



Fiery options Help (client)

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27 August 2024

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Managing licenses for Fiery options on client computers

You can manage licenses for Fiery client-based options on client computers such as Fiery Compose, Fiery Impose, Fiery JobMaster, Fiery JobFlow, or Adobe Acrobat kits.

For information on managing licenses for Fiery server-based options such as Fiery Automation Package, Fiery ColorRight Package, Fiery Graphic Arts Pro Package, or Fiery Hot Folders/Virtual Printers, see [Managing licenses for Fiery options on server](#).

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

Obtaining licenses

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

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

- [Activate a Fiery option](#) on page 7
- [Deactivate a Fiery option](#) on page 9
- [Reactivate a Fiery option](#) on page 11
- [Restore a Fiery option](#) on page 11
- [Back up license activation codes](#) on page 12

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

Managing licenses

Managing licenses includes tasks such as activating, deactivating, reactivating, and restoring Fiery options. The Fiery licensing server manages these License Activation Code (LAC) related tasks.

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

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

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

Configure a proxy server

If the computer cannot find an Internet connection when it tries to connect to the licensing server, your organization might be using a proxy server to connect to the Internet. You can configure the proxy server settings and then proceed with licensing.

- 1 When you receive a message that says the computer does not have Internet access, click **Configure network setting**.
- 2 Type the requested values, and then click **Apply**.

Using the License Activation page

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

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

Access the License Activation page

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

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

After a Fiery option is activated, access the License Activation page in any of the following ways:

- Open the Fiery option and click **Help > Manage License**.
- In the Fiery Option Package license notifications, click the **Activate License** link. For more information, see [License notifications](#) on page 7.

The License Activation page opens in your default web browser. From the License Activation page, manage licenses, view license **History**, and access **Advanced Settings**.

License notifications

Notifications are displayed when licenses of installed Fiery options approach their expiration date or have expired. Notifications of the approaching license expiration are displayed at intervals during the last 90, 60, 30, 15, and 10 days of the license validity period. Notifications appear daily during the last 10 days and after the license has expired. Notifications are displayed:

- In the upper-right corner of Command WorkStation Job Center.
- On the Fiery server listed in the Home tab of Command WorkStation.

Note: License notifications are available only with Fiery Command WorkStation 6.7 and later.

The following links are present on the notifications:

- **Activate License** - Opens the License Activation page to activate the License Activation Code (LAC). Activate License appears during the last 90 days of the license validity period.
- **Learn more** - Opens the Managing licenses for Fiery options Help.
- More icon (three vertical dots) hides the selected notification until the next expiration interval. However, notifications appear daily during the last 10 days of the license validity period and after the license has expired.

Note: You can view the license expiration date of the Fiery option on the License Activation page. The Fiery option also displays the number of days until license expiration.

Activating a Fiery option

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

- Name of the option
- License Activation Code (LAC)

To back up your LAC, see [Back up license activation codes](#) on page 12.

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

Activate a Fiery option automatically

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

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

Activate a temporary license automatically

During the first installation of a Fiery option, if the Fiery licensing server is unavailable, you can continue to activate the Fiery option using a temporary license. You can activate a temporary license on the License Activation page.

- 1 In Command WorkStation **Job Center**, right-click a spooled or processed job and select the Fiery option to be activated.
- 2 Click **Activate License** in the **Manage Fiery Options** window to open the License Activation page.
On the License Activation page, if the License Activation Code (LAC) cannot be activated, a message is displayed that the license server is unavailable, and a temporary license can be activated.
- 3 Click the **Activate Temporary License** button.
- 4 Click **Restart**.

You can view the expiration date of the temporary license on the License Activation page.

Additional information

- The temporary license option is available only with Fiery Command WorkStation 6.7 and later.
- The client computer you are activating the option on must be connected to the Internet to activate a temporary license.
- You can activate a temporary license only:
 - If the Fiery licensing server is unavailable.
 - During the first installation of the Fiery option.

- You can activate a temporary license if the operating system (Windows or Mac) of the client computer is reinstalled. Temporary licenses can also be activated on client computers with a fresh (new) installation of the OS. In both these scenarios, temporary licenses can be activated only if the Fiery licensing server is unavailable.
- A temporary license is valid only for 35 days. During this period, you can activate your License Activation Code (LAC).

