



# Xerox® EX Print Server, Powered by Fiery®, for the DocuColor® 8080 Digital Press

## Configuration and Setup



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## INTRODUCTION

This document describes how to set up network servers and user computers to use the Xerox EX Print Server, Powered by Fiery, for the DocuColor 8080 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 on 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	EX Print Server (in illustrations and examples)
Digital press	Xerox DocuColor 8080
EX Print Server	Xerox EX Print Server, Powered by Fiery, for the DocuColor 8080
Titles in <i>italics</i>	Other documents in this set
Windows	Microsoft Windows XP, Windows Vista, Windows Server 2003/2008/2008 R2, Windows 7
	Topics for which additional information is available by starting Help in the software
	Tips and information
 <b>WARNING</b>	A warning concerning operations that may lead to death or injury to persons if not performed correctly. To use the equipment safely, always pay attention to these warnings.
 <b>CAUTION</b>	A caution concerning operations that may lead to injury to persons if not performed correctly. To use the equipment safely, always pay attention to these cautions.
<b>IMPORTANT</b>	Operational requirements and restrictions. Be sure to read these items carefully to operate the equipment correctly, and avoid damage to the equipment or property.

## About this document

This document covers the following topics:

- Network connectors on the EX Print Server
- Information specific to the EX Print Server 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 EX Print Server from a network computer or Fiery Advanced Controller Interface
- Setup of the EX Print Server to allow users to use WebTools
- Administration of the EX Print Server
- Troubleshooting

Administrator functions described in other documentation are summarized on [page 31](#).



## Battery information for the European Union and EEA

**IMPORTANT**

The symbol below 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, 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 EX Print Server.

### EX Print Server on the network

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

- AppleTalk, Bonjour
- 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 EX Print Server 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 EX Print Server as a networked printer. For information about configuring network servers in Windows and UNIX network environments as they relate specifically to the EX Print Server, see [page 13](#). For information about using your network, see the documentation that accompanies your network.

### 2 Physically connecting the EX Print Server to a functioning network

Prepare a network node for the EX Print Server. Obtain cable, route it to the location where the EX Print Server is to be installed, and attach the cable to the network connector of the EX Print Server. For details, see [page 21](#).

### 3 Setting up the EX Print Server

Configure the EX Print Server for your printing and network environment (see [page 15](#)).

### 4 Preparing user computers for printing

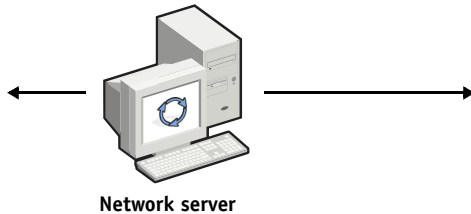
Install the files needed for printing, install user software, and connect the user computers to the network. The software installation is described in [Printing](#).

### 5 Administering the EX Print Server

Monitor and maintain system performance and troubleshoot problems that may arise (see [“Administering the EX Print Server”](#) on page 31).

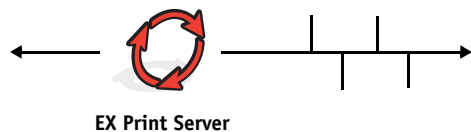
## Summary of EX Print Server network installation

### Network server configuration



Configure network servers to specify EX Print Server print queues and EX Print Server users.

### Connection



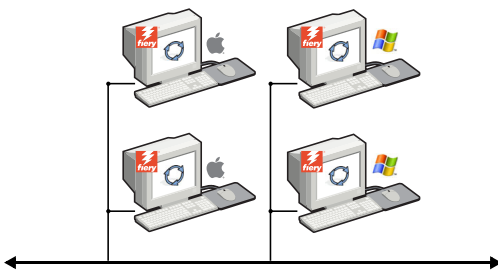
Prepare a network node. Connect the EX Print Server to the network.

### EX Print Server Setup



Configure default settings for the options in the Setup menus.

### Client computer Setup



On computers where users print to the EX Print Server:

- 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 EX Print Server in the list of printers.

