



Fiery Print Support Application

for Windows

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Fiery Print Support Application

The Fiery Print Support Application (PSA) for Windows is a PDF-based print submission tool that provides access to Fiery print server capabilities from the standard printing window and from Windows Settings. The Fiery PSA allows you to adjust job properties, including finishing options, media selection, and other printer-specific settings, when printing from common applications.

Installing the Fiery Print Support Application

The Fiery Print Support Application is available for download and installation through the Microsoft Store. You can download the Fiery Print Support Application and use it to connect to your Fiery server.

The Fiery Download Center will also redirect you to the Microsoft Store to download and install the Fiery Print Support Application.

Install Fiery Print Support Application from the Microsoft Store

The Fiery Print Support Application can be installed from the Microsoft Store.

- 1 Go to the Microsoft Store.
- 2 Type **Fiery Print Support Application** in the search field.
- 3 Click **Download**.
- 4 Click **Install**.
- 5 Open the **Fiery Printer Installer** window.
- 6 (Optional) Click **Advanced settings** to specify the network printing scheme, port, and endpoint, and click **Save**.

Note: Any future Fiery Print Support Application installations and printer queue creations will use the saved format.

- 7 Navigate to the installation tab in one of the following ways:
 - Click + **Add printer**.
 - Click the **Printer** icon.
- 8 Locate your Fiery server in the **Fiery Printer Installer** window in one of the following ways:
 - Type the Fiery server name or the IP address in the **Search** field.
 - Click **Advanced Search**, type an IP address range, and click **Search**.
 - Locate your Fiery server in the discovered Fiery server list.
- 9 Select your Fiery server.

10 Click **Install**.

Command line installation of the Fiery Print Support Application

The Fiery Print Support Application supports silent installation on any client computer.

To view errors, select **Event Viewer > Windows Logs > Application**. `setup.exe` will be listed as the source of the error.

Note: Error messages will also be displayed in the command window.

Printer queue and printer silent installation

Command: **setup.exe /hide_progress SILENT -f=[fieryipaddress] -installMode=[MODE]**

- `-f=[fieryipaddress]` specifies the IP address or hostname of the print server that the printer points to. It is up to the user to make sure that the specified IP address or hostname belongs to a valid print server. Checks will be made for their validity. This parameter is required, and an error will be reported if it is missing.
- `SILENT` specifies that the installer runs without user interface.
- `-installMode` specifies how the user starts the installation of the Fiery Print Support Application. The following methods can be used to start the installation.

Command	Installation method
CMD	Command Prompt
GPO	Deployments using group policy
SCCM	System Center Configuration Manager
MECM	Microsoft Endpoint Configuration Manager
INTUNE	Microsoft Intune
OTHERS	Installation using other tools

Opening help information for installation options

Command: **setup.exe /?**

`/?` displays help information for installation options.

Uninstall printer queues from the Fiery Print Support Application

You can uninstall printer queues using the Fiery Printer Uninstaller.

- 1 Type **Fiery Printer Uninstaller** in the Windows search field.
- 2 Open the Fiery Printer Uninstaller.
- 3 Click the **Home** icon.

- 4 Click **Uninstall** next to the printer queue you wish to remove.
- 5 Click **Exit**.

Uninstall the Fiery Print Support Application

You can uninstall the Fiery Print Support Application from your system settings.

- 1 From the Windows desktop, right-click the **Start** button.
- 2 Click **Settings > Apps**.
- 3 Click **Installed apps**.
- 4 Click the **More options** icon next to Fiery Print Support Application.
- 5 Select **Uninstall**.
- 6 Follow the on-screen instructions.

Use command line instructions to uninstall the Fiery Print Support Application

You can use command-line functions for the removal of the printer and the corresponding Fiery Print Support Application on a Windows client computer.

