



# Fiery options 1.3 Help (client)

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# Managing licenses for Fiery options on client computers

To use a Fiery option that is installed on a client computer, you must first obtain a unique License Activation Code (LAC) and then activate the license.

## Obtaining licenses

You can obtain a license for a Fiery option from your Fiery dealer, the printer manufacturer, or from the [EFI eStore](#).

After obtaining a license, you can perform the following tasks:

- [Activate a Fiery option](#) on page 7
- [Upgrade a Fiery option](#) on page 8
- [Deactivate a Fiery option](#) on page 8
- [Reactivate a Fiery option](#) on page 9
- [Restore a Fiery option](#) on page 10

You can perform these tasks on the License Activation page. For more information, see [License Activation](#) on page 6.

## Managing licenses

Managing licenses includes tasks such as activating, deactivating, reactivating, and restoring Fiery options. The EFI licensing server manages these LAC-related tasks.

When you manage a license, the procedure depends on whether your computer has an Internet connection.

- If the computer is connected to the Internet, information is transferred between your computer and the EFI licensing server automatically.
- If the computer is not connected to the Internet, you must transfer information between your computer and the EFI licensing server manually.

If your organization connects to the Internet through a proxy server, you must configure the proxy server settings.

## Configure a proxy server

If the computer finds no Internet connection when it tries to connect to the licensing server, your organization might be using a proxy server to connect to the Internet. You can configure the proxy server settings and then proceed with licensing.

- 1 When you receive a message that says no Internet connection is detected, click **Configure network setting**.
- 2 Type the requested values, and then click **Apply**.

## Using the License Activation page

You can manage licenses for Fiery options using the License Activation page. The License Activation page displays the Fiery options that are activated in addition to those that are available to be activated. You can use the License Activation page to do the following:

- Activate Fiery options.  
If an activated Fiery option has an expiration date, the date is displayed on the License Activation page.
- Deactivate Fiery options.  
To transfer a license to a different computer, you must first deactivate the option on its current computer. Deactivation makes the License Activation Code (LAC) for the option available again.
- Reactivate a Fiery option by repairing a corrupted license.  
If the license for a Fiery option is corrupted, the option does not function even though it appears to be activated. When your computer starts, it attempts to reactivate a corrupted license by contacting the licensing server. If reactivation fails (because of a network interruption, for example) you can try to reactivate the option. You do not need to enter the LAC.
- Restore activated Fiery options to make previously activated options ready to use again.  
If the licensing record for Fiery options is not available (because you reinstalled the system software on your computer, for example) previously activated options do not appear to be activated. When your computer starts, it attempts to restore the licensing record by contacting the licensing server. If the restore fails (because of a network interruption, for example) you can try to restore the options.

## Access the License Activation page

You can access the License Activation page when you activate a Fiery option.

- 1 In Command WorkStation Job Center, right-click a spooled or processed job.
- 2 Select the Fiery option to be activated.
- 3 Click **Yes** in the Manage Fiery Options dialog box to open the License Activation page.

After a Fiery option is activated, open the Fiery option and in the Help menu, click **Manage License**.

The License Activation page opens in your default web browser.

## Activating a Fiery option

When you activate a Fiery option, make sure you record the following:

- ID of the Fiery server. On the Configuration page, you can find the ID under BIOS Setup. In Command WorkStation, you can find the ID in Device Center under Server Configuration on the General tab. Click RIP and look for the ID under BIOS Setup on the right.
- Name of the option
- License Activation Code (LAC)

You can activate options automatically or manually, depending on whether the client computer on which you are activating the options is connected to the Internet. For more information, see [Managing licenses](#) on page 5.

### Activate a Fiery option automatically

You can activate a Fiery option automatically if the computer is connected to the Internet.

- 1 Open the License Activation page. (See [Access the License Activation page](#) on page 6.)
- 2 Click Activate, and then click Continue to agree to the terms and conditions of the license agreement.
- 3 Type the LAC in the License Activation Code field, and then click Continue.
- 4 Click Activate.
- 5 If the activation requires a restart, you can either click Restart to restart now or click Finish if you want to activate additional options before restarting. If the activation does not require a restart, just click Finish.

### Activate a Fiery option manually

If the computer is not connected to the Internet, you must manually transfer data between the computer and the EFI licensing website. You will generate a request file, submit it to the EFI licensing website to obtain a license file, and then use the license file to activate the option.