**EX Print Server available on the network**

## Network Server Setup requirements

This section provides basic information about configuring the EX Print Server and using it on the network. It does not explain network functions for printing in general. Only information specific to the EX Print Server is presented. Setting up the network environment correctly requires the presence and active cooperation of the network administrator. Detailed instructions on 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 network settings in Setup. This allows the EX Print Server to query the network for zones, servers, and server-based queues.

Whenever you change the configuration of the EX Print Server, 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 EX Print Server 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 EX Print Server name and address are listed in a domain name server (DNS) or hosts name database used by your system.

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

- **Configure the EX Print Server 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 EX Print Server to a domain. If you assign the EX Print Server to a workgroup, you cannot use Active Directory.

### AppleTalk networks

AppleShare servers require no special configuration.

To allow Mac OS X computers to access Bonjour printers, you must enable Bonjour in Setup.

## UNIX networks

- When you configure a UNIX workstation with the lpr protocol and connect to the EX Print Server over a TCP/IP network, you can print directly to the EX Print Server.
- Setting up UNIX workstations requires an administrator with root privileges. After the initial configuration, UNIX users submit print jobs to a named printer.
- The EX Print Server is a printer controller that understands lpr protocols.
- The EX Print Server 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 EX Print Server must be one of the following:

print  
hold  
direct  
*name of virtual printer*

Computers on a TCP/IP network can print directly to the EX Print Server as a remote printer, or can print to a Windows Server 2003/Server 2008/2008 R2 server or UNIX workstation acting as a print server.

## PREPARING FOR EX PRINT SERVER SETUP

To prepare for printing at your site, you must do some initial EX Print Server 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 EX Print Server 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 EX Print Server 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 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 EX Print Server.



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



You can view detailed information about users and groups that you have created from [Configure](#) in [Command WorkStation](#). For more information, see [Command WorkStation Help](#).

### User authentication

The term “user authentication” means the EX Print Server 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”).

#### IMPORTANT

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

If you require users to specify their user name and password (that is, you have cleared the “Allow users to print without authentication” option), 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 EX Print Server).

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 Configure > Users and Groups, you assign a password to the user. In other areas of the system, you can also set passwords for these areas:

- Default admin user in Administrators group
- Default operator user in Operators group

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

#### IMPORTANT

By default, the Administrator password is set on the EX Print Server. Change the Administrator password periodically to protect the EX Print Server from accidental or malicious changes to Setup. For more information, see [“Setting passwords”](#) on page 32.

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 EX Print Server from Configure
- 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 EX Print Server 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 EX Print Server

**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 EX Print Server state.

## EX Print Server print connections

The EX Print Server 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 EX Print Server 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 EX Print Server 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 EX Print Server 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 EX Print Server, but only when the EX Print Server is idle. If the EX Print Server is busy, the job remains at the user's computer until the EX Print Server 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 EX Print Server 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.

**IMPORTANT**

Some types of jobs printed to the Direct connection cause temporary files to be stored on the EX Print Server hard disk, but do not appear in any of the job management tools. 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 EX Print Server, you must publish the Direct connection.

## WebTools

The EX Print Server supports Internet or intranet access with WebTools from Windows and Mac OS computers. To enable use of WebTools, see [“Configuring WebTools”](#) on page 30.

### Home

Home provides you with current information about the jobs processing and printing on the EX Print Server. 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 EX Print Server. 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 EX Print Server, and submit jobs to the EX Print Server. For more information, see WebTools Docs Help.



### Configure

Configure allows you to view and modify EX Print Server options from a network computer. This function requires an Administrator password. For more information, see [page 23](#).

## Additional security features

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

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

### Controlling E-mail access to the EX Print Server

Because you can allow users to print file attachments in e-mail messages sent to the EX Print Server, the EX Print Server 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 EX Print Server. Because file types such as .BAT, .VBS, and .EXE could launch harmful virus activity, the EX Print Server does not process these file types. The EX Print Server 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 EX Print Server. Any e-mail that the EX Print Server receives from an e-mail address not in the authorized list is deleted. For more information, see [page 41](#).

### Restricting IP addresses, ports, and MAC addresses

To restrict unauthorized connections to the EX Print Server, 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 EX Print Server.