- 1 Start Command Prompt as an administrator.
- 2 Type the following command: **setup.exe /hide_progress SILENT REMOVE**

Access global Fiery Print Support Application options

You can access global Fiery Print Support Application options in the **Fiery Print Support** window.

- 1 Type **Fiery Print Support** in the Windows search field.
- 2 Click the **Home** icon.
- 3 (Optional) Select the **Collect user analytics** check box.
- 4 (Optional) Click **Fiery Printer Installer** to open the **Fiery Printer Installer** window and add or modify printer queues.
- 5 (Optional) Click **Fiery Printer Uninstaller** to open the **Fiery Printer Uninstaller** window and remove a printer queue.
- 6 (Optional) Click **Port configuration** to reconfigure the port.

Note: You must have administrator privileges to add a new port.

- 7 Click **Save**.

Create a new port

If you have administrator privileges, you can reconfigure a port if the current port is already used by another application.

- 1 Type **Fiery Print Support** in the Windows search field.
- 2 Click the **Home** icon.
- 3 Click **Port configuration**.
- 4 Type the port number in the **New port** field.
- 5 Click **Apply**.
- 6 Click **Save**.

Open the list of installed printers

You can view a list of printers installed on your computer.

- 1 On the desktop, right-click the **Start** button in the lower-left corner of the screen.
- 2 Click **Settings**.
- 3 Click **Bluetooth & devices** and then select **Printers & scanners**.

Fiery Print Support Application window

The Fiery Print Support Application window serves as the control center for all frequently used printing functions.

The Fiery Print Support Application window contains all the print settings that are specific to the printer. The job prints according to the default settings of the printer when changes are not made to the print settings.

Note: You can also access and set some Fiery Print Support Application window options from within an application, and those application settings might override settings made in the **Settings** window.

In addition, some utilities, such as Command WorkStation, can override some print settings for a job. (See *Fiery Command WorkStation Help*.)

Fiery Print Support Application groups

The Fiery Print Support Application groups print options by categories for easy access. Each group or tab contains print options that are related or complement each other.

- **Job Info** - All information about the job, including user information that may be required for user authentication and job handling.
- **Media** - Attributes and sources of paper to print and insert.
- **Layout** - Defines the imposition of the print job and the booklet process on the media or sheet, except for positioning that compensates for finishing options, for example, **Tray Alignment**.

- **Color** - Color settings and graphic arts features (when turned on). This tab does not appear when you connect to a black-and-white printer.
- **Image** - All Image Quality settings supported by the connected Fiery server and printer.
- **Finishing** - Print options related only to finishing equipment on the printer, and also image shifting to compensate for finishing options. These options override settings in the Fiery server **Printer Setup**, but can be changed from Command WorkStation.
- **VDP** - All Variable Data Printing (VDP) settings, such as **FreeForm** and advanced VDP settings.
- **Stamping** - All image stamping options that add or hide any image on the job. This also includes watermark's properties that define the placement and style of the watermark.

Open the Fiery Print Support Application

You can open the Fiery Print Support Application to access the Fiery server print options.

- 1 Navigate to **Settings**.
- 2 Click **Bluetooth & devices > Printers & scanners**.
- 3 Select your desired printer.
- 4 Click **Printing preferences**.

Using the Fiery Print Support Application to set the options installed on the printer

To use the print options for the printer and the Fiery server appropriately, you must configure the Fiery server from your computer for the finishing options installed on the printer.

Two-way communication, when turned on, overrides any manual settings you made to the installable options. **Two-way communication** also allows the Fiery PSA to query the printer and retrieve the options that are currently installed. The installed options are listed in the **Installed Options** list, and the Fiery PSA settings that depend on those finishing options can be used without any constraints.

When you configure installable options manually, you must match the actual configuration of the printer. Otherwise, the print options that appear in the Fiery PSA might not match the dependent finishing options that are actually available.

You can also revert to the default values for the options.

Change options installed on a printer with the Fiery Print Support Application

You must use Fiery PSA to edit the installed options on the printer.

