

TECH TICKER

EFI Konica Minolta Tech Tickers are created as communication tools to alert our customers and partners to product issues, available solutions, and other helpful items that may be used to support EFI products. The Konica Minolta Tech Ticker is a collection of all Konica Minolta supported products, and is distributed in the first week of each month. The product issues covered in the Konica Minolta Tech Ticker are as follows:

Contents

Fiery Applications

- **IMPORTANT WINDOWS 10 Information**
- **ISSUE WITH SLEEP KEY ON FIERY**
- Fiery Command Workstation 5.7
- Tech note: Command WorkStation for Older Fierys
- Service Pack 1 is available for Fiery Extended Applications v4.3
- Tech note: Configure and Fiery Ticker Will Not Launch
- Access to Fiery Extended Applications Downloads
- Activating Fiery Utilities Options
- Adobe Acrobat DC compatibility
- Upgrade Kit for Adobe Acrobat Pro XI and Enfocus PitStop Edit 12
- Tech note: Acrobat install error message "Adobe Acrobat requires Windows Service Pack 2."
- Fiery Drivers and Mac OS 10.10
- Fiery Printer Driver Patch for Mac OS 10.10
- Fiery VUE
- Fiery Go
- Fiery Dashboard
- EFI Passport
- Tech note: Troubleshooting Fiery Issues
- Tech note: Backup Fiery Controller
- Fiery Clone Tool for embedded Fiery's
- Fiery Forum
- Fiery Help

Fiery

- Current versions
- Tech note: IC-310 v2.0 upgrade: install doc wrong (DIMM install)
- Tech note: Fiery Mac OS 10.10 Yosemite print driver patch
- New Fiery patches
- Tech note: "Please enable web services on the Fiery", when opening Configure utility
- Tech note: v1.x (IC-415, IC-308, IC-310); Service Pack 1 (SP1) and engine firmware
- Tech note: v2.0 (IC-415, IC-308, IC-310); engine firmware level required
- Fiery Windows security patches
- Tech note: IC-306 not functional after v2.0 to v3.01 upgrade
- Tech note: Windows Firewall should be disabled on Fiery itself
- Tech note: Optional US Region and European Region Color Profile patches
- Tech note: IC-308 v1.1 / IC-310 v1.0 current and obsolete patches; correct patch order
- Tech note: v2.0 IC-308 and IC-310 current and obsolete patches; correct patch order
- Tech note: IC-415 v2.0 current and obsolete patches; correct patch order
- Tech note: IC-308 and IC-310 commonality
- Tech note: Activating LAC without internet connection
- Tech note: Mac OS 10.10 "Yosemite"; Fiery compatibility and info on compatible drivers
- Tech note: Localized print drivers for Fiery's available
- Tech note: Support for Fiery's running Windows XP variants
- Tech note: Web LCD Fiery interface issue with IC-3600, IC-306, and IC-413
- Tech note: IC-415 and IC-308; things to be aware of
- Tech note: IC-413 v1.1 and v1.11; must use correct version of Feature Activation utility when adding options
- Tech note: IC-415, IC-308, IC-310; Post Inserter (PI) trays not available
- Tech note: System Updates fails on IC-408, IC-303, IC-305

Digital StoreFront

- Current version(s)
- Resolved issues for DSF 8.2
- Tech note: How to Create and Publish Digital Download Products

MicroPress

- Current version(s)
- Windows 10 Issues
- MicroPress Forum is available for questions

Fiery Central

- Current version(s)
- Fiery Central 2.7.1.7 Update released
- Fiery Central 2.7.1.7 includes patch to disable "Windows 10 Upgrade Offer" on Windows-based Fiery servers
- New feature: Convert to Grayscale
- Tech Note: To rebuild Printer Groups

Fiery Applications

Important Announcements

IMPORTANT WINDOWS 10 Information

1. Warning: Please do not upgrade your Fiery server to Windows 10

On June 1st 2015, Microsoft announced that Windows 10, an update to the Windows operating system, can be reserved via Windows Auto Update. In the Windows system tray, a new icon may appear displaying the Windows logo. When you hover over the logo, you will see a "Get Windows 10" pop up window. Fiery servers running Windows 7 or Windows 8.1 do not support Windows 10. Please do not install Windows 10 on your Fiery server. If the Fiery server is upgraded to Windows 10, it will not operate and the system will have to be rebuilt from original software disks or backup images.

EFI has created a Fiery patch, based on a solution from Microsoft, which disables the pop-up and prevents the Fiery server from being upgraded to Windows 10. This patch will not affect Fiery software.

Patch FIT101087873 can be obtained through:

1. Your Fiery supplier, EFI Technical Support, or download it from EFI at <http://fiery.efi.com/disable-windows10>.
2. System Updates
3. Product Updates (If the product supports Product Updates, a "Check for Product Updates" button will be visible in WebTools in the Configure tab.)
4. Fiery Forums: <http://fieryforums.efi.com/index.php>.

Note: EFI strongly recommends that you perform a full backup of the system image on a regular basis. In the event of an accidental Windows 10 update, the backup image can be used to restore the Fiery server so it will operate normally.

To create a backup image, use the tool specific to the Fiery system:

- For Fiery FS100 Pro servers and later, use Fiery System Restore located on DVD1 of your Fiery media kit.
- For Fiery System 10 servers and earlier use the Fiery Clone Tool.

2. Fiery Drivers and Windows 10

- All field product Postscript drivers are compatible with Windows 10.
- PCL drivers provided by EFI have been evaluated and are ***not*** compatible with Windows 10. EFI is currently developing updated PCL drivers. ETA of availability is TBD.

ISSUE WITH SLEEP KEY ON FIERY

EFI recently discovered a possible issue with a new model of keyboard that is provided as part of the furniture kit that is available for external Fiery's.

The new keyboards are Cherry KC 1000 which is identified on the lower left corner of the keyboard. The new keyboards have a sleep button on the upper right corner, above the numeric keypad. The button can be recognized by the crescent moon icon.

With default settings on the Fiery, if the button is pressed, the Fiery may go into sleep mode automatically. This can interrupt currently processing or printing jobs and can cause the Fiery to lose communication with the engine. With some Fiery and engine combinations, both the Fiery and the engine may have to be powered down and restarted to re-establish communication.

To avoid this potential issue if the Cherry KC 1000 keyboard is attached to the Fiery, EFI recommends that users change a setting in the Windows Power Options control panel. In the control panel, click "Choose what the power button does" on the left side of the window. If the Cherry KC 1000 keyboard is attached, you will see an option labeled "When I press the sleep button" under Power and sleep button settings. Change this setting from Sleep to Do Nothing and then click Save Changes.

Fiery Command Workstation 5.7

We are pleased to make available an updated version of Command WorkStation 5.7 as part of the Fiery Extended Applications Package v4.3.

If you have Command WorkStation 5.6 installed, you should receive a notification there that this new version is available for installation. Otherwise, download instructions for this new version are available from efi.com/cws5. For details about what is new in this release, we recommend reviewing the information at efi.com/cws5, which includes details about the new functionality.