### Secure Printing

This option allows the printing of highly sensitive or confidential files with user authentication. A user printing a file with the printer driver assigns a password to the job. The user must then enter the password at the digital press to print the job. You assign passwords in Configure using Users and Groups. For more information about assigning passwords to users and groups, see Configure Help. For more information about how to print a secure job with a password, see Printer Driver Help.



### 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 Configure Help.

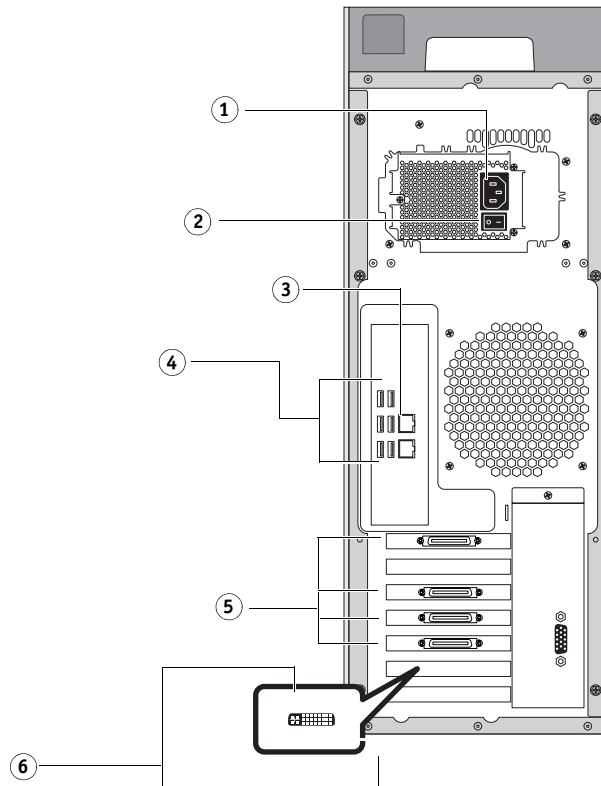


## Connecting network cable to the EX Print Server

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

### Back view of the EX Print Server

- 1 Power connector
- 2 Power switch
- 3 Network 10/100/1000
- 4 USB ports (Keyboard, mouse, ES-1000, and SeeSequence Suite dongle)
- 5 Printer interface ports
- 6 Monitor (refer to the port configuration for your system)



## Ethernet connection

For Ethernet connections, the EX Print Server supports Unshielded Twisted Pair (UTP) 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)

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### TO CONNECT TO THE NETWORK

- 1 **Power off the digital press and the EX Print Server.**

For information about the proper procedures, see [page 45](#).

- 2 **Connect the cable from the network to the appropriate network connector (RJ-45) on the back of the EX Print Server.**
- 3 **Power on the EX Print Server and the digital press.**

## About Setup

Setup configures the EX Print Server to communicate with other devices and manage print jobs. Perform Setup the first time you turn on the EX Print Server, 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.

To set up the EX Print Server from a network computer, use Configure ([page 23](#)). Access Configure from WebTools or Command WorkStation.

Make settings for Server Setup, Network Setup, and Printer Setup, in that sequence from a network computer ([page 23](#)).

If you do not set options in the remaining Setup menus, the EX Print Server uses default settings. You must choose settings appropriate for the printing environment at your site.

## SETUP FROM A NETWORK COMPUTER

Perform Setup from a network computer using Configure. To use Configure from a network computer, you must enter the EX Print Server Administrator password.

### Accessing Configure from a network computer

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

- WebTools from a supported Internet browser
- Command WorkStation

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#### TO ACCESS CONFIGURE FROM AN INTERNET BROWSER USING WEBTOOLS

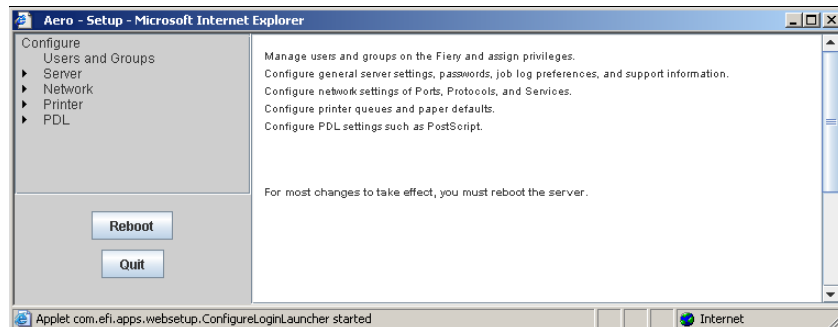
- 1 Start your Internet browser and type the IP address of the EX Print Server.
- 2 Click the Configure tab.
- 3 Click Launch Configure.
- 4 Log on with Administrator privileges.

