



EFI Fiery Central™

User Guide



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INTRODUCTION

Fiery Central is a modular, PDF-based production workflow tool that provides efficient load-balanced network printing to high-volume print environments, and workflow automation tools for maximum operator efficiency and reduction in waste.

Fiery Central delivers an automated workflow in the following ways:

- Manages job submission, printer queues, and spooling.
- Enables efficient load-balancing and printing for high-volume and production print environments.
- Provides a workflow automation framework.

Fiery Central has three software packages: Flow, Balance, and Suite. All three packages are available as software only or on an integrated computer.

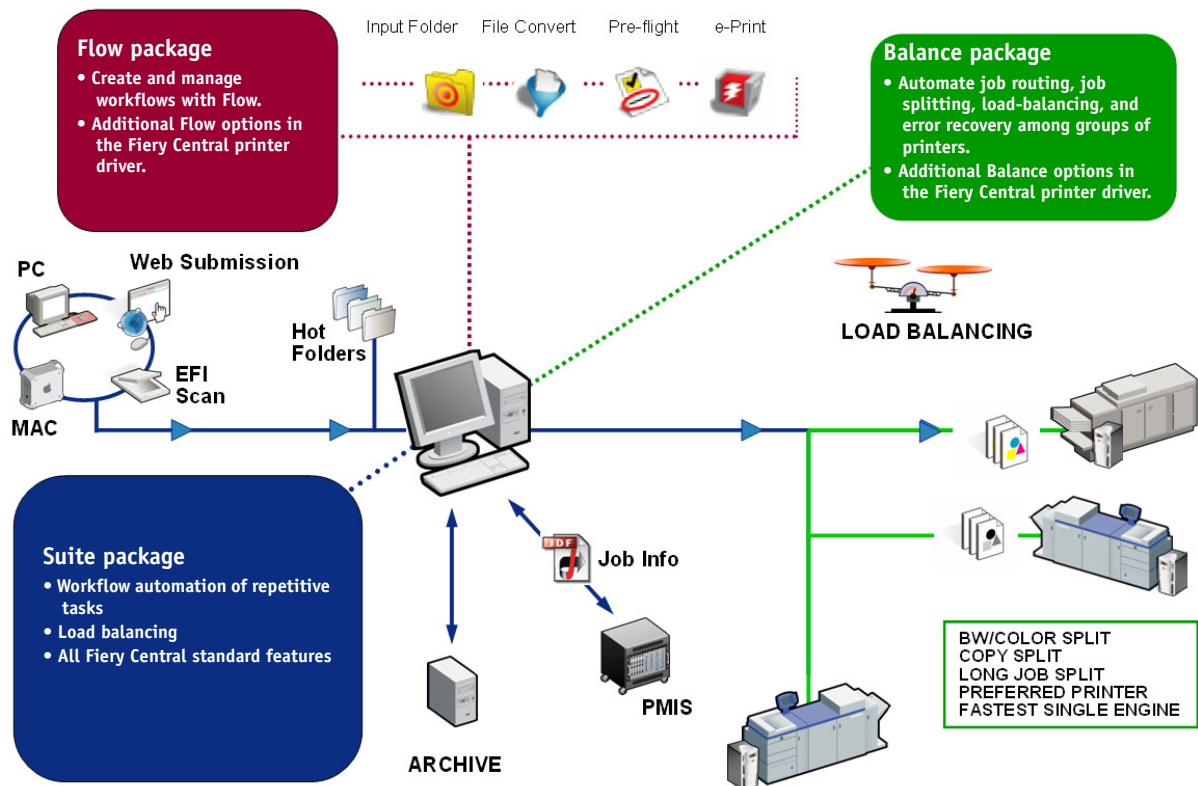
Balance performs job splitting and load-balancing to increase production, while Flow, creates customizable workflow automation for advanced prepress capabilities. Suite combines the capabilities of both Balance and Flow.

About Fiery Central

Fiery Central allows you to manage individual printers from a centralized location using Command WorkStation, printer drivers, and Fiery Hot Folders.

Fiery Central software

Fiery Central has three offerings: Balance, Flow, and Suite.



All three packages are available as software only or on an integrated computer.

The Fiery Central standard features include the following:

- Fiery Command WorkStation for advanced job management
- Fiery Central Driver for job submission
- Fiery Hot Folders
- Archiving
- Fiery Scan
- Fiery SeeQuence Impose (1 seat license)*
- Fiery SeeQuence Compose (1 seat license)*
- Support for two Printer Groups
- Support for two copier/printers with the ability to add additional ones

The Fiery Color Profiler Suite is an optional feature.

*To add additional seats, contact your sales representative.

Software solutions

The Fiery Central Flow package includes the following:

- Workflow automation of repetitive tasks
- All Fiery Central standard features

The Fiery Central Balance package includes the following:

- Automatic job routing, job splitting, load-balancing, and error recovery among groups of printers
- All Fiery Central standard features

The Fiery Central Suite package combines the features of both Fiery Central Flow and Balance that include the following:

- Workflow automation of repetitive tasks
- Load balancing
- All Fiery Central standard features

For information about the supported printers and versions, see <http://www.efi.com/Fiery/Products/Fiery Central>.

Fiery Central Server software components

The Fiery Central Server software components are described as follows.

Fiery Central: The Fiery Central Server is the production-stage backbone of the EFI workflow system, accepting jobs from any user on the network, providing productive editing tools to system users, and intelligently managing job submission to a wide range of digital devices.

Fiery Central includes a comprehensive suite of PDF-based applications that leverage the Fiery Command WorkStation interface, variable data printing options, industry-standard PDF technologies, and a wide base of Fiery print controllers, making workflow easy to use and implement.

Fiery Central Balance: Available as an offering. The Balance module allows you to load-balance jobs. It brings a powerful workflow solution to all digital print environments and supports most Fiery print controlled devices (as well as non-Fiery print controlled black-and-white devices) with an identical look and feel for maximum user efficiency.

Fiery Central Flow: Available as an offering. The Flow server runs on the Fiery Central Server. Flow software allows you to publish Flow workflows over a network, providing the ability to submit jobs for processing from most applications. In addition, Flow also provides the ability to easily edit the published workflows for adjustments on a per-job basis.

Fiery SeeSequence Compose: Compose dramatically increases productivity and ease of composition for complex jobs, allowing users to visually assign page-level attributes and tabs to communicate them to any printer on the system.

Fiery SeeSequence Impose: Impose reduces production time and errors by allowing WYSIWYG display for nearly any imposition scheme.

Fiery Scan: Scan incorporates hard copy input, providing production scanning of black-and-white or color documents into the Fiery Central PDF workflow. EFI Scan comes standard with Fiery Central and the software is located on a separate CD.

System Updates: Allows customers to accept installation of certain software updates from a secure site on the Internet. Depending on how it is configured, System Updates operates manually or automatically.

Fiery Central user software components

The Fiery Central user software components are described as follows.

Integrated Enfocus Pitstop version 8.x and Adobe Acrobat Professional version 9.1.x: PitStop Pro is included with the Fiery Central Flow offering only. PitStop Edit is included with the Fiery Central Balance offering that is available on a separate DVD. Delivers seamless workflow by enabling late-stage PDF editing for on-the-fly changes and corrections.

EFI Hot Folders: Provides automated job submission to Fiery Central.

WebTools: Allows you to configure the Fiery Central Server and allows you to download printer drivers that can be installed to print to Fiery Central.

With Fiery Central, you can perform the following tasks:

- Load-balance and route jobs to improve automation and productivity and reduce errors and costs.
- Define workflows to automate repetitive, time-consuming tasks. Workflows are composed of operator-defined modules that are linked together to perform specified actions on input files, such as Preflight, Correct, and color management. Flow production modules have the capability to define attributes such as e-mail notification or customized “batch” processing.
- Send jobs to the fastest printer in a Printer Group based on concurrent loads or divide a job between two or more printers for faster completion.
- Split color content to color printers and enable in-line merge at black-and-white printers, reducing manual intervention and costs.
- Route print jobs based on finishing options, streamlining process and reducing manual finishing tasks.
- Automatically redirect print jobs to other available printers, enabling mission critical and unattended printing.

