



Xerox EX8002 Print Server,
Powered by Fiery®

Configuration and Setup



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INTRODUCTION

This document describes how to set up network servers and user computers to use the Xerox EX8002 Print Server, Powered by Fiery so that users can print to it as a high-performance networked printer. For general information about using the digital press, your computer, your software, or your network, see the documentation that accompanies those products.







Setting up the network environment correctly requires the presence and active cooperation of the network administrator. Detailed instructions for configuring networks is beyond the scope of this document. For information, see the documentation that accompanies your network.



For information about supported operating systems and system requirements, see [Welcome](#).

Terminology and conventions

This document uses the following terminology and conventions.

Term or convention	Refers to
Aero	EX8002 (in illustrations and examples)
Digital press	DocuColor 8002/7002 digital press
EX8002	Xerox EX8002 Print Server, Powered by Fiery
Mac OS	Apple Mac OS X
Windows	Microsoft Windows 2000, Windows XP, Windows Vista, Windows Server 2003, Windows Server 2008
Titles in <i>italics</i>	Other documents in this set
	Topics for which additional information is available by starting Help in the software
	Tips and information
	Important information
	Important information about issues that can result in physical harm to you or others

About this document

This document covers the following topics:

- Network connectors on the EX8002
- Information specific to the EX8002 about setting up network servers

NOTE: For information about network servers, see the documentation that accompanies your network.

- System security through access levels and passwords
- Setup of the EX8002 from a network computer
- Setup of the EX8002 to allow users to use WebTools
- Administration of the EX8002
- Troubleshooting

Administrator functions described in other documentation are summarized on [page 28](#).

Battery information for the European Union and EEA



This symbol indicates that the batteries and accumulators used in this product must be disposed of separately from your household waste in accordance with EU Directive 2006/66/EC ("Directive") and local requirements.

If a chemical symbol is printed beneath the symbol shown above, in accordance with the Directive, this indicates that a heavy metal (Hg = Mercury, Cd = Cadmium, Pb = Lead) is present in this battery or accumulator at a concentration above an applicable threshold specified in the Directive.

Batteries and accumulators must not be disposed of as unsorted municipal waste. Users of batteries and accumulators must use the available collection framework for the return, recycling and treatment of batteries and accumulators.

If your product contains non-removable batteries, the entire product is already covered by the EU WEEE (Waste Electrical and Electronic Equipment) Directive and should be handed over to an authorized collection site for WEEE. The collection site will take appropriate measures for the recycling and treatment of the product, including the batteries.

Customer participation in the collection and recycling of batteries and accumulators is important to minimize any potential effects of batteries and accumulators on the environment and human health due to substances used in batteries and accumulators.

In the EU, there are separate collection and recycling schemes for batteries and accumulators. To find out more about recycling schemes for batteries and accumulators available in your area, please contact your local city office, waste authority, or waste disposal facility.

CONNECTING TO THE NETWORK

This chapter summarizes the stages in setting up the EX8002.

EX8002 on the network

When the EX8002 is connected to a network, it behaves as a networked printer. The EX8002 supports the following network protocols (rules that enable computers on a network to communicate with each other):

- AppleTalk
- TCP/IP, which also includes the BOOTP, DHCP, FTP, HTTP, IMAP, IPP, IPv4, IPv6, LDAP, LPD, NBT, POP3, Port 9100, SMB, SMTP, SNMP, SNMP, and SSL/TLS protocols

These protocols can run concurrently on the same cable. Computers that use other protocols can print through a server that uses one of the supported protocols. The EX8002 is auto-sensing, and handles all connections simultaneously.

Stages of installation on the network

Installation can be performed by a network or printing administrator. The stages of a successful installation are:

1 Configuring the network environment

Configure network servers to provide users with access to the EX8002 as a networked printer. For information about configuring network servers in Windows and UNIX network environments as they relate specifically to the EX8002, see [page 12](#). For information about using your network, see the documentation that accompanies your network.

2 Physically connecting the EX8002 to a functioning network

Prepare a network node for the EX8002. Obtain cable, route it to the location where the EX8002 is to be installed, and attach the cable to the network connector of the EX8002. For details, see [page 20](#).

3 Setting up the EX8002

Configure the EX8002 for your printing and network environment (see “[Setting up the Fiery Server from a network computer](#)” on page 22).

4 Preparing user computers for printing

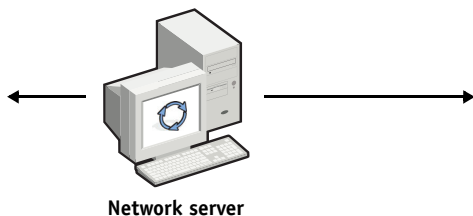
Install the files needed for printing, install user software, and connect the user computers to the network. The software installation is described in [Printing](#).

5 Administering the EX8002

Monitor and maintain system performance and troubleshoot problems that may arise (see “[Administering the Fiery Server](#)” on page 28).

Summary of EX8002 network installation

Network server configuration



Configure network servers to specify EX8002 print queues and EX8002 users.

Connection



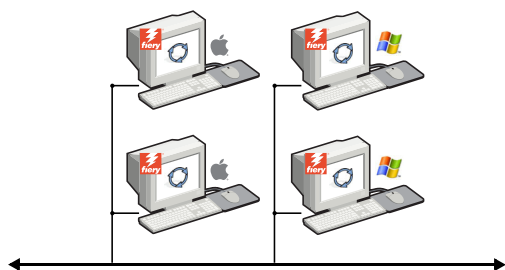
Prepare a network node. Connect the EX8002 to the network. If you use the Fiery Advanced Controller Interface, connect it to the network.

EX8002 Setup



Use the Configure WebTool to set default settings for the EX8002 and network environment.

Client computer Setup



At computers where users print to the EX8002:

- Install the appropriate printer files and connect to one or more print connections.
- Install utilities and an Internet browser on computers where users will use them.
- Verify the EX8002 in the list of printers.

EX8002 available on the network

Network Server Setup requirements

This section provides basic information about configuring the EX8002 and using it on the network. It does not explain network functions for printing in general. Only information specific to the EX8002 is presented. Setting up the network environment correctly requires the presence and active cooperation of the network administrator. Detailed instructions for configuring networks is beyond the scope of this document. For information, see the documentation that accompanies your network.

Configure the network and servers, and ensure that there is a live network connection *before* you configure EX8002 network settings in Setup. This allows the EX8002 to query the network for zones, servers, and server-based queues.

Whenever you change the configuration of the EX8002, digital press, or network at your site, alter the settings to correspond to the changed environment. Changing network or port settings may require that you make changes to other Setup options, as well.

Windows networks

- **The EX8002 requires a valid IP address, subnet mask, and gateway address.**

Enter these addresses manually or use DHCP or BOOTP protocols to assign them dynamically. Make sure the EX8002 name and address are listed in a domain name server (DNS) or hosts name database used by your system.

If more than one EX8002 print connection is published (for example, if both the Print queue and the Hold queue are published), consider creating a printer for each print connection, so that users can print to each connection directly.