Note: You must turn off **Two-way communication** (clear the check box) to manually configure installed options.

Note: The User Account Control (UAC) feature is available on Windows operating systems supported by the Fiery server. You must log on with Administrator privileges to add or change the installable options after the Fiery PSA is installed.

- 1 Open the list of installed printers. (See [Open the list of installed printers](#) on page 8.)
- 2 Select your Fiery printer.
- 3 Click **Open printer app**.
- 4 Click the **Accessories** (or **Configuration**, or **Installable options**) icon in the **Configure** window to view currently installed options.
- 5 Do one of the following:
 - To retrieve the installed options from the printer, select **Two-way communication** and then click **Update**.
 - To configure installed options manually, add or remove an installable option by selecting one and moving it from the **Available Options** list to or from the **Installable Options** list.

Make sure Two-way communication is turned off. You can click **Defaults** to return to the factory default settings.
- 6 Click **Save**.

Select the Fiery Print Support Application language

You can change the language used in the Fiery Print Support Application.

By default, the Fiery Print Support Application uses the local operating system language if the language is supported. If the language is not supported, Fiery Print Support Application defaults to English.

- 1 Open the list of installed printers. (See [Open the list of installed printers](#) on page 8.)
- 2 Select your Fiery printer.
- 3 Click **Open printer app**.
- 4 Click the **Home** icon.
- 5 Select the language you want to use in the Fiery Print Support Application.

Changing print settings with Fiery Print Support Application

You can change print settings for the current document or for all documents that you send from your computer.

Where you change a setting determines the scope of the change:

- Changes made from an application typically apply to documents printed while that application is open.
- Changes made in **Printing preferences** apply to the selected printer and all print jobs sent to that printer. However, if you can set the same print option setting within the application, the application setting may override the setting in **Printing preferences**.

Note: If you use **Printing preferences** to change a print setting for a single document, remember to change the setting back to its default value before printing other documents, if necessary, during the current application session. Closing the application restores all settings to their default values in **Printing preferences**.

Some tasks require a specific method for changing settings. For example, you must make all changes to font settings in **Printing preferences**, not from an application. Also, if your application does not allow you change the settings, use **Printing preferences**.

Change print settings for all documents sent from your computer

The Fiery Print Support Application window allows you to change the default print settings for all documents.

The **Print** window in the application allows you to override some default print settings for a document. If a print setting is unavailable, you can change the default print settings globally to make the print setting available for all documents sent from your computer.

Note: If you do not use the same settings for all print jobs, you can save each unique group of print settings as a preset.

- 1 In your application, click **File > Print** or **File > Print Setup**, and then select the installed printer queue.
- 2 Click **Printer Properties** or **Preferences**.
- 3 Select your desired print options in the Fiery Print Support Application.
- 4 Click **OK**, and then click **Print**.

Presets in Fiery Print Support Application

A preset is a collection of print settings in the Fiery Print Support Application that you can access at a later time.

You can select a job preset from the **Presets** list, or create a new preset based upon the current options set in Fiery Print Support Application. If a job is not currently using a preset, then the preset field is blank; no text appears in the **Presets** field. All properties display the initial default settings. Selecting a job preset updates all settings to reflect the saved preset. If you change any print settings, the **Presets** list reverts to blank.

There are two types of job presets:

- **Local Presets** - Saved on the user's local computer.
Local Presets are available in the **Presets** list whenever you access the Fiery server. They remain on your local hard disk until you delete them.
- **Server Presets** - Saved on the Fiery server using Command WorkStation and shared with other users of the Fiery server. Published **Server Presets** appear in the **Presets** list.

When you apply a **Server Preset** to a job, the preset settings become part of the job, and remain with the job until you modify them.