About this document

This document is intended for administrators and operators of the Fiery Central and for users who send print jobs to the Fiery Central Server and the Fiery Central Flow Server from networked client computers. The document is divided into the following chapters:

Fiery Central Flow describes additional software available for operating the Fiery Central Server, managing the print environment, and editing print jobs.

Fiery SeeSequence Suite describes how to use Fiery SeeSequence Compose and Fiery SeeSequence Impose to print jobs to the Fiery Central Server.

Printing explains how to print jobs to the Fiery Central Server, including using Flow, and different printing applications.

Troubleshooting provides troubleshooting tips and solutions to common problems that may occur.

Fiery Central Online Help

In addition to this document, online help documentation is available as a reference for users of different Fiery Central products.

Fiery Central Manager Help describes procedures for configuring the Fiery Central Printer Groups and Flow settings.

Fiery Command WorkStation Help describes operational procedures used to monitor Fiery Central server queues, hold and release jobs, and edit print jobs from Command WorkStation. It also describes Fiery SeeSequence Impose, Fiery SeeSequence Compose, and Flow workflows and options, if available.

Fiery Central Printer Driver Help describes procedures used to print to the Fiery Central Server from applications using the Fiery Central printer driver. Driver Help also includes extensive information about print options available when printing to the Fiery Central Server.

EFI Hot Folders Help describes how to set up and print to the Fiery Central Server using Hot Folders.

Paper Catalog Help describes how to set up, customize, and use Paper Catalog.

WebTools Help

WebTools allow you to manage your Fiery Central Server remotely using a web browser. The Fiery Central Server has its own home page, where you can select the following online WebTools Help:

- **Home Help** describes how to view current information about the jobs processing and printing on the Fiery Central Server.
- **Downloads Help** describes how to use your Internet browser to download and install printer driver and PPD files for any Fiery Central Server Printer Group.
- **Print Help** describes how to download files with the Print WebTool.
- **Configure Help** describes how to view and modify Fiery Central Server Setup options remotely from a network computer. This function requires an Administrator password.



NOTE: The icon to the left indicates that more information can be found in the online help documentation.

Accessing online Help

Online Help can be accessed using the following procedure.

TO ACCESS ONLINE HELP

- **Right-click the Fiery Central Bar, choose your application, and select Help from the main menu or click Help.**

or

In Windows applications, choose Help > <online help file name> in the toolbar, or click Help in window to launch the help application.

Terminology

Specific terms are explained as they are introduced; however, the following general terms are used throughout:

PostScript (PS): A page-description language. The Fiery Central Server uses this language for communicating to print devices.

Portable Document Format (PDF): A structured form of PostScript that provides the ability to preview, scale, and re-order pages.

Job: A file consisting of PostScript or PDF commands and comments that describe the graphics, sampled images, and text that should appear on each page of a document, and the print options that should be used in printing, such as media.

Spool: Write to a disk in preparation for processing and printing.

Load-balancing: The process of analyzing and distributing print jobs in order to route them to the best available print device or distribute them as efficiently as possible among print devices, based on the characteristics of each device and the requirements of the job.

Printer Group: One or more print devices linked to and defined as a unit by the Fiery Central Server. To a user printing from a client computer, a Printer Group behaves as a printer, and looks like any other printer on the network. Jobs sent to the Printer Group are load-balanced among devices belonging to the group.

FIERY CENTRAL FLOW

The Fiery Central Flow module allows you to publish Flow workflows over a network, providing the ability to submit jobs for processing from most applications. In addition, Flow also provides the ability to easily edit the published workflows for adjustments on a per-job basis.

Fiery Central Server with Flow software uses workflows to automate repetitive, time consuming tasks. Workflows are composed of user-defined modules that are linked together to perform specified actions on input files, such as Preflight, Correct, and color management. Flow production modules have the capability to define attributes such as e-mail notification or customized “batch” processing.

After a job has completed Flow workflow processing, the file is processed by Fiery Central.

NOTE: The Flow Edit feature can only be accessed from Command WorkStation installed on the Fiery Central Server. Flow workflows can be assigned to jobs and workflows can be processed in the background from Command WorkStation on any client computer.

Flow workflows

Each workflow you create in the Flow Create window consists of a series of modules that execute specific actions on job files. You can create multiple workflows for different types of jobs, each containing a different group of modules.

The modules available appear in a toolbar in the Flow Create window, which is available only on the Fiery Central Server. Flow is designed around modules used to build and manage prepress workflows.

Workflow modules

The Flow Create window is the authoring tool and provides a workspace in which to build and save prepress workflows.

A brief description of the workflow creation process using the modules is as follows:

- Use the toolbars at the top of the interface to create a new workflow by inserting modules between the Input Folder and Fiery Central Output Folder. These module folders are added automatically to a new workflow.
- Drag and drop workflow modules from the toolbar and link them.
- Double-click modules to set processing preferences, and add additional attributes to your workflow to build the desired prepress workflow sequence.
- Save and publish the workflow to begin processing print jobs.

Jobs on the Fiery Central Server can have a Flow workflow assigned to it. If you open the job in Flow interactive mode from Command WorkStation on the Fiery Central Server, you can watch the job file progress through each workflow module. Status icons appear next to module icons to indicate the job's progress at each point: yellow for in-process, green for successful completion, and red for failure.

Each workflow you create in Flow consists of a series of modules that execute specific actions on job files. You can create multiple workflows for different types of jobs, each containing a different group of modules.

The modules available appear in a toolbar in the Flow Create window:

- **Input Folder**
- **Convert**
- **PDF-PS**
- **Correct**
- **Pre-Flight**
- **Image Enhance**
- **Spot Manage**
- **ColorWise**
- **Imposition**
- **Approve**
- **e-Print**
- **Send**
- **Colorproof XF**
- **Fiery Central Output**

Input Folder

Each workflow starts with an Input Folder, which is located on the Flow computer. Jobs must be sent to the Fiery Central Server and have a workflow assigned from either Command WorkStation Job Properties or when it is imported to Command WorkStation.

You cannot change the properties of the Input Folder once you have created the workflow, except for the folder's display properties. The Input Folder is configured automatically by the Fiery Central Server.



For more information about using the Input Folder module, see *Managing Fiery Central Workflows in Command WorkStation Help*.

Convert

The Convert module allows you to process and convert different file types into Portable Document Format (PDF) files. The Convert module converts files to PostScript files, and then converts the PostScript files to PDF files.

The Convert module includes a number of file conversion plug-ins. Each plug-in handles a specific file format, and includes its own conversion parameters. The following formats are supported:

NOTE: The following listed Microsoft software must be installed on the Fiery Central Server to enable conversion of those file formats.

- Desktop Color Separation (DCS 2.0) is a file format used primarily for exchanging bitmap images between prepress applications. Occasionally, DCS files are also used for vector data or text. DCS files contain separate EPS files for each plate and that are combined to create a composite PDF file. Single and multiple file formats are supported and are processed as a single job.
- PDF Flattener removes transparency information by converting a PDF file to PostScript format. The PS document is then converted back to PDF, according to the specified Acrobat Distiller settings.
- TIFF/IT is a common file format used in graphic arts environments for the transfer of final print job data (often RIPped data) from one platform to another. Both single and multiple file formats are supported. Right-click TIFF/IT in the Plugin Name list to change settings for the TIFF/IT filter.
- Pre-separated PostScript is a postscript format including color separations.
- Microsoft PowerPoint
- Microsoft Publisher
- Microsoft Word
- Stellant Filters provide many different types of native file format conversions to a PostScript (PS) file.

NOTE: Password-protected PDF files are not supported by Fiery Central Flow.



