Fiery IQ Customer Release Notes

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

Fiery IQ is a suite of cloud applications and services that includes a range of web applications for print service providers. Web applications on the Fiery IQ suite of applications simplify and improve print operations. You can reduce downtime and maximize productivity by monitoring your print devices remotely. Fiery IQ provides print production analytics so you can make smarter and more informed decisions.

You can sign in to Fiery IQ with an existing Fiery Account or create a new Fiery Account to access the Fiery IQ cloud services.

Fiery IQ includes the following cloud applications:

- Fiery Dashboard

  Get a quick real-time overview of the current day's key production metrics.

- Fiery Cloud Connector

  Connect printers to Fiery IQ.

- Fiery ColorGuard

  Achieve consistent, accurate color quality on your Fiery devices with a streamlined color verification process.

  Note: You can activate Fiery ColorGuard with a subscription.

- Fiery Manage

  Remotely monitor and troubleshoot your printers, identify production-blocking events, and keep your fleet compliant with your company's standard operating procedures.

  Note: You can activate Fiery Manage with a subscription.

- EFI Go

  Check printer status, review submitted jobs, and view history from your mobile device.

- Fiery Insight

  Maximize utilization and profit from your printers with accurate production tracking.

- Fiery InkWise (BETA)

  Reduce your ink inventory carrying cost and get smart recommendations for ordering ink based on your actual and predicted consumption and inventory.

- InkWise (BETA)

  Add new inks by scanning the ink labels, view the ink inventory, and modify the reserve ink quantity.

- Fiery Notify

  Subscribe to scheduled production reports and alerts of production blocking events.

Fiery IQ December 2024 release

What is new in this release

This version of Fiery IQ introduces the following new features:

- A security improvement was made to the Fiery Cloud Connector (FCC).

- Production reports do not include information about inactive devices.

Known Issues

Fiery Account

Account Settings page is not localized

When you change the browser language while logged on to Fiery IQ, the **Account Settings** page is not localized in the respective language and is displayed in English.

As a workaround, sign out and then sign in again to view the **Account Settings** page in the localized language.

Modifying company information

When you modify the company information in the **Account Settings** page and refresh the **Company details** page in the Fiery Admin console, the company details are updated for the currently logged-in user. However, the company details are updated for other users when they sign out and then sign in again to Fiery IQ.

One Time Password (OTP) validation

When you enter an incorrect OTP while changing the Fiery Account password, the error specifying the incorrect verification code is displayed on the next page after entering the new password.

Fiery Dashboard

Warning state is not displayed in Fiery IQ

When you print a job while the printer is in a warning state, the following issues are observed on the Fiery 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 Fiery Dashboard instead of the warning message.

Toner remaining in Fiery IQ

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

Fiery Admin console

User invitation link

When you click on the user invitation link sent using Fiery IQ version 2.0.4 and earlier, an error is displayed.

As a workaround, contact the company administrator and request a new invitation.

License Manager widgets

The widgets in the **License Manager** are not in a fixed order, and the order is randomly switched when you refresh the **License Manager** window.

Fiery License Manager in live demo

The **Fiery License Manager** page is removed from the Fiery IQ live demo application.

Incorrect user role

When you invite an existing Fiery 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 Fiery IQ user can only be invited as a support user.

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.

Fiery Cloud Connector

Automatic completion of setup

Automatic completion of setup is not possible for Linux-based Fiery servers that operate in a proxy network.

EFI Cloud Connector not renamed as Fiery Cloud Connector

The EFI Cloud Connector has not been renamed as the Fiery Cloud Connector for the following items:

- Folder names of the installed EFI Cloud Connector software
- EFI Cloud Connector client installer wizard
- Linux installers on FS400 and earlier

EFI Cloud Connector changed to Fiery Cloud Connector for display graphics printers

When you log in to Fiery IQ, select any display graphics printer in the dashboard, and click the More icon (three dots) to view device info, the EFI Cloud Connector name is changed to **Fiery Cloud Connector** on the printer page.