These are some of the key new features in this release:

- Filtered view tabs - building on the existing filtered views, operators can now create their own custom tabs in the Job Center view that customizes their job list to specific queues and job attributes.
- Hot Folders support of user-defined Impose templates - operators can now apply user-defined Impose templates to Hot Folders for use in automated workflows (please note that user-defined Impose templates are NOT supported with server presets).
- Fiery Software Manager 3.0 - an updated interface for managing the Fiery Extended Applications Package download and installation.
- Filtered view support of date ranges is now supported.
- Fiery JobFlow 2.0 - this prepress workflow automation platform is now available for download with the Fiery Extended Applications Package, and introduces the free JobFlow Base version. More information on JobFlow is available at the [Fiery JobFlow webpage](#).
- Convert to grayscale - the ability to make specific pages (or sheet surfaces) grayscale with a Compose or JobMaster license
- Advanced page numbering - extended page numbering functionality including multiple page ranges per document, multiple page ranges per page, and bates stamping with a JobMaster license
- Fiery Dashboard enhancements - now collecting paper jam and last calibration events
- Extended Fiery API v1.3 availability - Using the Fiery Integration Manager (available by downloading the Fiery Integration Package from the Fiery Software Manager on a Windows computer), administrators can add the Fiery API to any System 9 Release 2 or later Fiery Server to provide support for applications like Fiery Go.
- Korean and Traditional Chinese support - Command WorkStation now supports these two languages. See help.efi.com/fip for details on what Fiery Servers can be updated with additional language support.
- Fiery JDF v1.4 - The Fiery Integration Package, a component of the Fiery Extended Applications package, includes the updated version of Fiery JDF v1.4. Details on this package is available at help.efi.com/fip.

Additional new features - the Fiery Extended Applications Package v4.3 includes more new features and general improvements. Details on all the new Command WorkStation features, and instructions on the download and installation of Command WorkStation 5.7, are available at help.efi.com/fea/.

For more information about what the features do, help for Command WorkStation 5.7 is available on-line by choosing Help from the Help menu from within the application and from help.efi.com.

Details about what Fiery Server system version and what client OS versions are supported is available at efi.com/cws5.

This version of the Fiery Extended Applications Package and Command WorkStation include the following application versions:

- Command WorkStation 5.7
- Hot Folders 3.7
- Fiery Remote Scan 6.3
- Fiery Software Manager 3.0

Tech note: Command WorkStation for Older Fierys

For connectivity to Fiery servers running system software older than System 8 Release 2, we recommend using Command WorkStation 5.3.1 and the Fiery Extended Applications Package 3e, which are available from the efi.com/cws5 download page.

Service Pack 1 is available for Fiery Extended Applications v4.3

The Fiery Extended Applications Package v4.3 Service Pack 1 is now available via an automatic update from the Fiery Software Manager. This addresses specific issues identified in the Fiery Forums including the following:

- Hot Folders not applying user-defined imposition templates in some cases
- Fiery Ticker and Configure not working properly on FS100 Pro and FS150 Pro products.

Additional information can be found in the Customer Release Notes Fiery Extended Applications 4.3 Service Pack 1 release notes which can be found at <http://help.efi.com/fea/index.html>.

This Service Pack 1 modifies the existing FEA installation and does not change the application version numbers. To determine if Service Pack 1 has been installed on a client, you can verify that the Job Properties plug-in version is 2.8.0.017 (found under the Help menu, under About Plug-in\Job Properties).

Tech note: Configure and Fiery Ticker Will Not Launch

We have had some reports that after installing the new Fiery Extended Applications Release 4.3 package (including Command Workstation 5.7) on a Fiery, that users can no longer launch Configure tool, or the Fiery Ticker.

So far, this has only been reported from a few locations, but if this is seen in there is a simple fix for the issue:

- First, Go to Add/Remove programs, and remove Agali.
- Then go to E:\EFI\user_sw\Windows_User_SW\Common Utilities\ and run the Agali installer

Access to Fiery Extended Applications Downloads

Fiery Utilities packages are posted on the EFI download site at <http://www.efi.com/support-and-downloads/download-registration/> for users who do not have outside internet access. In the Download Center, choose the Application Software and Tools tab and select Fiery Extended Applications in the Select Software column. Choose the version you want and then click "Find". You will have the option of downloading a package for Mac client and a package for Windows client and server.

Activating Fiery Utilities Options

Instructions for activating Fiery Utilities options, such as Impose, Compose and JobMaster, using a License Activation Code (LAC) is available in the License Manager Help. You can access the Help page by clicking the "?" icon in the upper right corner of the License Manager window. You can access the License Manager by opening any job that has not been processed in Preview. In the Preview Help menu, choose Manage License.

The License Manager in Command WorkStation 5.7 includes a new Advanced Settings feature. You can access by clicking the "gear" icon in the upper right corner of the License Manager window. Advanced Settings gives you access to the following tools:

- Diagnostic Log: Log files that can be provided if you have to engage Technical Support to troubleshoot activation issues.
- Restore: A tool that can restore activation. For example, if the License Manager shows that the feature is activated, but you see a "not activated" message when trying to use the feature in Command WorkStation, use the Restore function to attempt to restore the feature.

Adobe Acrobat DC compatibility

Adobe Systems, Inc released Adobe Acrobat DC (Document Cloud) in April 2015. Testing at EFI has shown that the Fiery Drivers are compatible with Adobe Acrobat DC. However, issues with Fiery Extended Applications have been seen in some environments. Issues seen include:

- The "Edit in Acrobat..." function will not work. The Acrobat window may open in the background and may not be visible.
- The User will not be able to use Fiery Impose, Fiery Compose or Fiery JobMaster to open PostScript jobs unless the server conversion of PostScript to PDF is supported and enabled.

EFI is working on solutions for these issues. Until a solution is available, EFI recommends that users continue to use Fiery Impose, Compose and JobMaster with the Adobe Acrobat version and Enfocus Pitstop version that is packaged with these applications.

Upgrade Kit for Adobe Acrobat Pro XI and Enfocus PitStop Edit 12

EFI is offering a paid upgrade kit for Adobe® Acrobat® Pro XI and Enfocus PitStop Edit 12. This kit is available to customers with Fiery Impose, Compose or JobMaster option kits that shipped with an older version of Adobe Acrobat Pro and Enfocus PitStop Edit.

This Adobe Acrobat Pro XI and Enfocus Pitstop v12 Upgrade Kit has been added to the EFI Fiery Options Pricelist. It is available for purchase through our Partners and, where available, from the EFI eStore, <https://estore.efi.com>.

Adobe Acrobat Pro XI and Enfocus Pitstop v12 Upgrade Kit is compatible with Fiery Command WorkStation v5.x and above. It is also compatible with the Windows and Mac OS clients supported by Fiery Command Workstation, including the latest Mac OS X 10.10.

Tech note: Acrobat install error message "Adobe Acrobat requires Windows Service Pack 2."

Some Windows 7 64 bit clients may see an error message, "Adobe Acrobat requires Windows Service Pack 2", when installing Adobe Acrobat X and Enfocus Pitstop 11 using the Master Installer on the PDF- Support Applications DVD.

Use the following installation procedure to resolve the error:

1. Browse to the folder "PDF-Support-Application" on the DVD.
2. Right-click on the "setup.exe" and select "Run As Administrator" from the context menu.
3. Follow the Installation wizard prompts and the installation will complete successfully.

Fiery Drivers and Mac OS 10.10

MacOS 10.10 has further increased their security protocols and sandboxing restrictions on print drivers, to the point where all currently released Fiery print drivers will be blocked from two way communication with the network. This may result in application crashes when the driver is launched sometimes seen on the second launch. EFI has released new Fiery print drivers on [efi.com](http://www.efi.com), covering the most recent products from our OEM partners. For all Fiery users, we recommend checking the site for a driver upgrade before updating your Mac to OS 10.10. The updated drivers can be found at <http://www.efi.com/support-and-downloads/download-registration/> and will be listed as compatible with MacOS 10.6-10.10

Before installing the new 10.10 drivers, please use the Fiery Software Uninstaller to remove ALL fiery print drivers previously installed. Failure to do so may result in errors such as "You have entered an invalid IP Address or DNS Name".