For more information about using the Convert module, see Managing Fiery Central Workflows in Command WorkStation Help.

Convert Plug-in Filter properties

You can configure the TIFF/IT plug-in filter.

NOTE: Every plug-in does not have properties associated with it.

TO CHANGE THE TIFF/IT PLUG-IN FILTER PROPERTIES

- 1 Select TIFF/IT to PostScript Filter in the Plugin Name list.

2 Right-click on it, and select Properties to open the Options window.

3 Set the desired options and click OK.

Select the Resolution (in dpi) for the TIFF/IT file. Possible resolutions range from 200 to 2540.

Choose RLE (Lossless) or no Compression.

Choose Nearest Neighbor (Faster) or Bilinear (Better) for Anti-Aliasing

PDF-PS

The PDF-PS module converts PDF files to PostScript files. Use this module to print to a laser writer or copier/printer that does not accept PDF data. You can also use this module to repair and troubleshoot corrupt or poor PDF files, and to create a new PDF file using the Convert module.



For more information about using the PDF-PS module, see Managing Fiery Central Workflows in Command WorkStation Help.

Correct

The Correct module allows you to apply PitStop Actions to an incoming job. Actions added to a workflow are used to automatically apply modifications to the file, such as adding page numbers, converting colors, or adjusting resolution of images.

NOTE: You can add the Correct module multiple times to a workflow. Each instance of the Correct module in a workflow can perform a single task.



For more information about using the Correct module, see Managing Fiery Central Workflows in Command WorkStation Help. For more information about Enfocus PitStop, refer to its documentation and online Help.

TO SET PROPERTIES FOR THE CORRECT MODULE

1 Right-click the Correct icon in and choose Show Properties.

2 Choose a Correct action.

Choose Use Action from List to select a built-in action from the predefined Action List in Fiery Central.

Choose Select Action File to select a saved PitStop action file.

3 Choose an action or action file from the respective menu and click Open.

Fiery Central Flow ships with numerous action files. You can also create your own action files in PitStop (see [page 18](#)).

For more information and descriptions of specific actions, see your online PitStop Pro documentation.

4 Click OK in the Correct Properties window.

Custom action lists

You can import a custom action list created in PitStop Pro and use it in a Correct module.

- If PitStop is installed on the same computer as Fiery Central, a custom action item you created does not appear automatically in the Fiery Central Action list. You have to browse to the location of the custom action item.
- If PitStop is installed on a different computer than Fiery Central, you must save or move your custom action item to the default directory:

C:\Program Files\EFI\EFI OneFlow 2.0\actions, or another location where the custom actions are located.

C: represents your local hard disk.

TO CREATE A CUSTOM ACTION IN PITSTOP

- 1 Start Adobe Acrobat Professional on the Fiery Central server.
- 2 Open the Enfocus Action List Panel in the Acrobat Window menu.
- 3 Click the Managing tab.
- 4 For the Action List name, duplicate an existing action and click Edit to add or change actions. Or enter a name for the list and click New to create a new action list.
- 5 Click Add to display the New Action Type dialog box and add actions.
- 6 Set action attributes using the Action List Editor.
- 7 When you are finished defining the action list, click OK.
- 8 Select the action list in the Enfocus Action List Panel and click Manage.

You are prompted to password-protect the action list.

- 9 Browse to the desired location and click Export to save the action list file.

Save the file in the default action list folder at \Program Files\EFI\EFI OneFlow\actions to make it visible in the “Select action file” list in Fiery Central.

NOTE: A valid Action List must have the file type extension “.eal”.

Pre-Flight

The Pre-Flight module allows you to inspect an incoming job based on PitStop PDF profiles. Preflighting checks a PDF file to see if it conforms to a set of standards defined in the PitStop PDF Profile that is used.

Preflighting is usually the first step in prepress processing. Preflighting includes any and all standard prepress document additions, font and color changes and error corrections that can influence a job's passage through the workflow. Fiery Central Flow uses PitStop preflighting capabilities for building and applying preflight profiles to jobs through the Pre-Flight module.

Place the Pre-Flight module immediately after the Input Folder or the Convert module to ensure that incoming jobs do not contain elements that cause processing failures. Placing the Pre-Flight module early in the workflow enhances reliability and minimizes errors during workflow execution.

Since Fiery Central Flow uses PDF as an internal working file format, you can also place the Pre-Flight module after any module that generates PDF as output. Certain Flow modules modify the PDF during processing, so if the quality of a module's output file is a concern, add a Pre-Flight module after these modules to ensure correct processing.



For more information about using the Pre-Flight module, see *Managing Fiery Central Workflows* in *Command WorkStation Help*.

Custom profiles

You can apply your own customized preflight profiles created in PitStop Pro and apply them through the Pre-Flight module.

- If PitStop is installed on the same computer as Fiery Central, a custom profile you create automatically appears in the Fiery Central Profile list.
- If PitStop is installed on a different computer than Fiery Central, you must save or move your custom profile to the default directory:

C:\Program Files\EFI\EFI OneFlow 2.0\profiles

C: represents your local hard disk.

TO CREATE A CUSTOM PROFILE IN PITSTOP

- 1 **Start Adobe Acrobat Professional on the Fiery Central server.**
- 2 **Open the Enfocus Preflight Panel in the Acrobat Window menu.**
- 3 **Click the Managing tab.**
- 4 **Enter a name for the profile and click New to create a new profile.**

The New Enfocus PDF Profile dialog box appears. You are prompted to select a default profile to use as a basis for the new profile. Choose Empty PDF Profile to start a new profile.

You can also select an existing profile and click Edit to update it.

- 5 **Click OK.**

6 Set preflight instructions using the tools in the Profile Editor.

Select a problem category from the list shown in the Problem Categories panel. Specific details for the selected problem category appear in the window. Select “Enable <problem category>” to enable the selected problem category.

When a problem category is not enabled, the settings in the category panel are unavailable. When a problem category is enabled, select from the “Problems to detect” column the specific problems within this category that you want PitStop to detect during preflight.

For each problem selected, choose to have PitStop report the problem to Fiery Central as information (a warning) or as an error, using the “Report as” column. You can instruct Fiery Central how to handle warnings and errors using the Pre-Flight workflow module.

For each problem you want PitStop to fix, select options in the “Fix this problem” column.

7 When you have finished with problem categories, select the General category.**8 Use the Processing Properties area to set preferences for the profile you are creating.**

Choose “Disable All Fixes” to save the profile in a diagnostic mode that retains your profile instructions. Any problems that are reported as errors are not fixed automatically, despite any specified fix instructions.

Change the pages shown in preflight reports, if desired.

9 Update information about the profile under Profile Properties.**10 Click OK when you are finished defining the profile.****11 Select the profile in the Pre-flight Profile Control Panel and click Export.**

You are prompted to password protect the profile.

Browse to the desired location and click Save to save the profile.

Save the file in the default profile folder at \Program Files\EFI\EFI OneFlow\profiles to make it visible in the Select Profile File list in Fiery Central.

NOTE: A valid Profile must have the file type extension “.ppp”.

Image Enhance

The Image Enhance module provides automated image correction of images in PDF documents. The images can be RGB, CMYK, or grayscale. The Fiery Central also offers hands-on interaction to correct individual images if the job is processed in interactive mode using Flow Edit.

Interactive workflow

The interactive workflow allows you to change the image's original appearance using the Image Enhance adjustment controls. The edit mode allows you to address problems at the individual job level. Rather than researching the problem, making corrections, and submitting the job again to pass through the workflow a second time, you can address problems as they occur and step the job gradually through the workflow.

NOTE: Flow interactive mode is available only in Command WorkStation on the Fiery Central Server.

TO USE THE IMAGE ENHANCE INTERACTIVE WORKFLOW

1 Create a workflow that has the Image Enhance module, and then save and publish the workflow.

2 Import a job to a Hold queue in Command WorkStation.

Or print a job from the printer driver to Command WorkStation.