You cannot modify a **Server Preset** in the Fiery Print Support Application. If the **Server Preset** has locked print settings, you can override the print settings in the Fiery Print Support Application after you select it for the job. When it is overridden, the **Presets** box becomes blank. For more information, see *Fiery Command WorkStation Help*.

Working with presets in Fiery Print Support Application

You can create, edit, and delete presets. You can also revert to the default settings for a preset. Presets are created specifically for each user.

Note: The Presets file format is .xml. In an .xml file, all presets are stored in a single file.

Create a preset in Fiery Print Support Application

You can create a preset that contains commonly used print settings.

You save the preset on your local computer, but you cannot share it with others.

- 1 Open **Printing preferences**. (See [Open the Fiery Print Support Application](#) on page 9.)
- 2 Specify the print settings as desired.
- 3 From the **Presets** list, select **Save Preset**.
- 4 Type a descriptive name for the preset, and click **Save**.

Change the preset for all print jobs in Fiery Print Support Application

You can change the preset for all print jobs.

- 1 Open **Printing preferences**. (See [Open the Fiery Print Support Application](#) on page 9.)

Note: When you access **Printing preferences** from the **Print** window of the application and select a preset, the preset is used only for the current application session.

- 2 Select any previously created preset from the **Preset** list.

Use a preset to print a job in Fiery Print Support Application

You can view the available local and server presets in the **Presets** list in **Printing preferences**. The presets are available for all print jobs. After you print a job using a preset, the selected preset is used until you select another one.

Note: You cannot share presets across different Fiery printers.

- 1 Open a document and click **File > Print** or **File > Print Setup**, and select the Fiery print queue as your printer.
- 2 Click the button that displays the **Document Properties** window.
The sequence of steps to open the **Document Properties** window varies according to the application.
- 3 Click **OK** in the **Document Properties** window.

Edit a preset in Fiery Print Support Application

A preset is a saved group of print settings that you can apply to a job.

If you change any setting after selecting a preset, the **Presets** field becomes blank. The saved preset does not change, and you must save it again to keep your changes.

- 1 Open **Printing preferences**. (See [Open the Fiery Print Support Application](#) on page 9.)
- 2 From the **Presets** list, select the preset that you want to edit.
- 3 Change your desired print settings.
The **Presets** field becomes blank.
- 4 Select **Save Preset** from the **Presets** list.
- 5 Do one of the following:
 - Type the same preset name to replace the existing preset.
 - Type a new name to keep the original preset and save your changes separately.
- 6 Click **Save**.

Delete or rename a preset in Fiery Print Support Application

You can delete or rename a preset with the **Manage Local Presets** feature.

Note: To delete a preset, the preset must be unused.

- 1 Open **Printing preferences**. (See [Open the Fiery Print Support Application](#) on page 9.)
- 2 From the **Presets** list, select **Manage Local Presets**.
- 3 Select the preset, and do one of the following:
 - To delete a preset, click **Delete**.
 - To rename a preset, click **Rename**, type a descriptive name for the preset, and then click **Save**.

Revert to the default preset in Fiery Print Support Application

You can apply the default preset to a job to revert the print options to their default settings.

- 1 Open **Printing preferences**. (See [Open the Fiery Print Support Application](#) on page 9.)
- 2 From the **Presets** list, select **Factory default**.
- 3 Click **OK** in the **Document Properties** window.

Export and import local presets in Fiery Print Support Application

You can export or import local presets.

- 1 Open **Printing preferences**. (See [Open the Fiery Print Support Application](#) on page 9.)
- 2 From the **Presets** list, select **Save and manage list of Job Templates**.
- 3 Select one of the following:
 - **Import All** imports previously created and saved presets from the Presets file. When importing a **Local Presets** file, a preset with the same name is replaced only if one already exists. Duplicate preset names cannot be maintained. If an existing **Local Preset** was not exported previously, it is not replaced.
 - **Export All** exports all presets to a single file (Presets.xml) that is created specifically for a user.
- 4 Browse to a location to save or retrieve the Presets.xml file.
- 5 Click **Save** or **Open**.