Fiery Printer Driver Patch for Mac OS 10.10

EFI has posted an updated version of the Fiery Printer Driver patch for Mac OS 10.10 on the EFI driver download site at <http://www.efi.com/support-and-downloads/download-registration/>. After entering registration information, you will enter the Download Center. In the Application Software and Tools tab, select "Fiery Driver" in column 1 and then select "Mac OS 10.10 Fiery Printer Driver patch v1.2" in column 2. The new patch can be installed over an existing Mac OS 10.10 driver.

The patch addresses issues with bi-directional communication, an issue where a Fiery service stops responding and some issues printing from certain applications. Please see the Release Notes that are posted with the patch for more details.

Fiery VUE

Fiery VUE is EFI's visual printing application that helps office workers to produce professional-looking, finished documents quickly, easily and cost-effectively. Fiery VUE is an interactive and dynamic desktop application with intuitive layout and finishing tools that visually guides users through complex document creation with a unique 3D interface, showing them exactly how their document will print out.

Fiery VUE 1.4.6 is our latest version released and available for download from efi.com/fieryvue. Find more information about the new Fiery VUE 1.4.6 features on our website.

Fiery VUE is compatible with many Fiery-Driven printers. Check the Certified printers section on the website for additional information and to check if your Fiery device is supported.

Fiery Go

Fiery Go v1.2 is now available for Android and iOS devices from the Google Play store and iTunes App Store. This version features the new Job Import function that allows users to print jobs directly to a Fiery server or use the "Open With" option with a PDF file in apps such as Dropbox and Drive to send PDFs to the Fiery server. Users will also be able to use Fiery Go via cellular data and VPN services. This allows users to step out of their WiFi network and stay connected to their Fiery servers wherever they are.

EFI Passport sign in is now enabled on iOS devices. The same EFI Passport account can be used for Fiery Dashboard and Fiery Go.

Please remember that Fiery Go requires the Fiery API to be installed on the Fiery server itself. For FS150, FS150 Pro, FS100 Pro and later products, Fiery API is included in the shipping Fiery servers. Fiery API can be added to System 9R2 – FS100 Pro external and embedded servers by installing using the Fiery Integration Manager available through Fiery Software Manager.

Additional information about Fiery Go is available at <http://www.efi.com/products/fiery-servers-and-software/fiery-command-workstation/fiery-go/overview/>.

Questions about Fiery Go should be directed to the Fiery forum at <http://fieryforums.efi.com>.

Fiery Dashboard

Fiery Dashboard is a cloud-based service that monitors and tracks print production statistics from one or more Fiery Driven devices and visually represents the data through multiple widgets. Users get instant snapshot of operational efficiency and engine utilization.

Additional information about Fiery Dashboard is available at <http://www.efi.com/products/fiery-servers-and-software/fiery-command-workstation/fiery-dashboard/overview/>.

Questions about Fiery Dashboard should be directed to the Fiery forum at <http://fieryforums.efi.com>.

EFI Passport

Some products, such as Fiery Go for Android and Fiery Dashboard, handle product registration using EFI Passport. EFI Passport enables the use of a Passport ID to register a product, instead of entering the same registration data for every product. Once a Passport ID is created, you can sign into the product using the Passport ID and password. Additional information about EFI Passport is available at <http://passport.efi.com>.

Applications that support EFI Passport currently include:

- Fiery Go for Android
- Fiery Dashboard

Tech note: Troubleshooting Fiery Issues

When troubleshooting issues related to the Fiery, it is important that all relevant information related to the case be provided so the investigation can take place as efficiently as possible. Required information would include the following:

- Fiery Product Name and version and printer/copier model the Fiery is connected to.
- A clear description of the issue observed. If the issue is related to a specific error, include a screen capture or the exact wording of the error message.
- Clear steps to reproduce the issue or history of events that took place leading up to the issue occurring.
- A Job Error Report (JER) of the job that has the issue. If the issue is not related to a specific job, the JER will still be useful because it will include logs from the Fiery. To generate a Job Error Report, Hold down the CTRL key (on Windows) or Cmd key (on the Mac) when right-clicking a job to get the Job Error Report menu option. You can add comments to report in addition to native file.
- Sample files of the job being printed if the issue is related to a specific job or type of job.
- Any additional information that can be used to investigate the issue.

Tech note: Backup Fiery Controller

EFI encourages all Fiery users to create a backup image of the Fiery controller to be available when reinstall of Fiery system software is needed. A Backup Image Checklist has been prepared to provide guidance and serve as a reminder for the backup process. The Backup Image Checklist is posted on the Fiery Forums at <http://fieryforums.efi.com/showthread.php/5169-Minimize-your-down-time-by-backing-up-your-Fiery-Server!-Check-out-a-new-checklist>.

Fiery Clone Tool for embedded Fiery's

Fiery Clone Tool v2.0 is now available for Embedded Servers. This tool enables the creation of an identical copy of the entire Fiery embedded server to an image file, which can then be used for fast and easy system recovery. The Fiery Clone Tool for Embedded Servers supports System 8eR2 and later, on Linux, Windows XPe, XP Pro, and 7 operating systems. The tool will display an error if used on an unsupported Fiery server. For more information, see the User Guide.

This tool is booted and launched from a USB drive prepared by the USB Prep Tool version 2.0.21 or later.

The minimum size for the USB drive:

- For Fiery Servers with Linux: 4 GB
- For Fiery Servers with XPe and XP Pro: 16 GB
- For Fiery Servers with Windows 7: 32 GB.

To download the Fiery Clone Tool for Embedded Servers software, the USB Prep Tool application, and User Guide, go to: <http://www.efi.com/support-and-downloads/download-registration/>

On the Download Center website:

1. Click the Application Software and Tools tab.
2. Under "Select Software", click Fiery Clone Tool for Embedded Servers.
3. Under "Select Version", click Fiery Clone Tool for Embedded Servers v2.0, and then click Find.
4. On the displayed results, download the Fiery Clone Tool for Embedded Servers software and User Guide.
5. Under "Select Version", click USB Prep Tool v2.0.21, and then click Find.
6. On the displayed results, download the USB Prep Tool software.

Fiery Forum

The Fiery forums allow users to ask questions and to share information. Please visit the Fiery Forums at: <http://fieryforums.efi.com>

Fiery Forums available:

- Fiery Color & Imaging Forum
- Fiery Command WorkStation 5
- Fiery VUE
- Fiery Go
- Fiery Dashboard
- Color Profiler
- Fiery Central
- Fiery JDF Integration
- MicroPress
- Digital StoreFront: <http://dsfforums.efi.com/>
- PrintMe: <http://printmeforums.efi.com/>

Fiery Help

Online help information for a variety of categories is available at: <http://help.efi.com>

- Help topics include:
- Fiery Digital Print Servers
- Fiery Workflow Suite
- Fiery Extended Applications
- Fiery Integration
- Fiery Servers and Software for Production/Proofing
- Office/Retail Solutions

