside Cellar if GhostScript is installed correctly.



## Enabling the New Preview Renderer

You can display previews with the option to enable/disable the **Overprint** and **Knockout** feature:

1. To toggle the Overprint and Knockout feature in the preview within the Metrix application:
  - a. Navigate to **Settings>User Preferences**.
  - b. In the Content Handling tab, set the **New Preview Renderer** option to **True**. By default, this option is set to False. Click on **OK** to save the changes.



---

## Launch Metrix and Initial Setup

Earlier versions of Metrix installed in C:\ProgramData\EPS\Metrix and C:\Program Files\EPS\Metrix on Windows and /Applications/EPS/Metrix on MacOS; Metrix 22.2 and newer installs in C:\ProgramData\eps\Metrix and C:\Program Files\EPS\Metrix on Windows and /Applications/EPS/Metrix on MacOS. If you are upgrading Metrix from an earlier version, make a backup of your Data and Marks folders and, after installing Metrix 25.1, place those copied folders in C:\ProgramData\EPS\Metrix (Windows) or /Applications/EPS/Metrix (Mac).

1. Start eFlow License Manager if it is not already running.
  2. If you have Concurrent Licensed Metrix, start the Data Server (C:\ProgramFiles\eps\Metrix or /Applications/EPS/Metrix).
  3. Double-click the **Metrix** application icon on your desktop.
  4. In the **Metrix Initial Setup** screen provide the setup information (the image below is from a Mac installation).
    - On the right of the screen you will see red and green icons:
      - Green = OK
      - Red = Required fields
    - **Locale:** Accept the default **English** or select another language from the pull-down list.
    - **MIS System:** Accept the default (**None**) or select an MIS option from the pull-down list.
    - **License Server Address:** Enter the static IP address or DNS name for your eFlow License Manager.
      - If you are running the eFlow License Manager on the local machine, enter localhost or 127.0.0.1.
      - If you are running the eFlow License Manager on a different machine, enter the IP address for that server.
      - Press the **Tab** or **Enter** key to validate the license server address.

When the connection is established, eFlow appears in the field next to the License Server Address field.

If the text “Failed to identify licensing type” appears, verify that the eFlow License Manager is running, the computer is connected to the network, and you have entered the correct license server-address and port (if applicable), and then press Tab again. Validation of the license server IP address should take no longer than 5 seconds.

If you choose to change the default port for the eFlow License Manager, enter the IP address followed by a colon and the port number (e.g., 192.168.1.10:8082 or eflow:8082).
    - **Customer ID:** Enter the Customer ID number provided by ePS for your Metrix license.
    - **Measurement Units:** Select an option (i.e., Inches or Millimeters).
-

#### Database Configuration Settings:

- **Database:** Click on the Database pull-down list and choose from the options:
  - Embedded Database – select this if you have a Single User License. No additional fields are required.
  - Metrix Database Server (hypersonic). Enter the Database Server's static IP address. If you selected either **Microsoft SQL Server** or **PostgreSQL Server**, enter the DNS name of the computer on which the Database Server is installed.

If you select either Microsoft SQL Server or PostgreSQL Server, the **Database Name**, **Username**, **Password**, and **Connection Properties** fields become available:

- Microsoft SQL Server. Enter the DNS name of the computer on which the Database Server is installed.
- PostgreSQL Server. Enter the DNS name of the computer on which the Database Server is installed.

**Note:** If your SQL configuration requires a port for the Database Server other than the default (1433 for Microsoft SQL Server, 6543 for PostgreSQL Server with eFlow, 5432 for PostgreSQL Server without eFlow, 9939 for Metrix Database Server), in the Database Address field enter the address or DNS Name followed by a colon and the port number (e.g., 123.45.6.78:9999).

**Important:** When you do new setup using the Metrix Initial Setup dialog, "encrypt=true" and "trustServerCertificate=true" tags are automatically added in the Connection Properties field while connecting to an MS SQL database.

Metrix Initial Setup

Provide the following setup information.  
Red dots indicate required fields.