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#### TO ACCESS CONFIGURE FROM COMMAND WORKSTATION

- 1 Start Command WorkStation.
- 2 Log on with Administrator privileges.
- 3 Choose Configure 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 Configure Help. Configure Help can be accessed from WebTools Configure and from Command WorkStation.



# SETUP OPTION REFERENCE

This chapter describes the default settings that you can set for the following sets of options:

- PS (PostScript) and PCL
- Adobe PDF Print Engine
- Productivity
- Job Log
- RIP While Receive
- SLP (Service Location Protocol)

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



For setup options not listed this section, see Configure Help.

## PS and PCL Setup options

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

- To access PS Setup options, choose **Configure > PDL > PS**.
- To access PCL Setup options, choose **Configure > PDL > PCL**.

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 EX Print Server, 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 EX Print Server 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.
Append CR to LF	<u>Yes</u> , No	Specify whether to append a carriage return to each line feed.
Cache PDF and PS objects	On, <u>Off</u>	Specify whether images in PDF and PS files are cached to reduce the need to reprocess the same image in a file.

Option	Settings (default is underlined)	Description
Convert Paper Sizes	<u>No</u> , Letter/Tabloid->A4/A3, A4/A3->Letter/Tabloid	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.  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 EX Print Server system pages such as the Start Page, Test Page, and Job Log.
Default Orientation	<u>Portrait</u> , Landscape	This PCL option determines whether the text or image is oriented along the short edge of the paper (Portrait) or the long edge of the paper (Landscape).
Default Paper Sizes	US, Metric (default is US in the United States, Metric elsewhere)	Print 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 select US; on A4 paper if you select 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.
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.
Font Number	<u>0</u> -999	The font number designates the default font for the EX Print Server. To determine font numbers, print the internal PCL Font List. The standard fonts are listed in order. The font numbers, however, are not displayed.
Font Pitch (char/in)	0.44-99.99 (default is 10.00)	If the default PCL font selected in Font Number represents a fixed pitch scalable font, determine the width of scalable type. Pitch is measured by characters per inch, so 10-pitch type fits 10 characters per inch.
Font Size (pt)	4.0-999.75 (default is 12.00)	If the default PCL font selected in Font Number represents a proportionally spaced scalable font, determine the point size (height) of the font.
Font Source	<u>Internal</u> , Soft Font	Specify the PCL font source to be enabled.
Form Length (lines)	5-128 (default is 60)	Set the number of lines to be printed per page in PCL jobs.
Offset Jobs	Yes, <u>No</u>	Specify whether jobs are offset after they are printed. You must install a finisher.

Option	Settings (default is underlined)	Description
Output Delivery	<u>Face down - normal order</u> , Face up - normal order, Face down - reverse order, Face up - reverse order	Specify the position in which the job is output.
Output Tray	Destination options vary according to the accessories installed.	Specify where to output the job.
Paper Size for System Pages	US, Metric (default is US in the United States, Metric elsewhere)	Specify the paper size that PCL system pages print on. System pages are pages that you print from the Fiery Advanced Controller Interface, such as the PCL Font List.
Print Cover Page	<u>No</u> , Yes	Print a cover page (job summary) with 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.
Print Master	Yes, <u>No</u>	Select Yes to print a FreeForm master when created and printed to the EX Print Server. The master is retained on the EX Print Server after printing unless deleted later. Select No only to process and hold a FreeForm master on the EX Print Server.
Print to PS Error	Yes, <u>No</u>	Specify whether the EX Print Server prints 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. Unless you encounter printing problems, leave at No.
Scale to Fit	On, <u>Off</u>	Specify whether to scale a document to a selected paper size if the document size is different from 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.
Symbol Set	ASCII, <u>Roman_8</u> , ECMA-94 L1, PC_8...	Choose the PCL symbol set that best matches the needs of users printing to the EX Print Server.