Activate a Fiery option manually

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

- 1 Open the License Activation page. (See [Access the License Activation page](#) on page 6.)
- 2 Click **Activate**, and then click **Continue** to agree to the terms and conditions of the license agreement.
- 3 Type the License Activation Code in the **License Activation Code** field, and click **Continue**.
- 4 Click **Continue** to proceed with the manual process.
- 5 Click **Create Request File** and save the file.
- 6 Copy the request file to a computer that is connected to the Internet.
- 7 Open a browser and go to <https://licensing.fiery.com/>.
- 8 Click **Browse**, select the request file, and then click **Upload**.
- 9 Click **Continue**.
- 10 Click **Download License File** and save the file.
- 11 Copy the license file to the computer where you first entered the License Activation Code.
- 12 Return to the **Generate License** window and click **Yes**.
- 13 Click **Browse**, select and open the license file, and click **Activate**.
- 14 If the activation requires a restart, you can click **Restart** to restart now or click **Finish** to activate additional options before restarting. If the activation does not require a restart, click **Finish**.

Deactivating a Fiery option

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

Deactivate a Fiery option automatically

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

- 1 Open the License Activation page. (See [Access the License Activation page](#) on page 6.)

- 2 Under Activated Options, click **Deactivate** next to the option you want to deactivate.

Note: If the **Deactivate** button does not appear next to the option, the option is activated by a dongle.

- 3 Click **Deactivate** to confirm the deactivation.
- 4 Click **Finish**.

The Fiery option is deactivated.

Deactivate a Fiery option manually

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

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

Note: If there is no **Deactivate** button next to the option, the option is activated by a dongle.

- 3 Click **Deactivate** to confirm the deactivation.
- 4 Click **Continue** to proceed with the manual process.
- 5 Click **Create Request File** and save the file.

The Fiery option is deactivated.

- 6 Copy the request file to a computer that is connected to the Internet.
- 7 Open a browser and go to licensing.fiery.com.
- 8 Click **Browse**, select the request file, and then click **Upload**.

The LAC is available for reuse.

View deactivation status and License Activation Code

The history displays deactivated or expired options and their corresponding License Activation Codes (LAC). If the button to deactivate a particular option is still available after deactivation, the deactivation process may not have been completed. See the following procedure.

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

Reactivating a Fiery option

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

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

Reactivate a Fiery option automatically

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

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

Reactivate a Fiery option manually

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

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

A license file is generated.

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


Restoring an activated Fiery option

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

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


Restore Fiery options automatically

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

- 1 Open the License Activation page. (See [Access the License Activation page](#) on page 6.)
- 2 Click the **Advanced Settings** icon () in the upper-right corner, and click **Restore**.
The Fiery option is restored.
- 3 Click **Finish**.

Restore Fiery options manually

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

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

Back up license activation codes

You can back up your license activation codes to the Fiery IQ cloud.

Note: The backup license activation codes feature is available only with Fiery Command WorkStation 7.0 and later.

- 1 Click the cloud icon to open the **Fiery IQ cloud services manager** window.


- 2 Under **Backup license activation codes**, click the toggle button to start the backup. Your license activation codes are backed up to the Fiery IQ cloud.
- 3 Click **View codes** to view your license activation codes.

Troubleshoot Fiery options

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


Activation generates an error message

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

- 1 Check [Error messages](#) on page 14 for more information about the error. If the message guides you to contact technical support, you must first generate a diagnostic log file.
- 2 Open the License Activation page to generate a diagnostic log file. (See [Access the License Activation page](#) on page 6.)
- 3 Click the **Advanced Settings** icon () in the upper-right corner, and then click **Diagnostic Log** to generate a diagnostic log file.
- 4 When you contact technical support, provide the following information:
 - Name of option that you are trying to activate
 - License Activation Code (LAC)
 - Diagnostic log

Activated options Fiery unavailable


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

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

Deactivated license is not available for reuse

If a license is deactivated manually and the deactivation request file is denied when uploaded to licensing.fiery.com, the license will not be available for reuse.

- 1 Open the License Activation page to restore licenses from the Fiery licensing server. (See [Access the License Activation page](#) on page 6.)

- 2 Click the **Advanced Settings** icon () in the upper-right corner, and click **Restore**.
- 3 Retry the deactivation.
- 4 Contact your Fiery dealer or printer manufacturer for support if the license cannot be restored.