- **Configure the EX8002 with the correct Windows domain name.**

This is especially important for Windows printing, also known as SMB printing.

To use Microsoft Active Directory, you must assign the EX8002 to a domain. If you assign the EX8002 to a workgroup, you cannot use Active Directory.

AppleTalk networks

AppleShare servers require no special configuration.

UNIX networks

- When you configure a UNIX workstation with the lpr protocol and connect to the EX8002 over a TCP/IP network, you can print directly to the EX8002.
- Setting up UNIX workstations requires an administrator with root privileges. After the initial configuration, UNIX users submit print jobs to a named printer.
- The EX8002 is a printer controller that understands lpr protocols.
- The EX8002 has a remote printer name you must use in order to communicate with it successfully.

Regardless of the UNIX system you use, the name that you use for the remote printer (or rp in the /etc/printcap file) in configuring the network for the EX8002 must be one of the following:

print
hold
direct

Computers on a TCP/IP network can print directly to the EX8002 as a remote printer, or can print to a Windows 2000/Server 2003/Server 2008 server or UNIX workstation acting as a print server.

PREPARING FOR FIERY SERVER SETUP

To prepare for printing at your site, you must do some initial EX8002 configuration (or “Setup”) to specify the network environment and the types of printing you do. Before you perform Setup, decide the levels of access to implement, such as passwords and other security features that the EX8002 offers. Because many of these security features are interconnected, review the information in this chapter to plan for an effective security system, and then perform Setup accordingly.

Levels of access and control

When you configure the EX8002 during Setup, you implement a particular level of control by configuring these elements:

- Users and Groups
- Print connections
- Access to WebTools

Users and Groups

With WebTools Configure, you create users, assign passwords to users, create groups with particular privileges, and assign users to the groups. Several groups are provided by default, and you can create new groups. All users in a group have the same privileges.

In addition to assigning the users that you have created to a group, you can add users from your organization’s global address list if you have LDAP services enabled on the EX8002.



The following discussion is an overview designed to help you prepare a security strategy. For more information, including specific procedures, see WebTools Configure Help.

User authentication

The term “user authentication” means the EX8002 verifies that the user who is sending a job belongs to a group, and the group has printing privileges (“Print in B&W” or “Print in Color and B&W”).



By default, the EX8002 does not enforce user authentication. That is, even if you assign passwords to users and assign the users to groups, no authentication occurs *unless* you clear the “Allow users to print without authentication” check box (in Configure > Users and Groups). If this option is selected, anyone can print to the EX8002.

If you require users to specify their user name and password (that is, you have cleared the “Allow users to print without authentication” check box), users must type this information in the printer driver when they print. Users must specify their user name and password if they create files from the printer driver for printing later (such as an e-mail attachment that will be sent to the EX8002).

Because jobs that are sent through FTP do not require a printer driver, you can specify that FTP jobs are authenticated (see Configure > Network > Services > FTP > Require Password for Printing).

Passwords

When you create a new user in WebTools Configure > Users and Groups, you assign a password to the user. In other areas of the system, you can also set passwords for the following areas:

- Default admin user in Administrators group
- Default operator user in Operators group
- Windows system password

NOTE: The Administrator and Operator passwords are separate from the Windows system password.



By default, the Administrator password is set on the EX8002. Change the Administrator password periodically to protect the EX8002 from accidental or malicious changes to Setup. For more information, see “[Setting passwords](#)” on page 29.

Users in the Administrators and Operators groups have privileges in addition to the explicit ones that you set when you create groups. Examples of these privileges are provided in the following sections.

Administrator privileges

Users in the Administrators group have the highest level of control. Administrator privileges include:

- Configuring the EX8002 from the Configure WebTool
- Adding and deleting groups
- Adding and deleting users
- Setting and changing passwords for users
- Deleting, printing, exporting, and viewing the Job Log
- Deleting, viewing, and modifying users' print jobs
- Clearing the EX8002 of all job data
- Printing in black-and-white or color
- Publishing print connections
- Deleting fonts
- Controlling print jobs from the job management tools
- Overriding job settings
- Setting default settings for print options
- Calibrating the EX8002

Operator privileges

Users in the Operators group control print jobs from the job management tools, including the following:

- Viewing the Job Log
- Deleting, viewing, and modifying other users' print jobs
- Printing in black-and-white or color

Guest privileges (no password)

A user does not need a password to log on as a Guest from the job management tools. A Guest can view the status of active jobs but cannot make changes to jobs or to the EX8002 state.

EX8002 print connections

The EX8002 supports three print connections: Hold queue, Print queue, and Direct connection. You enable, or “publish,” these print connections to users on the network when you configure Printer Setup. All published connections are constantly checked for the presence of jobs. The Print queue and Direct connection give users more direct access to the EX8002 than the Hold queue. Therefore, do not publish the Print queue and the Direct connection in environments where maximum control is required.

In addition, you can enable the Printed queue, which is a storage area for the most recent jobs from the Print queue. The Printed queue allows users to reprint those jobs by using the job management tools (for example, Command WorkStation).

NOTE: To use the utilities and WebTools, you must enable at least one print connection.

Hold queue

Jobs sent to the Hold queue are spooled to the EX8002 hard disk drive for printing at a later time, or for reprinting. Because the Hold queue is a storage area, jobs sent to it cannot proceed through the printing process until the operator intervenes using the job management tools.

Print queue

The Print queue is the standard EX8002 queue. Jobs sent to the Print queue are processed and printed in the order in which they are received. Jobs prioritized by an operator with the job management tools and jobs sent via the Direct connection take priority over jobs sent to the Print queue.

Direct connection

The Direct connection transmits jobs directly to the EX8002, but only when the EX8002 is idle. If the EX8002 is busy, the job remains at the user's computer until the EX8002 is ready. The job is then processed as soon as the previous job is finished and before the next queued job is processed.

In most cases, jobs sent to the Direct connection are not stored on the EX8002 hard disk, and cannot be selected for reprinting, moving, or deletion. Therefore, the Direct connection provides a measure of security for sensitive files. Jobs sent to the Direct connection *do* appear in the Job Log, for accounting purposes.



Some types of jobs printed to the Direct connection cause temporary files to be stored on the EX8002 hard disk. These job types are:

- PDF jobs
- TIFF jobs
- Jobs with settings for any of the following print options:
 - Reverse order printing (for large jobs)
 - Booklet Maker
 - Mixed Media
 - Combine Separations

NOTE: To download fonts to the EX8002, you must publish the Direct connection.

WebTools

The EX8002 supports Internet or intranet access with WebTools from Windows and Mac OS computers. To enable use of WebTools, see [“Configuring WebTools” on page 27](#).

Home

Home provides you with current information about the jobs processing and printing on the EX8002. To use this WebTool, you do not need a password. For more information, see [Utilities](#).

Downloads

Downloads allows users to download installers for printer drivers and other software directly from the EX8002. To use this WebTool, you do not need a password. For more information, see [Printing](#) and [Utilities](#).

