



EFI IQ Customer Release Notes

This document contains important information about EFI IQ releases. Be sure to provide this information to all users.

Cloud applications on the EFI IQ cloud platform simplify and improve print operations. You can reduce downtime and maximize productivity by monitoring your print devices remotely. EFI IQ provides print production analytics, so you can make smarter and more informed decisions.

EFI IQ includes the following cloud applications:

- **EFI Cloud Connector**
Connect print devices to EFI IQ.
- **EFI ColorGuard**
Achieve consistent, accurate color quality on your Fiery Driven devices with a streamlined color verification process.
Note: EFI ColorGuard is available only on Fiery servers for custsheet printers.
- **IQ Manage**
Manage your printers by syncing resources, checking compliance, and monitoring device status.
Note: IQ Manage is available only on Fiery servers for custsheet printers.
- **EFI Go**
Check printer status, review submitted jobs, and view history from your mobile device.
- **IQ Insight**
Maximize utilization and profit from your print devices with accurate production tracking.
- **IQ Notify**
Subscribe to scheduled production reports and alerts of production blocking events.



EFI IQ July 2023 release

What is new in this release

This version of EFI IQ introduces the following new features:

- Performance improvements and bug fixes.

Fixed issues

IQ Insight

Total value displayed in Substrate Area widget was incorrect

When you hover over the Substrate Area bar chart in IQ Insight, the total value of the substrate area displayed in the tooltip was incorrect.

Known Issues

Admin console

Incorrect user role

When you invite an existing EFI IQ user, who was first invited from Fiery Command WorkStation, to join another company account, the Select role drop-down list displays admin, operator, and support roles. However, an existing EFI IQ user can only be invited as a support user.

Add new license button is unavailable

The Add new license button for IQ Manage and IQ Insight applications is not displayed in the demo session.

MAC address of display graphics printers is not displayed

The MAC address of display graphics printers is not displayed in the Device collection and printer drill down.

IQ Dashboard

Patch installation from Fiery Command WorkStation

When you install patches from Fiery Command WorkStation, the details of the installed patch are not displayed in IQ Dashboard.

As a workaround, restart EFI Cloud Connector.

Warning state is not displayed in EFI IQ

When you print a job while the printer is in a warning state, the following issues are observed on the EFI IQ device status page:

- While printing, the printer status is displayed incorrectly for some OEMs.
- After printing, the printer status is displayed as Idle in the IQ Dashboard instead of the warning message.

Toner remaining in EFI IQ

On a Konica Minolta server, the toner remaining shown in the printer summary on the IQ Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

EFI Cloud Connector

PostScript (PS) patches are not displayed in EFI IQ

When you update PS patches from Fiery Command WorkStation for EFI Cloud Connector running on an embedded server, some PS patches do not appear in EFI IQ.

Incorrect activation error

If your EFI IQ credentials has access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only EFI IQ credentials with access to one EFI IQ account can access EFI Cloud Connector and EFI Go.

Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the Registered server list, the information in the Device, Connection, and Version columns appears first. Then the information in the Status and Tracking columns appears after a few seconds.

Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the Back and clear the check box for the offline Fiery server. You can then click Register.
- In the Register servers tab, click Add Device and manually enter the information for each online Fiery server.

Update Fiery server appears after EFI Cloud Connector is installed

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, Update Fiery server may appear in Server > EFI IQ.

EFI Go

Job preview is not displayed

When you select an individual job for any EFI Superwide roll-to-roll printer in EFI Go, the preview of the print job is not displayed.

Canceled print job was not displayed

When you cancel a print job before it is printed, the canceled print job for the EFI wide format printers is not displayed in EFI Go.

Print job thumbnails are not displayed

The thumbnails of print jobs from the print queue and printed job list for H5, EFI Superwide roll-to-roll, and EFI VUTEk HS series printers are not displayed in EFI Go.

Resolved alerts or notifications are not displayed

The All and Error tabs on the Device Info page display only active alerts and notifications instead of both active and resolved alerts and notifications for the last 24 hours.

The held job count does not match printer User Interface (UI)

The number of held jobs displayed in EFI Go for EFI Pro 30h and EFI Pro 30f printers do not match the printer UI.

Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

IQ Ink Assistant

IQ Ink Assistant is not shown

The IQ Ink Assistant application is not shown to an invited tenant or support user.

BETA tag is not displayed

When using the EFI ColorGuard web application, the BETA tag with the IQ Ink Assistant application is not displayed in the switch application drop-down list.

IQ Insight**Printer utilization details are inconsistent**

When you enable shifts, the printer utilization details shown on the IQ Insight Trend page do not match with utilization details shown on the IQ Insight Compare and IQ Dashboard pages.

The Double strike column in the Job log is blank

The Double strike column in the Job log is blank for EFI Pro 30h printers. However, the Strike column in the Job log displays strike details of print jobs.

Job information missing in the Job log

When viewing a Fiery server for a cutsheet printer in the Job log, IQ Insight only displays job settings information. Server default information is not displayed in the Job log.

Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

- User
- Perfect bind

Incorrect value is displayed in the Copies column

The Copies column in the Job log page displays incorrect value for Pro 30h printers.

IQ Manage**Automatic upload of Fiery server configuration file**

When you restart the EFI Cloud Connector after changing configuration parameters, the latest Fiery server configuration file is uploaded to the cloud.

Fiery server configuration file

The Fiery server configuration file cannot be generated if the Fiery server is connected to:

- The EFI Cloud Connector via proxy settings.
- The EFI Cloud Connector installed on Mac operating systems.

Deploy sync package error

When you deploy a sync package to multiple servers, an error message appears.

Error messages

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Notify

Updating attributes

When you update any attributes from the Fiery WebTools, the updated values are not displayed in the configuration report for servers connected via EFI Cloud Connector installed on Windows and Mac operating systems.

As a workaround, restart EFI Cloud Connector.

Hidden menu on Configuration Reports page

When you click the More icon (three-dot), the menu is hidden from view if four or more configuration reports are listed on the Configuration Reports page.

Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and EFI IQ is lost and production blocking event alerts are configured in IQ Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.



EFI IQ June 2023 release

What is new in this release

This version of EFI IQ introduces the following new features:

- Performance improvements and bug fixes.

Fixed issues

Admin console

Incorrect user role

When you invited an existing EFI IQ user to join another company account using Mozilla or Safari web browser, the Select role drop-down list displayed admin or operator roles.

Missing parameters error

If you were assigned both admin and support roles in your EFI IQ account and selected EFI IQ > Go to EFI IQ Dashboard from the Fiery Command WorkStation Server menu, a Missing parameters error was displayed.

EFI Cloud Connector

Incorrect printer package version

When you installed EFI Cloud Connector version 1.3.3745 on a Matan printer, an incorrect version of the printer package was installed on the printer.

This issue was fixed with EFI Cloud Connector version 1.3.3796 or later softwares.

IQ Notify

Patch file upload issue

When you uploaded a .csv patch file while creating a new configuration report in IQ Notify using Firefox web browser, the .csv file was not supported.

Known Issues

Admin console

Add new license button is unavailable

The Add new license button for IQ Manage and IQ Insight applications is not displayed in the demo session.

MAC address of display graphics printers is not displayed

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IQ Dashboard

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When you cancel a print job before it is printed, the canceled print job for the EFI wide format printers is not displayed in EFI Go.

Print job thumbnails are not displayed

The thumbnails of print jobs from the print queue and printed job list for H5, EFI Superwide roll-to-roll, and EFI VUTEk HS series printers are not displayed in EFI Go.

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The All and Error tabs on the Device Info page display only active alerts and notifications instead of both active and resolved alerts and notifications for the last 24 hours.

The held job count does not match printer User Interface (UI)

The number of held jobs displayed in EFI Go for EFI Pro 30h and EFI Pro 30f printers do not match the printer UI.

Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

IQ Ink Assistant**IQ Ink Assistant is not shown**

The IQ Ink Assistant application is not shown to an invited tenant or support user.

BETA tag is not displayed

When using the EFI ColorGuard web application, the BETA tag with the IQ Ink Assistant application is not displayed in the switch application drop-down list.

IQ Insight**Printer utilization details are inconsistent**

When you enable shifts, the printer utilization details shown on the IQ Insight Trend page do not match with utilization details shown on the IQ Insight Compare and IQ Dashboard pages.

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Job information missing in the Job log

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Job log information is missing

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- User
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IQ Manage

Automatic upload of Fiery server configuration file

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Fiery server configuration file

The Fiery server configuration file cannot be generated if the Fiery server is connected to:

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- The EFI Cloud Connector installed on Mac operating systems.

Deploy sync package error

When you deploy a sync package to multiple servers, an error message appears.

Error messages

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Notify

Hidden menu on Configuration Reports page

When you click the More icon (three-dot), the menu is hidden from view if four or more configuration reports are listed on the Configuration Reports page.

Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and EFI IQ is lost and production blocking event alerts are configured in IQ Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.



EFI IQ May 2023 release

What is new in this release

This version of EFI IQ introduces the following new features:

- An existing EFI IQ user, assigned with either an admin or operator role, can now be invited only as a support user to join multiple company accounts.
- An existing EFI IQ user, assigned with only a support role, can be invited as an admin or operator user in only one company account.
- Support for automatic upload of the Fiery server configuration to the cloud after restart of the Fiery server.
- Support for changes in the available ink bottles and total ink based on ink tank level of the printers.

Fixed issues

Admin console

Incorrect user role

When you invited an existing EFI IQ user as a support user, the email invitation stated that the user was invited as an admin user.

Shifts were not displayed

The shifts created in an EFI IQ account were not displayed in other company accounts invited by the primary account.

IQ Insight

Incorrect Waste area value

The values of the Waste area for EFI VUTEk HS series printers were incorrect in IQ Insight.

IQ Manage

Incorrect file format

When you downloaded the Fiery server configuration file on Mac operating systems, the downloaded file was in .pdf format instead of .zip format.

Known Issues

Admin console

Incorrect user role

When you invited an existing EFI IQ user to join another company account using Mozilla or Safari web browser, the Select role drop-down list displayed admin or operator roles.

Add new license button is unavailable

The Add new license button for IQ Manage and IQ Insight applications is not displayed in the demo session.

MAC address of display graphics printers is not displayed

The MAC address of display graphics printers is not displayed in the Device collection and printer drill down.

IQ Dashboard

Warning state is not displayed in EFI IQ

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Toner remaining in EFI IQ

On a Konica Minolta server, the toner remaining shown in the printer summary on the IQ Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

EFI Cloud Connector

PostScript (PS) patches are not displayed in EFI IQ

When you update PS patches from Fiery Command WorkStation for EFI Cloud Connector running on an embedded server, some PS patches do not appear in EFI IQ.