Use watermarks in Fiery Print Support Application

The Watermark feature of Fiery PSA allows you to print text (independent of that provided by the printing application) across the first page or on every page of a document.

You can define, save, and use the watermark definitions for all Fiery server printers and all documents. You can also specify watermark settings when you print a document.

Note: Not all applications support watermark printing. Not all fonts, such as certain Japanese and Chinese fonts, are printed in watermarks.

Create, edit, and delete watermarks

You can create, edit, and delete watermarks. You can set the properties of the watermark.

A preview box displays a thumbnail of the page that shows the approximate text, angle, and position of the watermark relative to the center.

The preview displays the actual text but does not display multiple fonts. The preview does not change with every font selection and displays only the fonts supported by your operating system, not the fonts installed on the Fiery server.

- 1 Open **Printing preferences**. (See [Open the Fiery Print Support Application](#) on page 9.)
- 2 Click the **Stamping** icon.

3 Do one of the following:

- To create your own watermark, click **New**.
- To modify a user-created watermark, select it from the menu and click **Edit**.

Note: Standard or default watermarks cannot be edited.

- To remove a user-created watermark from the list, select it from the menu, click **Delete**, and then click **Yes**.

4 To create a new or edit a user-created watermark, do the following:

- Click the **Copy** icon to create an editable copy of a standard or default watermark.
- Specify the text, font, and size. (The text style is part of the font selection.)
- In the **Angle** area, specify the angle of the watermark by entering a number of degrees to rotate or by dragging a corner of the watermark.
- In the **Position** area, specify the position of the watermark relative to the center of the page. You can center the watermark automatically, or specify values for the horizontal and vertical positions of the center of the watermark relative to the page's center. (You can also drag the center of the watermark.)
- Set the color or shade of gray for the watermark.

For color printers, enter values in the **Color** area. For black-and-white printers, enter values for a percentage of gray in the **Darkness** area.

Print a job with a watermark

Watermarks are specific to a printer. You can set a watermark to print across the first page or on every page of a document. If you do not specify the watermark to print on the first page only, then every page in the document receives a watermark.

- 1** Open **Printing preferences**. (See [Open the Fiery Print Support Application](#) on page 9.)
- 2** Click the **Stamping** icon.
- 3** In the **Watermark** menu, select the desired watermark.
- 4** In the **Print Watermarks** area, specify whether to print the watermark on the first page only.
- 5** Specify the print settings as desired, and then print the document.

Enter login information

If the Fiery server requires user authentication for printing, you must enter your user name and password when you use to print.

Note: The login can be your network domain\user name or a local user name. Check with your system administrator about your system's requirements.

- 1** Open **Printing preferences**. (See [Open the Fiery Print Support Application](#) on page 9.)

2 Click the **Job Info** icon and expand **User authentication**.

3 Clear the **I'm a Guest** check box.

If you do not have a Windows login, select the check box.

Note: The Fiery server must be configured to allow guest printing.

4 Do one of the following:

- Select the **Use Windows Login** check box to submit your Windows user name and password.
- Type your user name and password in the fields.

Note: The **Use Windows Login** check box might not appear, depending on the type of user authentication configured on your computer.

5 Click **Validate** to confirm that the Fiery server recognizes your user name, password, and privileges.

Note: Validation works only if **Two-way communication** is turned on.

6 Specify the print settings as desired, and then print the document.

Working with custom page sizes in Fiery Print Support Application

With custom page sizes, you define the dimensions of a printed page. After you define a custom page size, you can use it from within an application without redefining it each time you print.

For custom page sizes, **Width** corresponds to the shorter side and **Height** corresponds to the longer side of your job. Set custom page sizes in this way, regardless of the orientation settings in the application.

Define or edit a custom output paper size for the job

You can define or edit the custom output paper size for the job.