Docs

Docs allows users to access, manage, and modify jobs in their mailboxes on the EX8002, and submit jobs to the EX8002. For more information, see WebTools Docs Help.



Configure

Configure allows you to view and modify EX8002 options from a network computer. This function requires an Administrator password. For more information, see [page 22](#).

Additional security features

In addition to the traditional security features such as passwords, you can use these features to keep the EX8002 secure:

- E-mail access
- IP addresses, ports, and MAC addresses
- LDAP authentication

Controlling E-mail access to the EX8002

Because you can allow users to print file attachments in e-mail messages sent to the EX8002, the EX8002 accepts only valid attachments (for example, PostScript or PDF files). Typically, viruses transmitted via e-mail require execution by the receiver. Attachments that are not valid files are discarded by the EX8002. Because file types such as .BAT, .VBS, and .EXE could launch harmful virus activity, the EX8002 does not process these file types. The EX8002 also ignores e-mails in RTF (Rich Text Format) or HTML (Hypertext Markup Language) format, and any included JavaScript code.

You can define lists of authorized e-mail addresses on the EX8002. Any e-mail that the EX8002 receives from an e-mail address not in the authorized list is deleted. For more information, see [page 40](#).

Restricting IP addresses, ports, and MAC addresses

To restrict unauthorized connections to the EX8002, you can permit only users whose IP addresses or MAC addresses are within a defined range. You can also close unnecessary ports to reject inbound access from the network. Commands or jobs sent from unauthorized IP addresses or ports are ignored by the EX8002.

LDAP authentication



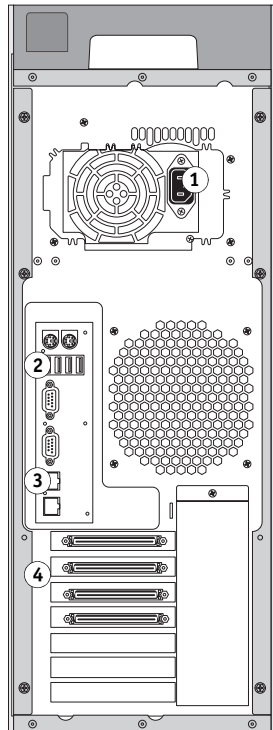
When you enable LDAP communication to retrieve names and other information for people at your organization, you can specify the type of authentication. For more information, see WebTools Configure Help.

Connecting network cable to the EX8002

This section includes an illustration of the EX8002 back panel, and provides information about connecting the EX8002 to the network.

Back view of the EX8002

- 1 Power connector
- 2 USB connectors
- 3 Network connector (10/100/1000BaseT)
- 4 Printer interface (x4)



Ethernet connection

For Ethernet connections, the EX8002 supports UTP (Unshielded Twisted Pair) cabling for these network speeds:

- 10BaseT: Category 3 or higher
- 100BaseTX: Category 5 or higher (4-pair/8-wire, short-length)
- 1000BaseT: Category 5e or higher (4-pair/8-wire, short-length)

TO CONNECT TO THE NETWORK

- **Connect the cable from the network to the appropriate network connector (RJ-45) on the back of the EX8002.**

About Setup

Setup configures the EX8002 to communicate with other devices and manage print jobs. Perform Setup the first time you turn on the EX8002, after new system software is loaded, or any time Server software is reinstalled. When the network or user printing environment changes, change the options accordingly.

NOTE: You cannot access Setup functions from Command WorkStation, Macintosh Edition.

To set up the EX8002 from a network computer, use Configure ([page 22](#)). Access Configure from WebTools or Command WorkStation, Windows Edition.

SETTING UP THE FIERY SERVER FROM A NETWORK COMPUTER

To specify network settings and print option default settings, you must perform Setup. To use any of the Setup applications, you must enter the EX8002 Administrator password.

Accessing Configure from a network computer

To set up the EX8002 from a network computer, use Configure. You can access Configure in the following ways:

- WebTools from a supported Internet browser
- Command WorkStation, Windows Edition

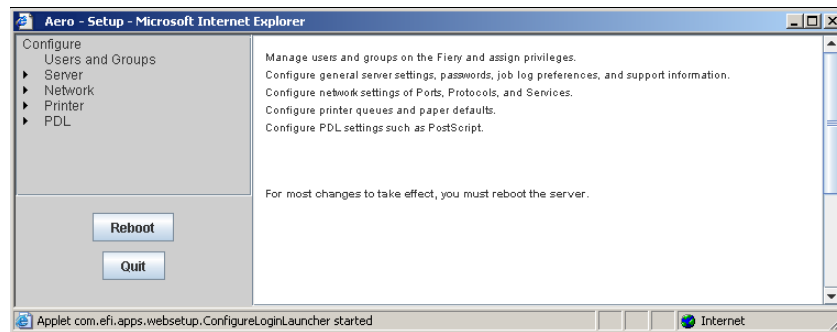
TO ACCESS CONFIGURE FROM AN INTERNET BROWSER

- 1 Start your Internet browser and type the IP address of the EX8002.
- 2 Click the Configure tab on the EX8002 home page.
- 3 Click Launch Configure.
- 4 Log on with Administrator privileges.

TO ACCESS CONFIGURE FROM COMMAND WORKSTATION, WINDOWS EDITION

- 1 Start Command WorkStation.**
- 2 Log on with Administrator privileges.**
- 3 Choose Setup from the Server menu.**

Regardless of the method you use, the following dialog box appears.



Using Configure



For information about using Configure and setting options, see WebTools Configure Help.

SETUP OPTION REFERENCE

This chapter describes settings that are not described in Configure Help:

- Settings that you can set for PS (PostScript) Setup
- Settings you can set for Productivity Setup

For more information about print options, see [Printing](#).

PS Setup options

To determine the current Setup defaults, print the Configuration page from Command WorkStation.

Option	Settings (default is underlined)	Description
Allow Courier Substitution	<u>Yes</u> , No	Specify whether to substitute Courier for fonts that are unavailable when you download files to the EX8002, or when you print a document for which you do not have the corresponding printer font. If this option is set to No, jobs with fonts that are unavailable on the EX8002 hard disk generate a PostScript error and do not print. This setting does not apply to PDF files; font substitution occurs automatically in PDF files.
Collation	<u>Collated</u> , Uncollated	Specify how to output multiple-page or multiple-copy jobs.
Convert Paper Sizes	<u>No</u> , Letter/Tabloid->A4/A3, A4/A3->Letter/Tabloid	<p>Converts paper sizes in documents automatically to the default paper sizes specified. For example, if you select Letter/11x17->A4/A3, a letter size document is automatically printed on A4 paper.</p> <p>This option works in conjunction with the Default Paper Sizes option. For example, if Convert Paper Sizes is set to Letter/11x17->A4/A3, and Default Paper Sizes is set to US, jobs are printed A4/A3 size. This also includes EX8002 system pages such as the Start Page, Test Page, and Job Log.</p>
Default Paper Sizes	US, Metric (default is US in the United States, Metric elsewhere)	Prints on US paper sizes (for example, Letter, Legal, 11x17), or Metric paper sizes (for example, A4 or A3) by default. When no page size is defined within a PostScript file, jobs are printed on Letter paper if you selected US; or A4 paper if you selected Metric.
DFA Finishing	<u>None</u> , Function 1, Function 2, Both	Specify the default finishing function to use.
DFA Profile	<u>None</u> , Profile 1, Profile 2, Profile 3, Profile 4, Profile 5	Specify the default finishing profile to use.