Fiery Technical Support

Current versions

IC-308	Pro80	Sys FS100 Pro	v1.1 ⁽¹⁾	C1070/C1060/C1070P/C1060P/C1100/C1085; (Win7 Pro)
IC-308	Pro80	Sys FS150 Pro	v2.0 ⁽¹⁾	C1070/C1060/C1070P/C1060P/C1100/C1085/C71hc ⁽⁵⁾ ; (Win7 Pro)
IC-310	QX-100	Sys FS100 Pro	v1.0	C1100 / C1085; (Win7 Pro)
IC-310	QX-100	Sys FS150 Pro	v2.0	C1100 / C1085; (Win7 Pro)
IC-416	E200	Sys FS150	v1.0	C368 / C308 / C258; (Linux-based)
IC-415	E200	Sys FS150	v2.0	C1070/C1060/ C1070P/C1060P/C1060L/C71hc ⁽⁵⁾ ; (Linux-based)
IC-306	Pro80	Sys FS100 Pro	v3.01 ⁽²⁾	C6000/C6000L/C7000/C7000P/C8000/C8000e/C70hc ⁽³⁾ ; (Win7 Pro)
IC-3600	QX-100	Sys FS100 Pro	v3.01	C8000 / C8000e; (Win7 Pro)
IC-414	E100	Sys10e	v1.2	ProC754 / C754 / C654 / C554 / C454 / C364 / C284; (Linux-based)
IC-413	E100	Sys9	v1.11	C6000 / C7000 / C6000L / C7000P / C70hc ⁽⁴⁾ ; (Win7 Pro)
IC-412	E10	Sys8e Rel2	v1.1	C280 / C360 / C452 / C552 / C652 / C552DS / C652DS; (Linux-based)

- (1) No Personalization kit, or engine enabler feature, is required for this Fiery to connect to C1100 / C1085
- (2) There is only one system software set for IC-306, regardless of whether it will attach to C8000 or C6000/C7000. Once an IC-306 has the system software installed, the IC-306 will auto detect the engine model connected. The UK-102 Personalization kit is no longer required if C8000 is to be connected.
- (3) In Q1 2014, EFI released patch FIT199174 which allows v3.01 to support the C70hc.
- (4) Version 1.11 now supports the C70hc with the release of patch FIT192815
- (5) When Fiery senses connection to C71hc, it will configure itself to use appropriate color profiles

Tech note: IC-310 v2.0 upgrade: install doc wrong (DIMM install)

Sometime in April/May 2015, an upgrade kit for IC-310 v2.0 will be available. Some of the first kits may include installation instructions that direct technician to install 2 of 4 additional DIMMs into wrong sockets, which will result in IC-310 not booting at all.

The eight DIMMs must all be inserted in blue (not black) sockets. But directions may state that two DIMMs that go into memory banks in upper left corner of motherboard are to be inserted into black sockets. That is incorrect. These two DIMMs are to be inserted into the blue sockets, just as the other six DIMMs are in other sections of motherboard.

Tech note: Fiery Mac OS 10.10 Yosemite print driver patch

Mac clients running 10.10 Yosemite: issue with bi-di; "fieryd daemon" crashing in Mac Console because of new driver (Feb 2015). Symptoms: Crashing driver. Mac slows way down

There is a patch on EFI download page.

There, go to "Application software and tools", scroll down to "Fiery Driver" under #1, then "Mac OS 10.10 Fiery printer driver patch v1.2". Then you will see a RN and a DMG patch file

New Fiery patches

FIT100939225	IC-306/IC-3600	v3.01	Missing gradation on object on print of Imposed job with FreeForm
FIT101106510	IC-415	v2.0	Image alignment problem occurs when printing with CorelDRAW X7
FIT222301	IC-415	v2.0	Resolves System Update error after Sept 20, 2015 (SSL cert. renewal)
FIT222301	IC-416	v1.0	Resolves System Update error after Sept 20, 2015 (SSL cert. renewal)
FIT101081740	IC-413	v1.0	Custom spot color not applied on the output of an Imported PDF file
FIT101097531	IC-414	v1.2	Trouble code C-FC04 occurs when MFP wakes up from Power Save
FIT101063085	IC-408	v2.0	Resolves System Update error after Sept 20, 2015 (SSL cert. renewal)
FIT101063085	IC-303/IC-305	v3.0a	Resolves System Update error after Sept 20, 2015 (SSL cert. renewal)
FIT101087864	IC-306	v1.x	Custom spot color not applied on the output of an Imported PDF file
FIT100939230	IC-306	v2.0	Missing gradation on object on print of Imposed job with FreeForm

Tech note: "Please enable web services on the Fiery", when opening Configure utility

This can be seen by user when attempting to go into Configure on Fiery itself, or from client on LAN. A printed Configuration page will show that Web Services is already enabled. This issue started to be seen in early 2015.

To fix, on Fiery go to E:\EFI\user_sw\Windows_User_SW\Common Utilities, and run the Agali.exe installer. It will uninstall, and reinstall certain files that should resolve this issue.

On March 31 EFI made available "Service Pack" for FEA v4.3 (CWS5.7.0.29). This has included a fix for this issue.

Tech note: v1.x (IC-415, IC-308, IC-310); Service Pack 1 (SP1) and engine firmware

It is highly recommended that IC-415 v1.0 and IC-308 v1.1 Fiery's in field have the Service Pack 1 (SP1) patch installed. These patches can be installed via System Updates on either Fiery. This patch can also be obtained from Fiery's Product Updates (Web updates)

These SP1 patches also have associated with them new SP1 Mac and Windows print drivers. These drivers can be obtained from Product Updates (Web updates)

Once "SP1" is installed on these Fiery's, it is also very important to make sure copier firmware is at latest level

Tech note: v2.0 (IC-415, IC-308, IC-310); engine firmware level required

Version 2.0 IC-415, IC-308, and IC-310 Fiery's in field will need to have (at minimum) engine firmware:

I1: G00-17

I4: G00-10

I2: G00-17

I5: G00-10

I3: G00-17

Fiery Windows security patches

The IC-310, IC-308, IC-306, IC-3600, and IC-413 do not use EFI's System Updates to obtain Microsoft security patches. Since they run on XP Pro and Win7 Pro, they can get its security patches directly from Microsoft using Windows Update utility. You can configure Windows Updates on these Fiery's via Configure utility or Remote Desktop.

(Windows XPe SP3 Only)

FIT101114737	MS15-069	Vulnerabilities in Windows Could Allow Remote Code Execution
FIT101114809	MS15-077	Vulnerability in ATM font driver could allow elevation of privilege
FIT101114810	MS15-065	Cumulative Security Update for Internet Explorer
FIT101114813	MS15-075	Vulnerabilities in OLE could allow elevation of privilege
FIT101114817	MS15-073	Vulnerabilities: Windows kernel-mode driver could allow elevation of privilege
FIT101114819	MS15-066	Vulnerability in VBScript Scripting Engine Could Allow Remote Code Execution
FIT101114820	MS15-072	Vulnerability: Windows graphics component could allow elevation of privilege
FIT101114824		OneNote issue and an ActiveX control cannot be installed in Internet Explorer

Tech note: IC-306 not functional after v2.0 to v3.01 upgrade

Several technicians in field have reported that after performing v2.0 to v3.01 upgrade (WinXP Pro / System 9r2 to Win7 Pro / FS100 Pro). Issue seen on only a small percentage of upgrades attempted. Upgrade done according to instructions. Fiery boots to idle, but:

- Whether from FACI, or client, may not be able to connect from CWS to IC-306 after upgrade completed.
- If connection can be made from CWS to IC-306, will see a second or third greyed out "ghost" icon in left panel of CWS (says "connecting..."). Will not be able to print to IC-306 (imported or printed jobs)
- System Updates will appear to download and install patches, but after restart, none of the patches are installed (manual install of patches also fails this way)

If this issue encountered, contact KM SSD Helpdesk and request patch FIT100647187. When installed on v3.01 system with the above listed issues observed, the Fiery will then become functional, and normal setup configuration can proceed.

