Fiery proServer 8.0 Setup Guide

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Contents

Introduction

This document describes how to connect and set up your Fiery proServer and keep it in good working condition after installation.

This document covers the following topics:

- Updating the Fiery proServer software

- Configuring Command WorkStation

- Backing up and restoring the Fiery proServer system

- Installing anti-virus software

- Troubleshooting

Setting up the software

The Fiery proServer comes with Fiery XF server and Command WorkStation already installed.

After activating the license, the Fiery XF server and Command WorkStation start automatically when you restart the Fiery proServer.

The **Fiery Server Control** icon in the Windows taskbar displays a white arrow on a green background when the Fiery XF server is running. If **Fiery Server Control** displays a white box on a red background, it means that the server is not running. In this case, you can restart the Fiery XF server by right-clicking **Fiery Server Control** and clicking **Restart Fiery Server**.

Note: Fiery provides regular online software updates. It is recommended that you make sure that you are running the latest version before you set up Command WorkStation.

Software updates

Fiery provides regular online updates for the Fiery XF server and for software components, such as Command WorkStation and Color Profiler Suite. Check for software updates to make sure that your software is up to date.

Fiery proServer must be connected to the Internet. It is essential to ensure that you have the latest version of the software installed on your computer.

- Fiery XF server—If you have a valid Software Maintenance & Support Agreement (SMSA), a blue notification appears at the top right of the Job Center window when an update is available. You can install updates through Fiery Server Control.

- Command WorkStation and Color Profiler Suite—Updates are provided for download in Fiery Software Manager. To download software updates using Fiery Software Manager, you need a Fiery Account.

Download and install Fiery XF server updates

If you have a valid Software Maintenance & Support Agreement (SMSA), a blue notification appears at the top right of the Job Center window when an update is available.

You can check the status of your SMSA in the system maintenance area of Server Manager.

1 Exit all programs.

2 In the taskbar: Right-click **Fiery Server Control**, and click **Fiery Online Updater**.

   The **Updater** window opens.

3 Click **Next**.

   A window with a list of currently available software updates opens.

4 Select the check boxes of the updates you want to install, and click **Next**.

5   Follow the on-screen instructions to download the updated files, and to complete the installation.

6   Restart your computer, if prompted to do so.

Download and install Command WorkStation and Color Profiler Suite updates

You can check for available program updates in Fiery Software Manager. To download software updates using Fiery Software Manager, you need a Fiery Account.

1   In the Windows **Start** menu, click **Fiery** > **Fiery Software Manager**.

Fiery Software Manager starts. The **Fiery workflow applications** window displays installed Fiery programs and available downloads.

2   Under **Updates**, click **Upgrade** if an update for Command WorkStation is available.

3   Click **Sign In** to sign in with your Fiery Account user name and password, or click **Create an Account** and follow the on-screen instructions to create an account and verify your email.
Fiery Software Manager downloads and installs the most recent version of Command WorkStation.

Log on to server

You must log on to the Fiery XF server that is installed on Fiery proServer. When you have set up a connection to the Fiery XF server, Command WorkStation automatically logs on to that server whenever you restart the computer.

Before you begin: Make sure that the Fiery XF server is running. The Fiery Server Control icon located in the taskbar displays a white arrow on a green background when the server is running.

The software normally starts automatically after installation is completed. If Command WorkStation is not already started, click Fiery Server Control, and then click the green icon with the white arrow in the top right corner of the window.

1   In the Welcome screen, click the **Add** (+) button.

2   Select a Fiery XF server from the list, or type the server name or IP address. Then, click **Add**.

3   Select admin user and enter the administrator password. Then click **Login**.

You can obtain administrator password for Fiery proServer from the label affixed to the rear of the Fiery server. The administrator password is the serial number printed on the label.

You can now download media profiles, and add your printer.

Install media profiles

Media profiles are required in order to print. You can download the latest media profiles through Fiery Server Control.
Media profiles describe the color reproduction properties of the printer for a specific media. The color reproduction properties are defined by the combination of media type, ink type, and print conditions.

1   In the taskbar: Right-click **Fiery Server Control**, and click **Fiery Profiles Updater**.

The **Profile Update Service** window opens.

2   Click **Next**.

3   Under **Manufacturer/Model**, click **EFI VUTEk (Fiery XF 6.5+ linearization)**, **EFI Matan** or **EFI Reggiani**, **EFI VUTEk (Fiery XF 7.1+ FAST DRIVE)** or **EFI Wide Format**, and select your printer model.