The spooled and held job appears in the Held list of Command WorkStation.

3 Select the spooled and held job.

4 Choose Actions > Properties or right-click the job and choose Properties from the menu that appears.

5 Select the Workflow tab in the Properties window.

6 Select the workflow that contains the Image Enhance module and then click OK.

The job in the Held list changes to a Waiting status.

7 Select the Flow job and choose Actions > Flow Edit, or right-click the job and choose Flow Edit from the menu that appears.

The Flow Edit window appears.

8 Click Step to process the job through each module in the workflow.

9 When the job arrives at the Image Enhance module, the images are available for editing.

Select individual images and edit them.

10 After the job has finished processing through the workflow, it arrives in the Held list with a Flow Done status and it is waiting to be processed in Fiery Central.



For more information about using the Image Enhance module, see Managing Fiery Central Workflows in Command WorkStation Help.

Spot Manage

The Spot Manage module checks that a user-defined maximum number of color separations for a job is not exceeded. This check typically counts only spot color separations, but it can be configured to include CMYK separations.

If the job exceeds the maximum separations number, the job fails at this module in the workflow. At this point, you can use the Spot Manage module in Interactive mode to resolve the common spot color issues that can produce too many color separations. Configure the maximum separations number in the Spot Manage module properties.

The Spot Manage module provides the following features:

- Warn if a maximum number of separations in the job is exceeded.
- Convert spot colors to their process equivalents (as defined by the job or with user-defined CMYK values).
- Remap an existing spot color in the job to another spot color.
- Rename a spot color and redefine its CMYK equivalent at the same time.
- Map a spot color to gray.



For more information about using the Spot Manage module, see *Managing Fiery Central Workflows in Command WorkStation Help*.

ColorWise

The ColorWise module provides PDF color manipulation, device link, and source or destination profiles. The color space can be changed for RGB, CMYK, Grayscale, or Lab color spaces. Color settings can be defined for all objects (default) or individually for images, text, or vector graphics.

The ColorWise settings are as follows:

- **RGB tab** - allows you to specify settings for the RGB color space.

Do not convert specifies that the colors are not to be converted to the RGB color space.

Use Device Link Profile specifies the conversion from one color space to another. Device Link Profiles are restrictive because they define the complete conversion from a source device to a destination device.

Use Source and Destination Profiles specifies the characteristics of the RGB data in your document so that the appropriate color conversion occurs on the output device.

Destination profile allows you to select the destination profile for the target device. When you select a destination profile, the file is prepared in the device's color space.

The same destination profile is used for each color space.

Embed destination profile option allows you to use an embedded source profile in the job file for RGB data instead of the chosen source profile.

- **CMYK tab** - allows you to specify setting for the CMYK color space.
 - Do not convert** specifies that the colors are not to be converted to the CMYK color space.
 - Use Device Link Profile** specifies the conversion from one color space to another. Device Link Profiles are restrictive because they define the complete conversion from a source device to a destination device.
 - Use Source and Destination Profiles** specifies the characteristics of the CMYK data in your document so that the appropriate color conversion occurs on the output device.
 - Destination profile** allows you to select the destination profile for the target device. When you select a destination profile, the file is prepared in the device's color space.

The same destination profile is used for each color space.
 - Embed destination profile** option allows you to use an embedded source profile in the job file for CMYK data instead of the chosen source profile.
- **Grayscale tab** - allows you to specify settings for converting the Grayscale source to destination color space with simulation or without simulation.
 - Do not convert** specifies that the CMYK colors are not to be converted to the Grayscale color space.
 - Use Source and Destination Profiles** specifies the characteristics of the Grayscale data in your document so that the appropriate color conversion occurs on the output device.
 - Destination profile** allows you to select the destination profile for the target device. When you select a destination profile, the file is prepared in the device's color space.

The same destination profile is used for each color space.
 - Embed destination profile** option allows you to use an embedded source profile in the job file for Grayscale data instead of the chosen source profile.
- **Lab tab** - allows you to specify settings for converting the Lab source to destination color space with simulation or without simulation.
 - Do Not Convert** specifies that the colors are not to be converted to the Lab color space.
 - Use Source and Destination Profiles** specifies the characteristics of the Lab data in your document so that the appropriate color conversion occurs on the output device.
 - Destination profile** allows you to select the destination profile for the target device. When you select a destination profile, the file is prepared in the device's color space.

The same destination profile is used for each color space.
 - Select the Embed destination** profile option to use an embedded source profile in the job file for Lab data instead of the chosen source profile.

- **Spot Color tab** - allows you to specify settings for source spot colors.

Preserve Spot Color retains source spot colors.

Convert using destination profile maps each source spot color to the closest color within the destination color space.

Destination profile allows you to select the destination profile for the target device. When you select a destination profile, the file is prepared in the device's color space.

The same destination profile is used for each color space.

Select the Embed destination profile option to use an embedded source profile in the job file for Spot Color data instead of the chosen source profile.

- **Summary tab** - displays all the settings for each of the color spaces: RGB, CMYK, Grayscale, Lab, and Spot Color. To save the summary, including the destination profile information, as a text file, click Save as Text.



For more information about using the ColorWise module, see *Managing Fiery Central Workflows* in *Command WorkStation Help*.

Imposition

The Imposition module allows you to select a sheet size and imposition template. You can also create custom imposition settings. The Imposition module assigns Fiery imposition settings to the file.



For more information about using the Imposition module, see *Managing Fiery Central Workflows* in *Command WorkStation Help*. For information about Fiery SeeSequence Impose, see *Command WorkStation Help*.

Approve

You can add multiple instances of the Approve module to a workflow. When a job reaches an Approve module, the job status is set to “Waiting for Approval” and you are prompted to approve the job before it continues processing through the workflow. When the Approve module is configured with the E-mail attribute, a low resolution PDF will be attached automatically to the e-mail notification.

Before approving a job, look at the job file to verify your current output. You can view a specific page by clicking *Preview Page*, which opens the page directly in Adobe Acrobat where you can view the page's details.

In *Command WorkStation* on the Fiery Central Server, click the *Approve* button below the job's thumbnail in the *Job Summary* pane to launch the file in Acrobat for preview.

The job is opened in the *Approve* window. You can view a specific page by clicking *Preview Page*, which opens the page directly in Adobe Acrobat where you can view the page's details.

You can select the following Approval options:

- **Approve** approves the job.

You can use the Step or Go buttons to continue processing the job to the next workflow module.

- **Hold Decision** indicates that an approval decision has not been made.

The job remains at the approval module until approved.

- **Decline** rejects the job.

The job is marked as declined, and remains at the Approval module until you use Flow Edit to make changes and approve the job.



For more information about using the Approve module, see *Managing Fiery Central Workflows* in *Command WorkStation Help*.

e-Print

The e-Print module provides intermediate proofing to any PostScript printer at any step throughout the workflow. The operator can change the printer and the printer settings in the Edit workflow or during the creation of the workflow. A Scale to Fit Page option can be used when the output print device does not have the ability to scale to fit. It reduces images to fit on the page.

The e-Print module provides an ability to send proofs to laser printers for intermediate proofing or for low-cost proofing of a job before final production.



For more information about using the e-Print module, see *Managing Fiery Central Workflows* in *Command WorkStation Help*.

Send

The Send module allows you to send a PDF file or multiple PDF files to any destination, remote or local, at any step throughout the workflow. With the Send module workflow, jobs are automatically directed from the local Fiery Central Server to the Fiery Central Server connected to the print device. In addition, the Send feature allows you to further optimize resources and increase production by redirecting jobs, folders and files from one location to another.



For more information about using the Send module, see *Managing Fiery Central Workflows* in *Command WorkStation Help*.

Colorproof XF

You can use a Colorproof XF Server module to print PDF files that have been processed in the Flow workflow for proofing, large-format production, or photographic printing.