Tech note: Windows Firewall should be disabled on Fiery itself

If Windows Firewall is enabled on the IC-308 or IC-310, the Fiery will not print and in Command Workstation you will see "establishing network communication". *Windows-based Fiery's do not support Windows firewall being enabled. Besides not being able to print, you may not be able to connect to Fiery from Command WorkStation on a client, nor will you be able to connect from a Windows client using Remote Desktop.*

Fiery servers have their own firewall. Using Webtools, you can enable port blocking and IP address filtering. By default Fiery port blocking is enabled.

Tech note: Optional US Region and European Region Color Profile patches

Though most customers may find color profiles that are built into Fiery satisfactory, EFI has made available optional US Region and European Region Color Profile patches. EFI Tech Support and KM Tech Support can make these available to customer if needed:

IC-306	v1.x	US Regional profile patch; 1-174R99
IC-306	v1.x	European Regional profile patch; 1-174R9A
IC-413	v1.0	US & European Regional profile patch; 1-1B8HV2
IC-413	v1.11	US & European Regional profile patch; FIT192170
IC-306/IC-3600	v2.0	US & European Regional profile patch; 1-1B8HV7
IC-306/IC-3600	v3.01	US & European Regional profile patch; FIT192168
IC-415	v1.0 / 2.0	None available currently
IC-308/IC-310	v1.x / 2.0	None available currently

Tech note: IC-308 v1.1 / IC-310 v1.0 current and obsolete patches; correct patch order

Current patches and correct install order:	These patches are obsolete:
SP1 (FIT221661)	FIT216114
FIT219740	FIT210803
FIT100225861	FIT223707
FIT100801308	FIT222965
FIT100818117	
FIT100888226	
FIT100891537	
FIT100935394	
FIT100933685	
FIT101087873	
FIT100885220	
FIT101053731	
FIT100981337	

Tech note: v2.0 IC-308 and IC-310 current and obsolete patches; correct patch order

Current patches and correct install order: These patches are obsolete:

FIT101087873

FIT100945949

FIT100974128

FIT100933595

FIT100981309

Tech note: IC-415 v2.0 current and obsolete patches; correct patch order

Current patches and correct install order: These patches are obsolete:

FIT100945951

FIT100981315

FIT222301

FIT101106510

Tech note: IC-308 and IC-310 commonality

Version 1.1 IC-308 and version 1.0 IC-310, software-wise are identical. Even though the installation software DVDs for each of these Fierys have different part numbers printed on them, the content of the DVD's are identical. When software is initially installed, the hardware platform is detected, and depending whether it is a Pro80 or QX-100, the Fiery configures itself as IC-308 v1.1, or IC-310 v1.0

This is also true for IC-308 v2.0 and IC-310 v2.0

Fiery patches between IC-308 v1.1 and IC-310 v1.0 are common as well, as they are for those products at v2.0 level.

Tech note: Activating LAC without internet connection

This process is for server-based option/feature, but it is very similar to same process for Impose/Compose/Job Master client-based LAC option

Fiery is not connected to internet, so Fiery is not able to communicate with EFI licensing server. Below is manual method to activate license.

- 1.) On Fiery itself. open Command WorkStation (CWS) and use 127.0.0.1 to connect to "itself"
- 2.) In CWS, go to Device Center / General / General Info. Then in that window, find Options/Package, then select "Manage" button next to it. (if this license is for Impose/Compose/Job Master client-based LAC option, you would

instead select unprocessed file in Hold queue, right-click, select "Preview". Then go to Help pull-down and select "Manage License")

3.) In browser, "Manage Fiery Options" opens (another browser window may open stating no internet connection - ignore and close it) Select "Activate" button, enter LAC code exactly as it is on sheet of paper that came with option/package. Then select "Activate"

4.) An error will then appear indicating there is no internet connection (expected). "Continue" to begin the process to activate using a computer that DOES HAVE ACCESS to internet.

5.) On Fiery, "Create a request file"; insert a USB thumb drive into Fiery. Save the "Request-Activationxxx.dat" file to it. Eject thumb drive.

6.) Take the thumb drive to a computer that has access to internet and plug it in. In browser, type "licensing.efi.com". In window that opens, browse to Request-Activation file that is on thumb drive, then "Upload". Site will identify the option, then will ask to generate "license" file. Download it to thumb drive and eject drive.

7.) Insert into Fiery. Answer "Yes" to "Do you have license file ready?". Browse to "license-xxx.dat", then "Activate". A message should then appear stating activation was successful. Fiery will restart.

8.) Option/package will then be ready to use.

Tech note: Mac OS 10.10 "Yosemite"; Fiery compatibility and info on compatible drivers

Print Drivers: EFI has posted to EFI.com driver download site Mac OS 10.10 print drivers for:

IC-408 v2.0	IC-412 v1.1	IC-414 v1.2	
IC-306 v1.x	IC-413 v1.11	IC-303 / IC-305 v3.0a	
IC-306/IC-3600 v2.0, v3.01	IC-415 v1.0*	IC-308 v1.1*	IC-310 v1.0*

* These 10.10 drivers are to "Service Pack 1" level

Before installing the new 10.10 drivers, please use the Fiery Software Uninstaller to remove all Fiery printers and printer drivers previously installed. Failure to do so may result in errors such as 'You have entered an invalid IP Address or DNS Name'.

When downloading the MacOS 10.10 Fiery print driver from EFI download site, be sure to also download and carefully read the Release Note PDF file. These new drivers have key changes that are documented in that note.

Fiery Extended Application (FEA) package v4.2 (CWS5.6.0.42) that was up on EFI.com download, as of November 2014 does officially support 10.10 Yosemite. This FEA package has since been superseded by v4.3 (CWS5.7.0.29)

Tech note: Localized print drivers for Fiery's available

Print drivers in the following languages can be found here using the EFI download selector.

<http://w3.efi.com/Fiery/Fiery-Support/download>

(Fiery's ship already with print drivers in English, French, Italian, German, Spanish, and Japanese)

IC-414 v1.2	Mac & Win	Simplified Chinese and Czech (supports Mac 10.8 and Win8.1)
IC-306/IC-3600 v2.0	Mac & Win	Korean (includes support for Mac 10.10 and Win8.1)

IC-306/IC-3600 v3.01	Mac	Russian, Turkish, Polish, Czech (includes support for Mac 10.10)
IC-306/IC-3600 v3.01	Win	Russian, Turkish, Polish, Czech (contact EFI or KM Support)
IC-413 v1.0	Mac & Win	Simplified Chinese, Korean, Czech, Polish, Turkish, Danish, Finnish, Norwegian, Russian, and Swedish (includes support for Mac 10.9 and Win8.1)
IC-415 v1.0	Mac & Win	Korean, Czech, Polish, Turkish, Danish, Finnish, Norwegian, Russian, and Swedish (includes support for Mac 10.9 and Win8.1)
IC-308/IC-310 v1.1/v1.0	Mac & Win	Korean, Czech, Polish, Turkish, Danish, Finnish, Norwegian, Russian, and Swedish (includes support for Mac 10.10 and Win8.1)
IC-308/IC-310 v1.1/v1.0	Mac & Win	Korean, Czech, Polish, Turkish, Danish, Finnish, Norwegian, Russian, and Swedish (includes support for Mac 10.10 and Win8.1)

Tech note: Support for Fiery's running Windows XP variants

Microsoft has stopped supporting XP Pro in April 2014. So no more windows security patches after April 2014 for XP Pro-based Fiery's.

For KM, this affects:

- *IC-306 v1 and v2 (there is upgrade path to Win7 Pro with v3.01)
- *IC-3600 v2 (there is upgrade path to Win7 Pro with v3.01)
- *IC-413 v1.0 (there is upgrade path to Win7 Pro with v1.11)

Microsoft will still support XP-embedded (SP3) until January of 2016, i.e., Windows security patches will still be published by Microsoft after April 2014 for XP-embedded (SP3). EFI will package these into OS patches and place them onto EFI's Fiery System Updates Server.