4   Under **Media Profiles**, select the media profiles that you want to install.

5   Click **Download List** (optional).

You can view the listed of selected media profiles. To add or remove media profiles from the list, click **Add More Profiles**.

6   Click **Download**.

7   Click **Finish**.

8   Restart the Fiery server.

Add printer

You must add a printer before you can import jobs. Your license determines which printers are available for selection in the software.

1   Click **Add Printer**.

The **New Printer** dialog box opens.

2   Select **EFI** as the printer manufacturer.

3   Select a printer type.

If available, it is recommended that you always select a printer type with FAST DRIVE in its name. FAST DRIVE accelerates the job processing speed by using the GPU (graphics processing unit) instead of the CPU (central processing unit). The older printer drivers are available to ensure compatibility and color consistency with calibration files created in earlier versions of Command WorkStation.

4   Type a name for your printer (optional).

This is the name that is displayed in the software. By default, Command WorkStation displays the printer type. You can overwrite the default name.

5   Add a description (optional).

For example, you can enter the printer location, or the type of media inserted in the printer.

6   Click **Next**.

7   Configure the printer connection in one of the ways below.

Note: The printer must be switched on. Otherwise it cannot be detected.

- EFI VUTEk: Configure a network printer on page 9

- EFI Wide Format printers: Configure a network printer on page 9 or Configure a print-to-file printer on page 10

- EFI VUTEk, EFI Matan and EFI Reggiani printers: Configure a print-to-file printer on page 10

- EFI VUTEk XT or MCORR printers: Configure a network printer and upload file to printer on page 9

Some EFI VUTEk printers can print through their IP address and can also output to file. Configure the printer to print through its IP address if your printer supports bidirectional communication and you want Command WorkStation to receive status messages from the printer. For more information on setting up a bidirectional communication, see *Fiery Command WorkStation Help.*

8 Click **Finish**.

The Server Manager window opens.

You can now configure the software.

Configure a network printer

You can connect to a printer through its IP address.

1 Under **Connection type**, select **Print via IP network**, and type the IP address of the printer that supports network printing.

2 Select the type of TCP/IP protocol that your printer uses for data transfer.

Most printers support the RAW protocol and print to port 9100. The LPR protocol is normally reserved for Unix systems or print servers with multiple interfaces. In most cases, you can leave the box blank. Refer to your printer manual or ask your system administrator if you are unsure.

Note: EFI VUTEk printers communicate through port 8013.

Configure a network printer and upload file to printer

You can connect a EFI VUTEk XT or EFI VUTEk MCORR printer through its IP address and upload print data to a folder on the printer.

1 Under **Connection type**, select **Print via IP network**, and type the IP address of the printer that supports network printing.

2 For the JDF **Export path** field, specify the shared folder, /vutek/Integration, on the VUTEk printer.

3 Type the user name and password credentials to access the shared folder on the VUTEk printer.

Note: Set both the **Username** field as **xfjdfintegration** and the **Password** field as **Fiery.1**.

Configure a print-to-file printer

You can define a naming format and select an export folder in which to save print files.
Print files from EFI VUTEk printers are saved in RTL and GIF format to the specified **Export** folder. The GIF files are used to display a preview of the job on the VUTEk User Interface. You can open GIF files in any conventional graphics program.

Print files from EFI Matan and EFI Reggiani printers are saved as separated TIFFs to the specified **Export** folder. If you select an **Export** folder that resides in the network, you must type access rights to the folder.

1   Under **Connection type**, select **File output**.

2   Define the export path (optional).

Use the default export path, or click **Choose** and browse to a different folder.

3   Select a naming format for the print files.

The default naming format is *job order_job name_job ID_tile number_page number_Date*. You can define a custom naming format that may also contain custom text, and any of the following variables:

Variable	Description
%count	Counter
%jobid	Job ID
%t	Tile number
%p	Page number
%out	Printer
%cm	Color mode
%job	Job name/nesting name
%res	Resolution
%work	Workflow
%date	Date
%order	Job order

Note: File names are easier to read if you add a separator, such as an underline or a hyphen, between two variables.

Configure the media

Command WorkStation uses media to define print options. Each new printer is initially configured with one generic media.

Make sure you have installed appropriate media profiles.

1 In Server Manager: On the sidebar, click **Printers**, and select the printer. In the printer's tree view, select the generic media. On the **Media** tab, expand the **Media Configuration** panel.

All the available calibration files for your printer are listed under **Resulting calibration(s)**. If the list is empty, you must download appropriate media profiles through Fiery Profile Updater.