## Adobe PDF Print Engine Setup options

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

- To access Adobe PDF Print Engine Setup options, choose **Configure > PDL > Adobe PDF Print Engine**.

Option	Settings (default is underlined)	Description
Enable Adobe PDF Print Engine (APPE)	<u>On</u> , Off	Select to allow native PDF processing and rendering without the need to convert the job from PDF to PS on the EX Print Server.
Use Adobe PDF Print Engine Preferred as default for PDF jobs	<u>On</u> , Off	Select to make the Adobe PDF Print Engine the preferred method of processing PDF jobs. This allows PDF processing and rendering without the need to convert the job from PDF to PS on the EX Print Server.  <b>NOTE:</b> Enable Adobe PDF Print Engine (APPE) must be selected for this option to be available.

## Productivity Setup options

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

- To access Productivity Setup options, choose **Configure > Server > Productivity**.

Option	Settings (default is underlined)	Description
Job Batching	<u>On</u> , Off	Select 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 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.

## Job Log Setup options

- To access Job Log Setup options, choose **Configure > Server > Job Log**.

Option	Settings (default is underlined)	Description
Enable auto export	On, <u>Off</u>	Specify to automatically export the Job Log. If you select On, specify a date and time for the export to occur.  The Job Log is exported as a CVS-format text file.
Clear job log after exporting	On, <u>Off</u>	Select to automatically clear the Job Log after you export it.  <b>NOTE:</b> Enable auto export must be set to On to use this option.
Export job log via:	Email, SMB	<b>NOTE:</b> Enable auto export must be set to On to use this option.  If you select Email, enter the e-mail address to send the Job Log. If you select SMB, specify the SMB address, user name, and password. Click Verify to ensure that SMB information is entered correctly.
Require password to print job log	On, <u>Off</u>	Select to require users to enter the Administrator password before printing the Job Log.
Default page size	<u>Letter/A4</u> , Tabloid/A3	Select the paper size for the printed Job Log.

## RIP While Receive Setup option

- To access Enable RIP While Receive, choose **Configure > Server > Jobs > Enable RIP While Receive**.

Option	Settings (default is underlined)	Description
Enable RIP While Receive	<u>On</u> , Off	Select to ensure that a print job begins processing and spooling as soon as the EX Print Server is Idle. Otherwise, the print job begins processing only after it completes spooling.

## SLP Setup options

- To access SLP Setup options, choose **Configure > Network > Services > SLP**.

Option	Settings (default is underlined)	Description
Enable SLP	<u>On</u> , Off	Select On to register the EX Print Server SLP services.
Scope	default	Define an additional Scope to be included with the published SLP services.

## CONFIGURING WebTOOLS

WebTools allow you to manage your EX Print Server remotely from the Internet or your company's intranet. The EX Print Server 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 EX Print Server and computers for WebTools

WebTools provide access to many EX Print Server 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 ENABLE ACCESS TO WebTOOLS, ENABLE THE FOLLOWING ITEMS

- 1 In **Network Setup** on the EX Print Server, enable **TCP/IP**.
- 2 Set a valid, unique IP address, subnet mask, and gateway address (if required) for the EX Print Server.
- 3 In **Services Setup**, enable **Web Services**.  
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** on the user computer.
- 2 Assign the computer a valid, unique IP address, subnet mask, and gateway address, if required.
- 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 EX Print Server.
- 2 Click the tab that corresponds to the WebTool that you want to use.

## ADMINISTERING THE EX PRINT SERVER

This chapter provides tips on managing EX Print Server printing, performance, and security.