Option	Settings (default is underlined)	Description
Digital Press Mode	<u>Define By Output Profile</u> , 150 Dot Rotated, 200 Dot Rotated, 300 Dot Rotated, 600 Dot 90 deg Fixed, 200 Line Rotated, Stochastic	Specify the screen to use for your print job.
Face-Down Printing	<u>On</u> , Off	Specify whether output should exit the digital press face down.
Offset Jobs	<u>No</u> , Yes	Specify whether to have jobs offset after they are printed. You must install a finisher.
Output Destination	Destination options vary according to the accessories installed.	Specify where to output the job.
Page Order	<u>From 1 to N</u> , From N to 1	Select From 1 to N to print the pages of your job from first to last. Select From N to 1 to print the pages of your job from last to first.
Print Cover Page	<u>Yes</u> , No	Prints a cover page (job summary) containing the name of the user who sent the job, document name, server name, time the job was printed, number of pages printed, and status of the job. If a PostScript error occurs and the Print to PS Error option is set to Yes, the cover page lists the PostScript error message instead of the job status.
Print Master	Yes, <u>No</u>	Select Yes to print a FreeForm master when created and printed to the EX8002. The master is retained on the EX8002 after printing unless deleted later. Select No only to process and hold a FreeForm master on the EX8002.
Print to PS Error	Yes, <u>No</u>	Specify whether the EX8002 should print the available portion of a print job when it encounters a PostScript error. Select Yes to print the portion of the job that was processed before the error occurred. Select No to cancel the print job entirely when a PostScript error is encountered. Leave this option at No unless you encounter printing problems.
Scale to Fit	On, <u>Off</u>	Specify whether to scale a document to a selected paper size if the document size is different than the paper size. With the Off setting, if the document size is larger than the selected paper size, the document is cropped to the paper size when printed.
Stapler Mode	<u>Off</u> , Front, Rear, Dual	This option staples collated copies. Specify where to place the staple on stapled copies. You can specify this option when the finisher is attached. For more information about Stapling settings, see Printing .
Use PDF XObjects	<u>On</u> , Off	Specify whether images in PDF files are cached to reduce the need to reprocess the same image in a file.

Productivity Setup options

To determine the current Setup defaults, print the Configuration page from Command WorkStation.

Option	Settings (default is underlined)	Description
Job Batching	<u>On</u> , Off	Select this option if you want to treat multiple print jobs as a single job in the digital press job list and in accounting information.
Job Splitting	<u>On</u> , Off	Select this option if you want to split a single complex print job that would otherwise not be able to print on the digital press into multiple jobs in the digital press job list and in accounting information.

CONFIGURING WEBTOOLS

WebTools allow you to manage your EX8002 remotely from the Internet or from your company's intranet. The EX8002 has its own home page, from which you can select the WebTool that you want to use.



For information about using WebTools, see [Utilities](#). Also, for many of the WebTools, you can consult Help.

Configuring the EX8002 and computers for WebTools

WebTools provide access to many EX8002 functions via the Internet (or intranet), providing additional flexibility in remote management. After WebTools are enabled, you can access them from a network computer.

TO SET UP THE EX8002 TO ACCESS WEBTOOLS

- 1 In **Network Setup** on the EX8002, enable TCP/IP.
- 2 Set a valid, unique IP address, subnet mask, and gateway address (if required) for the EX8002.
- 3 In **Services Setup**, enable Web Services.
If you want to use WebTools for printing, follow the remaining steps.
- 4 In **Port Filtering**, make sure that port 515 (LPD) is enabled.
- 5 In **Printer Setup**, confirm that the Print queue is published.

TO SET UP A COMPUTER TO ACCESS WEBTOOLS

- 1 Enable TCP/IP networking.
- 2 Assign the computer a valid, unique IP address, subnet mask, and gateway address.
- 3 Install an Internet browser that supports the Java language and frames.

Make sure that Java is enabled. For more information about supported browsers and WebTools requirements, see [Welcome](#).

TO ACCESS WEBTOOLS

- 1 Start your Internet browser and type the IP address or DNS name of the EX8002. Alternatively, at the EX8002, right-click the FieryBar and choose WebTools.

The EX8002 home page appears.

- 2 Click the tab corresponding to the WebTool that you want to use.

ADMINISTERING THE FIERY SERVER

This chapter provides tips on managing EX8002 printing, performance, and security.

Administrator functions

Administration features are included with the user software and are built into the EX8002. The following table describes where to find information about these features.

For this information	See
Address books for E-mail Printing	page 40
Administrator and Operator passwords	page 29
Clearing the EX8002	page 37
Configuration page	page 44
Connecting the EX8002 to the network	page 20
Network servers, setting up to manage and share printing services	Documentation for your network servers
Network servers, setting up with information specific to the EX8002	page 9
Optimizing EX8002 performance	page 45
Printer default settings	page 24 Printing
Publishing the Direct connection, Print queue, or Hold queue to users	WebTools Configure Help
Restoring the EX8002 to factory defaults	page 38
Saving and restoring EX8002 configuration settings	page 38
Setting up printing, installing printer drivers, installing user software	Printing
Shutting down, rebooting, and restarting the EX8002	page 46
System and user software updates	page 30
Troubleshooting EX8002 Setup	page 48
USB printing	page 39
Variable data printing, setting search path for common objects	page 43
WebTools	page 27
Windows XP system password	page 29

Setting passwords

You can set or change the passwords for users of the EX8002. Anyone who is a member of the Administrators group can modify the Setup options and control the flow and order of print jobs with the job management tools.



To create users, assign passwords, and add users to groups, use Configure. For more information, see WebTools Configure Help.



Keep track of the passwords that you set.

Passwords from a network computer



You can change the Administrator and Operator passwords from WebTools Configure or Command WorkStation, Windows Edition. For more information, see WebTools Configure Help.

Changing the Windows XP system password

The EX8002 is set with a Windows XP system password. To ensure network security in your environment, the administrator must change the password.

TO CHANGE THE WINDOWS XP PASSWORD FOR THE EX8002

- 1 **Press Ctrl+Alt+Delete on the Windows keyboard.**

The Windows Security dialog box appears.

NOTE: If you are using the Welcome screen on Windows XP, the Windows Task Manager dialog box appears. To access the Windows Security dialog box, you must disable the Welcome screen. From the Windows XP control panel, access User Accounts, select the Change the way users log on or log off option, and then clear the Use the Welcome screen option.

- 2 **In the Windows Security dialog box, click Change Password, and then type the following. For example, to change to “Fiery.2”:**

User name: administrator

Log on to: \\Aero

Old Password: Fiery.1

New Password: Fiery.2

Confirm New Password: Fiery.2

- 3 **Click OK.**

The new password, Fiery.2, is now set.