For more information about using the Colorproof XF module, see *Managing Fiery Central Workflows* in *Command WorkStation Help*.

Fiery Central Output

You conclude a workflow with an Output module. Use an Output to output PDF jobs back to the Fiery Central Server for final processing. You can specify the Fiery Central Server queue to output the PDF job to in the module properties.



For more information about using the Fiery Central Output module, see *Managing Fiery Central Workflows* in *Command WorkStation Help*.

FIERY SEEQUENCE SUITE

Fiery SeeSequence Suite is an integrated job preparation tool, which offers the following modes, depending on what (if any) client dongle is available:

- Preview provides a pre-rip job preview.
- Fiery SeeSequence Compose allows you to define the chapter divisions of a job, print ranges of pages on varying types of media, insert blank media between pages, and insert tab media containing text labels (if the press supports tab printing).
- Fiery SeeSequence Impose applies imposition layouts to jobs for custom printing, binding, and trimming. Impose also applies impositions to variable data jobs that have been sent to the Held list of the Fiery print controller where they can be imposed.
- Fiery SeeSequence Suite integrates Impose and Compose features in the Preview window.

About the SeeSequence Suite Kit

The Fiery SeeSequence Suite software kit includes both SeeSequence Impose and SeeSequence Compose, and the Adobe Acrobat/Enfocus PitStop DVD.

NOTE: You must have the software kit-specific dongle installed on your client computer to use the full functionality of the software. If you do not have the dongle installed, SeeSequence Impose runs in Demo mode and SeeSequence Compose is not available. In Demo mode, imposed jobs print with a watermark, and you can save imposed jobs in .dbp format to the Fiery Central Server. You can save imposed jobs in Adobe PDF format to a hard drive and the Fiery Central Server when you are in Demo mode, but they are saved with a watermark.



SeeSequence Suite Help is part of Command WorkStation Help. For instructions on using SeeSequence Impose and Compose, see Command WorkStation Help.

Using Fiery SeeSequence Impose

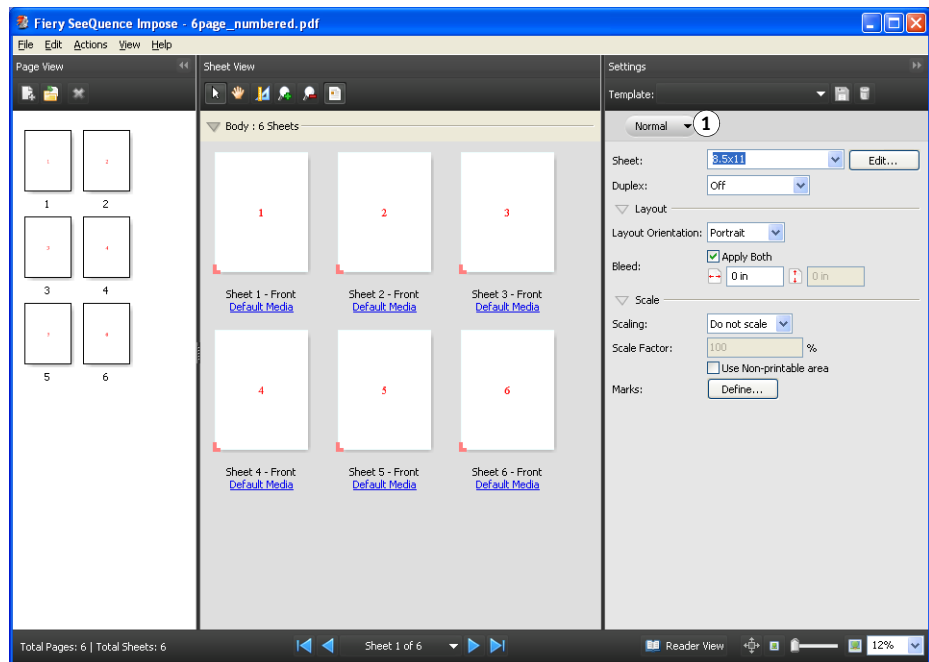
Fiery SeeSequence Impose is a print imposition tool designed for use with Command WorkStation. Fiery SeeSequence Impose allows the operator to edit, merge, and assemble print jobs as they are being held in Fiery Central Server queues, and arrange pages in layouts for folding, binding, or cutting after printing.

NOTE: In Command WorkStation Help, the term **Impose** is used to refer to SeeSequence Impose.

ACCESSING IMPOSE

- 1 From Command WorkStation, select a spooled/held job in the Held list.
- 2 Select Impose from the Actions menu.

1 Workflow (product intent)



Impose will always be available, but if it is not licensed or if the required dongle is not present, it will operate in demo mode.

The single seat license enables only Impose on the Fiery Central Server. A multiple seat license has to be enabled and a dongle installed to use Impose on a remote computer.

3 To specify imposition settings, choose one of three workflows (product intents).

The controls that appear in the Settings pane are driven by the product intent you select. The product intents are:

- **Normal** - for 1-up imposition where clipping and printer's marks may be required.
- **Booklet** - for creating booklets of various types.

- **Gangup** - for creating various Gang Up pagination schemes.



For more information about Fiery SeeSequence Suite, see Command WorkStation Help.

Using Fiery SeeSequence Compose

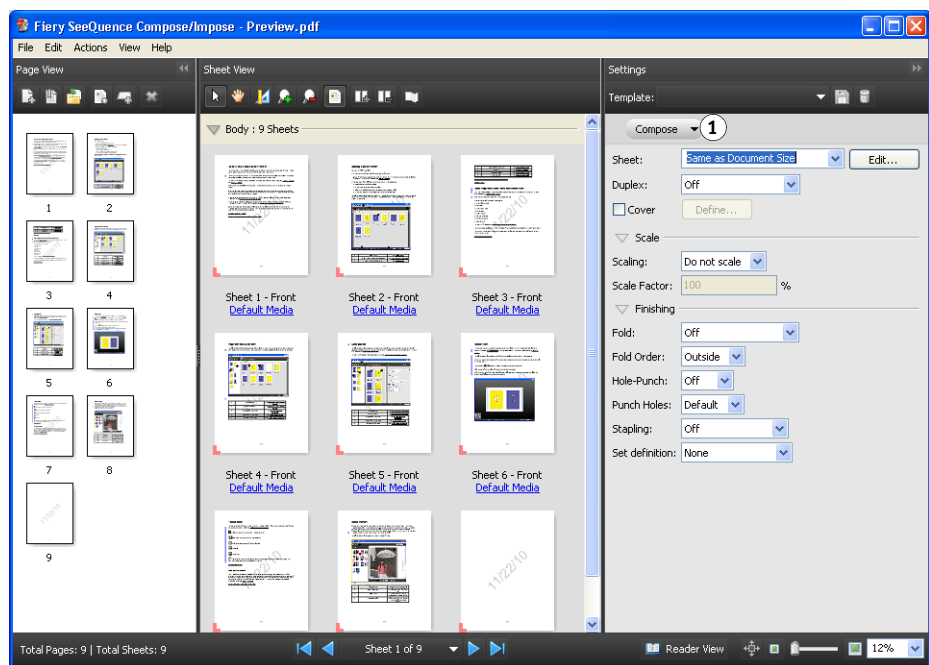
Fiery SeeSequence Compose is a print composition tool designed for use with Command WorkStation. Compose allows the operator to view and repaginate print jobs, and provides mixed media features used to specify alternative media for printing or insertion, and tab printing specifications.

NOTE: In Command WorkStation Help, the term **Compose** is used to refer to SeeSequence Compose.

ACCESSING COMPOSE

- 1 From Command WorkStation, select a spooled/held job in the Held list.
- 2 Select Compose from the Actions menu.

1 Workflow (product intent)



The single seat license enables only Compose on the Fiery Central Server. A multiple seat license has to be enabled and a dongle installed to use Compose on a remote computer.