Incorrect system clock settings

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

Error messages

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

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

Message ID	Error message	Action
From the license activation software:		
OFA0020	The LAC is not in the correct format. Try entering the LAC again. Refer to the LAC card if you have one.	The License Activation Code (LAC) is not in the correct format. Try entering the LAC again. Refer to the LAC card if you have one.
OFA0010	The license file you selected is invalid, select a different one and try again.	During manual activation, you obtained a license file from the Fiery licensing website. Check that you selected the correct license file to upload. If the error still occurs, you can restore the Fiery options and try to activate them again.
OFA0090	Internal error. Please call Fiery technical support.	There is a problem with the license file. Try repeating the activation process from the beginning. If the error occurs again, restore the options and try to activate them again. If the error still occurs, contact technical support and provide the error code shown in the message.
OFA0060	Error <number> Proxy configuration is incorrect or proxy server is down.	An Internet connection could not be found. Check that the proxy settings are correct and try again. If the problem persists, contact your network administrator.
OFA0030	Internet connection could not be established.	An Internet connection could not be found. Check that the proxy settings are correct and try again. If the problem persists, contact your network administrator.

Message ID	Error message	Action
OFA0080	Error <number> Licensing session expired. Start licensing session again.	The license activation software was used in a different browser window more recently than this one. To continue, close this window and open a new one.
OFA00105	Error <number> The license activation software module is corrupted and Fiery system software must be reinstalled.	The license activation software module is corrupted, and the Fiery system software must be reinstalled. Contact technical support and provide the error code shown in the message.
OFA0070	Error <number> The license activation software module is corrupted. Reinstall Command WorkStation and try again.	Reinstall Command WorkStation and try again. On Windows, go to Control Panel > Add or Remove Programs and start Fiery User Software in maintenance mode. Select the Repair option and then select Command WorkStation. On Mac OS, use Fiery Software Uninstaller to uninstall Command WorkStation and then reinstall Command WorkStation.
OFA0050	Sorry we cannot deactivate the option requested. Please contact support for more information.	Try to restore Fiery options and deactivate them again. If the error persists, manually deactivate the license from the License Activation page. For more information, see Access the License Activation page on page 6. On the License Activation page, click the History icon in the upper-right corner. Locate the license you want to deactivate. Click the Deactivate icon in the Action column to download the manual deactivation file. When the licensing server is available, go to licensing.fiery.com and upload the manual deactivation file to complete the deactivation of the LAC.
OFA0040	Sorry we cannot reactivate the option requested. Contact support for more information.	Try to restore Fiery options and reactivate them again. If the error still occurs, contact technical support.
OFA00115	None of the options could be restored.	Previously activated licenses were not found for this computer. If you had licenses that were previously activated, contact technical support.
From the Fiery licensing server:		
EBIS0004	The LAC is not recognized. Check that you entered the correct LAC. Refer to the LAC card if you have one.	The LAC is not recognized. Check that you entered the correct LAC. Refer to the LAC card if you have one.

Message ID	Error message	Action
EBIS0007	This option is already activated.	Check that the LAC is correct for the option you want to activate.
EBIS0016	The license has already been activated for another computer.	The license has already been activated for another computer. You can deactivate the license on the other computer and then activate it on this one.
EBIS0018	You must first choose the Request File to upload.	You submitted the wrong request file, or the request file is corrupted. Try submitting a different request file. If the error occurs again, try regenerating the request file.
EBIS0025	Unable to activate license: Error Code <number>	An error occurred on the Fiery licensing server. Contact technical support and provide the error code shown in the message, the LAC, and the serial number of your Fiery server.
EBIS0002	The Fiery licensing service is unavailable. Try again later.	The Fiery licensing service is unavailable. Try again later.
EBIS0006	The License Activation Code (LAC) cannot be activated. Check that the feature(s) activated by the LAC are correct for your product.	Check that the feature(s) activated by the LAC are correct for your Fiery server model.
EBIS0011	Your system does not support some of the features included in this option. Do you want to continue?	The LAC activates multiple features, and one or more features are not supported, as shown in the list. Obtain a new LAC that has only features that are supported. If you continue, you cannot use any unsupported features, and you cannot use the LAC again.
EBIS0008	Some features of this option are already activated. Do you want to continue?	The LAC activates multiple features, and one or more features are already activated, as shown in the list. Obtain a new LAC with features that have not already been activated. If you continue, you will be paying twice for the same feature.
EBIS0026	Unable to deactivate license: Error Code <number>	Try to restore Fiery options and deactivate them again. If the error still occurs, contact technical support and provide the error code shown in the message.
EBIS0024	Unable to reactivate license: Error Code <number>	Try to restore Fiery options and reactivate them again. If the error still occurs, contact technical support and provide the error code shown in the message.

Message ID	Error message	Action
EBIS0027	No licenses have been previously activated on this computer, so you cannot restore any licenses.	Licenses have not been previously activated on this computer, so you cannot restore any licenses.