Updating system and user software

Using the tools System Updates and Check for Product Updates (Software Downloads Site), you can obtain updates to EX8002 System Software and User Software from a secure site on the Internet (referred to throughout this documentation as the Update Server).

Before updating the EX8002

Keep in the mind the following before updating the EX8002 using System Updates or Check for Product Updates:



- If you reinstall system software onto the EX8002 HDD from DVDs, all patches and updates previously downloaded and installed are deleted and must be reinstalled. You should obtain the most recent patches from the Update Server immediately after system software is reinstalled.
- If the EX8002 is behind a firewall and unable to access the Internet, the site administrator can configure a proxy server at the customer's organization to allow the EX8002 to receive updates (see [page 34](#)).
- While updates are being installed, you cannot print to the EX8002. Schedule the automatic updates when no one plans to print. While updates are being installed, the EX8002 may need to reboot several times.
- To view updates that have already been installed, print the Configuration page or access Check Now and click the History tab (see [“Using Check Now”](#) on page 35). Check Now is available when you access System Updates directly from the Fiery Advanced Controller Interface.
- The list that is displayed when you access Check for Product Updates (Software Downloads Site) may include:
 - Updates that are unavailable through System Updates and/or are not approved for all users.
 - Updates that may already be installed on some EX8002 print servers. To help you choose the updates to download, compare the list displayed with the EX8002 print server's Configuration Page > Updates log.

NOTE: Check Now is not available when you access System Updates from Command WorkStation or WebTools.

System Updates

System Updates allows you to schedule regular inquiries to an Update Server on the Internet for available EX8002 updates. The EX8002 checks automatically for updates by contacting the Update Server periodically.

System Updates also allows users to obtain updated versions of EX8002 user software (utilities) and install them onto client computers that connect to the EX8002. The updated applications are first downloaded from the Update Server to a partition on the EX8002 HDD. Users access the EX8002 over the Internet and download the updated applications onto client computers and then manually install them.

You can also view and download updates at any time using the Check Now feature from the Fiery Advanced Controller Interface. Use Check Now to view and manually download updates that are available for installation (Patches tab) and/or view a list of updates that have already been installed (History tab).

You can also launch Check Now by clicking an update notification in the task bar on the EX8002 monitor.

Access System Updates in the following ways:

- Directly from the Fiery Advanced Controller Interface
- From a client computer through WebTools > Configure tab > Launch Configure
- From a client computer through Command WorkStation > Server menu > Setup > Server > System Update

For detailed instructions, see [“To schedule System Updates”](#) on page 32.

Make sure to review [“Before updating the EX8002”](#) on page 30 before scheduling System Updates.

To SCHEDULE SYSTEM UPDATES

1 Access System Update.

You can access System Updates directly from the Fiery Advanced Controller Interface or from a client computer using WebTools or Command WorkStation.

If you access System Updates directly from the Fiery Advanced Controller Interface, an additional feature, Check Now, is available (see [page 35](#)). Check Now lists the updates that are currently available (Patches tab) and the updates that have already been installed (History tab).

NOTE: Check Now is not available when you access System Updates from Command WorkStation or WebTools.

From the Fiery Advanced
Controller Interface

- Click Start > All programs > Fiery > System Updates.

From a client using Command Workstation

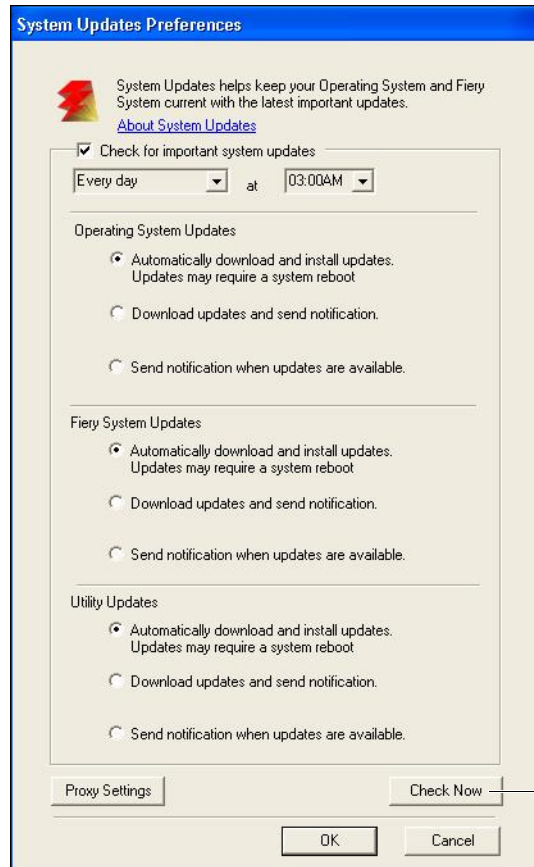
- Start Command Workstation.
- Log on with Administrator privileges.
- Choose Setup from the Server menu.
- Choose System Update from the Server menu.

From a client using WebTools

- Launch a Web browser and type the IP address or DNS name of the EX8002 and press Enter.
- Click the Configure tab, and then click Launch Configure.
- Log on with Administrator privileges.
- Choose Configure > Server > System Update.
- Choose System Update from the Server menu.

NOTE: While updates are being installed, you cannot print to the EX8002. Schedule the automatic updates when no one plans to print. The EX8002 may need to reboot several times during the update process.

- 2 Select “Check for important system updates” (or “Enable System Updates” in Command WorkStation or WebTools).



Not available when accessed from WebTools or Command WorkStation

- 3 Specify how often the EX8002 is to contact the Update Server.

This feature sets a schedule for installing, downloading and/or notifying of updates.

- 4 **Choose a method for updating the EX8002 operating software, system software, and utility software:**
 - **Automatically download and install updates (preferred method):** Automatically downloads updates to the EX8002 and installs them. Your intervention is not required.
 - **Download updates and send notification:** Automatically downloads updates to the EX8002, but does not install them; sends a notification that updates have been downloaded. After the updates are downloaded, you install the updates manually.
 - **Send notification when updates are available:** A notification displays in the EX8002 task bar when new updates are available for download from the Update Server. To manually download the updates to the EX8002, access Check Now by clicking the notification in the task bar.
- 5 **If you use a proxy server to connect through a firewall to the Update Server, click Proxy Settings, select Enable Proxy, and type the appropriate information in the following fields:**
 - Address: proxy server IP address
 - Port: port used by the proxy server
 - User Name: user name for accessing the proxy server
 - Password: password for accessing the proxy server
- 6 **In the Proxy Settings window, click Save.**
- 7 **Click Apply.**

Using Check Now

Check Now is available when you access System Updates directly from the Fiery Advanced Controller Interface.

Use Check Now to view updates that are available for installation (Patches tab) and updates that have already been installed (History tab).

NOTE: Check Now is not available when you access System Updates from Command WorkStation or WebTools.