Locale: English

MIS System: (None)

License Server Address: eFlow

License ID:

Database Configuration Settings

Database: Microsoft SQL Server

Database Address:

Database Name: Metrix23.2

Username: Metrix

Password:

Connection Properties: encrypt=true;trustServerCertificate=true

Measurement Units: Inches

Save and Launch Quit

For existing databases, you must edit the `metrix.properties` file to add the flag. Edit the `jdbc.URL` line. An example is below:

```
jdbc.URL=jdbc\:sqlserver\://MSSQL.sample.com\:1433;databaseName\=metrix;
encrypt=true;trustServerCertificate\=true
```

**Important:** When you do new setup using the Metrix Initial Setup dialog, "encrypt=true" and "trustServerCertificate=true" tags are automatically added in the Connection Properties field while connecting to an MS SQL database.

**Note:** Metrix validates the Database Configuration information when all the relevant fields for the selected database type have been completed.

If a message appears at the top of the screen informing you that Metrix cannot find the database server, verify that the server is running, the computer is connected to the network, and you have entered the correct database server address and port (if applicable). Click the Database Address field, and then press Tab again. Validation of the database server IP address should take no longer than 5 seconds.

Click **Save and Launch** to open Metrix (or click **Quit** to close without saving), log into Metrix with the password that applies to your User Role, and then click **OK**:

Login	Password
Administrator	a
Guest	guest
Senior	senior
Junior	junior

**Important:** Change your password to a more secure alternative when you are finished, or create your own user IDs and passwords in the database.

## Upgrading Metrix

To upgrade, you need to uninstall the previous version of Metrix and then perform a complete reinstall. After completing the steps in this section, go to [Installing Metrix](#).

If you are running Metrix with a HSQL database (Metrix Database Server or embedded database) and are upgrading from Metrix 2019.2 or later, you must first back up your database, install Metrix 22.2, and upgrade the database to that version before installing Metrix 25.1.

If you are upgrading from Metrix 2018 or earlier, you must back up your database, install Metrix 2019.2, and then upgrade the database to 2019.2. You must then install Metrix 22.2 and upgrade the database to that version before installing Metrix 25.1 and upgrading the database again.

**Note:** “ePS Metrix” is in the process of being rebranded to CAI Graphic Communications. rebranded as “ePS Metrix”. As a result, the directory structure has changed. Metrix 22.1 and earlier was installed into C:\Program Files\EFI\ and C:\ProgramData\EFI\ on Windows, and in /Applications/EFI/ on Mac. Metrix 22.2 installs into C:\Program Files\EPS and C:\ProgramData\EPS\ on Windows and into /Applications/EPS/ on Mac.

### (1) Shut Down the Data Server and the License Server

#### Shutting down the Data Server

Ensure that all Metrix clients are shut down:

- Metrix 2016.2 and earlier: On the Data Server computer, execute **Shutdown Metrix Data Server**.
- Metrix 2017.3 and later: In the Metrix Data Server window, click **Shutdown**.

**Important:** These are the *only* methods you should use to shut down the Data Server. If the Data Server is ever shut down abruptly (for example, with a CTRL+C in a command line in Windows or Force Quit on Mac), some data loss may occur.

### (2) Back up your Metrix 22.2 (and earlier) files and folders

To preserve the Metrix database, marks, and settings, back up these Metrix folders and files found inside your Metrix folder, C:\ProgramData\EPS\. An easy way to do this is to make a copy on your desktop of these folders.

- Data folder
- Marks folder
- **metrix.properties** file (Metrix 2016.2 and earlier)

**Note:** Not all configurations of Metrix have all the above folders and files in the Metrix folder. If your Metrix folder does not contain all the above folders and files, then back up the files it does contain.

---

### (3) Uninstall Metrix

#### Windows

1. Go to the Windows Control Panel.
2. Select **Uninstall a program** and uninstall the Metrix program. Depending on which version of Metrix is installed, it may be in the EFI directory or the EPS directory.
3. Delete the **Metrix** folder at C:\ProgramData\EPS\. If your ProgramData folder does not appear in your C: drive menu, follow the steps to make the ProgramData folder visible:
  - a. Click the **Windows Start** button.
  - b. In the **Search programs and files** field, type “folder options.”
  - c. Select the **Change search options for files and folders** option.
  - d. Open the **View** tab.
  - e. In the Files and Folders | Hidden files and folders section, **select Show hidden files, folders, and drives**.
  - f. Click **Apply**.
  - g. Click **OK**.
4. You should now be able to see the **ProgramData** folder on your hard drive so you can open it and delete the **Metrix** folder.

