Fiery options 1.4 Help (server)

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Contents

Managing licenses for Fiery options on server

To use a Fiery option that is installed on the Fiery server, 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 from the EFI eStore.

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

- Activate a Fiery option on page 6

- Restore an activated Fiery option on page 8

  Note: You can restore Fiery options only on Fiery servers with Fiery system software FS400/FS400 Pro and later.

You can activate and restore a Fiery option on the Manage Fiery Options page. For more information, see Manage Fiery Options.

Managing licenses

Managing licenses includes tasks such as activating and restoring Fiery options. The EFI licensing server manages these LAC-related tasks.

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

- If the Fiery server is connected to the Internet, information is transferred between the Fiery server and the EFI licensing server automatically.

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

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 finds no 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 no Internet connection is detected, click Configure network setting.

2 Type the requested values, and then click Apply.

Accessing the Manage Fiery Options page

The Manage Fiery Options page displays the Fiery options that are activated in addition to those that are available to be activated. You can access the Manage Fiery Options page in any of the following ways:

- Command WorkStation: In Device Center > General tab > General Info, click Manage.

- WebTools: In the Home tab, click Manage.

- Fiery Option Package license notifications: Click the Activate License link. For more information, see License notifications on page 6.

The Manage Fiery Options page opens in your default web browser.

License notifications

Notifications are displayed when licenses of installed Fiery options approach their expiry date or have expired. Notifications of the approaching license expiry 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.

The following links are present on the notifications:

- Activate License: Opens the Manage Fiery Options 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 dots) hides the selected notification until the next expiry 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 expiry date of the Fiery option in Device Center, Home tab of WebTools, and on the Manage Fiery Options page.

Activating a Fiery option

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

- ID of the Fiery server. On the Configuration page, you can find the ID under BIOS Setup. In Command WorkStation, you can find the ID in Device Center under Server Configuration on the General tab. Click RIP and look for the ID under BIOS Setup on the right.

- Name of the option

- License Activation Code (LAC)

You can activate options automatically or manually, depending on whether the Fiery server on which you are activating the options 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 Manage Fiery Options page. (See Accessing the Manage Fiery Options 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 LAC in the License Activation Code field, and then click Continue.

4 Click Activate.

5 If the activation requires a restart, you can either click Restart to restart now or click Finish if you want to activate additional options before restarting. If the activation does not require a restart, just click Finish.

Activate a Fiery option manually

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

1 Open the Manage Fiery Options page. (See Accessing the Manage Fiery Options 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 LAC in the License Activation Code field, and then 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 licensing.efi.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 then click Activate.

14 If the activation requires a restart, you can either click Restart to restart now or click Finish if you want to activate additional options before restarting. If the activation does not require a restart, just click Finish.

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 Manage Fiery Options page to restore the options.

Note: You can restore Fiery options only on Fiery servers with Fiery system software FS400/FS400 Pro and later.

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 Manage Fiery Options page. (See Accessing the Manage Fiery Options page on page 6.)

2 Click Advanced Settings in the upper-right corner and then click Restore.
   The Fiery option is restored.

3 Do one of the following:

   • If you have additional options to restore, click Continue.

   • If you have no other options to restore, click OK.

Restore Fiery options manually

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

1 Open the Manage Fiery Options page. (See Accessing the Manage Fiery Options page on page 6.)

2 Click Advanced Settings in the upper-right corner and then 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.efi.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 then click Restore.

Troubleshoot Fiery options

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

Activation generates an error message

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

1   Check Error messages on page 9 for more information about the error. If the message guides you to contact technical support, you must first generate a diagnostic log file.

2   To generate a diagnostic log file, open the Manage Fiery Options page. (See Accessing the Manage Fiery Options 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:

- ID of the Fiery server. For more information, see Activating a Fiery option on page 6.

- Name of option that you are trying to activate

- License Activation Code (LAC)

- Diagnostic log

Incorrect system clock settings

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

Error messages

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

For additional information or support, registered users may start a discussion through EFI 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 LAC is not in the correct format. Try entering the LAC again. Refer to the LAC card if you have one.

Message ID	Error message	Action
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 EFI licensing website. Check that you selected the correct license file to upload. If the error still occurs, you can restore Fiery options and try to activate again.
OFA0090	Internal error. Please call EFI 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 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.	There is no Internet connection. 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.	There is no Internet connection. Check that the proxy settings are correct and try again. If the problem persists, contact your network administrator.
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 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 again. If the error still occurs, contact technical support.

Message ID	Error message	Action
OFA0040	Sorry we cannot reactivate the option requested. Contact support for more information.	Try to restore Fiery options and reactivate again. If the error still occurs, contact technical support.
OFA00115	None of the options could be restored.	No previously activated licenses were found for this computer. If you had licenses that were previously activated, contact technical support
From the EFI 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.
EBIS0007	This option is already activated.	Check that the LAC is correct for the option that 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 EFI 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 EFI licensing service is unavailable. Try again later.	The EFI 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 is not supported, as shown in the list. Obtain a new LAC that has only features that are supported. If you continue, you will not be able to use any unsupported features and you cannot use the LAC again.

Message ID	Error message	Action
EBIS0008	Some features of this option are already activated. Do you want to continue?	The LAC activates multiple features and one or more features is already activated, as shown in the list. Obtain a new LAC that has only features that are not already 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 again. If the error still occurs, contact technical support and provide the error code shown in the message.
EBIS0024	Unable to re-activate license: Error Code <number>	Try to restore Fiery options and reactivate again. If the error still occurs, contact technical support and provide the error code shown in the message.
EBIS0027	No licenses have been previously activated on this computer, so you cannot restore any licenses.	No licenses have been previously activated on this computer, so you cannot restore any licenses.