3 Specify None (or Compose) for the workflow (product intent).

The workflow (product intent) option name is dependent on the Command WorkStation version that you are using.

The None workflow is for working with documents with paper sizes defined by the printer driver and source application. Allows you to build a job using SeeSequence Compose features such as rearranging pages, merging pages, deleting or replacing pages, inserting tabs, inserting blanks, specifying duplex, and assigning page-specific media settings.



For more information about Fiery SeeSequence Suite, see Command WorkStation Help.

PRINTING

This chapter describes different methods of printing to the Fiery Central Server and monitoring printed jobs, including:

- Printing from Fiery Central Drivers, including printing with the Flow Module
- Submitting from Hot Folders
- Submitting with the Print WebTool

Print to Fiery Central Printer Groups the same way you would print to a stand-alone printer accessible to your computer: by sending your job to the print device as it is defined on your computer.

- Fiery Central Printer Group queues appear on the network as printers even though each Printer Group may represent more than one actual print device.
- Each Printer Group is represented by Print and Hold queues that determine whether the job is printed directly or held for printing later. The administrator may choose to publish one or both of these queues.
- After Fiery Central Driver and PPD files are published, users can download and install them, and use them to specify print options and to route jobs to the Printer Group queues.

About Fiery Central Driver and PPD files

The Fiery Central Driver is a software utility that enables communication between an application and a print device. A PostScript printer description (PPD) file contains PostScript language extensions that describe features of a particular print device. Printer drivers and PPD files work together to ensure that jobs are printed correctly on a specified print device.

Printing to the Fiery Central Printer Group

When the administrator sets up a Printer Group, the Fiery Central Server generates a group PPD file that gathers information from the PPD files of individual print devices in the group. Just as the Printer Group acts as a single printer, the group PPD acts as the description file for that printer.

Whenever the administrator adds a print device or removes a print device from a group, the Fiery Central Server dynamically generates a new driver and PPD file based on the new group configuration.

NOTE: To specify print options and send jobs to a Printer Group that has been modified, users must reinstall newly-generated driver and PPD files each time modifications are made to the Printer Group.

TO PRINT TO A PRINTER GROUP

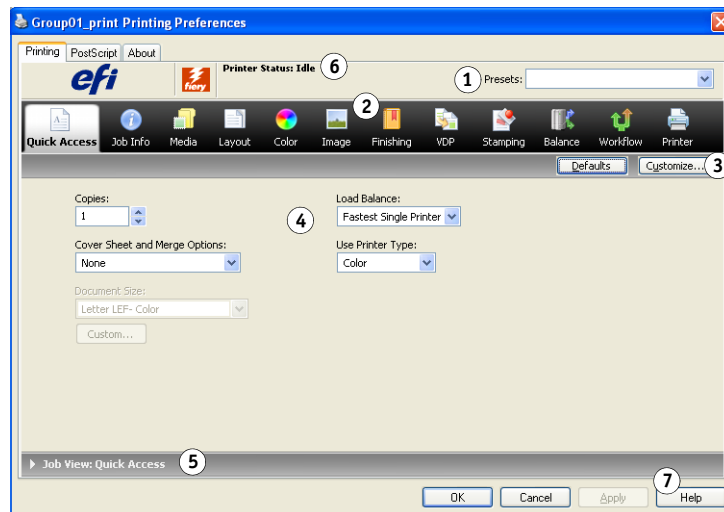
- 1 In your application, choose **File > Print**.
- 2 Choose the **Printer Group** queue that you want to print to in the menu showing the list of available printers (often named **Printers**).

You can bypass this step by specifying the Printer Group as your default printer, as described in the next section.

- 3 Specify print options.

For Windows: Click the button (usually named **Properties**) that displays printer properties.

- 1 Presets (Job Templates), see Help
- 2 Print Option icons
- 3 Customize (Shortcuts), see Help
- 4 Active area
- 5 Job View
- 6 Printer Status
- 7 Click to display Fiery Central Driver Help



For more information about how to select print options, see Fiery Central Driver Help.

For Mac OS: Choose Fiery Features, and then click Full Properties.

- 1 Choose Fiery Features
- 2 Full Properties button



- 4 Specify print options as desired.
- 5 In the Print dialog box, click the button that sends the print job to the printer (usually Print or OK).

NOTE: Mac OS X v10.x does not disable print features constrained by other feature selections.

About print options

When a job is sent to a Printer Group, a variety of different print options may be specified along with the job. Print options indicate how to process a job and the type of results expected. Print options fall generally into the following categories:

- Balance options specify the load-balancing criteria used to distribute print jobs among devices in the Printer Group. Balance options are available across all Printer Groups. These options are standard, although the choices available may vary due to the device composition of the Printer Group and the default settings of the options.
- Workflow options allow you to specify a pre-defined Flow workflow for your job or edit an existing Flow workflow. You must purchase and install Fiery Central Flow to use Workflow options.
- VDP options use digital printing technology that customizes communication by linking databases that contain the content for printed documents to a print device, such as the copier. The customized communication includes rules that specify the selection of content from the database and the placement of that content in the document.

- Custom options (such as Stapling, Face-down Printing, or Duplex) depend on the capabilities or current setup of individual print devices in the Printer Group. These options may or may not be available, and will usually offer different choices, depending on the Printer Group. The group PPD file indexes the capabilities of all devices in the group and determines the aggregate options available for the group as a whole.

General descriptions of custom options available for many print devices can be found in Fiery Central Driver Help. For specific information about custom print options, see the documentation that accompanies your printer.

NOTE: Some Fiery print controller print features are not compatible with Balance and do not appear in the Fiery Central Drivers. These features include Process and Hold, manual duplexing, first page source, and password and security printing features.

Balance print options

Balance load-balancing options determine how a job is distributed among printers in the Printer Group.

Note that some standard print options may not be available for selection if constrained by other print settings. For example, if you print a color job to a Printer Group containing both black-and-white and color print devices, and set Use Printer Type to Color, you will not be able to access finishing options supplied by the black-and-white device, because the job can only be routed to color printers based on your specification.

Group Type

The Group Type indicates the composition of the Printer Group in terms of the number of black-and-white and color printers. The composition of the Printer Group is determined by your Fiery Central administrator and cannot be changed. If you feel your print job cannot be completed properly by the printers in the group (for example, no color printers for a color job), try printing to another Printer Group.

Load Balance

Load Balance options allow you to select the load-balancing process used by the Fiery Central Server to distribute your print job across one or more Printer Group printers. Depending on the composition of the Printer Group one or more of the options described may not be available (for example, jobs cannot be color split if color printers are not in the Printer Group).

Fastest Single Printer: Sends the entire job to the fastest printer that matches your print specifications in the Printer Group.

Preferred Printer: Sends the entire job to a preferred printer specified from among the print devices in the Printer Group. Specify the preferred printer using the Preferred Printer menu.

Copy Split: Sends copies to different devices, based on print specifications and current load in order to complete the job in the shortest amount of time.

NOTE: Copy Split requires the Balance option to be enabled.

Long Job Split: Splits a single copy of a document across different devices, based on print specifications and current load in order to complete the job in the shortest amount of time. If the group has only two printers and one is color and the other is B&W, Copy Split will not be available. If the requested number of copies is more than one, the job will switch automatically to Copy Split.

NOTE: Long Job Split requires a minimum of two color printers or two B&W printers. If the group has only two printers and one is color and the other is B&W, Long Job Split will not be available.

NOTE: Long Job Split requires the Balance option to be enabled.

Color Split: Splits all copies across two print devices, with color content sent to the fastest color printer in the group, and black-and-white content sent to the fastest black-and-white printer in the group.

NOTE: Color Split requires a minimum of one color and one B&W engine.

NOTE: Color Split requires the Balance option to be enabled.

Preferred Printer

Sends the entire job to the preferred printer specified from among the print devices in the Printer Group.

Use Printer Type

Specifies whether black-and-white or color printers should be used exclusively (for example, to specify that a black-and-white job sent to a mixed group should be printed only on black-and-white devices, for speed and minimal cost).