Incorrect printer package version

When you installed EFI Cloud Connector version 1.3.3745 on a Matan printer, an incorrect version of the printer package was installed on the printer.

This issue was fixed with EFI Cloud Connector version 1.3.3796 or later softwares.

Incorrect activation error

If your EFI IQ credentials has access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only EFI IQ credentials with access to one EFI IQ account can access EFI Cloud Connector and EFI Go.

Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the Registered server list, the information in the Device, Connection, and Version columns appears first. Then the information in the Status and Tracking columns appears after a few seconds.

Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

Offline Fiery servers cannot be registered

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As a workaround, do one of the following:

- In the Register servers tab, click the Back and clear the check box for the offline Fiery server. You can then click Register.
- In the Register servers tab, click Add Device and manually enter the information for each online Fiery server.

Update Fiery server appears after EFI Cloud Connector is installed

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, Update Fiery server may appear in Server > EFI IQ.

EFI Go

Job preview is not displayed

When you select an individual job for any EFI Superwide roll-to-roll printer in EFI Go, the preview of the print job is not displayed.

Canceled print job was not displayed

When you cancel a print job before it is printed, the canceled print job for the EFI wide format printers is not displayed in EFI Go.

Print job thumbnails are not displayed

The thumbnails of print jobs from the print queue and printed job list for H5, EFI Superwide roll-to-roll, and EFI VUTEk HS series printers are not displayed in EFI Go.

Resolved alerts or notifications are not displayed

The All and Error tabs on the Device Info page display only active alerts and notifications instead of both active and resolved alerts and notifications for the last 24 hours.

The held job count does not match printer User Interface (UI)

The number of held jobs displayed in EFI Go for EFI Pro 30h and EFI Pro 30f printers do not match the printer UI.

Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

IQ Ink Assistant**IQ Ink Assistant supported printers**

The IQ Ink Assistant application currently supports all display graphics printers except EFI Reggiani FabriVU/Next Plus and Cretaprint printers.

IQ Ink Assistant is not shown

The IQ Ink Assistant application is not shown to an invited tenant or support user.

BETA tag is not displayed

When using the EFI ColorGuard web application, the BETA tag with the IQ Ink Assistant application is not displayed in the switch application drop-down list.

IQ Insight**Printer utilization details are inconsistent**

When you enable shifts, the printer utilization details shown on the IQ Insight Trend page do not match with utilization details shown on the IQ Insight Compare and IQ Dashboard pages.

The Double strike column in the Job log is blank

The Double strike column in the Job log is blank for EFI Pro 30h printers. However, the Strike column in the Job log displays strike details of print jobs.

Job information missing in the Job log

When viewing a Fiery server for a cutsheet printer in the Job log, IQ Insight only displays job settings information. Server default information is not displayed in the Job log.

Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

- User
- Perfect bind

Incorrect value is displayed in the Copies column

The Copies column in the Job log page displays incorrect value for Pro 30h printers.

IQ Manage

Automatic upload of Fiery server configuration file

When you restart the EFI Cloud Connector after changing configuration parameters, the latest Fiery server configuration file is uploaded to the cloud.

Fiery server configuration file

The Fiery server configuration file cannot be generated if the Fiery server is connected to:

- The EFI Cloud Connector via proxy settings.
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Deploy sync package error

When you deploy a sync package to multiple servers, an error message appears.

Error messages

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Notify

Hidden menu on Configuration Reports page

When you click the More icon (three-dot), the menu is hidden from view if four or more configuration reports are listed on the Configuration Reports page.

Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and EFI IQ is lost and production blocking event alerts are configured in IQ Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.



EFI IQ April 2023 release

What is new in this release

This version of EFI IQ introduces the following new features:

- Support for viewing the file size of the Fiery server configuration sheet.
- Support for the IQ Ink Assistant users to receive reminder emails to update stock regularly.

Fixed issues

EFI Go

Incorrect job image length and width

The job image length and width of the held jobs displayed in EFI Go for EFI Pro 30h and Pro 30f printers were incorrect.

IQ Ink Assistant

IQ Ink Assistant issues

The following IQ Ink Assistant issues were fixed:

- The email addresses were not validated while creating or modifying ink order recommendation settings.
- You could not sign out of the IQ Ink Assistant application.

IQ Insight

Incorrect unit was displayed in Job log

When you downloaded the job log for H5 printers, the Image length and Image width columns displayed the values in meters. However, the values displayed for the Image length and Image width columns in IQ Insight were in feet.

Waste area unit was incorrect

When you downloaded the job log, the Waste area column displayed the values in square meters. However, the values displayed for the Waste area column in IQ Insight were in square feet.

IQ Manage**Configuration file was not localized**

The Fiery server configuration file was not localized in respective languages and was only available for download in English.

Known Issues**Admin console****Add new license button is unavailable**

The Add new license button for IQ Manage and IQ Insight applications is not displayed in the demo session.

Ability of an existing user to accept an invite

When an existing EFI IQ user is invited to join other company accounts, the user is automatically added to the accounts without their approval.

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The MAC address of display graphics printers is not displayed in the Device collection and printer drill down.

IQ Dashboard**Warning state is not displayed in EFI IQ**

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Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.



EFI IQ March 2023 release

What is new in this release

This version of EFI IQ introduces the following new features:

- Support for downloading the Fiery server configuration sheet in IQ Manage.
- Support for Beta version of the IQ Ink Assistant application for inkjet printers.

Fixed issues

Admin console

Incorrect error message

When you entered an invalid email address while inviting a new user in EFI IQ, an incorrect error message was displayed.

EFI Go

Incorrect printer status color, date, and time

The following issues were observed in EFI Go for EFI Reggiani FabriVU/Next Plus printers:

- The printer status messages were displayed in red color instead of green color.
- The date and time displayed for the printed jobs were incorrect.

Notifications were not displayed

The notifications for production blocking alerts for EFI Reggiani FabriVU/Next Plus printers were not displayed in EFI Go.

IQ Insight

Job log column anomalies

The following anomalies for EFI Pro 30h printers were fixed in IQ Insight:

- The job width was reported in meters even when the selected unit was in feet.
- The job image length was reported as the length of the used media.
- The job printed length and width values were incorrect.

IQ Notify

Device status was not displayed

The status of the listed devices, available in the Select devices drop-down list, was not displayed while creating a configuration report.

Attribute values

Printer SN, SNMPName, and SNMPVersion attribute columns did not display their last known value when printers were offline.

Known Issues

Admin console

Add new license button is unavailable

The Add new license button for IQ Manage and IQ Insight applications is not displayed in the demo session.

Ability of an existing user to accept an invite

When an existing EFI IQ user is invited to join other company accounts, the user is automatically added to the accounts without their approval.

MAC address of display graphics printers is not displayed

The MAC address of display graphics printers is not displayed in the Device collection and printer drill down.

IQ Dashboard

Warning state is not displayed in EFI IQ

When you print a job while the printer is in a warning state, the following issues are observed on the EFI IQ device status page:

- While printing, the printer status is displayed incorrectly for some OEMs.
- After printing, the printer status is displayed as Idle in the IQ Dashboard instead of the warning message.

Toner remaining in EFI IQ

On a Konica Minolta server, the toner remaining shown in the printer summary on the IQ Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

EFI Cloud Connector

PostScript (PS) patches are not displayed in EFI IQ

When you update PS patches from Fiery Command WorkStation for EFI Cloud Connector running on an embedded server, some PS patches do not appear in EFI IQ.

Incorrect printer package version

When you installed EFI Cloud Connector version 1.3.3745 on a Matan printer, an incorrect version of the printer package was installed on the printer.

This issue was fixed with EFI Cloud Connector version 1.3.3796 or later softwares.

Incorrect activation error

If your EFI IQ credentials has access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only EFI IQ credentials with access to one EFI IQ account can access EFI Cloud Connector and EFI Go.

Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the Registered server list, the information in the Device, Connection, and Version columns appears first. Then the information in the Status and Tracking columns appears after a few seconds.

Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the Back and clear the check box for the offline Fiery server. You can then click Register.
- In the Register servers tab, click Add Device and manually enter the information for each online Fiery server.

Update Fiery server appears after EFI Cloud Connector is installed

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, Update Fiery server may appear in Server > EFI IQ.

EFI Go**Job preview is not displayed**

When you select an individual job for any EFI Superwide roll-to-roll printer in EFI Go, the preview of the print job is not displayed.

Canceled print job was not displayed

When you cancel a print job before it is printed, the canceled print job for the EFI wide format printers is not displayed in EFI Go.

Print job thumbnails are not displayed

The thumbnails of print jobs from the print queue and printed job list for H5, EFI Superwide roll-to-roll, and EFI VUTEk HS series printers are not displayed in EFI Go.

Resolved alerts or notifications are not displayed

The All and Error tabs on the Device Info page display only active alerts and notifications instead of both active and resolved alerts and notifications for the last 24 hours.

The held job count does not match printer User Interface (UI)

The number of held jobs displayed in EFI Go for EFI Pro 30h and EFI Pro 30f printers do not match the printer UI.

Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

IQ Insight**Printer utilization details are inconsistent**

When you enable shifts, the printer utilization details shown on the IQ Insight Trend page do not match with utilization details shown on the IQ Insight Compare and IQ Dashboard pages.

The Double strike column in the Job log is blank

The Double strike column in the Job log is blank for EFI Pro 30h printers. However, the Strike column in the Job log displays strike details of print jobs.

Job information missing in the Job log

When viewing a Fiery server for a cutsheet printer in the Job log, IQ Insight only displays job settings information. Server default information is not displayed in the Job log.

Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

- User
- Perfect bind

Incorrect value is displayed in the Copies column

The Copies column in the Job log page displays incorrect value for Pro 30h printers.

IQ Manage

Fiery server configuration file

The Fiery server configuration file cannot be generated if the Fiery server is connected to:

- The EFI Cloud Connector via proxy settings.
- The EFI Cloud Connector installed on Mac operating systems.

Incorrect timestamp

The timestamp displayed for the last created Fiery server configuration file for the EFI Cloud Connector running on an embedded server is incorrect.

Configuration file was not localized

The Fiery server configuration file was not localized in respective languages and was only available for download in English.

Incorrect file format

When you downloaded the Fiery server configuration file on Mac operating systems, the downloaded file was in .pdf format instead of .zip format.

Deploy sync package error

When you deploy a sync package to multiple servers, an error message appears.

Error messages

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Notify

Hidden menu on Configuration Reports page

When you click the More icon (three-dot), the menu is hidden from view if four or more configuration reports are listed on the Configuration Reports page.

SNMP attributes value

The value for different SNMP attributes is displayed in the configuration report even when the SNMP feature was disabled from the Fiery Web Tools.

Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and EFI IQ is lost and production blocking event alerts are configured in IQ Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.



EFI IQ February 2023 release

What is new in this release

This version of EFI IQ introduces the following new features:

- Support for the rebranding of EFI applications to IQ applications.
- Support for the drag and drop functionality on the Selected fields page while creating a configuration report.

Fixed issues

EFI Cloud Connector

Offline Fiery servers

Some Fiery servers were offline even after the registration was completed in EFI Cloud Connector.

EFI Go

Notifications were not displayed

The notifications for production blocking alerts for EFI Reggiani FabriVU/Next Plus printers were not displayed in EFI Go.

IQ Insight

Inconsistent tooltips across EFI IQ applications

Tooltips displayed for different widgets were either inconsistent or incorrect across EFI IQ applications for display graphics printers.

IQ Notify

Configuration report issues

When you created a new configuration report in IQ Notify, the existing configuration reports disappeared from the Configuration Reports page.

Known Issues

Admin console

Add new license button is unavailable

The Add new license button for IQ Manage and IQ Insight applications is not displayed in the demo session.

Ability of an existing user to accept an invite

When an existing EFI IQ user is invited to join other company accounts, the user is automatically added to the accounts without their approval.

MAC address of display graphics printers is not displayed

The MAC address of display graphics printers is not displayed in the Device collection and printer drill down.

IQ Dashboard

Warning state is not displayed in EFI IQ

When you print a job while the printer is in a warning state, the following issues are observed on the EFI IQ device status page:

- While printing, the printer status is displayed incorrectly for some OEMs.
- After printing, the printer status is displayed as Idle in the IQ Dashboard instead of the warning message.

Toner remaining in EFI IQ

On a Konica Minolta server, the toner remaining shown in the printer summary on the IQ Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

EFI Cloud Connector

PostScript (PS) patches are not displayed in EFI IQ

When you update PS patches from Fiery Command WorkStation for EFI Cloud Connector running on an embedded server, some PS patches do not appear in EFI IQ.

Incorrect printer package version

When you installed EFI Cloud Connector version 1.3.3745 on a Matan printer, an incorrect version of the printer package was installed on the printer.

This issue was fixed with EFI Cloud Connector version 1.3.3796 or later softwares.

Incorrect activation error

If your EFI IQ credentials has access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only EFI IQ credentials with access to one EFI IQ account can access EFI Cloud Connector and EFI Go.

Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the Registered server list, the information in the Device, Connection, and Version columns appears first. Then the information in the Status and Tracking columns appears after a few seconds.

Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the Back and clear the check box for the offline Fiery server. You can then click Register.
- In the Register servers tab, click Add Device and manually enter the information for each online Fiery server.

Update Fiery server appears after EFI Cloud Connector is installed

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, Update Fiery server may appear in Server > EFI IQ.

EFI Go**Job preview is not displayed**

When you select an individual job for any EFI Superwide roll-to-roll printer in EFI Go, the preview of the print job is not displayed.

Canceled print job was not displayed

When you cancel a print job before it is printed, the canceled print job for the EFI wide format printers is not displayed in EFI Go.

Print job thumbnails are not displayed

The thumbnails of print jobs from the print queue and printed job list for H5, EFI Superwide roll-to-roll, and EFI VUTEK HS series printers are not displayed in EFI Go.

Resolved alerts or notifications are not displayed

The All and Error tabs on the Device Info page display only active alerts and notifications instead of both active and resolved alerts and notifications for the last 24 hours.

The held job count does not match printer User Interface (UI)

The number of held jobs displayed in EFI Go for EFI Pro 30h and EFI Pro 30f printers do not match the printer UI.

Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

IQ Insight**Printer utilization details are inconsistent**

When you enable shifts, the printer utilization details shown on the IQ Insight Trend page do not match with utilization details shown on the IQ Insight Compare and IQ Dashboard pages.

The Double strike column in the Job log is blank

The Double strike column in the Job log is blank for EFI Pro 30h printers. However, the Strike column in the Job log displays strike details of print jobs.

Job information missing in the Job log

When viewing a Fiery server for a cutsheet printer in the Job log, IQ Insight only displays job settings information. Server default information is not displayed in the Job log.

Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

- User
- Perfect bind

Incorrect value is displayed in the Copies column

The Copies column in the Job log page displays incorrect value for Pro 30h printers.

IQ Manage**Deploy sync package error**

When you deploy a sync package to multiple servers, an error message appears.

Error messages

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Notify

Hidden menu on Configuration Reports page

When you click the More icon (three-dot), the menu is hidden from view if four or more configuration reports are listed on the Configuration Reports page.

SNMP attributes value

The value for different SNMP attributes is displayed in the configuration report even when the SNMP feature was disabled from the Fiery Web Tools.

Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and EFI IQ is lost and production blocking event alerts are configured in IQ Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.



EFI IQ January 2023 release

What is new in this release

This version of EFI IQ introduces the following new features:

- Support for additional attributes in the configuration report.

Fixed issues

Admin console

Error message was not displayed

When you entered an incorrect email address while resetting your EFI IQ account password, an invalid email address error message was not displayed.

Incorrect licenses were displayed

When you navigated to the License Manager page from the EFI ColorGuard application, the licenses for other applications were also displayed under the EFI ColorGuard tab.

IQ Insight

Navigating to IQ Insight from Admin console

When you navigated to the IQ Insight application from the Admin console page, the IQ Insight Feature page was displayed instead of the IQ Insight Trend page.

Job image length was reported as media length

The job image length for H3/H5 printers was reported as the length of the used media in IQ Insight.

Incorrect waste area value

The value reported in the Waste Area column was incorrect for H3/H5 printers in IQ Insight.

Job log column anomalies

The following anomalies for EFI Pro 30h printers were fixed in IQ Insight:

- The job width was reported in meters even when the selected unit was in feet.
- The job image length was reported as the length of the used media.
- The job width value included the blank space between the job duplications.

IQ Notify

Renaming attributes in configuration report

When you renamed an attribute as an original attribute while creating a configuration report, the original attribute was not displayed in the configuration report.

Known Issues

Admin console

Add new license button is unavailable

The Add new license button for IQ Manage and IQ Insight applications is not displayed in the demo session.

Ability of an existing user to accept an invite

When an existing EFI IQ user is invited to join other company accounts, the user is automatically added to the accounts without their approval.

MAC address of display graphics printers is not displayed

The MAC address of display graphics printers is not displayed in the Device collection and printer drill down.

IQ Dashboard

Warning state is not displayed in EFI IQ

When you print a job while the printer is in a warning state, the following issues are observed on the EFI IQ device status page:

- While printing, the printer status is displayed incorrectly for some OEMs.
- After printing, the printer status is displayed as Idle in the IQ Dashboard instead of the warning message.

Toner remaining in EFI IQ

On a Konica Minolta server, the toner remaining shown in the printer summary on the IQ Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

EFI Cloud Connector

PostScript (PS) patches are not displayed in EFI IQ

When you update PS patches from Fiery Command WorkStation for EFI Cloud Connector running on an embedded server, some PS patches do not appear in EFI IQ.

Incorrect printer package version

When you installed EFI Cloud Connector version 1.3.3745 on a Matan printer, an incorrect version of the printer package was installed on the printer.

This issue was fixed with EFI Cloud Connector version 1.3.3796 or later softwares.

Incorrect activation error

If your EFI IQ credentials has access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only EFI IQ credentials with access to one EFI IQ account can access EFI Cloud Connector and EFI Go.

Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the Registered server list, the information in the Device, Connection, and Version columns appears first. Then the information in the Status and Tracking columns appears after a few seconds.

Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the Back and clear the check box for the offline Fiery server. You can then click Register.
- In the Register servers tab, click Add Device and manually enter the information for each online Fiery server.

Update Fiery server appears after EFI Cloud Connector is installed

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, Update Fiery server may appear in Server > EFI IQ.

EFI Go

Job preview is not displayed

When you select an individual job for any EFI Superwide roll-to-roll printer in EFI Go, the preview of the print job is not displayed.

Canceled print job was not displayed

When you cancel a print job before it is printed, the canceled print job for the EFI wide format printers is not displayed in EFI Go.

Print job thumbnails are not displayed

The thumbnails of print jobs from the print queue and printed job list for H5, EFI Superwide roll-to-roll, and EFI VUTEk HS series printers are not displayed in EFI Go.

Resolved alerts or notifications are not displayed

The All and Error tabs on the Device Info page display only active alerts and notifications instead of both active and resolved alerts and notifications for the last 24 hours.

The held job count does not match printer User Interface (UI)

The number of held jobs displayed in EFI Go for EFI Pro 30h and EFI Pro 30f printers do not match the printer UI.

Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

IQ Insight

Printer utilization details are inconsistent

When you enable shifts, the printer utilization details shown on the IQ Insight Trend page do not match with utilization details shown on the IQ Insight Compare and IQ Dashboard pages.

The Double strike column in the Job log is blank

The Double strike column in the Job log is blank for EFI Pro 30h printers. However, the Strike column in the Job log displays strike details of print jobs.

Job information missing in the Job log

When viewing a Fiery server for a cutsheet printer in the Job log, IQ Insight only displays job settings information. Server default information is not displayed in the Job log.

Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

- User
- Perfect bind

Incorrect value is displayed in the Copies column

The Copies column in the Job log page displays incorrect value for Pro 30h printers.

IQ Manage**Deploy sync package error**

When you deploy a sync package to multiple servers, an error message appears.

Error messages

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Notify**Hidden menu on Configuration Reports page**

When you click the More icon (three-dot), the menu is hidden from view if four or more configuration reports are listed on the Configuration Reports page.

SNMP attributes value

The value for different SNMP attributes is displayed in the configuration report even when the SNMP feature was disabled from the Fiery Web Tools.

Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and EFI IQ is lost and production blocking event alerts are configured in IQ Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.



EFI IQ December 2022 release

What is new in this release

This version of EFI IQ introduces the following new features:

- Support for password visibility while signing in to the EFI Cloud Connector.
- Removed support for ECC Activated attribute column while creating a new configuration report.
- Performance and user experience improvements to the configuration report creation page and email template.
- System information, Operating System (OS), and EFI Cloud Connector version details are included in the EFI Cloud Connector log files to assist the support team with customer issue resolutions.
- For all display graphics printers, the Length and Width columns on the Job log page are renamed as Printed Length and Printed Width, respectively to display the length and width of the used media. Two new columns, Image Length and Image Width, are introduced to display the length and width of the job image.

Fixed issues

EFI Cloud Connector

Incorrect error message

When you attempt to sign in to the EFI Cloud Connector using a wrong password, the error message displayed was not accurate.

Incorrect error message was displayed

When a support user with access to a single EFI IQ account attempted to sign in to EFI Cloud Connector, an incorrect error message appeared notifying that the user has access to multiple company accounts.