#### Mac

1. Go to **Applications > EPS** on your computer and drag the **Metrix** folder into the trash. If the Metrix shortcuts on your desktop did not disappear, drag them into the trash too. Depending on which version of Metrix is installed, it may be in the EFI directory or the EPS directory.
  2. Empty the trash.
-

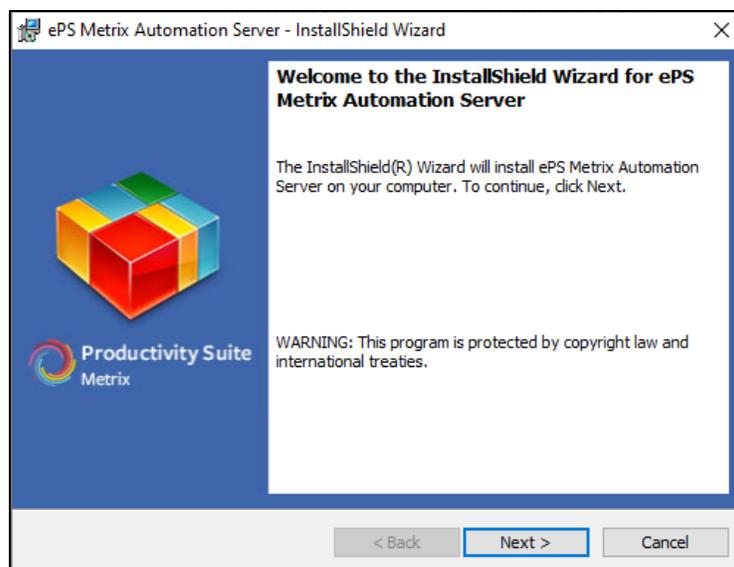
## Installing Metrix Automation Server (AS)

Metrix Automation Server runs only on Windows.

### Installing Metrix Automation Server

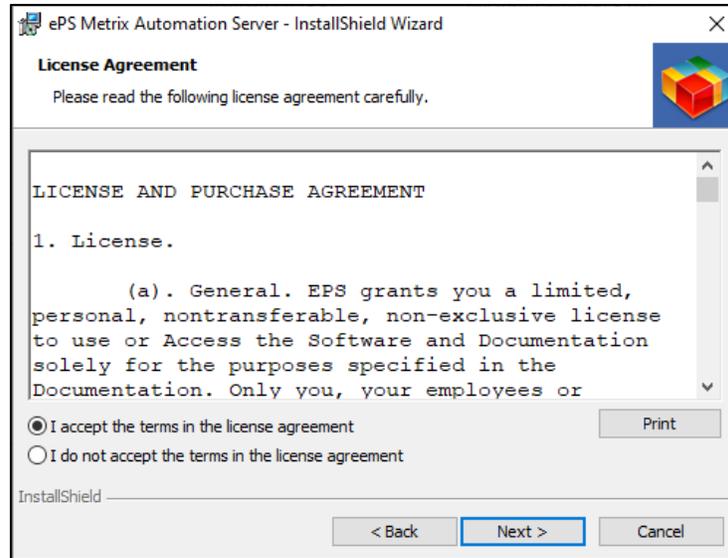
Before installing, close all applications and restart your computer to clear any files from memory.

1. Copy the **Metrix\_AutomationServer\_20251XXX.exe** file to your computer. Exact file names will vary based on the build number.
2. Double-click **ePS Metrix Installer**.
3. If the installer requests permission to install Metrix on your computer, click **Yes** to begin the installation.
4. On the welcome screen, click **Next**.