### Administrator functions

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

For this information	See
Address books for E-mail Printing	<a href="#">page 41</a>
Administrator and Operator passwords	<a href="#">page 32</a>
Backing up the entire EX Print Server	<a href="#">page 39</a>
Clearing the EX Print Server	<a href="#">page 38</a>
Configuration page	<a href="#">page 44</a>
Connecting the EX Print Server to the network	<a href="#">page 21</a>
Changing the EX Print Server default language	<a href="#">page 33</a>
Job Log Setup	Configure Help
Network servers, setting up to manage and share printing services	Documentation for your network servers
Network servers, setting up with information specific to the EX Print Server	<a href="#">page 10</a>
Optimizing EX Print Server performance	<a href="#">page 44</a>
Printer default settings	<a href="#">page 25</a> <i>Printing</i>
Saving and restoring EX Print Server configuration settings	<a href="#">page 39</a>
Setting up printing, installing printer drivers, installing user software	<i>Printing</i>
Shutting down, rebooting, and restarting the EX Print Server	<a href="#">page 45</a>
System and user software updates	<a href="#">page 33</a>
Troubleshooting EX Print Server Setup	<a href="#">page 47</a>
USB printing	<a href="#">page 40</a>
WebTools	<a href="#">page 30</a>
Windows XP system password	<a href="#">page 32</a>

## Setting passwords

You can set or change the passwords for users of the EX Print Server. 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 Configure Help.

### IMPORTANT

Keep track of the passwords that you set.

## Changing passwords from a network computer



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

## Changing the Windows XP system password

The EX Print Server 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 EX PRINT SERVER

#### 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.



## Changing the EX Print Server default language

You can change the default language displayed on the EX Print Server from Configure.

---

### TO CHANGE THE EX PRINT SERVER DEFAULT LANGUAGE

- Specify the language that you want to display on the EX Print Server from **Configure > Server > General > Choose Server Language**, and then click **Apply**.

## Updating system and user software

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

### Before updating the EX Print Server

Keep in the mind the following before updating the EX Print Server using System Updates or Check for Product Updates:

**IMPORTANT**

- If you reinstall system software onto the EX Print Server hard disk 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 EX Print Server 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 EX Print Server to receive updates (see [page 36](#)).
- While updates are being installed, you cannot print to the EX Print Server. Schedule the automatic updates when no one plans to print. While updates are being installed, the EX Print Server 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 36). Check Now is available when you access System Updates directly from the Fiery Advanced Controller Interface.
- The list that displays 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 EX Print Server print servers. To help you choose the updates to download, compare the list displayed with the EX Print Server 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 EX Print Server updates. The EX Print Server checks automatically for updates by contacting the Update Server periodically.

System Updates also allows users to obtain updated versions of EX Print Server user software (utilities) and install the updates on client computers that connect to the EX Print Server. The updated applications are first downloaded from the Update Server to a partition on the EX Print Server hard disk. Users access the EX Print Server 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 start Check Now by clicking an update notification on the task bar on the EX Print Server 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 > Configure > Server > System Update

For detailed instructions, see [“To schedule System Updates”](#) on page 34.

Make sure to review [“Before updating the EX Print Server”](#) on page 33 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 36](#)). 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 Configure from the Server menu.
- Choose Configure > Server > System Updates.

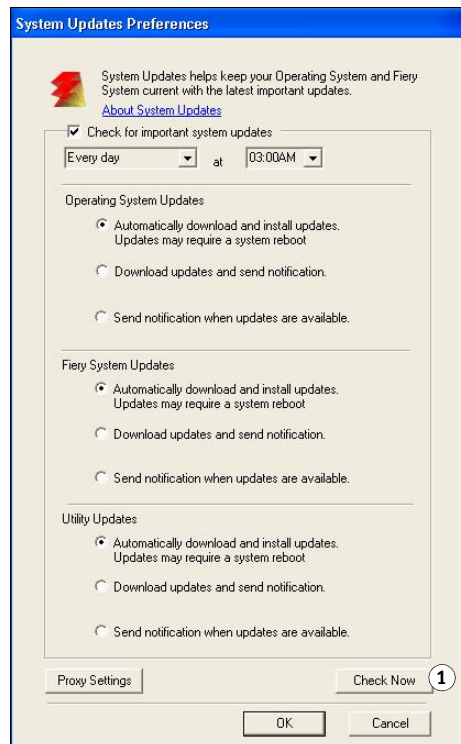
#### From a client using WebTools

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

**NOTE:** While updates are in progress, you cannot print to the EX Print Server. Schedule automatic updates when no one plans to print. You may need to reboot the EX Print Server several times during the update process.