For KM, these Fierys MUST be at Fiery system levels indicated in order to be "supported" by Microsoft until January 2016 :

- *IC-303 / IC-305 v3.0 or v3.0a (there is NO upgrade path to Win7 Pro)
- *IC-408 v2.0 Note: when this product shipped, it was running Windows XP-embedded SP2. Microsoft stopped releasing security patches for SP2 back in 2010. EFI made available a v2.0 SP3 kit that will allow IC-408 users to continue to receive security updates via System Updates until Jan 2016. That kit part number is 45094055. (there is NO upgrade path to Win7 Pro)

Tech note: Web LCD Fiery interface issue with IC-3600, IC-306, and IC-413

If at engine panel, when selecting "Controller" button, the user see's just a single "Setup" button instead of the full-featured Fiery "Web LCD" interface:

- 1.) Make sure local network admin connects engine itself to same LAN Fiery is on and that he/she configures engine with valid static IP address, gateway, etc. To set these settings...

a.) Utility / Counter button => Administrator setting / Network Setting / Machine NIC Setting (it is recommended engine be power-cycled after these settings are made)

b.) Also, in this menu, Administrator setting / Network Setting / Web LCD Setting, under "Web LCD Setting" make sure that "Web LCD Server" IP address, gateway, network mask, is same as Fiery's

"Use Web LCD" should be "On"

**If it is not "On", and you can't change it, close out all Administrator setting windows by selecting "OK", then "Exit", Then...

2.) Select "Controller" tab on engine panel

a.) Select " Setup", then log-in to Fiery using proper credentials

b.) You now should see "Network Setup 1/2" and "Network Setup 2/2"

c.) Select "Network Setup 2/2" and enable "Web LCD". Then "Back", "OK", "Apply Reboot", and then "Close". Fiery will reboot

d.) Once Fiery is fully rebooted, when "Controller" button is selected, the full-featured "Web LCD" Fiery interface will be seen (instead of blank screen with "Setup" button)

Tech note: IC-415 and IC-308; things to be aware of

- Soft switch DIPSW 40-7 needs to be set to "OFF" (0) on engine via its Service Mode. Then power cycle engine. Fiery should be powered off during this procedure. Once engine is powered up fully, power on Fiery. If you can't print internal pages to engine at this time, even though connection from Fiery to engine appears to be OK (no

"Check Power and Cable.." warning seen), then via CWS, reboot Fiery one more time. I had to do this to get engine and Fiery fully communicating to each other (and to get "Controller" button interface on engine working)

- make sure network cable that comes with Fiery is connected between Fiery's "LAN" port and top LAN port on back of engine. This cable is new for IC-308 and IC-415. KM techs installing these new Fierys may not expect it's use - and not install it. Fiery won't print without it.
- make sure the thick interface cable between engine and Fiery is inserted correctly. It is actually possible to insert the Fiery-side cable the wrong way - 180 degrees rotated. If this is done, it will damage the pins. Make sure that cable was inserted correctly and pins in cable are not damaged.

Tech note: IC-413 v1.1 and v1.11; must use correct version of Feature Activation utility when adding options

It is very important when adding options to IC-413 (such as Productivity Package, Hot Folders, Autotrap, Secure Erase) that you: - use v1.0 Feature Activation (FAU) utility when adding option to v1.0 IC-413

- use v3.4 Feature Activation (FAU) utility when adding option to v1.1, or v1.11 IC-413

Newer option kits have both utility version CD's included. But there may be some older kits still out there with just a v1.0 FAU CD's. IC-413 v1.1 and v1.11 upgrade kits, and from-factory v1.11 IC-413's have included the v3.4 FAU CD in case newer version FAU is needed.

If wrong FAU is used, it is possible added option will be enabled, but may disappear weeks or months later.

If technician thinks option was added using the wrong version of tool, and is concerned that option may disappear, he/she can acquire from Product Updates (Webupdates) "preventative" patch FIT215146 and install it.

Patch FIT215146 should only be installed in circumstance noted in above paragraph (option installed with wrong FAU). It should not be installed otherwise. That is why this patch is not on System Updates.

If technician has installed patch FIT215146 on an IC-413, then in future a second option is added, again with the wrong FAU, the patch FIT215146 would then need to be reinstalled in order to prevent disappearance of the second installed option.

If a previously added option does disappear, please follow this procedure to obtain a replacement:

Contact EFI Tech Support in your region (US, Europe, etc) to see if they have the option needed. If so, they can ship direct. Otherwise, option would be shipped from EFI in US

Here is what KM technician should have prior to contacting EFI (disregard #1 if EFI Tech Support has kit needed on hand)

1. Submit request to FieryRMA@efi.com
2. Specify missing option (Auto Trap, HF, etc. - please specify the PN of the originally ordered option, if possible)
3. Customer name, phone number, and shipping address
4. Current configuration page from IC-413 (this will show version and missing option) If possible, also send older Configuration page that shows that option was installed
5. EFI prepares a dongle and Feature Activation CD to ship out.

Tech note: IC-415, IC-308, IC-310; Post Inserter (PI) trays not available

There are some scenarios where you will want to pull media from PI trays, but will see selection choices grayed-out or not available. In most of these scenarios, there is a method in which those selections can be made selectable.

Example: Go into Layout Tab's Booklet Wizard, for "Cover and Content", specify Pre-printed insert, then go to Define Cover. You will see no choice for PI trays.

To work around this, first go into Finishing Tab, and select a specific available output tray other than Auto. Then go back into Layout Tab's Booklet Wizard, for "Cover and Content", specify Pre-printed insert, then go to Define Cover. Now, PI trays should be available to use.

Tech note: System Updates fails on IC-408, IC-303, IC-305

On these Fiery models, if you get any kind of failure when running Fiery's System Updates utility:

- Make sure Fiery's time, time zone, and date are set correctly
- Is a proxy server being used? If so, Fiery will need to be configured accordingly
- Manually install patch 1-1CO771 from that Fiery's desktop (may need to Enable Remote Desktop). This patch can be acquired from KM support or EFI support

DSF Technical Support

Current version(s)

Digital StoreFront 8.2.0.21397

Resolved issues for DSF 8.2

- The Resolved the issue that was causing the incorrect product name to be displayed on the pop-up on the Order Confirmation page after clicking the Approval Required link. Approval Details page. (Issue Reference: 32984)
- No link to DSFdesign Studio products
- Resolved the issue that was preventing the Approve/Decline order page from showing a link to DSFdesign Studio products. (Issue Reference: 26798)
- DSFdesign Studio
- Error after background PDF change
- Resolved the issue that was causing an error when the background PDF was changed (and after importing the template with the changed background, images and text were not visible). (Issue Reference: 33106)
- DSFdesign Studio: Corrupt products
- Resolved the issue that was causing errors with some DSFdesign Studio products on one site. (Issue Reference: 32458)
- DSFdesign Studio: Products without PDF added to the cart
- Resolved the issue that was allowing DSFdesign Studio products without PDF file to be added to the cart (i.e., when the operator tried to open the file in the Production Job Ticket the message was: The requested file is not available. Contact your system administrator for help. Operators can now regenerate the failed PDF file from the Production Job Ticket. (Issue Reference: 28838)
- DSFdesign Studio: Uploading files with spaces
- Resolved the issue that was causing the spaces in filenames of files uploaded to DSFdesign Studio on Mac platform to be replaced with %20 and fail on upload. (Issue Reference: 32637)
- Resolved the issue that was causing a timeout error when running certain dynamic queries. After upgrade, administrators will need to create the query again (as the prior failing queries will not work after upgrading to v. 8.2). (Issue Reference: 33011)
- Resolved the issue that was causing certain elements (e.g., order amounts, order items) to be duplicated on dynamic queries. (Issue Reference: 28281)
- Resolved the issue that was preventing queries from being exported (and some were empty). (Issue Reference: 32751)
- Resolved the issue that was preventing admins from being able to use language management tools to change the text associated with certain warning icons (i.e., the icons had no text to modify). (Issue Reference: 32920)
- Resolved the issue that was preventing orders from being submitted to Pace MIS. (Issue Reference: 32978)
- Resolved the issue that was preventing some contacts sent from Pace from being added to Digital StoreFront and mapped as a Digital StoreFront users as expected (and no indication was given to users). (Issue Reference: 32677)
- Resolved the issue that was preventing orders from being submitted to Monarch MIS. (Issue Reference: 32828)
- Localization: Add Tab print service dialog empty in Japanese