Fiery server version in EFI Cloud Connector

The version of the Fiery server was displayed twice in the EFI Cloud Connector version column.

IQ Notify

Deselection of Printer collections and Printers

When you cleared all check boxes of Printer collections and Printers while creating a configuration report, a warning message to select either Printer collections or Printers was not displayed.

Incorrect string in Japanese translation

The Japanese translation for the Printer collections string on the configuration report creation page was incorrect.

Configuration report column anomalies

The following anomalies in the configuration report were fixed:

- The value for the Cal-Expiration attribute was shown even when the calibration time limit feature was disabled from the Fiery Command WorkStation.
- The value for the ECC Activated attribute was shown as TRUE even when EFI Cloud Connector was disabled. The ECC Activated attribute column is not available while creating a new configuration report.

Configuration report duplication

When you duplicated a configuration report twice, the Next button was disabled and an error did not appear.

Blank attribute columns

Some attribute columns in the configuration report were blank for some printers.

If data is not available for any specific attribute, the Not available message is now shown in the configuration report.

Known Issues

Admin console

Add new license button is unavailable

The Add new license button for IQ Manage and IQ Insight applications is not displayed in the demo session.

Ability of an existing user to accept an invite

When an existing EFI IQ user is invited to join other company accounts, the user is automatically added to the accounts without their approval.

MAC address of display graphics printers is not displayed

The MAC address of display graphics printers is not displayed in the Device collection and printer drill down.

IQ Dashboard

Warning state is not displayed in EFI IQ

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Toner remaining in EFI IQ

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EFI Cloud Connector

PostScript (PS) patches are not displayed in EFI IQ

When you update PS patches from Fiery Command WorkStation for EFI Cloud Connector running on an embedded server, some PS patches do not appear in EFI IQ.

Incorrect printer package version

When you installed EFI Cloud Connector version 1.3.3745 on a Matan printer, an incorrect version of the printer package was installed on the printer.

This issue was fixed with EFI Cloud Connector version 1.3.3796 or later softwares.

Incorrect activation error

If your EFI IQ credentials has access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only EFI IQ credentials with access to one EFI IQ account can access EFI Cloud Connector and EFI Go.

Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the Registered server list, the information in the Device, Connection, and Version columns appears first. Then the information in the Status and Tracking columns appears after a few seconds.

Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the Back and clear the check box for the offline Fiery server. You can then click Register.
- In the Register servers tab, click Add Device and manually enter the information for each online Fiery server.

Update Fiery server appears after EFI Cloud Connector is installed

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, Update Fiery server may appear in Server > EFI IQ.

EFI Go

Job preview is not displayed

When you select an individual job for any EFI Superwide roll-to-roll printer in EFI Go, the preview of the print job is not displayed.

Canceled print job was not displayed

When you cancel a print job before it is printed, the canceled print job for the EFI wide format printers is not displayed in EFI Go.

Print job thumbnails are not displayed

The thumbnails of print jobs from the print queue and printed job list for H5, EFI Superwide roll-to-roll, and EFI VUTEk HS series printers are not displayed in EFI Go.

Resolved alerts or notifications are not displayed

The All and Error tabs on the Device Info page display only active alerts and notifications instead of both active and resolved alerts and notifications for the last 24 hours.

The held job count does not match printer User Interface (UI)

The number of held jobs displayed in EFI Go for EFI Pro 30h and EFI Pro 30f printers do not match the printer UI.

Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

IQ Insight

Job image length was reported as media length

The job image length for H3/H5 printers was reported as the length of the used media in IQ Insight.

Printer utilization details are inconsistent

When you enable shifts, the printer utilization details shown on the IQ Insight Trend page do not match with utilization details shown on the IQ Insight Compare and IQ Dashboard pages.

The Double strike column in the Job log is blank

The Double strike column in the Job log is blank for EFI Pro 30h printers. However, the Strike column in the Job log displays strike details of print jobs.

Job information missing in the Job log

When viewing a Fiery server for a cutsheet printer in the Job log, IQ Insight only displays job settings information. Server default information is not displayed in the Job log.

Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

- User
- Perfect bind

Incorrect value is displayed in the Copies column

The Copies column in the Job log page displays incorrect value for Pro 30h printers.

IQ Manage**Deploy sync package error**

When you deploy a sync package to multiple servers, an error message appears.

Error messages

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Notify**Renaming attributes in configuration report**

When you renamed an attribute as an original attribute while creating a configuration report, the original attribute was not displayed in the configuration report.

SNMP attributes value

The value for different SNMP attributes is displayed in the configuration report even when the SNMP feature was disabled from the Fiery Web Tools.

Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and EFI IQ is lost and production blocking event alerts are configured in IQ Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.



EFI IQ November 2022 release

What is new in this release

This version of EFI IQ introduces the following new features:

- You can now request your supplier for the deactivation and reactivation of pool licenses from one tenant to another tenant.
- Support for enhancements and addition of new printer attribute columns in the configuration report.
- Enhancement in the printing and error time utilization displayed on the Utilization details page.

Fixed issues

IQ Dashboard

Printing subcategories on Utilization details page

The subcategories under the Printing drop-down list were not displayed on the Utilization details page for the FabriVU Plus printers.

IQ Notify

IQ ID in configuration report

The IQ ID column was moved from the first to the last column of the configuration report.

Configuration report zip file

When you opened the zip file of the configuration report on Mac operating systems, an error appeared.

Deselection of printer attribute columns

When you cleared all check boxes of the mandatory printer attribute columns while creating a configuration report, an error message was not displayed.

Weekly or monthly configuration reports delivery was delayed

You received the configuration reports after 7 or 30 days from the subscription date instead of receiving the reports on Sunday or the first day of the following month for weekly or monthly reports, respectively.

Incorrect strings were displayed

When you selected a printer and printer collection while creating a configuration report, the strings displayed in the Select devices drop-down list were incorrect.

Error message was not displayed

When you entered an email address that contains a double-byte character while creating a configuration report, the Save button was disabled without displaying an error message.

Incorrect error message was displayed

When you entered an invalid email address while creating a configuration report, an additional incorrect error message was displayed.

Incorrect printer or printer collections were selected

When you selected a printer or printer collection from the Select devices drop-down and clicked the Cancel button, the printer or printer collection was still selected and included in the configuration report.

Known Issues**Admin console****Add new license button is unavailable**

The Add new license button for IQ Manage and IQ Insight applications is not displayed in the demo session.

Ability of an existing user to accept an invite

When an existing EFI IQ user is invited to join other company accounts, the user is automatically added to the accounts without their approval.

MAC address of display graphics printers is not displayed

The MAC address of display graphics printers is not displayed in the Device collection and printer drill down.

IQ Dashboard

Warning state is not displayed in EFI IQ

When you print a job while the printer is in a warning state, the following issues are observed on the EFI IQ device status page:

- While printing, the printer status is displayed incorrectly for some OEMs.
- After printing, the printer status is displayed as Idle in the IQ Dashboard instead of the warning message.

Toner remaining in EFI IQ

On a Konica Minolta server, the toner remaining shown in the printer summary on the IQ Dashboard may be different from the toner information shown in the Consumables section in Fierly Command WorkStation.

EFI Cloud Connector**PostScript (PS) patches are not displayed in EFI IQ**

When you update PS patches from Fierly Command WorkStation for EFI Cloud Connector running on an embedded server, some PS patches do not appear in EFI IQ.

Incorrect printer package version

When you installed EFI Cloud Connector version 1.3.3745 on a Matan printer, an incorrect version of the printer package was installed on the printer.

This issue was fixed with EFI Cloud Connector version 1.3.3796 or later softwares.

Incorrect error message was displayed

When a support user with access to a single EFI IQ account attempted to sign in to EFI Cloud Connector, an incorrect error message appeared notifying that the user has access to multiple company accounts.

Incorrect activation error

If your EFI IQ credentials has access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only EFI IQ credentials with access to one EFI IQ account can access EFI Cloud Connector and EFI Go.

Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the Registered server list, the information in the Device, Connection, and Version columns appears first. Then the information in the Status and Tracking columns appears after a few seconds.

Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the Back and clear the check box for the offline Fiery server. You can then click Register.
- In the Register servers tab, click Add Device and manually enter the information for each online Fiery server.

Update Fiery server appears after EFI Cloud Connector is installed

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, Update Fiery server may appear in Server > EFI IQ.

EFI Go

The held job count does not match printer User Interface (UI)

The number of held jobs displayed in EFI Go for EFI Pro 30h and EFI Pro 30f printers do not match the printer UI.

Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

IQ Insight

Printer utilization details are inconsistent

When you enable shifts, the printer utilization details shown on the IQ Insight Trend page do not match with utilization details shown on the IQ Insight Compare and IQ Dashboard pages.

The Double strike column in the Job log is blank

The Double strike column in the Job log is blank for EFI Pro 30h printers. However, the Strike column in the Job log displays strike details of print jobs.

Job information missing in the Job log

When viewing a Fiery server for a cutsheet printer in the Job log, IQ Insight only displays job settings information. Server default information is not displayed in the Job log.

Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

- User
- Perfect bind

Incorrect value is displayed in the Copies column

The Copies column in the Job log page displays incorrect value for Pro 30h printers.

IQ Manage

Deploy sync package error

When you deploy a sync package to multiple servers, an error message appears.

Error messages

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Notify

Configuration report column anomalies

The following anomalies in the configuration report were fixed:

- The value for the Cal-Expiration attribute was shown even when the calibration time limit feature was disabled from the Fiery Command WorkStation.
- The value for the ECC Activated attribute was shown as TRUE even when EFI Cloud Connector was disabled. The ECC Activated attribute column is not available while creating a new configuration report.

Configuration report duplication

When you duplicated a configuration report twice, the Next button was disabled and an error did not appear.

Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and EFI IQ is lost and production blocking event alerts are configured in IQ Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.



EFI IQ October 2022 release

What is new in this release

This version of EFI IQ introduces the following new features:

- Support for an admin or support user to create configuration reports and subscribe to notifications in IQ Notify for the fleet of printers activated by IQ Manage licenses.

Fixed issues

Admin console

Error message was not localized

The error message on the Company details page was not localized in different languages.

Incorrect translations

The simplified and traditional Chinese translations for Add Display Graphics License button were incorrect.

Dissociation and deletion of an empty device collection

You could not dissociate and delete an empty device collection that was associated with an operator account.

IQ Manage and IQ Insight active licenses were not displayed

When the EFI ColorGuard license has expired, and you navigate to the License manager page from the EFI ColorGuard page, the active licenses for IQ Manage and IQ Insight were not displayed.