Delete last admin from company account

When you delete the last administrator account in the Fiery Cloud Connector version 2.0.94, the Fiery Cloud Connector is not logged out, and the association of the operator and support users is not removed from the company account.

PostScript (PS) patches are not displayed in Fiery IQ

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

Incorrect activation error

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

Device information does not appear simultaneously

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

Delay in invalid IP address message

If an invalid IP address is added to the Fiery 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. The offline Fiery server will not be registered. However, the other Fiery servers you attempted to register will also not be registered on the Fiery Cloud Connector. This issue 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 Fiery Cloud Connector is installed

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

EFI Go

Job preview space

The job preview space in EFI Go is shortened for all display graphics printers when the printer is in the printing state.

Job count mismatch

When there are more than 20 jobs in the print queue, the job count displayed in the **Print Queue** on the printer details page in EFI Go does not match the list of jobs displayed in the **Print Queue** tab.

Error messages in Notification tab

The recent error messages are not displayed in the **Notification** tab in EFI Go.

Incorrect job name

An incorrect job name is displayed in EFI Go when you name a print job using double-byte characters.

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 active and resolved ones for the last 24 hours.

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.

Fiery InkWise (BETA)

Access to Fiery InkWise

The Fiery InkWise application is not available to support users.

BETA tag is not displayed

When using the **Fiery ColorGuard** web application, the **BETA** tag with the Fiery InkWise application is not displayed in the switch application drop-down list.

Fiery Insight

Printer utilization details are inconsistent

When you enable shifts, the printer utilization details shown on the Fiery Insight **Trend** page do not match with the utilization details shown on the Fiery Insight **Compare** and Fiery 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, Fiery 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 values for Pro 30h printers.

Fiery Manage

Creating a new sync package

When you create a new sync package:

- The preset count displayed in Fiery Manage does not match the number of presets available in the Fiery server.
- An incorrect error message is displayed for a failed sync package due to exceeding the maximum limit of 10 Megabytes.

Fiery server configuration file

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

- The Fiery Cloud Connector via proxy settings.

- The Fiery Cloud Connector installed on Mac operating systems.

Deploy sync package error

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

Error messages

Fiery IQ uses the same error messages as Fiery Command WorkStation. Fiery IQ will not track error messages that are not used in the Fiery Command WorkStation.

Fiery 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 Fiery Cloud Connector installed on Windows and Mac operating systems.

As a workaround, restart Fiery 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 Fiery Cloud Connector and Fiery IQ is lost and production-blocking event alerts are configured in Fiery Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on Fiery Cloud Connector.

Multiple email notifications

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

Fiery IQ November 2024 release

What is new in this release

This version of Fiery IQ introduces the following new features:

- The EFI Cloud Connector has been renamed as Fiery Cloud Connector for Cutsheet printers.
- The **SFTP configuration** feature is available under the Admin console.

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

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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.

Fiery InkWise (BETA)

Access to Fiery InkWise

The Fiery InkWise application is not available to support users.

BETA tag is not displayed

When using the **Fiery ColorGuard** web application, the **BETA** tag with the Fiery InkWise application is not displayed in the switch application drop-down list.

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Printer utilization details are inconsistent

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

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Job information missing in the Job log

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When you create a new sync package:

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Fiery 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 Fiery Cloud Connector installed on Windows and Mac operating systems.

As a workaround, restart Fiery 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 Fiery Cloud Connector and Fiery IQ is lost and production-blocking event alerts are configured in Fiery Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on Fiery Cloud Connector.

Multiple email notifications

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Fiery IQ August 2024 release

What is new in this release

This version of Fiery IQ introduces the following new features:

- The new InkWise (BETA) mobile application is now available for download from Google Play and Apple App Store.

- The Fiery Ink Assistant (BETA) web application is now rebranded as Fiery InkWise (BETA).

- Support for specifying an expiration date for your ink bottles in Fiery InkWise.

- The onboarded printers in EFI Cloud Connector are now registered to the company account instead of individual users.

- Support for new version 2.0.106 of the EFI Cloud Connector.

