We are excited to introduce the next generation of Fiery® Dashboard, which is now free for all users. Fiery Dashboard 2.0 is built on a new architecture that allows us to release new features more often. Dashboard 2.0 also gives you better data representation, ongoing updates and valuable business insights. Even if you already have a free or premium subscription for Fiery Dashboard 1.2, we strongly encourage you to sign up for the new version.

With the new Fiery Dashboard 2.0 (http://fierydashboard.ifi.com), there's no limit to the number of Fiery Driven™ printers you can add to your account and you also get unlimited access to historical data. The new version also updates data update more frequently and supports data collection on both Microsoft® Windows® and Mac OS X platforms.

Look at the comparison table below and read through the frequently asked questions for more information on the new Fiery Dashboard 2.0.

<table>
<thead>
<tr>
<th>Features</th>
<th>Fiery Dashboard 1.2 Free Version</th>
<th>Fiery Dashboard 1.2 Premium Version</th>
<th>Fiery Dashboard 2.0 with Command WorkStation Integration</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>No longer accepting new subscriptions</td>
<td></td>
</tr>
<tr>
<td>Data access</td>
<td>2 weeks</td>
<td>Unlimited</td>
<td>Unlimited</td>
</tr>
<tr>
<td>Support</td>
<td>Forum only</td>
<td>Email and phone</td>
<td>Forum only</td>
</tr>
<tr>
<td>Fiery servers supported</td>
<td>Up to 3</td>
<td>Up to 12</td>
<td>Unlimited</td>
</tr>
<tr>
<td>Agent OS support</td>
<td>Windows</td>
<td>Windows</td>
<td>Windows &amp; Mac</td>
</tr>
<tr>
<td>Data updates</td>
<td>Once a day</td>
<td>Once a day</td>
<td>Every 15 minutes</td>
</tr>
</tbody>
</table>

If you have more questions that were not addressed here, you can post them on the Fiery Dashboard forum to get them answered by the experts.

Product overview and activation

What is Fiery Dashboard?
Fiery Dashboard is a cloud-based service that connects to your Fiery Driven printers to collect and aggregate production data. It presents data on your Dashboard Web page, in a visual format through various graphs and charts. The newly released version, Fiery Dashboard 2.0, requires Fiery Command WorkStation® 5.6 and consists of three main components:

- **Fiery Data Collector**
  - This is a service installed by Command WorkStation, which collects job log data from connected Fiery servers and uploads it to the cloud service.

- **Fiery Dashboard Cloud Server**
  - This server keeps all the data uploaded by the Fiery Data Collector from all sites.

- **Fiery Dashboard Web page**
  - The Dashboard Web page is fed by data in the Dashboard Cloud Server and shows only the data linked to a specific user login.
**Is there a cost for the new Fiery Dashboard?**
The new version of Fiery Dashboard is free for all users. Currently EFI™ has no plans to introduce paid subscription tiers.

**How do I register for the new Fiery Dashboard?**
You need to sign up for an EFI Passport account in order to access the new Fiery Dashboard. Go to [https://fierydashboard.efi.com](https://fierydashboard.efi.com) and click on Sign up / Create EFI Passport account. Fill out the registration form and follow the steps to complete the process. You will also need to authorize Command WorkStation to start data collection and upload the job log data to the Fiery Dashboard Cloud Server.

**What is EFI Passport and why do I need to use it to sign up for the new Fiery Dashboard?**
EFI Passport is a free service that allows EFI customers to create one account (single login information) and use it to access multiple EFI products and services. Currently EFI Passport supports the new Fiery Dashboard and Fiery Developer. We plan to add access to additional services in the future. For more information refer to the [EFI Passport FAQ](https://www.efi.com/EFIPassport/FAQ).

**How can I authorize Fiery Command WorkStation for use with my Fiery Dashboard?**
Open Fiery Command WorkStation, open the Edit menu and click on Authorize This Computer. If you have not already created a Fiery Dashboard account, click the link to “Learn more about Fiery Dashboard.” Once you have created an account, enter the username and password into the Command WorkStation Edit menu> Authorize this Computer dialog.

Command WorkStation then passes this information to Fiery Data Collector, which communicates with EFI Passport to verify your credentials.
Fiery Data Collector

What is the Fiery Data Collector?
The Fiery Data Collector is a service (or daemon on Mac) that is installed with Fiery Command WorkStation 5.6. A task manager controls Windows services. On a Mac, this is done through an activity monitor. The Data Collector uploads job log data to Fiery Dashboard once you have completed the authorization process in Command WorkStation. It runs in the background, even while Command WorkStation is not running.
How does Fiery Data Collector upload data?
Fiery Data Collector uploads using HTTPS (port 443) to https://api-fierydashboard.efi.com

Which Fiery servers does Fiery Data Collector collect data from?
Fiery Data Collector collects log data from all Fiery servers connected to Command WorkStation at the time of authorization, and any connected in the future (as long as the application is authorized). Command WorkStation must be successfully logged into the Fiery server once for Fiery Data Collector to establish a connection. Even if you remove a Fiery server from Command WorkStation later, data from that server will still show on the Dashboard Web page.

What's the CPU usage by Fiery Data Collector?
In an ideal scenario CPU usage should be in the range of 0-10% and, most of the time it will be 0%. When data is transmitted to Fiery Dashboard, there may be an increase in CPU usage. But it should come back to the 0% range once data is posted.