IQ Insight

Incorrect printer utilization was displayed for some shifts

When you compared shifts for a printer, the duration of printer utilization displayed for some shifts was incorrect.

Job log columns appeared blank

Print end time and Media type appeared blank for display graphics printers.

Inconsistent tooltips across EFI IQ applications

Tooltips displayed for different widgets were either inconsistent or incorrect across EFI IQ applications for display graphics printers.

IQ Manage**Inconsistent behavior of different Buy subscription button**

The Buy subscription button, when clicked from the License manager page and IQ Manage application, led to different results.

Known Issues**Admin console****Add new license button is unavailable**

The Add new license button for IQ Manage and IQ Insight applications is not displayed in the demo session.

Ability of an existing user to accept an invite

When an existing EFI IQ user is invited to join other company accounts, the user is automatically added to the accounts without their approval.

MAC address of display graphics printers is not displayed

The MAC address of display graphics printers is not displayed in the Device collection and printer drill down.

IQ Dashboard**Toner remaining in EFI IQ**

On a Konica Minolta server, the toner remaining shown in the printer summary on the IQ Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

EFI Cloud Connector**Incorrect error message was displayed**

When a support user with access to a single EFI IQ account attempted to sign in to EFI Cloud Connector, an incorrect error message appeared notifying that the user has access to multiple company accounts.

Incorrect activation error

If your EFI IQ credentials has access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only EFI IQ credentials with access to one EFI IQ account can access EFI Cloud Connector and EFI Go.

Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the Registered server list, the information in the Device, Connection, and Version columns appears first. Then the information in the Status and Tracking columns appears after a few seconds.

Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the Back and clear the check box for the offline Fiery server. You can then click Register.
- In the Register servers tab, click Add Device and manually enter the information for each online Fiery server.

Update Fiery server appears after EFI Cloud Connector is installed

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, Update Fiery server may appear in Server > EFI IQ.

EFI Go**The held job count does not match printer User Interface (UI)**

The number of held jobs displayed in EFI Go for EFI Pro 30h and EFI Pro 30f printers do not match the printer UI.

Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

IQ Insight

The Double strike column in the Job log is blank

The Double strike column in the Job log is blank for EFI Pro 30h printers. However, the Strike column in the Job log displays strike details of print jobs.

Job information missing in the Job log

When viewing a Fiery server for a cutsheet printer in the Job log, IQ Insight only displays job settings information. Server default information is not displayed in the Job log.

Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

- User
- Perfect bind

Incorrect value is displayed in the Copies column

The Copies column in the Job log page displays incorrect value for Pro 30h printers.

IQ Manage**Deploy sync package error**

When you deploy a sync package to multiple servers, an error message appears.

Error messages

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Notify**Deselection of printer attribute columns**

When you cleared all check boxes of the mandatory printer attribute columns while creating a configuration report, an error message was not displayed.

Weekly or monthly configuration reports delivery was delayed

You received the configuration reports after 7 or 30 days from the subscription date instead of receiving the reports on Sunday or the first day of the following month for weekly or monthly reports, respectively.

Configuration report duplication

When you duplicated a configuration report twice, the Next button was disabled and an error did not appear.

Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and EFI IQ is lost and production blocking event alerts are configured in IQ Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.



EFI IQ September 2022 release

What is new in this release

This version of EFI IQ introduces the following new features:

- An IP address can now be fetched by support users for EFI Cloud Connector version 1.3.3881 and later to help diagnose issues even when the client system is turned off.
- Support for pool licenses for IQ Insight and IQ Manage.

Fixed issues

EFI Cloud Connector

EFI Cloud Connector did not launch in the default web browser

The EFI Cloud Connector application for display graphics printers opened in the Internet Explorer web browser instead of the default web browser selected for Windows.

Printer software upgrade issues

The following issues were seen in EFI IQ:

- The historical data of print jobs executed in the older version of the printer software for EFI Pro 30h printers was not displayed after the upgrade or reinstallation of the existing printer software.
- The current status for EFI Pro 30h and EFI Pro 30f printers did not update dynamically in EFI IQ after the upgrade or reinstallation of the existing printer software.
- An error message appeared while registering the EFI Pro 16h printers in EFI Cloud Connector after upgrading to printer software version 1.0.4.7 and later.
- The print jobs and current status for EFI Pro 16h did not update in EFI IQ and the Print start time column displayed an incorrect value. These issues are fixed for EFI Pro 16h printers with a printer software version 1.0.4.7 and later.

Idle time duration was not displayed

The printer idle time duration for EFI Pro 30f and EFI Pro 16h printers was not displayed in the Printer Utilization in EFI IQ.

EFI Go

Incorrect ink colors were displayed for H5 printer

Some ink colors shown for H5 printers in EFI Go were incorrect, such as light magenta was shown as bluish, light cyan as teal, and cyan as blue.

Incorrect device states were displayed

When you selected Yesterday in the Device States tab, the data displayed belonged to the current day and not the previous day.

Printed jobs count mismatch

The number of printed jobs displayed for the last seven days in EFI Go did not match the IQ Dashboard.

Incorrect measurement units displayed for length and width of printed jobs

The measurement units for the length and width values of printed jobs on EFI Pro 30h, EFI Pro 24h, and EFI Pro 30f printers were displayed in inches instead of meters.

Measurement units were not displayed

When you searched for a job using the Search icon in EFI Go, the measurement units for the length and width values were not displayed.

Printed jobs section displayed incorrect data

When you searched for a job using the Search icon in EFI Go, the printed jobs section displayed data for a period that was longer than the last seven days.

IQ Insight

Multilayer print jobs were not displayed

The multilayer print jobs for EFI Pro 30h printers were not displayed in the Job log.

Job log columns displayed incorrect information

Incorrect information was displayed in the following Job log columns:

- Media length and Media width: The media length and width values were displayed as zero for EFI Pro 30h printers.
- Color mode: The Color mode column appeared blank for EFI Pro 30h printers.

- **Copies:** The Copies column displayed incorrect value for EFI Pro 30h printers and the number of printed copies was not displayed.

As a fix, the Copies column now displays the total number of copies in the queue and a new column Number of copies of job printed is introduced that displays the number of printed copies for printer software version 2.0.0.1 and later.

- **User:** The User column appeared blank for EFI Matan printers.

Known Issues

Admin console

Ability of an existing user to accept an invite

When an existing EFI IQ user is invited to join other company accounts, the user is automatically added to the accounts without their approval.

MAC address of display graphics printers is not displayed

The MAC address of display graphics printers is not displayed in the Device collection and printer drill down.

IQ Dashboard

Toner remaining in EFI IQ

On a Konica Minolta server, the toner remaining shown in the printer summary on the IQ Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

EFI Cloud Connector

Incorrect error message was displayed

When a support user with access to a single EFI IQ account attempted to sign in to EFI Cloud Connector, an incorrect error message appeared notifying that the user has access to multiple company accounts.

Incorrect activation error

If your EFI IQ credentials has access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only EFI IQ credentials with access to one EFI IQ account can access EFI Cloud Connector and EFI Go.

Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the Registered server list, the information in the Device, Connection, and Version columns appears first. Then the information in the Status and Tracking columns appears after a few seconds.

Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the Back and clear the check box for the offline Fiery server. You can then click Register.
- In the Register servers tab, click Add Device and manually enter the information for each online Fiery server.

Update Fiery server appears after EFI Cloud Connector is installed

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, Update Fiery server may appear in Server > EFI IQ.

EFI Go

The held job count does not match printer User Interface (UI)

The number of held jobs displayed in EFI Go for EFI Pro 30h and EFI Pro 30f printers do not match the printer UI.

Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

IQ Insight

The Double strike column in the Job log is blank

The Double strike column in the Job log is blank for EFI Pro 30h printers. However, the Strike column in the Job log displays strike details of print jobs.

Job information missing in the Job log

When viewing a Fiery server for a cutsheet printer in the Job log, IQ Insight only displays job settings information. Server default information is not displayed in the Job log.

Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

- User
- Perfect bind

Incorrect printer utilization was displayed for some shifts

When you compared shifts for a printer, the duration of printer utilization displayed for some shifts was incorrect.

Incorrect value is displayed in the Copies column

The Copies column in the Job log page displays incorrect value for Pro 30h printers.

IQ Manage**Error messages**

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Notify**Email notification sent for each Fiery server**

If the connection between EFI Cloud Connector and EFI IQ is lost and production blocking event alerts are configured in IQ Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.



EFI IQ August 2022 release

What is new in this release

This version of EFI IQ introduces the following new features:

- Users from a GDPR-compliant country can now sign up for EFI IQ without providing consent to receive newsletters from EFI IQ.

Fixed issues

Newsletter consent was mandatory

It was mandatory for a user from a GDPR-compliant country to provide consent for receiving news, updates, and promotional emails while signing up for EFI IQ.

Admin console

Strings overlapped in the company name and address field

When you entered a lengthy company name or address on the Company details page, the company name or address value did not move to the next line, and the strings overlapped.

IQ Insight

Display interval was not displayed in the date selection history

When you selected multiple date ranges on the Trend or Compare page, the display intervals were not shown for selected date ranges in the date selection history drop-down list.

Incorrect value was displayed in the Copies column

The Job log page in IQ Insight displayed the requested number of copies in the Copies column instead of the actual number of copies printed for H3/H5 printers.

As a fix, the Number of copies of job printed column was mapped to display the actual number of copies printed, whereas the Copies column displays the requested number of copies.

Incorrect value was displayed in the Color mode column

The Job log page in IQ Insight displayed incorrect values in the Copies column for VUTEk D3r printers.

Job log displayed non-applicable values

Some columns on the Job log page in IQ Insight displayed values that were not applicable for the selected display graphics printers. For example, the Mixed media column displayed "mixed media" for H3/H5 printers and "True" for Q5r printers.

Known Issues**Admin console****Ability of an existing user to accept an invite**

When an existing EFI IQ user is invited to join other company accounts, the user is automatically added to the accounts without their approval.

MAC address of display graphics printers is not displayed

The MAC address of display graphics printers is not displayed in the Device collection and printer drill down.

IQ Dashboard**Toner remaining in EFI IQ**

On a Konica Minolta server, the toner remaining shown in the printer summary on the IQ Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

EFI Cloud Connector**Incorrect error message was displayed**

When a support user with access to a single EFI IQ account attempted to sign in to EFI Cloud Connector, an incorrect error message appeared notifying that the user has access to multiple company accounts.

Incorrect activation error

If your EFI IQ credentials has access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only EFI IQ credentials with access to one EFI IQ account can access EFI Cloud Connector and EFI Go.

Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the Registered server list, the information in the Device, Connection, and Version columns appears first. Then the information in the Status and Tracking columns appears after a few seconds.

Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the Back and clear the check box for the offline Fiery server. You can then click Register.
- In the Register servers tab, click Add Device and manually enter the information for each online Fiery server.

Update Fiery server appears after EFI Cloud Connector is installed

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, Update Fiery server may appear in Server > EFI IQ.

EFI Go**Incorrect measurement units displayed for length and width of printed jobs**

The measurement units for the length and width values of printed jobs on EFI Pro 30h, EFI Pro 24h, and EFI Pro 30f printers were displayed in inches instead of meters.

The held job count does not match printer User Interface (UI)

The number of held jobs displayed in EFI Go for EFI Pro 30h and EFI Pro 30f printers do not match the printer UI.

Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

IQ Insight

The Double strike column in the Job log is blank

The Double strike column in the Job log is blank for EFI Pro 30h printers. However, the Strike column in the Job log displays strike details of print jobs.

Job information missing in the Job log

When viewing a Fiery server for a cutsheet printer in the Job log, IQ Insight only displays job settings information. Server default information is not displayed in the Job log.

Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

- User
- Perfect bind

Incorrect printer utilization was displayed for some shifts

When you compared shifts for a printer, the duration of printer utilization displayed for some shifts was incorrect.

Incorrect value is displayed in the Copies column

The Copies column in the Job log page displays incorrect value for Pro 30h printers.

IQ Manage**Error messages**

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Notify**Email notification sent for each Fiery server**

If the connection between EFI Cloud Connector and EFI IQ is lost and production blocking event alerts are configured in IQ Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.



EFI IQ July 2022 release

What is new in this release

This version of EFI IQ introduces the following new features:

- An existing EFI IQ user can now be invited to join multiple company accounts with either admin, operator, or support user role assigned for each account.
- A user with access to multiple EFI IQ accounts can switch between accounts without logging out and logging back in.

Fixed issues

IQ Insight

Job log displayed an additional blank page

The Job log page displayed an additional blank page when the total job records for the selected filters were in multiples of twenty.

Incorrect display interval was listed

When you selected This month from the calendar drop-down on the Trends page, the Display interval drop-down listed the last 7 Days filter even when six or fewer days have passed in the current month.

Known Issues

Admin console

Ability of an existing user to accept an invite

When an existing EFI IQ user is invited to join other company accounts, the user is automatically added to the accounts without their approval.

MAC address of display graphics printers is not displayed

The MAC address of display graphics printers is not displayed in the Device collection and printer drill down.

IQ Dashboard

Toner remaining in EFI IQ

On a Konica Minolta server, the toner remaining shown in the printer summary on the IQ Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

EFI Cloud Connector

Incorrect error message was displayed

When a support user with access to a single EFI IQ account attempted to sign in to EFI Cloud Connector, an incorrect error message appeared notifying that the user has access to multiple company accounts.

Incorrect activation error

If your EFI IQ credentials has access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only EFI IQ credentials with access to one EFI IQ account can access EFI Cloud Connector and EFI Go.

Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the Registered server list, the information in the Device, Connection, and Version columns appears first. Then the information in the Status and Tracking columns appears after a few seconds.

Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the Back and clear the check box for the offline Fiery server. You can then click Register.
- In the Register servers tab, click Add Device and manually enter the information for each online Fiery server.

Update Fiery server appears after EFI Cloud Connector is installed

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, Update Fiery server may appear in Server > EFI IQ.

EFI Go

Incorrect measurement units displayed for length and width of printed jobs

The measurement units for the length and width values of printed jobs on EFI Pro 30h, EFI Pro 24h, and EFI Pro 30f printers were displayed in inches instead of meters.

The held job count does not match printer User Interface (UI)

The number of held jobs displayed in EFI Go for EFI Pro 30h and EFI Pro 30f printers do not match the printer UI.

Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

IQ Insight

The Double strike column in the Job log is blank

The Double strike column in the Job log is blank for EFI Pro 30h printers. However, the Strike column in the Job log displays strike details of print jobs.

Job information missing in the Job log

When viewing a Fiery server for a cutsheet printer in the Job log, IQ Insight only displays job settings information. Server default information is not displayed in the Job log.

Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

- User
- Perfect bind

Incorrect printer utilization was displayed for some shifts

When you compared shifts for a printer, the duration of printer utilization displayed for some shifts was incorrect.

IQ Manage

Error messages

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Notify

Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and EFI IQ is lost and production blocking event alerts are configured in IQ Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.



EFI IQ June 2022 release

What is new in this release

This version of EFI IQ introduces the following new features:

- It is mandatory to specify a Company name while signing up for EFI IQ cloud account.
- In the Devices of the Admin console, you can now search for a device using the Unique ID and MAC address.

Fixed issues

EFI Go

Incorrect ink colors were displayed for H5 printer

Some ink colors shown for H5 printers in EFI Go were incorrect, such as light magenta was shown as bluish, light cyan as teal, and cyan as blue.

Incorrect device states were displayed

When you selected Yesterday in the Device States tab, the data displayed belonged to the current day and not the previous day.

Admin console

Special character usage while signing up

If you entered an ampersand in any of the fields while signing up for EFI IQ account, the license activation failed with an error message.

Onboarding a Fiery server from Fiery Command WorkStation

When you connected a Fiery server to an EFI IQ account from Fiery Command WorkStation, the activation did not complete and an error appeared.

Known Issues

IQ Dashboard

Toner remaining in EFI IQ

On a Konica Minolta server, the toner remaining shown in the printer summary on the IQ Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

EFI Cloud Connector

Incorrect activation error

If your EFI IQ credentials has access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only EFI IQ credentials with access to one EFI IQ account can access EFI Cloud Connector and EFI Go.

Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the Registered server list, the information in the Device, Connection, and Version columns appears first. Then the information in the Status and Tracking columns appears after a few seconds.

Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the Back and clear the check box for the offline Fiery server. You can then click Register.
- In the Register servers tab, click Add Device and manually enter the information for each online Fiery server.

Update Fiery server appears after EFI Cloud Connector is installed

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, Update Fiery server may appear in Server > EFI IQ.

EFI Go

Incorrect measurement units displayed for length and width of printed jobs

The measurement units for the length and width values of printed jobs on EFI Pro 30h, EFI Pro 24h, and EFI Pro 30f printers were displayed in inches instead of meters.

The held job count does not match printer User Interface (UI)

The number of held jobs displayed in EFI Go for EFI Pro 30h and EFI Pro 30f printers do not match the printer UI.

Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

IQ Insight**The Double strike column in the Job log is blank**

The Double strike column in the Job log is blank for EFI Pro 30h printers. However, the Strike column in the Job log displays strike details of print jobs.

Job information missing in the Job log

When viewing a Fiery server for a cutsheet printer in the Job log, IQ Insight only displays job settings information. Server default information is not displayed in the Job log.

Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

- User
- Perfect bind

Incorrect printer utilization was displayed for some shifts

When you compared shifts for a printer, the duration of printer utilization displayed for some shifts was incorrect.

IQ Manage**Error messages**

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Notify

Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and EFI IQ is lost and production blocking event alerts are configured in IQ Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.

Admin console**MAC address of display graphics printers is not displayed**

The MAC address of display graphics printers is not displayed in the Device collection and printer drill down.



EFI IQ May 2022 release

What is new in this release

This version of EFI IQ introduces the following new features:

- Connect to EFI IQ cloud account from Fiery Command WorkStation 6.8 to back up and publish the workspace settings to EFI IQ cloud.
- The Trend page of IQ Insight supports a more granular view of widget data.
- Support users of EFI IQ can now switch accounts without logging out and logging back in.
- In the Device collection of the Admin console, you can now search for a device using the Unique ID and MAC address.

Fixed issue

IQ Insight

Incorrect values displayed for Ink usage per 1000 sq m of substrate area

Ink usage per 1000 square meters of substrate area showed values corresponding to ink usage per square kilometer.

Known Issues

IQ Dashboard

The Switch company option was not available in EFI ColorGuard

Support users could not switch accounts in EFI ColorGuard without logging out and logging back in.

Toner remaining in EFI IQ

On a Konica Minolta server, the toner remaining shown in the printer summary on the IQ Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

Incorrect activation error

If your EFI IQ credentials has access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only EFI IQ credentials with access to one EFI IQ account can access EFI Cloud Connector and EFI Go.

EFI Cloud Connector

Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the Registered server list, the information in the Device, Connection, and Version columns appears first. Then the information in the Status and Tracking columns appears after a few seconds.

Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and EFI IQ is lost and production blocking event alerts are configured in IQ Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.

Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the Back and clear the check box for the offline Fiery server. You can then click Register.
- In the Register servers tab, click Add Device and manually enter the information for each online Fiery server.

Update Fiery server appears after EFI Cloud Connector is installed

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, Update Fiery server may appear in Server > EFI IQ.

EFI Go

Incorrect measurement units displayed for length and width of printed jobs

The measurement units for the length and width values of printed jobs on EFI Pro 30h, EFI Pro 24h, and EFI Pro 30f printers were displayed in inches instead of meters.

The held job count does not match printer User Interface (UI)

The number of held jobs displayed in EFI Go for EFI Pro 30h and EFI Pro 30f printers do not match the printer UI.

Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

IQ Insight**The Double strike column in the Job log is blank**

The Double strike column in the Job log is blank for EFI Pro 30h printers. However, the Strike column in the Job log displays strike details of print jobs.

Job information missing in the Job log

When viewing a Fiery server for a cutsheet printer in the Job log, IQ Insight only displays job settings information. Server default information is not displayed in the Job log.

Unknown error appears in the Error section

When you open the Utilization details window, Unknown may appear in the Error section.

Tracking of error time

If you print a job and a production blocking event occurs, error time will be tracked as part of the initial error that caused the production blocking event. For example, if a paper jam occurs, the time tracked for any subsequent related error will be included in the error time calculated for the paper jam.

Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

- User
- Perfect bind

Status attribute values do not match

When you open the Utilization details window for a VUTEk HS series printer, some status attribute values may not match the values displayed on the printer. However, the high-level status overview will display the correct values.

IQ Manage

Error messages

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Notify

Incorrect email notification

When you receive an email notification for a production blocking event on a device and then stop tracking the device in Admin Console > Devices, you may receive an email that the production blocking event was resolved.

Admin console

MAC address of display graphics printers is not displayed

The MAC address of display graphics printers is not displayed in the Device collection and printer drill down.



EFI IQ April 2022 release

What is new in this release

This version of EFI IQ introduces the following new feature:

- EFI Go version 2.5.2 for Android and iOS.

Issues Fixed

IQ Insight

Incorrect print time in the Job log

The Print time column in the Job log displayed an incorrect time for some printers, and the Print time header did not show units of time.

Coverage area in the downloaded Job log

When you downloaded the Job log, the values in the Coverage area (Square feet) column were displayed in square meters.