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

#### 1 Check Now not available when accessed from WebTools or Command WorkStation



### 3 Specify how often the EX Print Server contacts the Update Server.

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

- 4 **Choose a method for updating the EX Print Server operating software, system software, and utility software:**
  - **Automatically download and install updates (preferred method):** Automatically downloads updates to the EX Print Server and installs them. Your intervention is not required.
  - **Download updates and send notification:** Automatically downloads updates to the EX Print Server, 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 EX Print Server task bar when new updates are available for download from the Update Server. To manually download the updates to the EX Print Server, 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 then 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 **On 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.

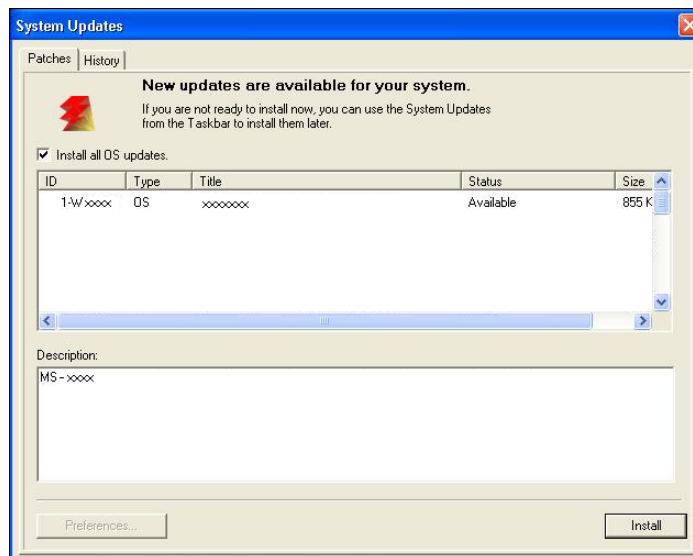
---

**TO VIEW AND INSTALL UPDATES USING CHECK NOW****1 At the EX Print Server, click Start > All Programs > EX Print Server > 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 EX Print Server 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 EX Print Server 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 EX Print Server is unable—to take advantage of the auto-download/auto-installation/auto-notification features available through System Updates.)

For detailed instructions, see [“To install updates using Check for Product Updates”](#) on page 38.

Make sure to review [“Before updating the EX Print Server”](#) on page 33 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 EX Print Server, 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 displays 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 EX Print Server print servers. To help you choose which updates to download, compare the list displayed with the EX Print Server 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.**

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.

## Clearing the EX Print Server

The Clear Server command allows you to clear all queued print jobs from the EX Print Server 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 EX Print Server hard disk, the index of archived jobs, and all FreeForm masters.

---

#### TO CLEAR THE EX PRINT SERVER FROM COMMAND WORKSTATION

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

For more information, see Command WorkStation Help.



#### IMPORTANT

Back up your original data on your own media at the same time you store and save data on the EX Print Server hard disk. Never damage or reset the EX Print Server hard disk, and do not turn off the system while accessing the hard disk. For instructions on how to shut down, restart, or reboot the EX Print Server, see [page 45](#).

If the EX Print Server hard disk or system software experiences technical difficulties, data stored and saved on the EX Print Server 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
- EX Print Server configuration information (list of all the settings in effect for the current Setup)

## Saving and restoring EX Print Server configuration



You can save the current configuration of the EX Print Server and restore it later, if necessary. To save and restore settings, use Configure. For information, see Configure Help.

The following settings are saved (if your EX Print Server supports them):

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

## Backing up the entire EX Print Server

With the Fiery Clone Tool, you can the copy of the contents of the EX Print Server hard disk to an image file, and then save the image file to a folder on the EX Print Server hard disk or a USB storage device connected to the EX Print Server. For more information, see the documentation that accompanies the Fiery Clone Tool.