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Update Fiery server appears after EFI Cloud Connector is installed

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Multiple email notifications

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Fiery IQ July 2024 release

What is new in this release

This version of Fiery IQ introduces the following new features:

- Performance improvements and bug fixes for Fiery IQ onboarding in Fiery Command WorkStation.

- Support for EFI Pro 33r, EFI VUTEk X3r, and EFI VUTEk X5r printers.

- The configuration report now includes the details of only active printers.

Fixed issues

Fiery Ink Assistant (BETA)

Incorrect inventory

The number of available and reserved bottles for **WhiteQ5r** ink displayed on the **Inventory** page was incorrect.

Known Issues

Fiery Account

Account Settings page is not localized

When you change the browser language while logged on to Fiery IQ, the **Account Settings** page is not localized in the respective language and is displayed in English.

As a workaround, sign out and then sign in again to view the **Account Settings** page in the localized language.

Modifying company information

When you modify the company information in the **Account Settings** page and refresh the **Company details** page in the Fiery Admin console, the company details are updated for the currently logged-in user. However, the company details are updated for other users when they sign out and then sign in again to Fiery IQ.

One Time Password (OTP) validation

When you enter an incorrect OTP while changing the Fiery Account password, the error specifying the incorrect verification code is displayed on the next page after entering the new password.

Fiery Dashboard

Warning state is not displayed in Fiery IQ

When you print a job while the printer is in a warning state, the following issues are observed on the Fiery 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 Fiery Dashboard instead of the warning message.

Toner remaining in Fiery IQ

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

Fiery Admin console

User invitation link

When you click on the user invitation link sent using Fiery IQ version 2.0.4 and earlier, an error is displayed.

As a workaround, contact the company administrator and request a new invitation.

License Manager widgets

The widgets in the **License Manager** are not in a fixed order, and the order is randomly switched when you refresh the **License Manager** window.

Fiery License Manager in live demo

The **Fiery License Manager** page is removed from the Fiery IQ live demo application.

Incorrect user role

When you invite an existing Fiery 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 Fiery IQ user can only be invited as a support user.

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 Cloud Connector

PostScript (PS) patches are not displayed in Fiery 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 Fiery IQ.

Incorrect activation error

If your Fiery Account credentials can access 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 the EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only Fiery Account credentials with access to one Fiery IQ account can access EFI Cloud Connector and EFI Go.

Device information does not appear simultaneously

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

Delay in invalid IP address message

If an invalid IP address is added to the 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. The offline Fiery server will not be registered. However, the other Fiery servers you attempted to register will also not be registered on the EFI Cloud Connector. This issue 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 already connected to EFI Cloud Connector, the **Update Fiery server** may appear in **Server** > **Fiery IQ**.

EFI Go

Job preview space

The job preview space in EFI Go is shortened for all display graphics printers when the printer is in the printing state.

Job count mismatch

When there are more than 20 jobs in the print queue, the job count displayed in the **Print Queue** on the printer details page in EFI Go does not match the list of jobs displayed in the **Print Queue** tab.

Error messages in Notification tab

The recent error messages are not displayed in the **Notification** tab in EFI Go.

Incorrect job name

An incorrect job name is displayed in EFI Go when you name a print job using double-byte characters.

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 active and resolved ones for the last 24 hours.

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.

Fiery Ink Assistant (BETA)

Access to Fiery Ink Assistant

The Fiery Ink Assistant application is not available to support users.

BETA tag is not displayed

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

Fiery Insight

Printer utilization details are inconsistent

When you enable shifts, the printer utilization details shown on the Fiery Insight **Trend** page do not match with the utilization details shown on the Fiery Insight **Compare** and Fiery 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, Fiery 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 values for Pro 30h printers.

Fiery Manage

Creating a new sync package

When you create a new sync package:

- The preset count displayed in Fiery Manage does not match the number of presets available in the Fiery server.

- An incorrect error message is displayed for a failed sync package due to exceeding the maximum limit of 10 Megabytes.

Fiery server configuration file

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

- The Fiery Cloud Connector via proxy settings.

- The Fiery Cloud Connector installed on Mac operating systems.