Multi-layer job on a VUTEk D3r printer

After printing a multi-layer job on a VUTEk D3r printer, IQ Insight did not show the job as a multi-layer.

EFI Cloud Connector

CPU utilization in Linux and Mac computers

EFI Cloud Connector caused slowness in Linux and Mac computers.

EFI Go

Error status of printers was displayed in green

In the Device List, the status of the errored EFI Pro 30h, EFI Pro 16h, EFI Pro 24h, and EFI Pro 30f printers was displayed in green.

Errored printers were not listed in the Errored Device List

The errored EFI Pro 30h, EFI Pro 16h, EFI Pro 24h, and EFI Pro 30f printers were not listed in the Errored tab of the Device List.

Printer Utilization did not match IQ Dashboard

Printer Utilization displayed in the Device States tab of EFI Go did not match the Printer Utilization in IQ Dashboard.

Ink usage values did not match IQ Dashboard

The ink usage values displayed in the Job Preview of EFI Go did not match Ink Usage in IQ Dashboard.

The Device States was blank for EFI Pro 32r printers

When you selected some of the options in the drop-down in the Device States tab, no data was displayed.

Known Issues

IQ Dashboard

Toner remaining in EFI IQ

On a Konica Minolta server, the toner remaining shown in the printer summary on the IQ Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

Incorrect activation error

If your EFI IQ credentials has access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only EFI IQ credentials with access to one EFI IQ account can access EFI Cloud Connector and EFI Go.

EFI Cloud Connector

Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the Registered server list, the information in the Device, Connection, and Version columns appears first. Then the information in the Status and Tracking columns appears after a few seconds.

Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and EFI IQ is lost and production blocking event alerts are configured in IQ Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.

Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the Back and clear the check box for the offline Fiery server. You can then click Register.
- In the Register servers tab, click Add Device and manually enter the information for each online Fiery server.

Update Fiery server appears after EFI Cloud Connector is installed

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, Update Fiery server may appear in Server > EFI IQ.

EFI Go

Incorrect measurement units displayed for length and width of printed jobs

The measurement units for the length and width values of printed jobs on EFI Pro 30h, EFI Pro 24h, and EFI Pro 30f printers were displayed in inches instead of meters.

The held job count does not match printer User Interface (UI)

The number of held jobs displayed in EFI Go for EFI Pro 30h and EFI Pro 30f printers do not match the printer UI.

Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

IQ Insight

Job information missing in the Job log

When viewing a Fiery server for a cutsheet printer in the Job log, IQ Insight only displays job settings information. Server default information is not displayed in the Job log.

Unknown error appears in the Error section

When you open the Utilization details window, Unknown may appear in the Error section.

Tracking of error time

If you print a job and a production blocking event occurs, error time will be tracked as part of the initial error that caused the production blocking event. For example, if a paper jam occurs, the time tracked for any subsequent related error will be included in the error time calculated for the paper jam.

Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

- User
- Perfect bind

Status attribute values do not match

When you open the Utilization details window for a VUTEk HS series printer, some status attribute values may not match the values displayed on the printer. However, the high-level status overview will display the correct values.

IQ Manage

Error messages

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Notify

Incorrect email notification

When you receive an email notification for a production blocking event on a device and then stop tracking the device in Admin Console > Devices, you may receive an email that the production blocking event was resolved.



EFI IQ March 2022 release

What is new in this release

This version of EFI IQ introduces the following new features:

- Support for EFI Cloud Connector information when you view a Fiery device from the IQ Dashboard.
- Support for VUTEk Pro 30h printers in EFI Go.

Known Issues

IQ Dashboard

Toner remaining in EFI IQ

On a Konica Minolta server, the toner remaining shown in the printer summary on the IQ Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

Incorrect activation error

If your EFI IQ credentials has access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only EFI IQ credentials with access to one EFI IQ account can access EFI Cloud Connector and EFI Go.

EFI Cloud Connector

Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the Registered server list, the information in the Device, Connection, and Version columns appears first. Then the information in the Status and Tracking columns appears after a few seconds.

Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and EFI IQ is lost and production blocking event alerts are configured in IQ Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.

Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the Back and clear the check box for the offline Fiery server. You can then click Register.
- In the Register servers tab, click Add Device and manually enter the information for each online Fiery server.

Update Fiery server appears after EFI Cloud Connector is installed

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, Update Fiery server may appear in Server > EFI IQ.

EFI Go

Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

IQ Insight

Job information missing in the Job log

When viewing a Fiery server for a cutsheet printer in the Job log, IQ Insight only displays job settings information. Server default information is not displayed in the Job log.

Unknown error appears in the Error section

When you open the Utilization details window, Unknown may appear in the Error section.

Tracking of error time

If you print a job and a production blocking event occurs, error time will be tracked as part of the initial error that caused the production blocking event. For example, if a paper jam occurs, the time tracked for any subsequent related error will be included in the error time calculated for the paper jam.

Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

- User
- Perfect bind

Status attribute values do not match

When you open the Utilization details window for a VUTEk HS series printer, some status attribute values may not match the values displayed on the printer. However, the high-level status overview will display the correct values.

IQ Manage

Error messages

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Notify

Incorrect email notification

When you receive an email notification for a production blocking event on a device and then stop tracking the device in Admin Console > Devices, you may receive an email that the production blocking event was resolved.



EFI IQ February 2022 release

What is new in this release

This version of EFI IQ introduces the following new feature:

- Updated onboarding workflow for EFI IQ for display graphics.

Fixed issue

Printer Utilization values change

In the Compare tab, when you clear a check box for Printing, Idle, Error, or Disconnected in Categories and click Apply, the values in the comparison table change for the remaining Printer Utilization options.

As a workaround, compare all the Printer Utilization options.

Known Issues

IQ Dashboard

Toner remaining in EFI IQ

On a Konica Minolta server, the toner remaining shown in the printer summary on the IQ Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

Incorrect activation error

If your EFI IQ credentials has access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only EFI IQ credentials with access to one EFI IQ account can access EFI Cloud Connector and EFI Go.

EFI Cloud Connector

Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the Registered server list, the information in the Device, Connection, and Version columns appears first. Then the information in the Status and Tracking columns appears after a few seconds.

Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and EFI IQ is lost and production blocking event alerts are configured in IQ Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.

Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the Back and clear the check box for the offline Fiery server. You can then click Register.
- In the Register servers tab, click Add Device and manually enter the information for each online Fiery server.

Update Fiery server appears after EFI Cloud Connector is installed

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, Update Fiery server may appear in Server > EFI IQ.

EFI Go

Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

IQ Insight

Job information missing in the Job log

When viewing a Fiery server for a cutsheet printer in the Job log, IQ Insight only displays job settings information. Server default information is not displayed in the Job log.

Unknown error appears in the Error section

When you open the Utilization details window, Unknown may appear in the Error section.

Tracking of error time

If you print a job and a production blocking event occurs, error time will be tracked as part of the initial error that caused the production blocking event. For example, if a paper jam occurs, the time tracked for any subsequent related error will be included in the error time calculated for the paper jam.

Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

- User
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Status attribute values do not match

When you open the Utilization details window for a VUTEk HS series printer, some status attribute values may not match the values displayed on the printer. However, the high-level status overview will display the correct values.

IQ Manage

Error messages

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Notify

Incorrect email notification

When you receive an email notification for a production blocking event on a device and then stop tracking the device in Admin Console > Devices, you may receive an email that the production blocking event was resolved.



EFI IQ January 2022 release

What is new in this release

This version of EFI IQ introduces the following new feature:

- Printer Utilization is now available in the Compare tab in the IQ Insight application.

Issues Fixed

Out of shift filter is available

The Out of shift filter information appeared when you created shifts that did not overlap and spanned 24 hours.

Impressions chart displays different Total impression value

In the Trend tab, the total value for impressions displayed in the Impressions chart was different from the Total impression value shown when you hovered your mouse in the Impressions chart.

Known Issues

IQ Dashboard

Toner remaining in EFI IQ

On a Konica Minolta server, the toner remaining shown in the printer summary on the IQ Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

Incorrect activation error

If your EFI IQ credentials has access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only EFI IQ credentials with access to one EFI IQ account can access EFI Cloud Connector and EFI Go.

EFI Cloud Connector

Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the Registered server list, the information in the Device, Connection, and Version columns appears first. Then the information in the Status and Tracking columns appears after a few seconds.

Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and EFI IQ is lost and production blocking event alerts are configured in IQ Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.

Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the Back and clear the check box for the offline Fiery server. You can then click Register.
- In the Register servers tab, click Add Device and manually enter the information for each online Fiery server.

Update Fiery server appears after EFI Cloud Connector is installed

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, Update Fiery server may appear in Server > EFI IQ.

EFI Go

Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

IQ Insight

Printer Utilization values change

In the Compare tab, when you clear a check box for Printing, Idle, Error, or Disconnected in Categories and click Apply, the values in the comparison table change for the remaining Printer Utilization options.

As a workaround, compare all the Printer Utilization options.

Job information missing in the Job log

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Unknown error appears in the Error section

When you open the Utilization details window, Unknown may appear in the Error section.

Tracking of error time

If you print a job and a production blocking event occurs, error time will be tracked as part of the initial error that caused the production blocking event. For example, if a paper jam occurs, the time tracked for any subsequent related error will be included in the error time calculated for the paper jam.

Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

- User
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Status attribute values do not match

When you open the Utilization details window for a VUTEk HS series printer, some status attribute values may not match the values displayed on the printer. However, the high-level status overview will display the correct values.

IQ Manage

Error messages

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Notify

Incorrect email notification

When you receive an email notification for a production blocking event on a device and then stop tracking the device in Admin Console > Devices, you may receive an email that the production blocking event was resolved.



EFI IQ December 2021 release

What is new in this release

This version of EFI IQ introduces the following new feature:

- Support for an EFI IQ trial license for display graphics printers.
- Utilization reporting is available for the Nozomi press in the IQ Dashboard drill down and IQ Insight application.

Known Issues

IQ Dashboard

Toner remaining in EFI IQ

On a Konica Minolta server, the toner remaining shown in the printer summary on the IQ Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

Incorrect activation error

If your EFI IQ credentials has access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only EFI IQ credentials with access to one EFI IQ account can access EFI Cloud Connector and EFI Go.

EFI Cloud Connector

Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the Registered server list, the information in the Device, Connection, and Version columns appears first. Then the information in the Status and Tracking columns appears after a few seconds.

Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and EFI IQ is lost and production blocking event alerts are configured in IQ Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.

Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the Back and clear the check box for the offline Fiery server. You can then click Register.
- In the Register servers tab, click Add Device and manually enter the information for each online Fiery server.

Update Fiery server appears after EFI Cloud Connector is installed

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, Update Fiery server may appear in Server > EFI IQ.