2 Select an ink type, a media name, and other media settings.

The list of calibration files is filtered to display only those files that match the selected combination of media settings.

3 On the **Media** tab, expand the **Media Settings** panel.

4 Select a media source: Roll media or sheet media.

5 Select a media format.

You can also define a custom media format. Custom media formats cannot be bigger than the printer's maximum supported media size. Click the **Add** (+) button, and save your media format under a unique name.

6 On the **Printer & Workflow Settings** tab, expand the **Special Settings** panel.

7 Make the printer-specific settings that you want to incorporate into the media.

8 Click **Save**.

For more information on creating additional media, see *Fiery Command WorkStation Help.*

Configure the workflow

Command WorkStation uses workflows to define a default group of settings to your jobs. Each new printer is initially configured with one generic workflow.

1 In Server Manager: On the sidebar, click **Printers**, and select the printer. In the printer's tree view. click the **Add** (+) button next to **Workflow**.

The **Workflow Templates** window opens.

2 Under **Type of Workflow**, select **Production**.

3 Under **Templates to Use**, select an **EFI Inkjet Solutions** workflow template.

Each workflow template has been pre-configured for either standard or maximum print quality and with color management settings that are typically used in either America or Europe. When you select a template, Command WorkStation displays the recommended application for use and which standard icc profiles will be applied to jobs that are processed in that workflow.

4 Click **Load**.

5 Close Server Manager.

When you have finished setting up your printer, media and workflows, you can load your first job. For more information on loading, editing and printing jobs, see the *Quick Start Guide*.

It is recommended that you create a backup of your newly setup Fiery proServer system before loading any jobs. For more information, see Backing up and restoring the Fiery proServer system on page 13.

For more information on editing workflows, or creating new workflows, see *Fiery Command WorkStation Help*.

Backing up and restoring the Fiery proServer system

A Fiery proServer system backup enables you to restore the Fiery proServer to an earlier state in case of a problem, without having to return it to its factory settings.

You can use Fiery System Tools for backing up and restoring system software. If necessary, you can reinstall system software from the USB media provided in the media pack.

Fiery System Tools

Fiery System Tools provides tools to manage the Fiery proServer system.

Fiery System Tools has the following menus:

Command	Description
Back up your system	Saves a backup of the hard disk drive to a data storage medium, such as a USB drive, an external hard disk, or a network location. You can also create a backup in a subfolder of the local hard disk.
View backup history	Displays the date and time of created backups.
Restore system from a previous backup	Deletes all the data on the hard disk drives, and returns the Fiery proServer to an earlier state from a backup.
Restore to factory defaults	Reinstalls the Fiery proServer from a hidden partition on the hard disk drive. This operation causes all system data to be lost.
Restore a backup made on a previous system	Restores an existing backup to a new Fiery proServer.
Create system recovery media	Saves a bootable copy of the system's recovery partition to a data storage medium, such as a USB drive, or an external hard disk. You can use a system recovery to return a Fiery proServer to an earlier state—for example, after the hard disk has been replaced but no backup is available, or the backup exists as a network fileshare.
Change system language	Changes the language of the operating system and keyboard, Fiery Server Control, and Command WorkStation.
Create network fileshare setup file	Allows you to set up a shared network folder with access credentials for backup and restore purposes.
Set up e-mail notification	Allows you to receive an e-mail notification when the installation, backup, or restore is complete, which can take more than an hour.

Back up Fiery proServer system

It is recommended that you careate a backup when you have set up the Fiery proServer system, and then back up approximately every three months.

1 In the Windows taskbar, start **Fiery System Tools**.

2 Click **Back up your system**.

3 Select one of the following backup destinations:

- USB flash drive

- External HDD

- Network share

- Subfolder of the local hard disk

   Note:

   The data storage medium must have a minimum of 16 GB storage space (32 GB is recommended), have no more than one partition, and be formatted to NTFS.

4 Select **Include Fiery job files in backup** (optional).

   Be aware that job files can be backed up, but not the output files that reside in the **Export** folder due to their size.

5 If your system backup file will be created on a USB flash drive or an external HDD, plug the device into a USB port on the Fiery proServer.

6 Click **Next**.

7 Click **Restart.**
   The backup process is complete when the system returns to Windows.

Restore the Fiery proServer

The Fiery proServer system is restored with all the settings, including system environments, that were current at the time the backup was created.
Any settings made after the backup was created are lost. The restore procedure may take up to one hour, depending on the backup medium used and the volume of job data.