Deploy sync package error

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

Error messages

Fiery IQ uses the same error messages as Fiery Command WorkStation. Fiery IQ will not track error messages that are not used in the Fiery Command WorkStation.

Fiery 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 Fiery Cloud Connector installed on Windows and Mac operating systems.

As a workaround, restart Fiery 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 Fiery Cloud Connector and Fiery IQ is lost and production-blocking event alerts are configured in Fiery Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on Fiery Cloud Connector.

Multiple email notifications

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

Fiery IQ June 2024 release

What is new in this release

This version of Fiery IQ introduces the following new features:

- Performance and stability improvements.

- Support for Transport Layer Security (TLS) protocol version 1.3 for the EFI Cloud Connector versions 2.0.23 and later that supports:

  - Fiery servers running on Windows operating system and Fiery system software FS200/200 Pro and later

  - Fiery servers running on Linux operating system and Fiery system software FS500/500 Pro and later

- Support for displaying the ink quantities in liters within the Fiery Insight application.

Fixed issues

Fiery Ink Assistant (BETA)

Incorrect ink purchase recommendation

The purchase recommendation for some inks with high reserve quantity but less consumption was higher than usual.

Fiery Manage

Incorrect attribue values

If you modified the values for **Cal-Expiration**, **SysUTCTime**, and **Uptime** attributes in Fiery Command WorkStation, the updated values did not appear in the downloaded Fiery server configuration report.

Fiery server configuration file

When you installed the EFI Cloud Connector version 2.0.23 and then re-installed the same or an earlier version, the entry for the EFI Cloud Connector core version was duplicated in the downloaded Fiery server configuration file.

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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 Fiery IQ.

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Device information does not appear simultaneously

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

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EFI Go

Job preview space

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

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.

Fiery Ink Assistant (BETA)

Access to Fiery Ink Assistant

The Fiery Ink Assistant application is not available to support users.

BETA tag is not displayed

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

Fiery Insight

Printer utilization details are inconsistent

When you enable shifts, the printer utilization details shown on the Fiery Insight **Trend** page do not match with the utilization details shown on the Fiery Insight **Compare** and Fiery 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, Fiery Insight only displays job settings information. Server default information is not displayed in the Job log.

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- **User**
- **Perfect bind**

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Fiery Manage

Creating a new sync package

When you create a new sync package:

- The preset count displayed in Fiery Manage does not match the number of presets available in the Fiery server.

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- The Fiery Cloud Connector installed on Mac operating systems.

Deploy sync package error

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

Error messages

Fiery IQ uses the same error messages as Fiery Command WorkStation. Fiery IQ will not track error messages that are not used in the Fiery Command WorkStation.

Fiery 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 Fiery Cloud Connector installed on Windows and Mac operating systems.

As a workaround, restart Fiery 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 Fiery Cloud Connector and Fiery IQ is lost and production-blocking event alerts are configured in Fiery Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on Fiery Cloud Connector.

Multiple email notifications

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

Fiery IQ March 2024 release

What is new in this release

This version 2.0.5 of Fiery IQ introduces the following new features:

- Support for specifying preferences on receiving email notification from Fiery IQ.

- Support for the EFI Cloud Connector versions 2.0.23 and later, which complies with Transport Layer Security (TLS) protocol version 1.3 and is supported on the following:

  - Fiery servers running on Windows operating system and Fiery system software FS400/400 Pro and later

  - Fiery servers running on Linux operating system and Fiery system software FS500/500 Pro and later

  - Client computers running on Microsoft Windows 10 or later

- A maximum limit of 128 characters is defined for the **First name** and **Last name** fields when adding a new user.

Fixed issues

Fiery Admin console

Incorrect email template and signup workflow

When you invited a new user to Fiery IQ, the email template received by the user and the signup workflow were not updated as per the new Fiery IQ user interface.

Fiery Ink Assistant (BETA)

Updating ordered ink from email link

If you were not logged in to Fiery IQ and clicked the link to update the already ordered link from your **Ink Order Recommendation** email, it did not redirect you to the **Ink order intimation** page.