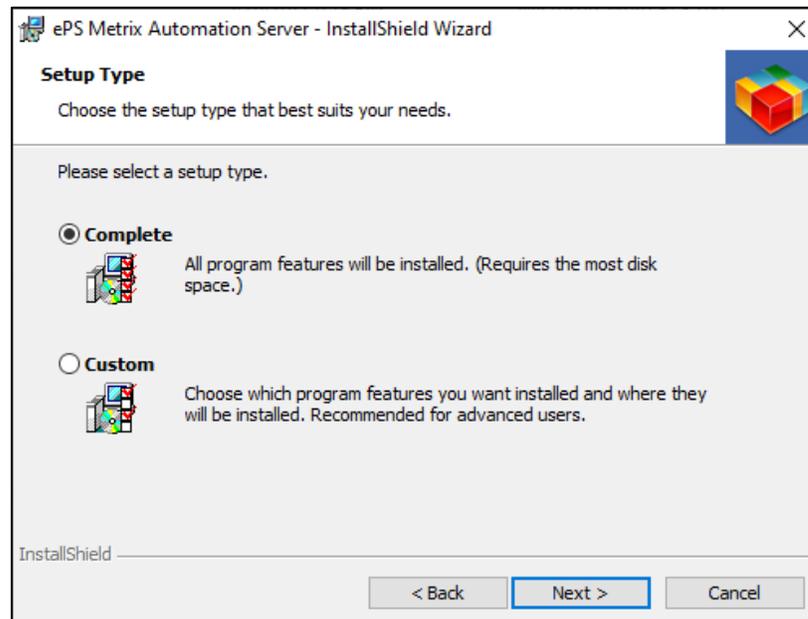


5. On the **License Agreement** screen, read the “ePS Software End User License Agreement,” click **I accept the terms of the license agreement**, and then click **Next**.

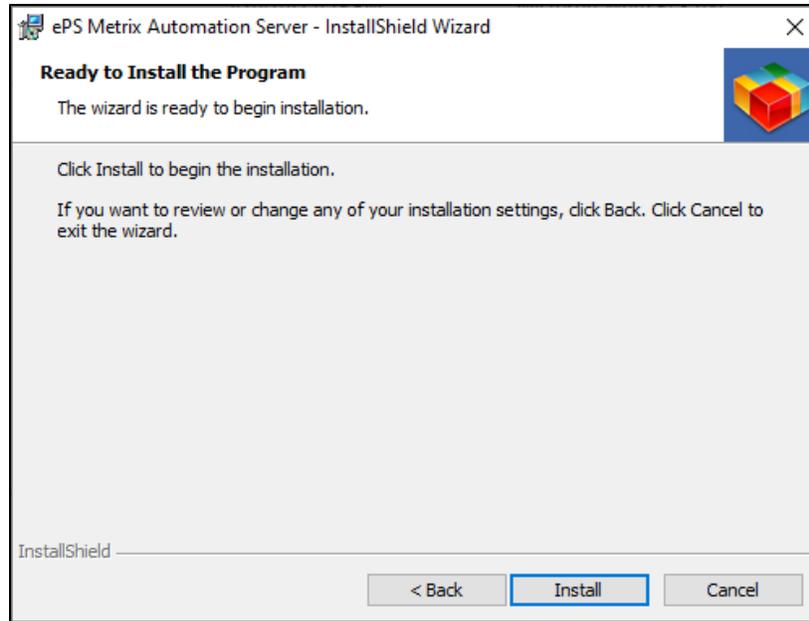
**Note:** Click Print if you want to print a copy of the EULA for your records.



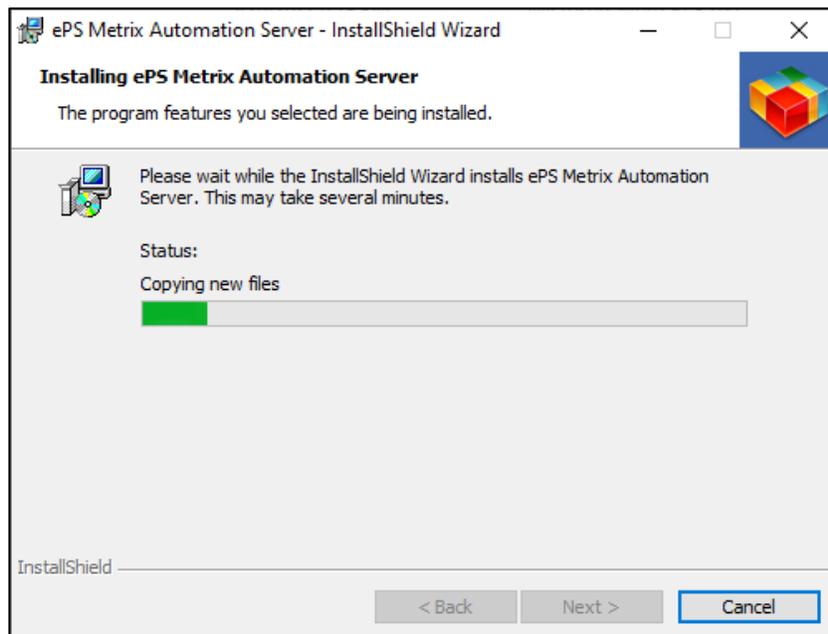
6. In the **Setup Type** screen, select the default **Complete** (unless you have a reason to choose **Custom**), and then click **Next**.