EFI Go

Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

IQ Insight

Job information missing in the Job log

When viewing a Fiery server for a cutsheet printer in the Job log, IQ Insight only displays job settings information. Server default information is not displayed in the Job log.

Unknown error appears in the Error section

When you open the Utilization details window, Unknown may appear in the Error section.

Tracking of error time

If you print a job and a production blocking event occurs, error time will be tracked as part of the initial error that caused the production blocking event. For example, if a paper jam occurs, the time tracked for any subsequent related error will be included in the error time calculated for the paper jam.

Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

- User
- Perfect bind

Status attribute values do not match

When you open the Utilization details window for a VUTEk HS series printer, some status attribute values may not match the values displayed on the printer. However, the high-level status overview will display the correct values.

IQ Manage

Error messages

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Notify

Incorrect email notification

When you receive an email notification for a production blocking event on a device and then stop tracking the device in Admin Console > Devices, you may receive an email that the production blocking event was resolved.



EFI IQ July 2021 release

What is new in this release

This version of EFI IQ introduces the following new features:

- Improved production and utilization chart appearance in IQ Insight.
- Assign a user to a support role in the Admin Console.

Issues Fixed

EFI Go

Printer status does not update when using earlier versions of EFI Cloud Connector

When you print a job from a printer connected with EFI Cloud Connector 1.3.3155 or earlier, the printer status may not update. Printing will be performed regardless of the status.

IQ Insight

Utilization details window does not display some status attributes

When you open the Utilization details window, some status attributes may not display on certain printer models.

The following status attribute will not display for a Cretaprint printer:

- Error

The following status attributes will not display for a VUTEk HS series printer:

- Test
- Media Setup
- Printer Setup

The following status attributes will not display for a VUTEk GS series printer:

- Ready
- Sleeping

- Error
- Maintenance
- Shutting Down
- Door is Open
- Media Setup
- Clearing errors

Job log columns display incorrect information

When you view the Job log, incorrect information may display in the following Job log columns:

- Paper Catalog name - “-1” may display instead of the Paper catalog name value.
- Color mode - CMYK does not display when you print a color job from Fiery Command WorkStation. However, CMYK will display if you print a color job using Fiery Hot Folders.
- Source application - An incorrect name displays when a job is printed from the Fiery Driver.
- RIP Seconds - Nozomi series printers may display < 0.01. However, this column is not applicable to Nozomi series printers.

Known Issues

IQ Dashboard

Toner remaining in EFI IQ

On a Konica Minolta server, the toner remaining shown in the printer summary on the IQ Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

Incorrect activation error

If your EFI IQ credentials has access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only EFI IQ credentials with access to one EFI IQ account can access EFI Cloud Connector and EFI Go.

EFI Cloud Connector

Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the Registered server list, the information in the Device, Connection, and Version columns appears first. Then the information in the Status and Tracking columns appears after a few seconds.

Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and EFI IQ is lost and production blocking event alerts are configured in IQ Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in IQ Notify, you will receive multiple email notifications until connectivity is re-established.

Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the Back and clear the check box for the offline Fiery server. You can then click Register.
- In the Register servers tab, click Add Device and manually enter the information for each online Fiery server.

Update Fiery server appears after EFI Cloud Connector is installed

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, Update Fiery server may appear in Server > EFI IQ.

EFI Go

Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

IQ Insight

Job information missing in the Job log

When viewing a Fiery server for a cutsheet printer in the Job log, IQ Insight only displays job settings information. Server default information is not displayed in the Job log.

Unknown error appears in the Error section

When you open the Utilization details window, Unknown may appear in the Error section.

Tracking of error time

If you print a job and a production blocking event occurs, error time will be tracked as part of the initial error that caused the production blocking event. For example, if a paper jam occurs, the time tracked for any subsequent related error will be included in the error time calculated for the paper jam.

Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

- User
- Perfect bind

Status attribute values do not match

When you open the Utilization details window for a VUTEk HS series printer, some status attribute values may not match the values displayed on the printer. However, the high-level status overview will display the correct values.

IQ Manage

Error messages

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Notify

Incorrect email notification

When you receive an email notification for a production blocking event on a device and then stop tracking the device in Admin Console > Devices, you may receive an email that the production blocking event was resolved.



EFI IQ November 2020 release

What is new in this release

This version of EFI IQ introduces the following new features:

- Updated onboarding workflow.
- Administrators can connect a Fiery server to the EFI Cloud Connector in Fiery Command WorkStation.

Issues Fixed

EFI Cloud Connector

Connect to EFI IQ option disappears in Fiery Command WorkStation

The Connect to EFI IQ option disappears on a Fiery server in Fiery Command WorkStation after you disconnect the Fiery server from EFI Cloud Connector and then try to reconnect to the EFI Cloud Connector.

IQ Insight

Ink cost column is not updated correctly in a downloaded Job log

When you set the ink cost and download the Job log for a printer, the Ink cost column may be blank.

Ink usage (Trend Chart) displays the incorrect ink usage value

When a VUTEk printer and a Nozomi printer are grouped in a collection, the Ink usage (Trend Chart) displays an incorrect Cyan value. However, the corresponding Ink usage chart displays the ink values for Cyan correctly.

Ink usage (Trend Chart) displays incorrect ink units

When a VUTEk printer and a Nozomi printer are grouped in a collection, the ink values display as milliliters in the Ink usage (Trend Chart). However, the corresponding Ink value chart displays the ink values in liters.

Data missing in the Job log columns

When you print a job and download the Job log, the values in the following columns may not display:

- X resolution
- X units
- Y resolution
- Y units

Out of shift filter displays job information for another shift

If you create a shift without any days off and print a job, the job information for the shift also appears even when you select Out of shift.

Job information does not display in IQ Insight

If you create a shift that extends to the next day, the job information may not display in IQ Insight. However, you can view job information for specific printers on the IQ Dashboard.

IQ Manage

Green icon displays after the sync package deployment fails

When you deploy a sync package in the Resource Sync Package tab and the deployment fails, the sync package icon displays green. This is expected behavior. The green icon indicates that the sync package deployment is complete.

Sync package redeployment name is incorrect

After you redeploy a failed sync package and place your cursor over the redeployed sync package name, the tool tip displays an incorrect name.

IQ Notify

IQ Notify report for inkjet printers displays incorrect ink usage values

When you receive a Daily report from IQ Notify, the report displays incorrect ink usage values for inkjet printers.

Known Issues

IQ Manage

Error messages

EFI IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by EFI IQ.

IQ Insight

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The following status attributes will not display for a VUTEk HS series printer:

- Test
- Media Setup
- Printer Setup

The following status attributes will not display for a VUTEk GS series printer:

- Ready
- Sleeping
- Error
- Maintenance
- Shutting Down
- Door is Open
- Media Setup
- Clearing errors

Tracking of error time

If you print a job and a production blocking event occurs, error time will be tracked as part of the initial error that caused the production blocking event. For example, if a paper jam occurs, the time tracked for any subsequent related error will be included in the error time calculated for the paper jam.

Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

- User
- Perfect bind

Job log columns display incorrect information

When you view the Job log, incorrect information may display in the following Job log columns:

- Paper Catalog name - "-1" may display instead of the Paper catalog name value.
- Color mode - CMYK does not display when you print a color job from Fiery Command WorkStation. However, CMYK will display if you print a color job using Fiery Hot Folders.
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EFI Go

Printer status does not update when using earlier versions of EFI Cloud Connector

When you print a job from a printer connected with EFI Cloud Connector 1.3.3155 or earlier, the printer status may not update. Printing will be performed regardless of the status.



EFI IQ August 2020 release

What is new in this release

This version of EFI IQ introduces the following new features:

- Support for cutsheet devices on EFI Go.
- Receive push notifications from EFI Go.
- Administrators can create and manage shifts.
- Administrators can purchase licenses for IQ Manage to manage press configuration.
- Administrators can manage IQ Manage licenses with License manager.
- Configure the Job log columns.

Issues Fixed

IQ Dashboard

The Sign-In/ Sign-Up page displays after sign-in

After successfully signing in to EFI IQ, the Sign-In/ Sign-Up page displays before the Dashboard loads.

Dashboard features at initial sign-in

After successfully signing in to EFI IQ, some Dashboard features may be temporarily unavailable on the first session. As a workaround, sign-out and then sign-in to access the features. The features will be available on subsequent sessions.

IQ Insight

Inserted pages log incorrectly

When using the insert page function in Fiery Command WorkStation, IQ Insight may log a single inserted page as two sheets.

Display of paper jam and utilization data.

Variations in local internet connection speed may delay the display of data on EFI IQ by up to 15 minutes.

EFI Go

VUTEk continuous printing feature

EFI Go may incorrectly display jobs as zero percent complete at the end of the job list when the continuous printing feature on a VUTEk device is used.

Known Issues

IQ Manage

Error messages

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Tracking of error time

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Job log information is missing

When you select a Fiery server for a cutsheet printer and view the Job log, information may not display in the following columns:

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EFI IQ March 2020 release

Fixed issue

IQ Insight

Extra ink columns

Extra ink columns display on the Job log page for H3/H5, GS series, and EFI Pro 32r printers. On the Job log page, columns labeled with numbers can be ignored for the affected printers.

Known Issues

IQ Dashboard

The Sign-In/ Sign-Up page displays after sign-in

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When using the insert page function in Fiery Command WorkStation, IQ Insight may log a single inserted page as two sheets.

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Variations in local internet connection speed may delay the display of data on EFI IQ by up to 15 minutes.

EFI Go**VUTEk continuous printing feature**

EFI Go may incorrectly display jobs as zero percent complete at the end of the job list when the continuous printing feature on a VUTEk device is used.



EFI IQ December 2019 release

What is new in this release

This version of EFI IQ introduces the following new features

- Support for IQ Notify.

Known Issues

IQ Dashboard

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EFI Go**VUTEk continuous printing feature**

EFI Go may incorrectly display jobs as zero percent complete at the end of the job list when the continuous printing feature on a VUTEk device is used.



EFI IQ September 2019 release

What is new in this release

This version of EFI IQ introduces the following new features

- Printer Utilization shows the Printing, Idle, Error and Offline time of each device
- Support for the VUTEk GS printer line
- Demo sessions allow you to try out EFI IQ without installation
- Device drill down now shows the profile list for Fiery servers and drum life for supported printers
- Individual users device assignment and removal has been added

Issues Fixed

EFI Cloud Connector

Removed devices show in EFI IQ

Devices removed in EFI Cloud Connector still appear under Devices in EFI IQ.

Known Issues

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EFI Go

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EFI IQ June 2019 release

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Removed devices show in EFI IQ

Devices removed in EFI Cloud Connector still appear under Devices in EFI IQ.