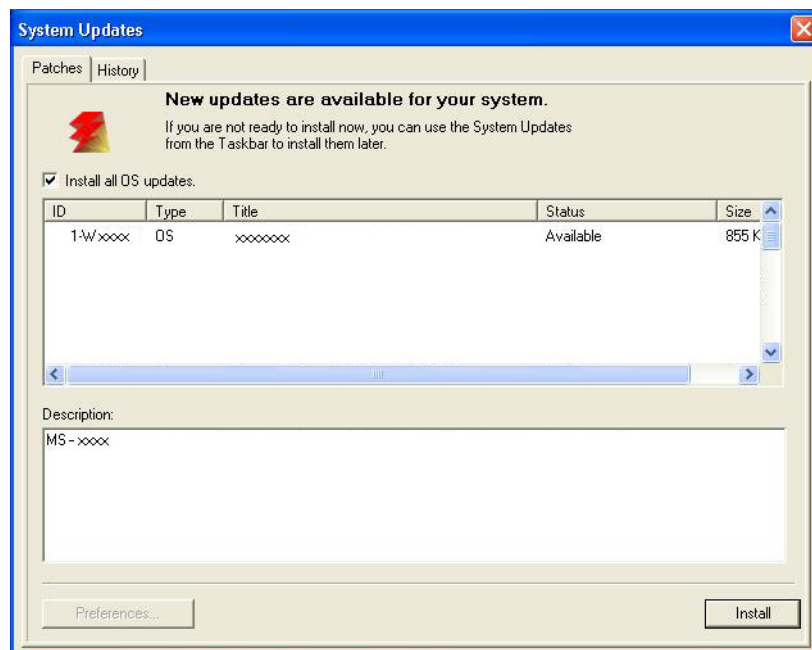
TO VIEW AND INSTALL UPDATES USING CHECK NOW

1 At the EX8002, click Start > All Programs > EX8002 > System Updates.

The System Update Preferences dialog box appears.

2 Click Check Now at the bottom of the screen, and then do any of the following:

- To view a description of an update, select it in the list.
- To install the update, click Install.
- To view updates that have already been installed, click the History tab.
- To close the window without installing an update, click the X in the upper right corner.



Check for Product Updates (Software Downloads Site)

Check for Product Updates (also known as the Software Downloads Site) allows you to access the Update Server to view and manually download all available updates for EX8002 System and User Software. You can access Check for Product Updates from the Configure tab in WebTools.

Check for Product Updates is especially useful if your EX8002 cannot access the Internet, is behind a firewall, or is otherwise unable or not configured to seek and accept automatic updates from the Update Server. (For instance, if you do not want—or the EX8002 is unable—to take advantage of the auto-download/auto-installation/auto-notification features available through System Updates.)

For detailed information, see [“To install updates using Check for Product Updates”](#) on page 36.

Make sure to review [“Before updating the EX8002”](#) on page 30 before using Check for Product Updates.

TO INSTALL UPDATES USING CHECK FOR PRODUCT UPDATES

- 1 **Launch a Web browser, type the IP address or DNS name of the EX8002, and then press Enter.**
- 2 **Click the Configure tab, and then click Check for Product Updates.**

A window appears listing available updates.

NOTE: The list that is displayed when you access Check for Product Updates may include:

- Updates that are unavailable through System Updates and/or are not approved for all users.
 - Updates that may already be installed on some EX8002 print servers. To help you choose which updates to download, compare the list displayed with the EX8002 print server's Configuration Page > Updates log.
- 3 **For each update that you want to download, click the file name under Download and then select Save to download the update file to a location on the client computer.**
 - 4 **When the update files have been downloaded, browse to the location of the update file on the client computer and handle it according to the file type, circumstances, and site conditions.**

Clearing the EX8002

The Clear Server command allows you to clear all queued print jobs from the EX8002 Print, Hold, and Printed queues. Jobs can also be deleted, either individually or as a group, using Command WorkStation. Clear Server also clears all jobs archived on the EX8002 hard disk, the index of archived jobs, and all FreeForm masters.

TO CLEAR THE EX8002 FROM COMMAND WORKSTATION

- In Command WorkStation, choose **Clear Server** from the **Server** menu.



For more information, see Command WorkStation Help.

Back up your original data on your own media at the same time you store and save data on the EX8002 hard disk. Never damage or reset the EX8002 hard disk, and do not turn off the system while accessing the hard disk. For instructions on how to turn on and turn off the EX8002, see [page 46](#).

If the EX8002 hard disk or system software experiences technical difficulties, data stored and saved on the EX8002 hard disk may be irretrievably lost. If problems with the hard disk occur, extended storage of the following data cannot be assured:

- Third-party fonts
- Print jobs
- Color profiles, including profiles downloaded or edited with Spot-On
- Job notes and instructions
- Jobs edited with Impose
- Variable data documents
- E-mail Service Address Book
- EX8002 configuration information (list of all the settings in effect for the current Setup)

Restoring EX8002 settings

You can restore the EX8002 to default settings or a group of settings that you have already saved.

Saving and restoring EX8002 configuration

You can save the current configuration of the EX8002 and restore it later, if necessary. The following settings are saved (if your EX8002 supports them):

- Settings made in Setup (except Server Name)
- Impose templates saved in the default directory for these files on the EX8002
- Address books
- Virtual Printer settings
- Users and Groups information (login names and passwords)
- Custom spot colors



To save and restore settings, use Configure. For information, see WebTools Configure Help.

USB printing

Users can save PS, EPS, TIFF, and PDF files to a USB device and print those files on the EX8002. To print files automatically when a USB device is connected to the EX8002, save the files to specific folders or to the root level on the USB device.

For more information about printing, see [Printing](#).

TO SET UP A USB DEVICE FOR AUTOMATIC PRINTING

1 Configure, at a minimum, the following USB printing options in WebTools Configure > Network > Port > USB:

- Select Enable USB Port.
- For Default Queue, choose the connection to which the EX8002 downloads files that do not specify a connection.
- Set USB Media Autoprint to Print All.

2 At a computer, create folders at the top (root) level of the USB device named Print, Hold, and Direct.

3 Save the files from the computer to the USB drive.

Files copied to the Print, Hold, and Direct folders are downloaded to the corresponding print connection on the EX8002 when you connect the USB device to the EX8002.

Files copied to the root level of the device (and any folder under the root level that is not named for a print connection) are downloaded to the queue that you configured for USB printing.



Prepare the USB device with the correct folder structure and appropriate files before the device is connected to the EX8002. Because file processing begins as soon as you connect the device to the EX8002, there is no time to do any file management tasks such as moving files to a different folder or deleting files.

4 Remove the USB device from the computer and connect it to the USB port on the EX8002.

For the location of the USB port, see [page 20](#). Other USB ports, such as those on the front of the EX8002, may also work.



Make sure that the USB device is properly stopped before you disconnect it from the computer.

Managing e-mail address books

You can manage e-mail/Internet Fax addresses on the EX8002 by sending e-mail messages in a particular format to the EX8002. Management features are overwriting the address book, adding new addresses, removing addresses, and retrieving current addresses on the EX8002.