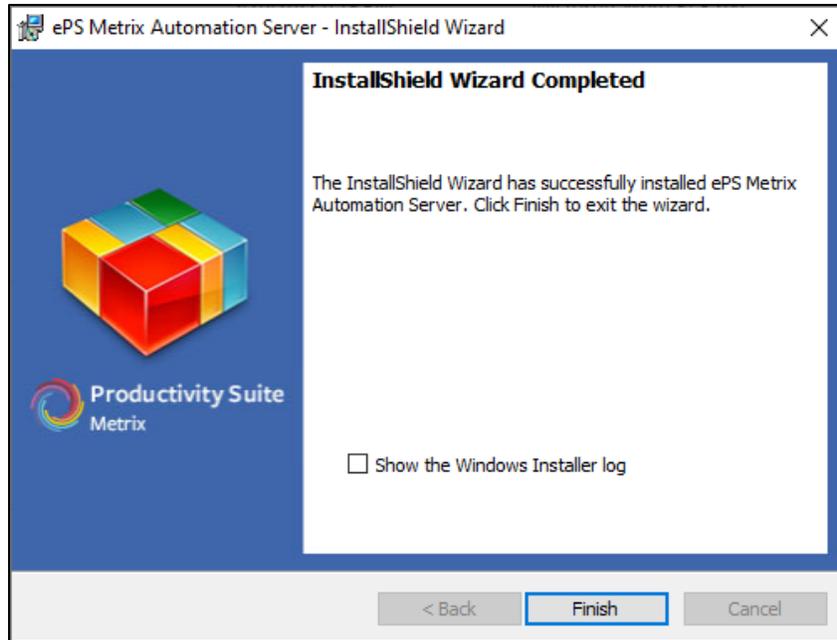
7. On the Ready to Install the Program screen, click Install.



8. The **Setup Status** screen shows progress as the software is installed.



9. On the InstallShield Wizard Complete screen, click Finish.
-



## Configuring Metrix Automation Server as a Service

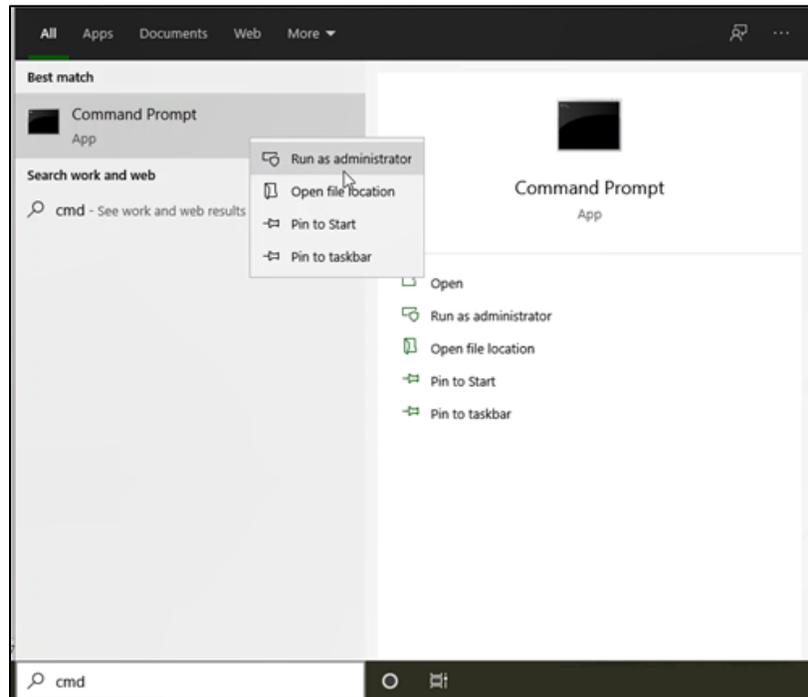
Metrix Automation Server can be configured to run as a headless service for optimization. This service needs to be readily available and resilient, so it is recommended to deploy this application as a Windows service.