Known Issues

Fiery Account

Account Settings page is not localized

When you change the browser language while logged on to Fiery IQ, the **Account Settings** page is not localized in the respective language and is displayed in English.

As a workaround, sign out and then sign in again to view the **Account Settings** page in the localized language.

Modifying company information

When you modify the company information in the **Account Settings** page and refresh the **Company details** page in the Fiery Admin console, the company details are updated for the currently logged-in user. However, the company details are updated for other users when they sign out and then sign in again to Fiery IQ.

One Time Password (OTP) validation

When you enter an incorrect OTP while changing the Fiery Account password, the error specifying the incorrect verification code is displayed on the next page after entering the new password.

Fiery Dashboard

Warning state is not displayed in Fiery IQ

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User invitation link

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License Manager widgets

The widgets in the **License Manager** are not in a fixed order, and the order is randomly switched when you refresh the **License Manager** window.

Fiery License Manager in live demo

The **Fiery License Manager** page is removed from the Fiery IQ live demo application.

Incorrect user role

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Device information does not appear simultaneously

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

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Update Fiery server appears after EFI Cloud Connector is installed

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

EFI Go

Job preview space

The job preview space in EFI Go is shortened for all display graphics printers when the printer is in the printing state.

Job count mismatch

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

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- **User**
- **Perfect bind**

Incorrect value is displayed in the Copies column

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Fiery Manage

Fiery server configuration file

When you installed the EFI Cloud Connector version 2.0.23 and then re-installed the same or an earlier version, the entry for the EFI Cloud Connector core version was duplicated in the downloaded Fiery server configuration file.

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Multiple email notifications

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Fiery IQ February 2024 release

What is new in this release

This version of Fiery IQ introduces the following new features:

- Performance improvements and bug fixes.

- Support for users to acknowledge the ordered ink in the ink recommendations email. A message specifying the date of the acknowledgment is displayed in the **Ink Assistant** application.

Fixed issues

Fiery Admin console

Shift deletion in live demo

When you deleted the second shift out of three shifts listed on the **Shift manager** page in the Fiery IQ live demo application, the third shift was also deleted automatically.

Fiery Ink Assistant (BETA)

Ink details are not displayed

When you selected a device in the Fiery Dashboard page, the ink details were not displayed on the device details page.

Incorrect part name and number

When you entered a double-byte character in the **Part name** and **Part no.** fields while adding a new ink in Fiery Ink Assistant, the part name and number were not displayed correctly in the ink inventory list.

Fiery Insight

Incorrect printer utilization detail

When the EFI Cloud Connector or printer was offline, the **Printer Utilization** widget on the Fiery Insight **Trend** page displayed the utilization as **Printing** instead of **Disconnected**.

Known Issues

Fiery Account

Account Settings page is not localized

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Incorrect email template and signup workflow

When you invited a new user to Fiery IQ, the email template received by the user and the signup workflow were not updated as per the new Fiery IQ user interface.

Fiery License Manager in live demo

The **Fiery License Manager** page is removed from the Fiery IQ live demo application.

Incorrect user role

When you invite an existing Fiery 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 Fiery IQ user can only be invited as a support user.

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 Cloud Connector

PostScript (PS) patches are not displayed in Fiery 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 Fiery IQ.

Incorrect activation error

If your Fiery Account credentials can access 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 the EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only Fiery Account credentials with access to one Fiery IQ account can access EFI Cloud Connector and EFI Go.

Device information does not appear simultaneously

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

Delay in invalid IP address message

If an invalid IP address is added to the 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. The offline Fiery server will not be registered. However, the other Fiery servers you attempted to register will also not be registered on the EFI Cloud Connector. This issue 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 already connected to EFI Cloud Connector, the **Update Fiery server** may appear in **Server** > **Fiery IQ**.

EFI Go

Job preview space

The job preview space in EFI Go is shortened for all display graphics printers when the printer is in the printing state.

Job count mismatch

When there are more than 20 jobs in the print queue, the job count displayed in the **Print Queue** on the printer details page in EFI Go does not match the list of jobs displayed in the **Print Queue** tab.

Error messages in Notification tab

The recent error messages are not displayed in the **Notification** tab in EFI Go.