Users use the address books when they send attachment files to a particular e-mail/Internet Fax address.

NOTE: E-mail messages can be sent only from an administrator account.

The EX8002 supports the following address books:

Admin allows members to modify the address book, get the current address book from the EX8002, cancel a job, or receive the status of a job. However, membership in this address book does not provide the same privileges as the Administrator password ([page 29](#)) does.

Print includes users who have print access. Only users whose e-mail addresses are in the Print address book are authorized to submit jobs via e-mail to the EX8002. Unauthorized users receive an e-mail reply that their job was not accepted by the EX8002 for printing.

User is a generic mailbox.

Fax is used for sending files via Internet FAX to the EX8002. You cannot use addresses in the address book to send an e-mail to the EX8002.

Corporate is an LDAP address book.

NOTE: Perform LDAP Setup before setting this address book.

When a print job is submitted via e-mail, the EX8002 first checks the Print address book. If the user's e-mail address does not match any entry in the Print address book, the job does not print. Instead, the user receives an e-mail stating that the print job was not accepted.

The default wildcard character "@" is stored in the Print address book. This allows any user to print to the EX8002 until the administrator adds the first entry in the Print address book.

To manage address books, send an e-mail to the EX8002 with commands in the Subject and Message fields. The EX8002 responds by e-mail with information about each request, as described in the following table.



To add or remove more than one address at a time, list the addresses on separate lines in the message field of the e-mail.

Task	Administrator subject field	Administrator message field	E-mail response subject field	E-mail response message field
To retrieve a specific address book	#GetAddressBook <i>name of address book</i> For example: #GetAddressBook Admin		Address Book <i>name of address book</i> For example: Address Book Admin	List of addresses in the specified address book
To add an address to an address book	#AddAddressTo <i>name of address book</i> For example: #AddAddressTo Print	name@domain or “display name” <name@domain>	Added to Address Book <i>name of address book</i> For example: Added to Address Book Print	List of addresses added to the address book The EX8002 also lists any addresses that cannot be added and includes the reason.
To clear an address book	#ClearAddressBook <i>name of address book</i> For example: #ClearAddressBook User		Address Book <i>name of address book</i> cleared or Address Book <i>name of address book</i> not cleared For example: Address Book User cleared	If the address book is not cleared, the reason is given.
To delete an address from an address book	#DeleteAddressFrom <i>name of address book</i> For example: #DeleteAddressFrom User	name@domain or “display name” <name@domain>	Removed from Address Book <i>name of address book</i> For example: Removed from Address Book User	Deleted Address 1 Deleted Address 2 The EX8002 also lists any addresses that cannot be deleted and includes the reason.
To receive help for EX8002 e-mail services	#Help		RE: Help	Provides troubleshooting e-mail syntax

TO RETRIEVE AN ADDRESS BOOK FROM THE EX8002

- 1 Start your e-mail application.**
- 2 Open a new message window.**
- 3 Type the e-mail address of the EX8002 in the To line.**
- 4 Type the command and the address name in the Subject line.**

For example, to retrieve the User address book, type “#GetAddressBook User.”

- 5 Send the message.**

The return message includes the addresses of the specified address book.

- 6 Copy the addresses as a text file or save the message for your records.**
-

TO RESTORE AN ADDRESS BOOK TO THE EX8002

- 1 Start your e-mail application.**
- 2 Open a new message window.**
- 3 Type the e-mail address of the EX8002 in the To line.**
- 4 Type the command and the address book name in the Subject line.**

For example, to restore the User address book, type “#GetAddressTo User.”

- 5 Copy the addresses to the body of the e-mail with each address on a separate line.**

You can include nicknames. However, when a nickname or address is longer than one line, edit it to fit on one line.

- 6 Send the message.**
- 7 In the return e-mail message, confirm that the addresses were restored correctly.**

VDP Search Path

In **Configure > PDL > VDP**, use the following information to set the file search path for VDP objects.

Setting common global search paths

A file search path specifies where common VDP resources (for example, PostScript images and fonts) are stored, on a network computer or on the EX8002. The EX8002 searches predefined paths until it finds the necessary resources. If the resource is not found, the job fails. Inform users of the paths that you specify so that their jobs can access the resources.

The EX8002 searches paths for VDP resources in the following order:

- **Path that the user specifies in the job**
See [“Allowing users to define a search path for a single job”](#) on page 44.
- **Paths that you define in Configure for common global objects**
- **Path that the application specifies for VPS or PPML resources when it generates the data stream**

For any of these paths, the EX8002 searches the folder and then the subfolders within that folder. After the EX8002 locates the first resource, it attempts to locate the second resource in the same folder. If the second resource is not found in the same folder, the EX8002 searches according to the original order.

TO SPECIFY A GLOBAL PATH FOR COMMON VDP OBJECTS

- 1 **Start Configure in one of the following ways:**
 - In a Web browser, type the IP address of the EX8002, click the **Configure** tab, and then click **Launch Configure**.
 - In **Command WorkStation, Windows Edition**, choose **Server > Setup**
- 2 **Choose **Configure > PDL > VDP**.**
- 3 **Click **Add**.**
- 4 **In the window that appears, type the path name or click **Browse** to locate the path.**

If you type the path name, use the format of a mapped drive (for example, Z:\folder) or a UNC (for example, \\computer name\folder).
- 5 **If the path is located on a computer that requires authentication, select **Remote Server Authentication** and enter the appropriate user name and password.**
- 6 **Click **OK**.**
- 7 **To add more paths, click **Add** and repeat these steps.**
- 8 **Click **Apply**.**

Allowing users to define a search path for a single job

A user can enter a single search path when the user sends the job from a Windows printer driver, or when someone later overrides the job to include a search path. The path must be fewer than 256 characters, and in the format of a mapped drive (for example, Z:\folder) or a UNC (for example, \\computer name\folder).

To use a mapped drive, it must be recognized by the EX8002. For example, if the user specifies a path on the user's computer (for example, C:\My Documents\VDP), the EX8002 assumes this is the C:\ drive on the EX8002. In another example, if "Z:" is a network drive that users access on their network, the EX8002 does not know the location to which "Z:" refers. Therefore, you must map a drive so that the EX8002 also recognizes the location where resources are stored.

The following procedure assumes that you use the Fiery Advanced Controller Interface. If you do not have the Fiery Advanced Controller Interface, but your EX8002 supports Remote Desktop, connect to the EX8002 with Remote Desktop and use the following procedure.

TO MAP A DRIVE TO A LETTER RECOGNIZED BY THE EX8002

- 1 From a Windows Explorer window, choose Tools > Map Network Drive.
- 2 From the Drive menu, choose a letter that is not currently mapped.
- 3 In the path field, type the UNC of the network computer that contains the shared resources, or click Browse and locate the computer on the network.
- 4 Click Finish.
- 5 If you are prompted to enter a network password, type Administrator in the Connect As field, type the password in the Password field, and then click OK.
- 6 Inform the user to use the drive letter in the VDP search path when the user sends the job to the EX8002.