Max. Number of Printers

Specify the maximum number of printers in the group that can be used to print the job. You can set this number to one print device or to all print devices in the group.

- A larger number of printers increases the likelihood of a matching printer being available, leading generally to faster printing.
- A limited number of printers minimizes output variation and the number of printers from which you will collect output.

Cover Sheet and Merge Options

Cover sheet and inline merge options specify how split jobs are collated:

- Cover sheets are instructional pages containing information about the job that allow the collator to reassemble each copy after printing.

- Some printers support an inline merge feature that allows color split jobs to be collated automatically, provided you or an operator place the pages to be merged into the collating printer's inline post-fuser tray.

The following Cover Sheet/Merge options may be available, based on printers in the Printer Group:

None: Generate no cover sheets and do not insert pages for inline merging.

Cover Sheet–Manual Merge: Generate cover sheets to aid in manual merging (by hand).

No Cover Sheet–Inline Merge: Automatically merge preprinted color pages into black-and-white output. Note that this option only instructs the Fiery Central Server and the printers to split the job and prepare for inline merging; the color pages must be placed manually in the merging print device's inline inserter tray.

NOTE: This is available only when the Load Balance option is set to Color Split.

Bar Code–Offline Merge: Generate cover sheets containing bar codes for collation by an offline merge finisher (Duplo 1060 and others).

NOTE: This is available only when the Load Balance option is set to Color Split.

Reroute on Error

Directs the Fiery Central Server to send the remainder of a job to the Fastest Single Printer when an error (paper jam, out of paper) occurs at a destination printer. If reroute is not specified or not available for the Printer Group, jobs wait at the destination printer until the error is cleared.

Reroute sends only complete document sets. For example, if you print five copies of a 100 page book and an error occurs during the printing of the third copy, reroute sends a job requiring three complete document sets to the alternate printer.

NOTE: Reroute on Error requires the Balance option to be enabled.

Max. Number Reroutes

The number of reroutes allowable for a single job.

NOTE: Max. Number Reroutes requires the Balance option to be enabled.

Job Timeout

The interval the job waits at the destination printer before rerouting.

Printer Action

Specifies the job action associated with a published queue on the Fiery print controller.

For more information about Balance print options, see Fiery Central Driver Help.



Workflow print options

Workflow print options appear if the Flow option is installed. Use Workflow to specify a Flow workflow for a job.

Workflow

Select a workflow from the list of published workflows. If you have permission to edit workflows on the Flow server, the Edit button is active. Click Edit to edit an existing flow workflow.

Flow Module Setup

You must enter a valid IP address, user name, and password to log on to the Flow server. You can retrieve published workflows from the Flow server by clicking Retrieve Workflows.



For more information about Workflow print options, see Fiery Central Driver Help.

VDP print options

Variable data printing (VDP) is typically used for personalized mailings, such as direct-mail advertising. It involves combining a set of master elements that are common across copies of a document (reusable data) with a set of variable elements that change from copy to copy. When you use variable data printing, you create personalized communications with elements that have special appeal to your targeted audience.

Variable data printing uses digital printing technology that customizes communication by linking databases that contain the content for printed documents to a print device. The customized communication includes rules that specify the selection of content from the database and the placement of that content in the document.

Fiery Central provides a centralized point of entry for all variable data jobs. Once a variable data job is submitted to Fiery Central, you can review the preflight data and decide if all the resources for processing the variable data job are available on the target printer.

You can also automate shared resource retrieval of variable data resources and images with File Search Path on a per job basis from the Fiery Central Driver. During processing of the variable data job to the configured Fiery print controller, Fiery Central automatically embeds into the job ticket the relevant “search path” so that all processing on the target Fiery print controller is specified automatically.



You can also set a global File Search Path for all your variable data jobs from Fiery Central Manager. For information, see the Fiery Central Manager Help.

Compatible variable data printing languages are:

- Personalized Print Markup Language (PPML) version 2.2
PPML, an XML-based language developed by PODi, is considered an industry standard. PPML allows the copier to store text elements and graphic elements and reuse them as needed, making variable data jobs print faster.
Fiery Central accepts zipped and non-zipped PPML jobs. To print documents in PPML format, use a third-party software application that is compatible with PPML format. Send the PPML job to Fiery Central or download the PPML file using Command WorkStation or Hot Folders.
- Creo Variable Print Specification (VPS)
Creo VPS is an extension of the PostScript language developed by Creo. A Creo VPS file consists of a Header section and a Booklet section. The Header section contains the global objects for the entire job. The Booklet section contains one copy of a personalized document. Page elements are reusable objects as defined in the Creo VPS format. All of the page elements must be packaged inside of the Creo VPS file.
To print, you must have an application that emits the Creo VPS data stream. You can download a Creo VPS file using Command WorkStation or Hot Folders.
- Xerox Variable Data Intelligent PostScript Printware (VIPP)
VIPP is a proprietary page-description language developed by Xerox.
To print documents in Xerox VIPP format, use a third-party software application that is compatible with Xerox VIPP format. Send the Xerox VIPP job or download the Xerox VIPP file using Command WorkStation or Hot Folders.

For information about the variable data options for a particular print device, see the documentation that accompanies your printer.

NOTE: You cannot load balance VDP jobs. VDP jobs cannot be imposed on the Fiery Central Server. If VDP jobs are to be imposed, send the job to the Hold queue of the Fiery print controller, and then impose the job on it.

For more information about variable data printing, see the documentation that accompanies your Fiery print controller.

File Search Path

Some PPML and Creo VPS jobs do not contain all of the variable data job resources in a single file. In these cases, on a job-per-job basis, specify the location of the variable data job external resources so that Fiery Central can access them. Fiery Central and the Fiery print controller must have read permissions for the share locations.

Printer's Default setting

Printer's Default allows users to accept the default setting for a job option when printing through the Fiery Central Server. Printer default settings are considered unspecified by Fiery Central until the job reaches the destination print device. The job then prints using the destination Printer's Default setting.

Printer default options reduce bottlenecks at the Fiery Central Server by increasing the options for load-balanced printing. Encourage users to use printer default values, when possible, if throughput is slow or jobs are not finding matching printers quickly enough.

For some jobs, specific finishing options may be required. Since default options vary between print devices, and jobs may be load-balanced across several different devices, we recommend that you specify each print option, rather than accepting the printer default, when an option is specifically required.

For information about the default options for a particular print device, see the documentation that accompanies your printer.

Setting print options

Print options for Fiery Central jobs may be set by an administrator, operator, or user in several locations:

- Administrators set default Fiery Central Balance print options for each Printer Group during setup. These options can be overridden for specific jobs by operators or users.
- Windows users can set default or custom print options for printing through a Fiery Central Driver or Hot Folders. These defaults override Printer Group defaults, and are applied whenever printing through these means unless overridden for a specific job.
- Windows or Mac OS users can specify default or custom print options when printing a job from an application, using the Fiery Central Driver interface. These settings override any default settings for the current job only.
- Operators can override user print options by changing the default or custom print options from within Command WorkStation.
- Operators create and publish Flow workflows over a network. Windows users can select a published workflow for their job. Flow workflows are available only to jobs sent to Fiery Central. If the user sending the job has permission to edit workflows, the Edit button is active.

Similar interfaces are used for specifying print options across applications.

TO SPECIFY DEFAULT PRINT OPTIONS FOR A PRINTER GROUP (WINDOWS ONLY)

- 1 **Windows 2000:** Click Start, choose Settings, and then choose Printers.
Windows XP: Click Start and choose Printers and Faxes.
Windows Server 2003: Click Start, choose Control Panel, and then choose Printers and Faxes.
Windows Vista: Click Start, choose Control Panel, and then double-click Printers.
Windows Server 2008: Click Start, choose Control Panel, and under Classic View, double-click Printers.
Windows 7/Server 2008 R2: Click Start, choose Control Panel, choose Network and Internet, choose Network and Sharing Center, and then click the View network computers and devices link.
- 2 **Right-click the printer icon for the Fiery Central Printer Group, and choose Printing Preferences.**
- 3 **Specify default print options as desired and click OK.**

NOTE: You can display the exact name of the PPD file for a Printer Group by clicking the About tab in the Printers control panel.