1 Make sure that the system backup file is accessible from one of the following locations:

- USB flash drive

- External HDD

- Network share

- Subfolder of the local hard disk

2 If your system backup file is stored on a USB flash drive or an external HDD, plug the device into a USB port on the Fiery proServer.

3 In the Windows taskbar, start **Fiery System Tools**.

4 Click **Restore system from a previous backup**.

5 Select the backup to restore and click **Next**.

If you created a backup in a network share, click **Search Network**. Type the network location and logon information, and then click **OK** to log on to the server. Then, select the backup that you want to restore.

6 Click **Continue** to confirm that you want to erase all the data on the hard disk drive.

7 Continue to follow the on-screen instructions.

At the end of the procedure, Windows starts automatically. You do not need to reactivate the license if the Fiery server was already licensed before the backup.

Return Fiery proServer to its factory state

You need to return the Fiery proServer to its factory state, for example, if the default password has been changed and the new password has been misplaced. The Fiery server license and all your Command WorkStation settings, including system environments, are deleted from the hard disk drives.

Before you begin, make a note of your License Activation Code and deactivate the license. If you do not deactivate the license, you will not be able to reactivate it after you have reinstalled the system software. For more information on how to deactivate the license, see the *Fiery Command WorkStation Help*.

All Fiery proServers are shipped with a Fiery System Tools icon preinstalled on the taskbar. This tool provides a method to back up and restore system settings, or to return your system to its factory state.

If you have a Fiery proServer Premium, you can reinstall the system software through Fiery System Tools. For more information, see Reinstalling Fiery proServer Premium system software using the USB media kit on page 15.

1 In the Windows taskbar, start **Fiery System Tools**.

2 Click **Restore to factory defaults**.

3 Click **Restart** to confirm that you want to erase all the data on the hard disk drive and to start the restore procedure.

At the end of the procedure, Windows starts automatically. You must now select the system language and activate the Fiery server license. For more information, see the *Installation Guide*.

Reinstalling Fiery proServer Premium system software using the USB media kit

You can reinstall the system software using the USB media kit.

Before you begin, make a note of your License Activation Code and deactivate the license. If you do not deactivate the license, you will not be able to reactivate it after you have reinstalled the system software. For more information on how to deactivate the license, see the *Fiery Command WorkStation Help*.

The steps described below are for the Fiery proServer Premium. You need to attach the USB flash drive provided in the USB media kit to one of the USB 3.0 ports. Reinstalling the Fiery proServer Premium system software can take up to one hour.

Note: The administrator password will be reset to serial number after you reinstall the system software. The serial number can be obtained from the label affixed to the rear of the Fiery server. The administrator password is the serial number printed on the label.

1 Do one of the following:

- If the Fiery proServer Premium is running, exit Command WorkStation. Attach the USB flash drive provided in the USB media kit to one of the USB 3.0 port and reboot the Fiery proServer Premium.

- If the Fiery proServer Premium is frozen or unresponsive, hold down the power button on the front panel until the system powers off. Attach the USB flash drive provided in the USB media kit to one of the USB 3.0 port and press the power button once to power on the system.

Wait for the system to boot from the USB flash drive. This takes a few minutes.

2 Select a language from the drop-down list box.

This is the language used to lead you through the installation procedure.

3 When asked what you want to do, click **New Installation**.

4 Click **Continue** to confirm that you want to erase all the data on the hard disk drive.

5 Continue to follow the on-screen instructions.

At the end of the procedure, Windows starts automatically. You must now select the system language and activate the Fiery server license. For more information, see the *Installation Guide*.

Anti-virus software

The Fiery proServer does not come with anti-virus software preinstalled. In production environments in which files are regularly exchanged with customers, it is strongly recommended that you install an anti-virus program of your choice.

When you install anti-virus software, make sure that you do not block network ports that are needed for specific features of Command WorkStation. For more information, see the *Installation Guide.*

Troubleshooting Fiery proServer

If your Fiery proServer is not working as intended, check that it is installed and connected correctly. This documentation provides solutions for common configuration and network problems that can occur.

If verifying the Fiery proServer configuration and connections does not help, the problem may be caused by corrupted system software. In this case, restore the Fiery proServer system to an earlier state. For more information, see Return Fiery proServer to its factory state on page 15.

If you encounter problems while working with Fiery proServer or Command WorkStation, visit Fiery Communities at https://communities.fiery.com. Fiery Communities is there to help you find solutions, share ideas and discuss products with Fiery's global community of experts.