Printing the Configuration page

The Configuration page lists the settings in effect for the current Setup. After you perform Setup, print a Configuration page to confirm your settings. Post the current Configuration page near the EX8002 for quick reference. Users need the information on this page, such as the current printer default settings.

TO PRINT THE CONFIGURATION PAGE FROM COMMAND WORKSTATION

- 1 In Command WorkStation, choose Print Pages from the Server menu.
- 2 Click Configuration.
- 3 Click Print.

Maintaining optimal EX8002 performance

The EX8002 does not require maintenance. Beyond the obvious requirements of servicing and maintaining the digital press and replenishing consumables, you can improve the overall performance of your system by doing the following:

- **Make the best use of your network connections.**

Publish only connections that will be used. The EX8002 constantly checks all published connections, even if they are inactive.

Review the published connections by printing a Configuration page. Eliminate the connections that are not being used. It is easy to re-establish them when needed.

- **Leave less urgent jobs to times when there is less network traffic or printing.**

You can print recurring print jobs or jobs that are not urgent to the Hold queue. At low-traffic times, the administrator or a user of the job management tools with Operator privileges can move (or copy) all the Hold queue jobs to the Print queue for printing.

- **Reduce unnecessary network communication.**

Large numbers of users running Fiery utilities, especially with frequent updates, may have a significant effect on EX8002 performance.

- **Make sure that you have adequate disk space on the EX8002.**

Periodically review the list of jobs in the Hold queue, and the number of jobs being retained in the Printed queue.

An administrator can print or delete jobs that are in the Printed queue and Hold queue. Consider printing or offloading inactive jobs. If disk space on the EX8002 is frequently low, you can disable the Printed queue (in Server Setup) and choose not to publish the Hold queue (in Printer Setup).

To move or remove queued jobs, use the job management tools. When you free up disk space by removing inactive jobs, new jobs are spooled and printed more quickly.

Shutting down, rebooting, and restarting the EX8002

Generally, you can leave the EX8002 and the digital press running all the time. This section describes how to shut down, reboot, and restart the EX8002 when necessary.

Shutting down the EX8002

When you need to shut down the EX8002, fonts downloaded to the EX8002 are not deleted. Jobs in the Hold and Print queues and jobs that have been processed but not printed are not deleted and are available for printing when you later turn on the EX8002.

TO SHUT DOWN THE EX8002

- 1 **Verify that the EX8002 is not receiving, processing, or printing any files.**

If necessary, wait until Command WorkStation shows no processing or printing jobs in the Active Jobs window, or the Fiery Bar shows Idle in both the RIPping and Printing areas. If the system has just finished processing, wait at least five seconds after the system reaches Idle before beginning the shutdown procedure.

- 2 **On the Fiery Advanced Controller Interface, close all open applications except FieryBar.**
- 3 **From the Windows Start menu, choose Shut Down.**
- 4 **Choose Shut Down and click OK.**

Rebooting or restarting the EX8002

Restarting the EX8002 resets the EX8002 system software, but does not reboot the entire system. Network access to the EX8002 is temporarily interrupted and all currently processing jobs are terminated.



If you use a USB thumb drive, remove it before rebooting. Otherwise, the EX8002 does not reboot.

TO REBOOT THE EX8002

- 1 **Verify that the EX8002 is not receiving, processing, or printing any files.**

If necessary, wait until Command WorkStation shows no processing or printing jobs in the Active Jobs window, or the FieryBar shows Idle in both the RIPping and Printing areas.

- 2 **Close all open applications except FieryBar.**
- 3 **Click Start in the Windows taskbar, and then choose Shut Down.**
- 4 **Select Restart and click OK.**

Wait for the system to reboot.

- 5 **At the Log On to Windows dialog box, type Administrator in the user name field, type the password, and then press Enter.**

The password is case-sensitive and must be entered exactly.

- 6 **Wait for FieryBar to appear on the monitor and reach Idle.**

The EX8002 takes approximately three minutes to power on and reach Idle.

TO RESTART THE EX8002

- 1 **Verify that the EX8002 is not receiving, processing, or printing any files.**

If necessary, wait until Command WorkStation shows no processing or printing jobs in the Active Jobs window, the FieryBar shows Idle in both the RIPping and Printing areas.

- 2 **Close all open applications except FieryBar.**
- 3 **Right-click FieryBar and choose Restart Fiery from the menu that appears.**
- 4 **Click OK when the confirmation message appears.**

Wait for the EX8002 server software to close down and restart. You may need to wait one minute or more for the server software to restart. FieryBar displays the Exited status while the server software restarts.

TROUBLESHOOTING

This chapter provides troubleshooting tips.

Troubleshooting the EX8002

Startup diagnostics are described in the documentation for service technicians. Contact your authorized service/support center if you see startup error messages on Command WorkStation or if the EX8002 does not reach the Idle state.



Runtime error messages

For error messages related to canceling jobs and printing, including the Disk Full message and alerts to load media, see Command WorkStation Help.

You can turn on PostScript error reporting as a print option from Mac OS applications.

Printer not found

Most failures to find a printer on the network are due to conflicting or missing name or address settings for the EX8002. You must enter names in specific places. The required names are:

- TCP/IP host name (also known as the DNS name), which is defined by your organization.
Enter the host name as the Server Name in EX8002 Setup.
- Remote printer (internal machine) name. Use one of the following:
print
hold
direct

NOTE: If you change the DNS name (TCP/IP host name) of the EX8002, you must reconfigure one of the utilities on each computer.

For the appropriate name, see the following table.

In this location	For this item	TCP/IP networks	See
Server Setup	Server Name option	Administrator defines name	Configure Help
Windows hosts file	host name	DNS name (TCP/IP host name)	page 9
Windows setup for TCP/IP	lpd host name	DNS name (TCP/IP host name)	page 9
	Name of printer on lpd host machine	print, hold, or direct	
UNIX /etc/printcap file (BSD)	rp line	print, hold, or direct	page 13
Solaris	lpadmin queue name	print, hold, or direct	
Add New Server dialog box, when configuring a utility	New Device	XXXXXX	Utilities
	Server Name	DNS name	
		(TCP/IP host name)	

Cannot connect to the EX8002 with utilities

If users cannot connect to the EX8002, check the following:

EX8002 Setup: The appropriate network protocol must be enabled, with the correct parameters (for example, for TCP/IP, the IP address), and you must publish either the Print queue or Hold queue.

You can check these settings quickly by printing a Configuration page.

On the client computer: The appropriate network protocols must be loaded.

Cannot connect to the EX8002 with Command WorkStation

If there is a problem connecting to the EX8002, an error message is displayed.

The problem can occur when:

- The EX8002 is initially turned on.
- The EX8002 restarts.
- You have changed settings affecting the server address and have not reconfigured the connection to the server.

If you experience this problem, try the following solutions, in this order:

- A remote computer running utilities or WebTools may be interfering by obtaining status information. If possible, close the remote application, and try to connect again.
- Restart the Command WorkStation software and try to connect again.
- Restart the EX8002.

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