Document size is the digital input (the page size defined in your original document), and the output paper size is the physical output (the actual size of the paper in the printer tray).

The **Document size** option is read-only. The Fiery Print Support Application allows you to set the **Output paper size** to one available paper sizes, specify a custom size, or use the **Document size** setting.

1 Open the list of installed printers. (See [Open the list of installed printers](#) on page 8.)

2 Select your desired printer and click **Printing preferences**.

3 Click the **Media** icon.

4 Click **Custom** to specify a custom output paper size.

5 Set these options for custom output size:

- **Dimensions** - Specify the width and height of the document or print job.
- **Unit** - Select a unit of measurement for the document or print job.

Use Image Shift

Image Shift affects the offsetting of the image for the entire job, not on a per-page basis.

However, you can specify alignment settings for the front (odd) and back (even) pages. **Image Shift** can prevent the image from being clipped.

Note: **Image Shift** is not supported for Booklet Maker and Gang-up printing.

In general, **Image Shift** is useful to:

- Correct for the printer's paper path not being centered.
- Align content with preprinted fields on forms.
- Align the content on one side of the paper correctly with the content already printed on the other side of the paper.

1 In your application, click **File > Print** and select the Fiery server as your printer.

2 Click the button that displays the **Document Properties** window.

The sequence of steps to open the **Document Properties** window varies according to the application.

3 Click the **Finishing** icon.

4 Expand the **Image Shift** option and select **Image Shift**.

5 Select the measurement units.

6 Type the **Front** and **Back** image shift settings in the **X** and **Y** axis fields.

Note: The maximum value for both X and Y axes is 999.99 points/13.89 inches/352.77 mm.

7 To align front and back images proportionately, select **Align front and back images**.

Print jobs with different media types

The **Mixed media** feature defines a print job's chapter divisions and prints certain pages, or ranges of pages, on varying media types.

For example, you can add blank pages or specify duplex pages within a single print job. You can also use **Mixed media** to specify chapter-based finishing options, which treat each chapter as a separate finishing or duplexing set.

Note: You can save up to 100 different settings for the **Selection List**.

1 In your application, click **File > Print** and select the Fiery server as your printer.

2 Open the **Printer Properties** window.

The sequence of steps to open the **Printer Properties** window varies according to the application.

3 Click the **Media** icon.

4 Expand the **Mixed media** option, and select from the following options:

Note: If you use the **Chapter Start Page(s)**, **Define Cover**, or **Define Each Chapter As A Finishing Set**, all media specified in the paper size per chapter must share the same dimensions.

- **Chapter Start Page(s)** - Designates chapter divisions, using comma-separated values (for example: 4,9,17) to designate the start of each new chapter. It is not necessary to type the first page; page numbers refer to the numbering of the original document.
- **Define Each Chapter As A Separate Finishing Set** - Applies finishing options (such as stapling) or double-sided printing to each chapter created with the Chapter Start Page(s) option. For double-sided printing, this option forces each starting page to use a right-side page, adding a preceding left-sided blank, if necessary.
- **Define Cover** - Assigns page attributes to front and back cover pages.

Note: This option is available if the Fiery server supports it.

- **New Page Range** - Assigns page attributes to specific pages, or ranges of pages. After you set page attributes, click **Add Definition** to save your settings.
- **New Insert** - Assigns page attributes to blank pages. After you set page attributes, click **Insert**, and then click **Close** to return to the **Mixed media** view.

For information about printing jobs with different media, see *Printing*, which is part of the user documentation set.

Print duplex (double-sided) jobs

You can print a single-sided job as a duplex (double-sided) job by specifying a duplex setting, which determines the orientation of printed images.

Note: The duplex settings that appear vary according to the printer.

If the document has an odd-numbered page count, this option inserts a blank page at the end of the job.