Incorrect job name

An incorrect job name is displayed in EFI Go when you name a print job using double-byte characters.

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 active and resolved ones for the last 24 hours.

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.

Fiery Ink Assistant (BETA)

Updating ordered ink from email link

If you were not logged in to Fiery IQ and clicked the link to update the already ordered link from your **Ink Order Recommendation** email, it did not redirect you to the **Ink order intimation** page.

Access to Fiery Ink Assistant

The Fiery Ink Assistant application is not available to support users.

BETA tag is not displayed

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

Fiery Insight

Printer utilization details are inconsistent

When you enable shifts, the printer utilization details shown on the Fiery Insight **Trend** page do not match with the utilization details shown on the Fiery Insight **Compare** and Fiery 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, Fiery 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 values for Pro 30h printers.

Fiery Manage

Creating a new sync package

When you create a new sync package:

- The preset count displayed in Fiery Manage does not match the number of presets available in the Fiery server.

- An incorrect error message is displayed for a failed sync package due to exceeding the maximum limit of 10 Megabytes.

Fiery server configuration file

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

- The Fiery Cloud Connector via proxy settings.

- The Fiery Cloud Connector installed on Mac operating systems.

Deploy sync package error

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

Error messages

Fiery IQ uses the same error messages as Fiery Command WorkStation. Fiery IQ will not track error messages that are not used in the Fiery Command WorkStation.

Fiery 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 Fiery Cloud Connector installed on Windows and Mac operating systems.

As a workaround, restart Fiery 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 Fiery Cloud Connector and Fiery IQ is lost and production-blocking event alerts are configured in Fiery Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on Fiery Cloud Connector.

Multiple email notifications

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

Fiery IQ December 2023 release

What is new in this release

This version of Fiery IQ introduces the following new features:

- Fiery IQ now supports Fiery Account in China with Fiery Command WorkStation v7.0 and later.
- The new Fiery Account signup workflow is now available for invited users.

Fixed issues

Fiery Admin console

Using a double-byte character

The following issues were observed when you enter a double-byte character:

- In the **Company Name** field, an incorrect company name was displayed while editing the company details.
- In the **First Name** or **Last Name** field, while adding a new user, an incorrect user name was displayed, and an email for the invitation was not sent to the user. When you clicked **Resend invite**, you were logged out of the Fiery IQ.

Insight license

An error appeared when you assigned a newly activated insight license to a device for which the license had expired recently.

Fiery Insight

Media Name column value

The **Media Name** column displayed incorrect values in the **Job log** and **Insight** for the EFI Pro and VUTEk series printers.

Incorrect ink cost value

The **Ink cost** column displayed an incorrect value in the **Job log** except for the first 10 jobs.

Known Issues

Fiery Account

Account Settings page is not localized

When you change the browser language while logged on to Fiery IQ, the **Account Settings** page is not localized in the respective language and is displayed in English.

As a workaround, sign out and then sign in again to view the **Account Settings** page in the localized language.

Modifying company information

When you modify the company information in the **Account Settings** page and refresh the **Company details** page in the Fiery Admin console, the company details are updated for the currently logged-in user. However, the company details are updated for other users when they sign out and then sign in again to Fiery IQ.

One Time Password (OTP) validation

When you enter an incorrect OTP while changing the Fiery Account password, the error specifying the incorrect verification code is displayed on the next page after entering the new password.

Fiery Dashboard

Warning state is not displayed in Fiery IQ

When you print a job while the printer is in a warning state, the following issues are observed on the Fiery 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 Fiery Dashboard instead of the warning message.

Toner remaining in Fiery IQ

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

Fiery Admin console

License Manager widgets

The widgets in the **License Manager** are not in a fixed order, and the order is randomly switched when you refresh the **License Manager** window.

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Fiery Ink Assistant (BETA)

Incorrect part name and number

When you entered a double-byte character in the **Part name** and **Part no.** fields while adding a new ink in Fiery Ink Assistant, the part name and number were not displayed correctly in the ink inventory list.

Access to Fiery Ink Assistant

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