- 1 Open the License Activation page. (See [Access the License Activation page](#) on page 6.)
- 2 Click Activate, and then click Continue to agree to the terms and conditions of the license agreement.
- 3 Type the LAC in the License Activation Code field, and then click Continue.
- 4 Click Continue to proceed with the manual process.
- 5 Click Create Request File and save the file.
- 6 Copy the request file to a computer that is connected to the Internet.
- 7 Open a browser and go to [licensing.efi.com](http://licensing.efi.com).
- 8 Click Browse, select the request file, and then click Upload.
- 9 Click Continue.

- 10** Click Download License File and save the file.
- 11** Copy the license file to the computer where you first entered the License Activation Code.
- 12** Return to the Generate License window and click Yes.
- 13** Click Browse, select and open the license file, and then click Activate.
- 14** If the activation requires a restart, you can either click Restart to restart now or click Finish if you want to activate additional options before restarting. If the activation does not require a restart, just click Finish.

## Upgrading a Fiery option

If supported by your Fiery server, you can upgrade from a Fiery option to another.

For example, Fiery Compose customers who have a Fiery server that supports Fiery JobMaster can upgrade from Fiery Compose to Fiery JobMaster by purchasing an upgrade license.

To upgrade from Fiery Compose to Fiery JobMaster, you must first activate your Fiery Compose license and then activate your Fiery JobMaster upgrade license. Do not deactivate your Fiery Compose license after upgrading to Fiery JobMaster. If you deactivate your Fiery Compose license, and you attempt to use Fiery JobMaster, a message displays prompting you to reactivate your Fiery Compose license. For more information, see *Fiery JobMaster-Fiery Impose-Fiery Compose Help*.

## Deactivating a Fiery option

You can deactivate options automatically or manually, depending on whether the computer is connected to the Internet. For more information, see [Managing licenses](#) on page 5.

### Deactivate a Fiery option automatically

You can deactivate a Fiery option automatically if the computer is connected to the Internet.

- 1** Open the the License Activation page. (See [Access the License Activation page](#) on page 6.)
- 2** Under Activated Options, click Deactivate next to the option that you want to deactivate.  
**Note:** If the Deactivate button does not appear next to the option, the option is activated by a dongle.
- 3** Click Continue to confirm the deactivation.

The Fiery option is deactivated, and the LAC is displayed in a message.



## Deactivate a Fiery option manually

If the computer is not connected to the Internet, you must manually transfer data between the computer and the EFI licensing website. You will generate a request file and submit it to the EFI licensing website to make the LAC available for activation on another computer.

- 1 Open the License Activation page. (See [Access the License Activation page](#) on page 6.)
- 2 Under Activated Options, click Deactivate next to the option that you want to deactivate.  
**Note:** If there is no Deactivate button next to the option, the option is activated by a dongle.
- 3 Click Deactivate to confirm the deactivation.
- 4 Click Continue to proceed with the manual process.
- 5 Click Create Request File and save the file.  
The Fiery option is deactivated, and the LAC is displayed in a message.
- 6 Copy the request file to a computer that is connected to the Internet.
- 7 Open a browser and go to [licensing.efi.com](http://licensing.efi.com).
- 8 Click Browse, select the request file, and then click Upload.

The LAC is available for reuse.

## View deactivation status and LAC

The history displays deactivated or expired options and their corresponding LACs. If there is a button to deactivate a particular option, the deactivation may be incomplete.

- 1 Open the License Activation page. (See [Access the License Activation page](#) on page 6.)
- 2 Click the History icon in the upper-right corner.
- 3 To complete deactivation, click Deactivate next to the option, and continue with manual deactivation.

## Reactivating a Fiery option

If an activated license is corrupted and the computer cannot reactivate it by contacting the licensing server, you can use the License Activation page to reactivate the option.

You can reactivate options automatically or manually, depending on whether the computer is connected to the Internet. For more information, see [Managing licenses](#) on page 5.

## Reactivate a Fiery option automatically

You can reactivate a Fiery option automatically if the computer is connected to the Internet.

- 1 Open the License Activation page. (See [Access the License Activation page](#) on page 6.)
- 2 Under Activated Options, click Reactivate next to the option that you want to reactivate.

## Reactivate a Fiery option manually

If the computer is not connected to the Internet, you must manually transfer data between the computer and the EFI licensing website. You will generate a request file, submit it to the EFI licensing website to obtain a license file, and then use the license file to reactivate the option.

- 1 Open the License Activation page. (See [Access the License Activation page](#) on page 6.)
- 2 Under Activated Options, click Reactivate next to the option that you want to reactivate.
- 3 Click Continue to proceed with the manual process.
- 4 Click Create Request File and save the file.
- 5 Copy the request file to a computer that is connected to the Internet.
- 6 Open a browser and go to [licensing.efi.com](http://licensing.efi.com).
- 7 Click Browse, select the request file, and then click Upload.