1. Follow the standard procedures for [installing the Metrix Automation Server](#).
2. Run Metrix in GUI mode and configure the application to ensure it is functioning normally.
3. Close the application.
4. Press the **Windows** key and type **cmd**.

**Note:** You can also enter cmd directly into the Windows search bar.



5. Right-click on Command Prompt and select Run as administrator.



6. Execute the following commands one at a time. If this folder does not exist, the installed version of Automation Server does not support Windows service and you cannot complete the configuration.
  - Command: `cd "C:\Program Files\eps\MetrixAS\Service\bat"`  
If this folder does not exist, the installed version of Automation Server does not support Windows service and you cannot complete the configuration.
  - Command: `set JAVA_HOME="C:\Program Files\eps\MetrixAS\JREX64"`

This temporarily sets the JAVA\_HOME to Metrix Java.

- Command: `setx path "%path%;C:\Program Files\eps\MetrixAS\JREX64\bin"`

This permanently adds the Metrix Java to the system path.

7. Install the service:

- Command: `installService.bat`

If the command does not execute the install, run `setenv.bat` and then run `installService.bat` again. Optionally, you can run the command `startService.bat`. Other commands include `StopService.bat` and `UninstallService.bat`.

8. Go to **Services** in Windows and locate the **Metrix Automation Server**, or **Metrix Automation Server Pace**.

9. Right-click and change Automatic to **Automatic with delay**.

10. The first time you must start the service manually.

11. To confirm the service is running go to **C:\ProgramData\eps\MetrixAS\Logs\** and try to delete all files. If the system returns the "Unable to delete two files message" which means the service is running.

**Note:** If your server machine gets restarted, then the Metrix Automation Server service will start automatically.

---

## Upgrading Metrix Automation Server

To upgrade, you need to uninstall the previous version of Metrix Automation Server and then perform a complete reinstall. After completing the steps in this section, go to [Installing Metrix Automation Server](#).

### (1) Shut Down Metrix Automation Server

### (2) Back up your Metrix Automation Server 21.2 (and earlier) `metrix.properties` file

To preserve the Metrix Automation Server configuration and licensing settings, back up the `metrix.properties` file, which is in `C:\ProgramData\eps\Metrix`. An easy way to do this is to make a copy on your desktop.

### (3) Uninstall Metrix Automation Server

1. Go to the Windows Control Panel.
2. Select **Uninstall a program** and uninstall the Metrix Automation Server program. Depending on which version of Metrix is installed, it may be in the EFI directory or the EPS directory.
3. Delete the **Metrix** folder at `C:\ProgramData\eps\`. If your `ProgramData` folder does not appear in your C: drive menu, follow the steps to make the `ProgramData` folder visible:
  - a. Click the **Windows Start** button. In the **Search programs and files field**, type “folder options.”
  - b. Select the **Change search options for files and folders** option.
  - c. Open the **View** tab.
  - d. In the **Files and Folders | Hidden files and folders** section, select **Show hidden files, folders, and drives**.
  - e. Click **Apply**.
  - f. Click **OK**.
4. You should now be able to see the **ProgramData** folder on your hard drive so you can open it and delete the **Metrix** folder.

### (4) Install Metrix Automation Server

Go to [Installing Metrix Automation Server](#) and follow the instructions. When the installation is complete, place the backup copy of the `metrix.properties` file in `C:\ProgramData\eps\MetrixAS` and then launch Metrix Automation Server.

and may be changed to user-specified locations):

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## Appendix A: Where Metrix Files Are Installed in Windows

Metrix for Windows has been engineered to run properly for a non-administrator user without requiring Run as Administrator privileges. Windows Metrix 25.1 looks for files in the **ProgramData/ePS** folder.

The initial configuration of the following folders and file will be in the **ProgramData/ePS** folder (although some are user configurable and may be changed to user-specified locations):

- Automation
- Commands
- Content
- Data
- PreviewCache
- PreferencesBackup
- Imports
- Logs
- metrix.properties file

If your ProgramData folder does not appear in your C: drive menu:

1. Click the **Windows Start** button.
  2. In the **Search programs and files** field, type “folder options”.
  3. Select the **Change search options for files and folders** option.
  4. Open the **View** tab.
  5. In the **Files and Folders | Hidden files and folders** section, select **Show hidden files, folders, and drives**.
  6. Click **Apply**.
  7. Click **OK**.
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