Does the Fiery proServer start up normally?

Beeping sounds during startup can indicate a problem with the memory.

If you hear 4 beeps, followed by 3 beeps, followed by 1 beep, followed by 2 beeps, contact your authorized service/support center.

Is the Fiery XF server running?

The Fiery Server Control icon is located in the Windows taskbar. It displays a white arrow on a green background when the Fiery XF server is running.

If Fiery Server Control displays a white box on a red background, it means that the server is not running. In this case, try the following:.

- You may have not activated the license correctly. A dialog box should appear asking you to enter your LAC.

- Verify that no unauthorized software is installed on the Fiery proServer.

  Third-party applications are not supported and can cause system problems. Although anti-virus software is permitted on the Fiery proServer, you should run virus scans only when the Fiery proServer is in **Idle** mode (not processing or printing any jobs).

Is the connection to the printer correctly configured?

Test the connection by sending test jobs to the printer.

Try the following:

- Load a test job in Command WorkStation and send it to the printer.

- Restart the printer.

  If the problem persists, you may need to test and service the printer. For more information, see the documentation that accompanies the printer.

- Verify that the problem is not caused by a particular print job or application.

  - Try printing a different job from Command WorkStation.

  - Try printing a job from a different application.

Is the network functioning?

There may be problem with the network, or the Fiery proServer may not be properly connected to the network.

Verify the following:

- The Fiery proServer appears in the list of computers on the network.

  If the Fiery proServer does not appear in the list of computers on the network, another device on the network may have been assigned the same Ethernet hardware address.

- The Fiery proServer DHCP setting matches the DHCP setting of the network.

  If DHCP error messages appear on the monitor, the Fiery proServer may be searching for a non-existent DHCP server. DHCP is enabled by default on the Fiery proServer, but the customer's network may not be using DHCP. In this case, you need to configure a static IP address for the Fiery proServer. For more information on network bridging, see the *Installation Guide*.

  If the problem persists, check the interface connections. For more information, see Checking interface connections on page 21.

Is the setting for showing hidden files selected?

You must be able to access some files in the ProgramData folder for certain troubleshooting purposes.

1 Open **Control Panel** and set it to view by small icons.

2 Click **File Explorer Options**, and then click the **View** tab.

3 Under **Advanced settings**, select **Files and Folders** > **Hidden files and folders**, and click **Show hidden files, folders, and drives**.

4 Clear **Hide extensions for known file types**.

5 Click **OK** to confirm the changes.

Is the JobFolder folder shared?

The JobFolder folder must be shared to allow access to hot folders.

1   Right-click the **JobFolder**, and click **Properties**.
     The **JobFolder** resides at C:\ProgramData\EFI\EFI XF\Server.

2   On the **Sharing** tab, click **Advanced Sharing**.

3   Select **Share this folder**, and click **Permissions**.

4   Select **Everyone**, and set the permission level to **Read and change**. Then, click **Apply**.

5   Click **OK** to confirm the changes, and close all windows.

Is the Output or Export folder shared?

The Output and Export folders must be shared so that the printer has access to pull print files from the Fiery proServer.
Which folder is used depends on the printer you have configured. Many EFI printers create print files in the Export folder, whereas the printers of most other manufacturers create print files in the Export folder.

1   Right-click the folder and click **Properties**.
     Depending on your model of Fiery proServer, the folder is located either on the D:\ or E:\ drive.

2   On the **Sharing** tab, click **Advanced Sharing**.

3   Select **Share this folder**, and click **Permissions**.

4   Select **Everyone**, and set the permission level to **Read and change**. Then, click **Apply**.

5   Click **OK** to confirm the changes, and close all windows.

Checking interface connections

You can perform some quick checks to make sure that the problem is not caused by a loose connection at the back of the Fiery proServer.

Verify the following:

- All components and interface cables to the system are securely plugged into the correct ports on the back of the Fiery proServer. After verifying the connections, reboot the Fiery proServer.

  For an illustration of the correct ports and connections at the back of the Fiery proServer, see the *Installation Guide.*

- The power cable is plugged into the power outlet, and the Fiery proServer is powered on.

  For more information, see the *Installation Guide.* If the Fiery proServer does not start, try replacing the power cable with a new or tested cable.

- The upper LED next to the network port is on or blinking to indicate network activity.

  If the upper LED is off, verify that the network cable is properly connected to the correct network port on the Fiery proServer and to the network device on the network. If the problem persists, try replacing the network cable with a new or tested cable.