A license file is generated.

- 8 Click Download License File and save the file.
- 9 Copy the license file to the computer where you are reactivating the option.
- 10 Return to the Generate License window and click Yes.
- 11 Click Browse, select and open the license file, and then click Activate.

## Restoring an activated Fiery option

If previously activated options are unavailable and the computer cannot restore them by contacting the licensing server, you can use the License Activation page to restore the options.

You can restore options automatically or manually, depending on whether the computer is connected to the Internet. For more information, see [Managing licenses](#) on page 5.

## Restore Fiery options automatically

You can restore previously activated Fiery options automatically if the computer is connected to the Internet.

- 1 Open the License Activation page. (See [Access the License Activation page](#) on page 6.)
- 2 Click the link in the message about restoring licenses.  
The Fiery option is restored.
- 3 Do one of the following:
  - If you have additional options to restore, click Continue.
  - If you have no other options to restore, click OK.

## Restore Fiery options manually

If the computer is not connected to the Internet, you must manually transfer data between the computer and the EFI licensing website. You will generate a request file, submit it to the EFI licensing website to obtain a license file, and then use the license file to restore the options.

- 1 Open the License Activation page. (See [Access the License Activation page](#) on page 6.)
- 2 Click the link in the message about restoring licenses.
- 3 Click Continue to proceed with the manual process.
- 4 Click Create Request File and save the file.
- 5 Copy the request file to a computer that is connected to the Internet.
- 6 Open a browser and go to [licensing.efi.com](http://licensing.efi.com).
- 7 Click Choose File, select the request file, and then click Upload Request File.  
A license file is generated.
- 8 Click Download License File and save the file.
- 9 Copy the license file to the computer where you are restoring options.
- 10 Return to the Generate License window and click Yes.
- 11 Click Browse, select and open the license file, and then click Restore.

## Troubleshoot Fiery options

If problems occur when you are managing Fiery options, you can troubleshoot the problems.

## Activation generates an error message

Error messages provide details about errors and suggest actions to take.

- 1 Check [Error messages](#) on page 13 for more information about the error. If the message guides you to contact technical support, you must first generate a diagnostic log file.
- 2 To generate a diagnostic log file, open the License Activation page. (See [Access the License Activation page](#) on page 6.)
- 3 Click the Advanced Settings icon in the upper-right corner, and then click Diagnostic Log to generate a diagnostic log file.
- 4 When you contact technical support, provide the following information:
  - ID of the Fiery server. For more information, see [Activating a Fiery option](#) on page 7.
  - Name of option that you are trying to activate
  - License Activation Code (LAC)
  - Diagnostic log

## Activated Fiery options appear unavailable

The licensing record for Fiery options might not be available. This can happen when you reinstall the system software on your computer or revert to an earlier system state.

To restore licenses from the EFI licensing server, open the License Activation page. (See [Access the License Activation page](#) on page 6.) Click the Advanced Settings icon in the upper-right corner, and then click Restore.

## Deactivated license is not available for reuse

If a license is deactivated manually and the deactivation request file is denied when uploaded to [licensing.efi.com](https://licensing.efi.com), the license will not be available for reuse.

- 1 To restore licenses from the EFI licensing server, open the License Activation page. (See [Access the License Activation page](#) on page 6.)
- 2 Click the Advanced Settings icon in the upper-right corner, and then click Restore.
- 3 Retry the deactivation.
- 4 If the license cannot be restored, contact your Fiery dealer or printer manufacturer for support.

## Incorrect system clock settings

If the date and time settings on the system clock are incorrect, your computer may not connect with the EFI licensing server. If this occurs, reset your computer's clock.

## Error messages

Error messages give you details about an error and suggest actions to take. Error messages appear in the license activation software and on the EFI licensing website.

For additional information or support, registered users may start a discussion through [EFI Communities](#).