- Resolved the issue that was preventing the text in the Add Print dialog from being displayed when the language was set to Japanese. (Issue Reference: 27398)
- Resolved the issue with certain Danish and Swedish translation errors (e.g., Flex ticketing). (Issue Reference: 26446)
- Resolved the issue that was preventing the browser language from changing to Norwegian (instead, it was defaulting to the site language for anonymous users in Firefox and Chrome). (Issue Reference: 24886)
- The Manage Product Filtering Metadata string is now correctly localized in all supported languages. (Issue Reference: 32428)
- Resolved the issue that was causing issues with self-registration when the browser language was set to Norwegian (i.e., the preferred language was listed as Chinese and the profile field names were displayed in English). (Issue Reference: 32618)
- Resolved the issue that was causing Japanese characters to be rendered as question marks in JDF output sent from Digital StoreFront to Prinergy. (Issue Reference: 32690)
- Resolved the issue that was causing the text of Operator Notes accessed from the Operator View to be displayed as question marks when the browser language was set to Japanese. (Issue Reference: 33012)
- Resolved the issue that was preventing digital download products from being priced when the browser language was set to French. (Issue Reference: 32885)
- Resolved the issue that was causing the supported payment methods to be displayed in English when the browser language was set to Norwegian. (Issue Reference: 31001)
- Resolved the issue that was causing the To field on the the Promo Codes page to be shown in English instead of in German (i.e., Bis). (Issue Reference: 32809)
- Resolved the issue that was preventing various strings (e.g., "Shipping" and "Tabs") from being displayed in Norwegian when the browser is set to Norwegian. (Issue Reference: 31568)
- Resolved the issue that was creating confusion because Shipping & Taxes was translated into dutch as "shipping taxes." (Issue Reference: 31204)
- This issue can be resolved by updating the Ogone URLs following the steps listed in the Important Notice for Customers Using Ogone Before upgrading to Digital StoreFront 8.2 section of this document. (Issue Reference: 32409)
- Resolved the issue that was causing certain orders on one site that failed in Digital StoreFront to nevertheless incur credit card charges. (Issue Reference: 29043)
- Resolved the issue that was causing the authorization amount to be less than the order amount on one site. (Issue Reference: 29176) When N-up is set for a product, the impression count in the LDS Transaction report is now calculated correctly. (Issue Reference: 24979)
- Duplicate orders in Revenue by Company report
- In some circumstances, certain orders are not longer included more than once in the report. (Issue Reference: 31128)
- Revenue totals incorrect in Invoice by Company report
- Multiple entries of the same orders no longer result in incorrect revenue totals. (Issue Reference: 31173)
- Order History by User report failing
- Large numbers of records no longer cause this report to fail. (Issue Reference: 31230)
- When the MIS sends a final invoice, and Digital StoreFront is configured to send e-mail updates on order status changes, an Order Status Change e-mail is now generated. (Issue Reference: 29827)

- In a limited number of situations, shipping charges were being updated and caused buyers to be charged the wrong amount on their credit cards. Now, when in the MIS Systems settings Transmit Invoice PDF and Update Order with Final Invoice are not selected, the shipping amount is not updated. (Issue Reference: 30085)
- When the delayed credit card capture fails for Pace orders, notification e-mails are now sent from Digital StoreFront. (Issue Reference: 30845)
- If the Google Analytics feature is not turned on in a new installation of Digital StoreFront, cookies are no longer created when buyers access the storefront. (Issue Reference: 24127)
- Now when an Adobe Illustrator (AI) file is uploaded, by default it will be converted to PDF with no loss in content in the AI file. If Convert to PDF is enabled, the buyer sees the preview of the uploaded file. If Convert to PDF is disabled, the buyer will not see the preview. (Issue Reference: 28912)
- When a change is made to a promo code, the next time the promo code is opened, the change is now there. (Issue Reference: 28977)
- When an admin creates a user and enters some letters of the name in uppercase, they are no longer converted to lowercase. (Issue Reference: 31143)
- Order IDs out of sequence
- A change in SQL Server 2012 was causing order IDs to be out of sequence. As of Digital StoreFront 8.0, this will no longer happen. (Issue Reference: 29678) Different media shown in Operator View
- The media selected by the buyer in Visual Product Builder now matches the media shown in the expanded Operator View. (Issue Reference: 29769)
- Price adjustments when re-ordering ad hoc products using HTML ticketing
- When an ad hoc product is re-ordered (using the HTML workflow), and a file with a different number of pages is uploaded, the price is now adjusted. (Issue Reference: 30034)
- Resolved the issue that was causing an application error when viewing a user list and preventing the export from creating a link on certain instances of the Dynamic Query Tool. (Issue Reference: 26605)
- Order status not being changed for shipped orders for orders with partial shipments
- Resolved the issue that was preventing orders from being updated with the "shipped" status for each order line item for partial shipments on the Order View. The orders were being shown as shipped in the MIS and the buyer view of the order but not in the admin Order View. (Issue Reference: 26789)
- Help icon now displayed on non-EFIGS localized versions of Digital StoreFront
- Resolved the issue that was preventing the help icon (question mark icon) that accesses admin Help from being displayed on localized versions other than English, French, Italian, German, and Spanish. (Issue Reference: 27301)
- DSFdesign Studio products and Japanese support
- You can now enter text in Japanese. (Issue Reference: 27409)
- Norwegian new order email notification in English
- Resolved the issue that was causing the Norwegian email notification for a new order (i.e., New Order Customer Notification) to be displayed in English. (Issue Reference: 27658)
- Link Select from Gallery directing to the storefront not to the gallery
- Resolved the issue that was causing the Select from Gallery link when ordering a product to direct to the storefront not to the gallery on certain products on some sites. (Issue Reference: 27957)
- Operator and output not being set for jobs
- Resolved an issue that was preventing an operator or output device from being assigned for a job. (Issue Reference: 28062)

- Global changes to company level sender email settings not being applied
- Resolved the issue that was preventing global changes to the company level sender email settings from being applied. (Issue Reference: 28385)
- Error when uploading a spending account csv file to update spending accounts
- Resolved the issue that was preventing updating of Spending Accounts via upload of spending accounts csv file on the Export / Import page (the upload failed with the error: "An error occurred updating spending accounts" for each record). (Issue Reference: 28498)
- Taxes being charged on rush order line items and order adjustments for tax exempt companies
- Resolved the issue that was causing taxes to be charged on rush order line items (and order adjustments) for companies set up as tax exempt.