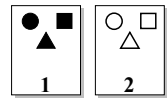
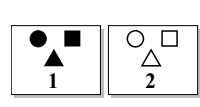
- 1 In your application, click **File > Print** and select the Fiery server as your printer.
- 2 Open the **Printer Properties** window.

The sequence of steps to open the **Printer Properties** window varies according to the application.

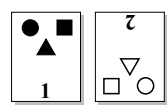
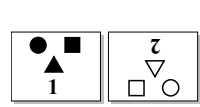
- 3 Click the **Layout** icon.

4 Select one of the duplex settings:

- Print the top of the image on Side 1, on the same edge of the page as the top of the image on Side 2.

Portrait	Landscape
	

- Print the top of the image on Side 1, on the opposite edge of the page from the top of the image on Side 2.

Portrait	Landscape
	

For information about duplex (two-sided) printing, see *Printing*

Troubleshooting the Fiery Print Support Application

When Fiery PSA detects a problem, such as two or more conflicting print settings, it displays an error message describing the conflict and advising how to correct it.

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

An application is incompatible with some Fiery Print Support Application features

Some applications may not work with all features of the Fiery Print Support Application, resulting in incorrect or unexpected printed output.

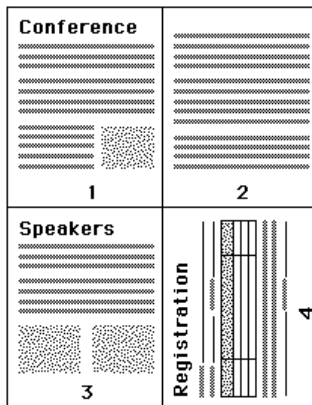
For a list of incompatible applications, see the release notes for the Fiery server.

Multiple page layouts do not print correctly

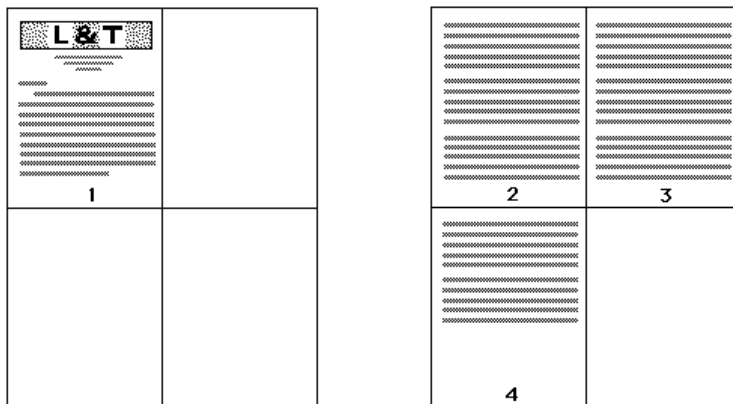
Not all page-setup options work effectively with multiple page layouts.

When printing a document with layout specifications, consider the following:

- If your application can combine layout, orientation, and scaling settings, and assign different settings for these options to various parts of a document, multiple page layouts print as expected, as shown in the following graphic.



- If you request a different resolution, page size, or paper source, or if you request duplex settings for different pages while using a multiple-page layout, Fiery Print Support Application completes the previous request and then starts a new page, applying the currently requested page setup settings. The order of the layout remains the same, but virtual pages of a multiple page layout might appear to be missing. This is because Fiery Print Support Application starts the next set of instructions on a new sheet of paper.
- In the following example, the first page of the document prints on the company letterhead, and the remaining pages on standard paper stock from a different paper source.



- Some applications let you use only one of the landscape orientations: landscape, not rotated landscape. If a document uses multiple orientations, multiple page layouts might not print as expected.

Some applications might be incompatible with the ability of the Fiery Print Support Application to combine multiple page layout printing with collated copies. This combination of features can produce unexpected print results. It is recommended that you select the collation option in the **Finishing** icon in the Fiery Print Support Application for collated copies instead of selecting the collation option from the application's **Print** window.