Message ID	Error message	Action
From the license activation software:		
OFA0020	The LAC is not in the correct format. Try entering the LAC again. Refer to the LAC card if you have one.	The LAC is not in the correct format. Try entering the LAC again. Refer to the LAC card if you have one.
OFA0010	The license file you selected is invalid, select a different one and try again.	During manual activation, you obtained a license file from the EFI licensing website. Check that you selected the correct license file to upload.  If the error still occurs, you can restore Fiery options and try to activate again.
OFA0090	Internal error. Please call EFI technical support.	There is a problem with the license file. Try repeating the activation process from the beginning. If the error occurs again, restore the options and try to activate again. If the error still occurs, contact technical support and provide the error code shown in the message.
OFA0060	Error <number>  Proxy configuration is incorrect or proxy server is down.	There is no Internet connection. Check that the proxy settings are correct and try again. If the problem persists, contact your network administrator.
OFA0030	Internet connection could not be established.	There is no Internet connection. Check that the proxy settings are correct and try again. If the problem persists, contact your network administrator.
OFA0080	Error <number>  Licensing session expired. Start licensing session again.	The license activation software was used in a different browser window more recently than this one. To continue, close this window and open a new one.
OFA00105	Error <number>  The license activation software module is corrupted and Fiery system software must be reinstalled.	The license activation software module is corrupted and Fiery system software must be reinstalled. Contact technical support and provide the error code shown in the message.

Message ID	Error message	Action
OFA0070	<p>Error &lt;number&gt;</p> <p>The license activation software module is corrupted. Reinstall Command WorkStation and try again.</p>	<p>Reinstall Command WorkStation and try again.</p> <p>On Windows, go to Control Panel &gt; Add or Remove Programs and start Fiery User Software in maintenance mode. Select the Repair option and then select Command WorkStation.</p> <p>On Mac OS, use Fiery Software Uninstaller to uninstall Command WorkStation, and then reinstall Command WorkStation.</p>
OFA0050	<p>Sorry we cannot deactivate the option requested. Please contact support for more information.</p>	<p>Try to restore Fiery options and deactivate again. If the error persists, deactivate the license manually from the License Activation page. For more information, see <a href="#">Access the License Activation page</a> on page 6.</p> <p>On the License Activation page, click the History icon on the upper-right corner. Locate the license you want to deactivate. Click the Deactivate icon in the Action column to download the manual deactivation file. When the licensing server is available, go to <a href="http://licensing.efi.com">licensing.efi.com</a> and upload the manual deactivation file to complete the deactivation of the LAC.</p>
OFA0040	<p>Sorry we cannot reactivate the option requested. Contact support for more information.</p>	<p>Try to restore Fiery options and reactivate again. If the error still occurs, contact technical support.</p>
OFA00115	<p>None of the options could be restored.</p>	<p>No previously activated licenses were found for this computer. If you had licenses that were previously activated, contact technical support</p>
From the EFI licensing server:		
EBIS0004	<p>The LAC is not recognized. Check that you entered the correct LAC. Refer to the LAC card if you have one.</p>	<p>The LAC is not recognized. Check that you entered the correct LAC. Refer to the LAC card if you have one.</p>
EBIS0007	<p>This option is already activated.</p>	<p>Check that the LAC is correct for the option that you want to activate.</p>
EBIS0016	<p>The license has already been activated for another computer.</p>	<p>The license has already been activated for another computer. You can deactivate the license on the other computer and then activate it on this one.</p>
EBIS0018	<p>You must first choose the Request File to upload.</p>	<p>You submitted the wrong request file or the request file is corrupted. Try submitting a different request file. If the error occurs again, try regenerating the request file.</p>

Message ID	Error message	Action
EBIS0025	Unable to activate license: Error Code <number>	An error occurred on the EFI licensing server. Contact technical support and provide the error code shown in the message, the LAC, and the serial number of your Fiery server.
EBIS0002	The EFI licensing service is unavailable. Try again later.	The EFI licensing service is unavailable. Try again later.
EBIS0006	The License Activation Code (LAC) cannot be activated.  Check that the feature(s) activated by the LAC are correct for your product.	Check that the feature(s) activated by the LAC are correct for your Fiery server model.
EBIS0011	Your system does not support some of the features included in this option. Do you want to continue?	The LAC activates multiple features and one or more features is not supported, as shown in the list. Obtain a new LAC that has only features that are supported.  If you continue, you will not be able to use any unsupported features and you cannot use the LAC again.
EBIS0008	Some features of this option are already activated. Do you want to continue?	The LAC activates multiple features and one or more features is already activated, as shown in the list. Obtain a new LAC that has only features that are not already activated.  If you continue, you will be paying twice for the same feature.
EBIS0026	Unable to deactivate license: Error Code <number>	Try to restore Fiery options and deactivate again. If the error still occurs, contact technical support and provide the error code shown in the message.
EBIS0024	Unable to re-activate license: Error Code <number>	Try to restore Fiery options and reactivate again. If the error still occurs, contact technical support and provide the error code shown in the message.
EBIS0027	No licenses have been previously activated on this computer, so you cannot restore any licenses.	No licenses have been previously activated on this computer, so you cannot restore any licenses.