Tech note: How to Create and Publish Digital Download Products

This release introduces several new features and enhancements to existing features. Detailed information about these new and enhanced features can be found in the What's New in Digital StoreFront 8.2 document and the Digital Storefront 8.2 Release Notes.

One new feature is our digital download products, for example, eBooks, course materials, forms, or photographs delivered in digital formats. These products are downloaded, not printed. In addition to the information in the What's New guide, we recommend you also take advantage of our on-line SmartStores Interactive Tutorial which can be accessed on the Digital Storefront User Forum by following this link <http://dsfforums.efi.com/>. This self-paced demonstration tool will allow you to see and interact with the new capabilities introduced in Digital Downloads.

MicroPress Technical Support

Current version(s)

Current version(s)

MicroPress 8.3.2.0. PSM build 1551 True Edit build 1112. EFI part # 45079276

Hotfix(s) available: PSM hotfix build 1555

PrintStation 0105c Connector software 2.1a requires patch 1-S3WVX, 1-T2KND, PB_Direct_Fix3, and 1-UVOJX. Firmware v80.02 DC-Con: 35.01, R- Con: 03.01, Panel: 00.03, MN-Cont: 80.02

PrintStation 0106c Server imagePASS-U1 ver. 1.1 requires patches 1-10T6A1, 1-192NOX, 1-1BMIKH. Firmware v41.03.01 V2, DC-CON: 34.01, R-CON: 22.01, PANEL: 00.03, MN-CONT 41.03

PrintStation 0135c Servers: J100 and J200 ver 1.21 requires patch 1-10T6A1, 1-17BEJ5, 1-17H8OU, 1-19HKVJ. Firmware v53.02 , DC-Con: 46.02, Panel: 00.03, MN-Cont: 53.02

PrintStation 5151c Server: ImagePASS-H1 ver.2.0 requires patch 1-RVXRT. Firmware v91.02, DC-Con: 66.01, R-Con: 02.03,

Panel: 00.02, MN-Cont: 91.02

PrintStation 7070c Servers:

A1100, v 2.0 patches 1-10T6A1, 1-ZVMHH, 1-ZVMHH_2, PRODIG, 1-17BGUX, 1-1784Q1, 1-17C766, 1-17DHDL, 1-17HNJ5,

1-1A94OA

A2100, v2.0 patches: 1-10T6A1, 1-ZVMHH, 1-ZVMHH_2, PRODIG, 1-17BGUX, 1-1784Q1, 1-17C75Z, 1-17DHDL, 1-17HNJ5,

1-1A94OA

A3100, v 2.0 patches: 1-10T6A1, 1-ZVMHH, 1-ZVMHH_2, PRODIG, 1-17BGUX, 1-1784Q1, 1-1784Q6, 1-17DHDL, 1-17HNJ5,

1-1A94OA

Firmware: v71.02 DC-Con: 34.01, R-Con: 08.01, Panel: 00.03, MN-Cont: 71.02

PrintStation 7171c: Print Link Controller ver. 1.0, requires patch 1-1CHDZC, 1-1CCP7H Firmware v87.01, DC-Con: 56.04,

R-Con: 09.01, Panel: 00.03, MN-Cont: 87.01

PrintStation 7075c: Servers: ImagePASS-A1 ver 1.01 requires patches 1-17TQC4, 1-1847KH, 1-16XKRP. ColorPASS-GX300 ver. 1.0 requires patches 1-10T6A1, 1-1569AM, 1-1847KS. ColorPASS-GX300 ver. 2.0 No patches required. Firmware: v61.04.04 V2,

DC-Con 62.02, R-con 22.01, Panel 00.03, MN-cont 61.04

PrintStation 0150i System controller Subsystem: SCS 7

Windows 10 Issues

The purpose of this article is to provide an update regarding Windows 10

Do not upgrade any MicroPress system to Windows 10.

On June 1st 2015, Microsoft announced that Windows 10, an update to the Windows operating system, can be reserved via Windows Auto Update. Currently, Windows 10 is not supported on any MicroPress server.

In the Windows system tray, a new icon may appear displaying the Windows logo. When you hover over the logo, you will see a "Get Windows 10" notice. EFI recommends that you close the window and not update the operating system.

NOTE: If the system is upgraded then MicroPress may fail to function properly. The only recourse is to reinstall the Windows 7 operating system and MicroPress 8 System Software using the original media pack.

MicroPress Forum is available for questions

The MicroPress Forum has been made available for users to ask questions and to share information. It has been redesigned with a new easier to use interface. You can access this at: <http://fieryforums.efi.com> Please feel free to contribute to this new tool.

Fiery Central Technical Support

Current version(s)

- Fiery Central 2.7.1.7
- Command WorkStation 5.7.0.29
- Fiery Software Manager 3.0.0.09
- Fiery Extended Apps 4.3.0.258
- Fiery Integration Mgr 1.0.0.805
- Fiery JDF (FJDF) 1.4.0.27 / API 1.3.00.29
- Fiery JobMaster/Impose 4.7.0.23
- Hot Folders 3.7.0.08
- Fiery Remote Scan 6.3.0.05

Fiery Central 2.7.1.7 Update released

Fiery Central 2.7.1.7 Update has been released and is available for download and installation via System Update.

Fiery Central software 2.6.1.1 or 2.7.0.16 must be installed before you can install the Fiery Central 2.7.1.7 Update.

- You must apply the Fiery Central 2.7.1.7 Update on the Fiery Central Server using one of these methods:
 - o Install the update using System Updates
 - o Download the update from the Fiery Download Center web page at: <http://www.efi.com/support-and-downloads/downloads/> click on "Show all downloads".

Fiery Central 2.7.1.7 includes patch to disable "Windows 10 Upgrade Offer" on Windows-based Fiery servers

On June 1st 2015, Microsoft announced that Windows 10, an update to the Windows operating system, can be reserved via Windows Auto Update. Currently, Windows 10 is not supported on any Windows-based Fiery servers. The Windows-based Fiery servers affected by this update are those running Windows 7 and Windows 8.1, so this includes Fiery Central.

In the Windows system tray, a new icon may appear displaying the Windows logo. When you hover over the logo, you will see a "Get Windows 10" notice. EFI recommends that you close the window and not update the operating system at this time.

Fiery Central v2.7.1.7 installs a patch that will disable the pop-up as well as prevent the Fiery server from performing the Win10 upgrade. For more information visit <http://fiery.efi.com/disable-windows10>

New feature: Convert to Grayscale

You may have seen the "Convert to Grayscale" in the 'What's new' banner when CWS is launched, but did you know you can use this tool to "fix" jobs for ColorSplit?



Convert to Grayscale

During makeready, easily specify any page or sheet surface to print in black and white and save on click charges.

Requires [Fiery JobMaster](#) or [Fiery Compose](#).

Even though a page appears to be black only, ColorSplit looks at the color definitions of the images on the page and if it finds any amount of color it will tag the page as a color page. To change this, open the job in Job Master and use the feature 'Convert to Grayscale' (right click any page) to change the page to a black (K only) page.

Tech note: To Rebuild Printer Groups

1. Do one of the following if Fiery Central Manager does not open:
 - a. Right-click the Fiery Central Bar and select Fiery Central Manager.
 - b. Click Start > All Programs > Fiery Central > Fiery Central Manager.
2. Select a Printer Group and click Edit to update the group.
3. Select each printer in the Selected Printers list and click the arrow button (<<) to move it to the Available Printers list, and then back to the Selected Printers list.
4. Repeat [step 3](#) for all printers in the Printer Group.
5. Click OK to save changes and to close Fiery Central Manager.

NOTE: If you have more than one Printer Group, repeat steps [2](#) to [5](#).