Printing with a Flow workflow

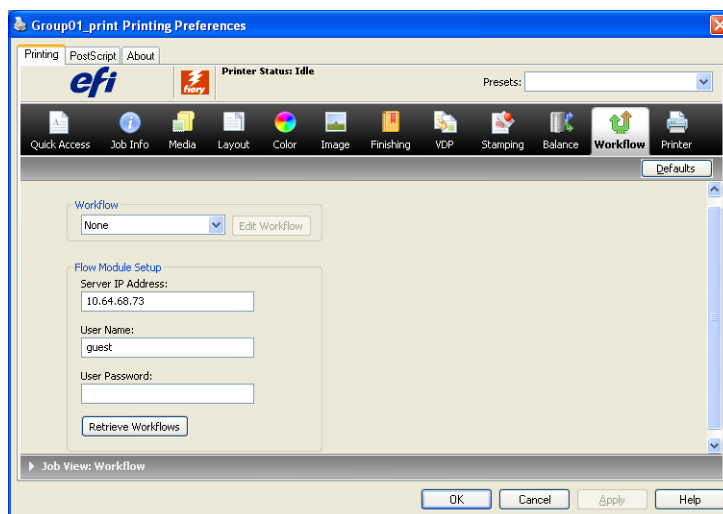
Workflow options provide access to published Flow workflows over a network, providing the ability to submit jobs for processing from most applications. The Fiery Central Server also provides the ability to easily edit the published workflows for adjustments on a per-job basis.

Operators define workflows to automate repetitive, time-consuming tasks. Workflows are composed of user-defined modules that are linked together to perform specified actions on input files, such as Preflight, Correct, and color management. Flow production modules have the capability to define attributes such as e-mail notification or customized “batch” processing.

Windows users can select a published workflow for their job from the Fiery Central Driver. Mac OS users can also select a workflow from within the Fiery Central Driver by selecting Fiery Features, and then clicking Full Features. If the user sending the job has permission to edit workflows, the Edit button is active. Clicking Edit allows you to edit the Flow workflow.

To SPECIFY A FLOW WORKFLOW FROM THE FIERY CENTRAL DRIVER (WINDOWS ONLY)

- 1 In your application, choose File > Print.
- 2 Choose the Printer Group queue that you want to print to in the menu showing the list of available printers (often named Printers).
- 3 Click Properties.
- 4 Click the Workflow icon.



- 5 Select a workflow from the list of published workflows.
- 6 Click OK.



For more information about Flow options, see Command WorkStation Help or Fiery Central Driver Help.

Using Fiery Hot Folders

A hot folder is a Windows or Mac OS directory folder that is linked to a Fiery print controller using the Hot Folders application. The Hot Folders application monitors the folder and routes any documents dropped into the folder to the Fiery print controller for printing.

Default print settings can also be attached to the hot folder to customize printing. When you create a hot folder and attach it to a Fiery Central Printer Group queue, you can use the hot folder to print with Balance load-balancing, custom print options, Flow options, or imposition settings. You can create as many hot folders as you want on your computer, and share them with other users over a network, including Mac OS users, by creating shortcuts to the folders from remote computers.

TO PRINT A JOB USING A HOT FOLDERS

- 1 Drag and drop the job document file onto the hot folder.



The Fiery Hot Folders software automatically routes the job to the Fiery Central Server queue with the print settings associated with that hot folder.



For information about installing Hot Folders software, see *EFI Fiery Central Administrator Guide*. For more information about configuring and printing with Hot Folders, see Hot Folders Help.

Using the Print WebTool

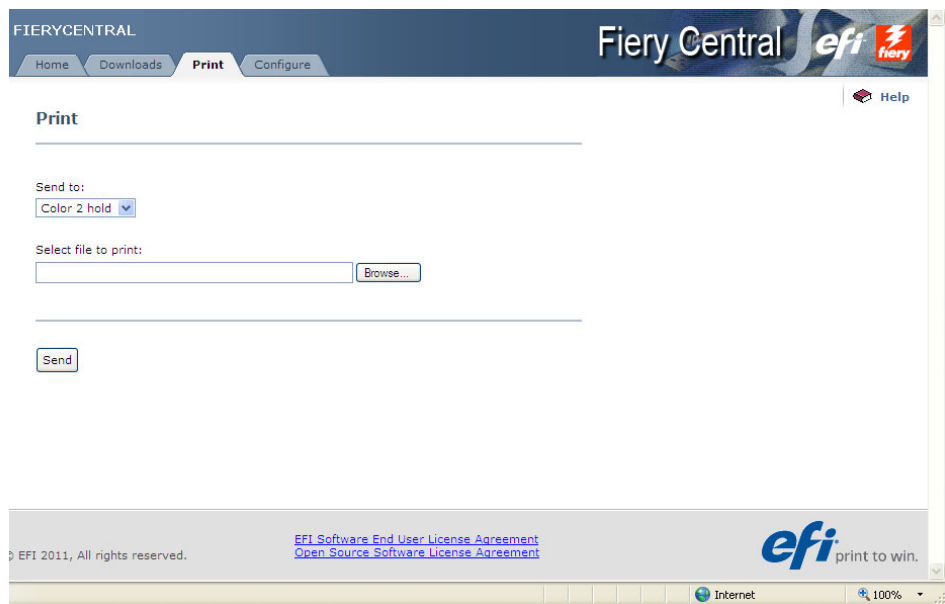
Print allows you to send files directly to the Fiery Central Server without using the application in which the files were created.

TO ACCESS THE PRINT WEBTOOL

- 1 Start your Internet browser.
- 2 Type the IP address or DNS name of the Fiery Central Server.

The Fiery Central Server home page appears.

- 3 Click the Print tab.



The screenshot shows the Fiery Central Print WebTool interface. At the top, there is a navigation bar with tabs for Home, Downloads, Print (selected), and Configure. The main content area is titled "Print" and contains a "Send to:" dropdown menu set to "Color 2 hold". Below this is a "Select file to print:" section with a text input field and a "Browse..." button. At the bottom of the main area is a "Send" button. The footer includes the text "EFI 2011, All rights reserved.", links for "EFI Software End User License Agreement" and "Open Source Software License Agreement", and the "efi print to win." logo. The browser's address bar shows "Internet" and a zoom level of "100%".



For more information about the Print WebTool, see WebTools Print Help.

TROUBLESHOOTING

This chapter provides troubleshooting guidelines for problems that might arise when printing to the Fiery Central Server.

For a complete list of troubleshooting guidelines, see the *EFI Fiery Central Administrator Guide*.

Before calling for service

Check the guidelines in this section before you call for service or support. If you cannot resolve the problem using the guidelines below, make a note of the error condition and contact your administrator.

Pre-call checklist

Before contacting your administrator, please collect the following information:

- Fiery Central version number
In Command WorkStation > Device Center > General > General Info, the Fiery Central version number is listed as “System.” You can also find the version number in your Fiery Central package.
- Fiery Central license serial number
Choose Start > Programs > EFI > Fiery Central > Fiery Central License Manager to verify your license number (see *EFI Fiery Central Administrator Guide*), or check your hardware security key.
- Printer Group information, if there is a load-balancing or printing problem
View Printer Group information from Fiery Central Manager.
- Print settings and file application information for a job if it failed to print
Double-click a job in Command WorkStation to see print settings associated with the job.
- Print Error Message
If a job fails to print and is shown in the Printed list, double-click the job to view the error message. Next, click View Properties and select Print Summary from the Summary tab for a printout of the job ticket options.

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