What about proxy servers?
Fiery Data Collector detects if the OS has a proxy server configured, and then uses it. If a proxy is present it will create the 'data1.dat' file in C:\ProgramData\FDC\FDCSettings. If you are switching between using proxy and no proxy, be sure to restart the Fiery Data Collector service, and delete this .dat file.
Note: If the proxy server requires a user name and password, Fiery Data Collector will not be able to upload data.

What happens on the client if Fiery Data Collector is de-authorized?
Fiery Data Collector stops uploading data immediately. The Fiery Data Collector service is still installed, but not collecting data.

Migration from Fiery Dashboard 1.2 to Fiery Dashboard 2.0
Is the new Fiery Dashboard an upgrade to the previous version?
No, it is not. The two products independently co-exist at the moment and will continue to do so for a limited time. The old version will remain accessible until further notice, but over time will have significantly less functionality than Fiery Dashboard 2.0. We strongly encourage current customers to migrate to the new version as soon as possible to take advantage of the new features we develop that will be made available only on the new version. You can still maintain both accounts, but keep in mind that they are not linked in any way.

Can I use the same login for both my existing Fiery Dashboard account and the new account?
No, you can't because they are developed on completely different platforms and run independently of each other. You will need to create an EFI Passport account to start using the new Fiery Dashboard.

What is the difference between the new and the previous version of Fiery Dashboard?
Fiery Dashboard 2.0 no longer has limitations on the number of connected Fiery Driven engines and access to historical data. It is supported on both Windows and Mac clients and comes localized in 13 languages. Refer to the table above to see a side-by-side comparison of the features. Switching to the new version will ensure you get the benefits from all future feature development and releases.
**Fiery® Dashboard**

**Production Data Analysis Service**

**FREQUENTLY ASKED QUESTIONS**

*Why do I need to transition to the new Fiery Dashboard? Can’t I just keep using my existing account?*

You can still keep and use your existing Fiery Dashboard 1.2 account, but EFI plans to discontinue the service. All future releases and new features will be developed solely for the new version, Fiery Dashboard 2.0.

*What happens to my existing Fiery Dashboard account?*

You can still access it and use it through [www.fierydashboard.com](http://www.fierydashboard.com). However the data will not be transferred to your new Fiery Dashboard account. In addition, you will have to transition to the new version eventually because the old version will be discontinued.

*Can I still subscribe to the paid premium version?*

We no longer accept subscriptions for the premium version of Fiery Dashboard 1.2. Please sign up for the free Fiery Dashboard 2.0.

*Do I need to uninstall the current Fiery Dashboard agent in order to start using the new version?*

We do recommend that you uninstall it, but you don’t have to.

*Can I be automatically upgraded to the new Fiery Dashboard?*

No, because they are different products. The new version is not an upgrade, it is a new standalone product. It runs independently and you need to sign up for it separately. Your current login credentials for Fiery Dashboard 1.2 remain valid, and you can use them to access your existing production data at [www.fierydashboard.com](http://www.fierydashboard.com) until the service is discontinued.

*How many Fiery Driven printers can I monitor under one Fiery Dashboard 2.0 account?*

There is no limit to the number of printers.

*Can I get production data from non-Fiery Driven printers?*

Not at the moment. We are planning to add this capability in a future release.

**Troubleshooting Fiery Dashboard 2.0**

*When I logged in Fiery Dashboard 2.0 I got the message “No data to display.” Why is that?*

Fiery Data Collector uploads the last 7 days of data and Fiery Dashboard displays the 7 days by default. If your Fiery server has been idle for a week or more, no data will be displayed. In that case, restart the upload by printing or processing a job. Then wait up to 15 minutes for the next upload, or restart the Fiery Data Collector service/daemon to push an upload right away.

*I see data, but the date is wrong.*

It’s quite possible the Fiery clock is wrong, check the Fiery configuration sheet time/date (and time zone) against that of the browser on the client computer accessing Fiery Dashboard. To check the Fiery configuration, go to Command WorkStation > Device Center > General > Server Configuration.

*The Job Log in Fiery Command WorkStation shows more jobs than Fiery Dashboard in the total count.*

Scan jobs are included in the Fiery Job Log, but are not shown on the Fiery Dashboard.
**Why do I get an error when I try to sign out?**
If your browser is set to “Do not accept cookies from third parties,” it can result in an error message when signing out. You will still be able to sign out though.

**Which browsers are supported?**
All the recent ones (as of 2014): Firefox 29+, Chrome 32+, Safari 5.1+, Internet Explorer 10+.

**How can I remove a Fiery server from Fiery Dashboard?**
For now, you can hide, but not remove, Fiery servers from being visible in Fiery Dashboard. The ability to remove a specific Fiery server will come in a future release.

**Which languages are supported by Fiery Dashboard?**
Fiery Dashboard is localized in 13 languages: English, French, Italian, German, Spanish, Japanese, simplified Chinese, Dutch, Brazilian Portuguese, Russian, Turkish, Polish and Czech.

**Which Fiery servers are supported?**
Fiery Dashboard supports Fiery servers running on Fiery System 8 Release 2 and above. However at time of launch, Fiery Dashboard does not support Fiery Central – it will connect and show the data, but it may not be logically reflecting groups.

**Fiery Command WorkStation doesn’t show the “What’s new” page**
If Command WorkStation cannot detect an Internet connection, then the “What’s new” dialog will not show on startup. You can always launch the dialog from the Help menu in Command WorkStation.

**Device information is not displaying correctly.**
On some Japanese and simplified Chinese Fiery servers, the device information such as System version may not display correctly, and may instead report “no data available.” In this case, we recommend you refer to the Fiery configuration sheet for more information.