## USB printing

Users can save PS, EPS, PCL, TIFF, and PDF files to a USB device and print those files on the EX Print Server. To print files automatically when you connect a USB drive to the EX Print Server, save the files to specific folders or to the root level on the USB drive.

---

### To SET UP A USB DRIVE FOR AUTOMATIC PRINTING

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

- Select Enable USB Port.
- For Default Queue, choose the connection to which the EX Print Server 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 user's computer to the USB drive.**

Files copied to the Print, Hold, and Direct folders are downloaded to the corresponding print connection on the EX Print Server automatically when you connect the USB drive to the EX Print Server.

Files copied to the root level of the drive are downloaded to the queue configured for USB printing.

**4 Remove the USB device from the user's computer and connect it to the USB port on the EX Print Server.**

For the location of the USB port, see [page 21](#).

<b>IMPORTANT</b>
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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 EX Print Server by sending e-mail messages in a particular format to the EX Print Server. Management features are overwriting the address book, adding new addresses, removing addresses, and retrieving current addresses on the EX Print Server.

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 EX Print Server supports the following address books:

**Admin** allows members to modify the address book, get the current address book from the EX Print Server, 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 32](#)) 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 EX Print Server. Unauthorized users receive an e-mail reply that their job was not accepted by the EX Print Server for printing.

**User** includes users who have digital press access.

When a print job is submitted via e-mail, the EX Print Server 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 EX Print Server until the administrator adds the first entry in the Print address book.

To manage address books, send an e-mail to the EX Print Server with commands in the Subject and Message fields. The EX Print Server 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 EX Print Server 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 EX Print Server also lists any addresses that cannot be deleted and includes the reason.
To receive help for EX Print Server e-mail services	#Help		RE: Help	Provides troubleshooting e-mail syntax

---

**TO RETRIEVE AN ADDRESS BOOK FROM THE EX PRINT SERVER**

- 1 Start your e-mail application.**
- 2 Open a new message window.**
- 3 Type the e-mail address of the EX Print Server in the To line.**
- 4 Type the command and the address book 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 to a text file or save the message for your records.**
- 

**TO RESTORE AN ADDRESS BOOK TO THE EX PRINT SERVER**

- 1 Start your e-mail application.**
- 2 Open a new message window.**
- 3 Type the e-mail address of the EX Print Server 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.**

## 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 EX Print Server 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

- In Command WorkStation, choose **File > Print > Server Configuration**.

## Maintaining optimal EX Print Server performance

The EX Print Server 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 EX Print Server 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 Held 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 EX Print Server performance.

- **Make sure that you have adequate disk space on the EX Print Server.**

Periodically review the list of jobs in the Held 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 Held queue. Consider printing or offloading inactive jobs. If disk space on the EX Print Server is frequently low, you can disable the Printed queue 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 EX Print Server

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

### Shutting down the EX Print Server

When you need to shut down the EX Print Server, fonts downloaded to the EX Print Server 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 reboot or restart the EX Print Server.

---

#### TO SHUT DOWN THE EX PRINT SERVER

**1 Verify that the EX Print Server 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 In Windows, click Start and choose Shut Down.**

**4 Choose Shut Down and click OK.**

### Rebooting or restarting the EX Print Server

**Restart System** reboots the EX Print Server.

**Restart Fiery Service** resets the EX Print Server system software, but does not reboot the entire system. Network access to the EX Print Server is temporarily interrupted and all currently processing jobs are terminated.

**IMPORTANT**

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

---

**TO REBOOT OR RESTART THE EX PRINT SERVER****1 Verify that the EX Print Server 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 FieryBar shows Idle in both the RIPPING and Printing areas.

**2 Close all open applications except FieryBar.****3 Click Start in the Windows task bar, 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 EX Print Server takes approximately three minutes to power on and reach Idle.

---

**TO RESTART THE EX PRINT SERVER****1 Verify that the EX Print Server 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 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 EX Print Server 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 EX Print Server

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 EX Print Server 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 EX Print Server. 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 EX Print Server 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 EX Print Server, 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	<a href="#">page 15</a>
Windows hosts file	host name	DNS name (TCP/IP host name)	<a href="#">page 10</a>
Windows setup for TCP/IP	lpd host name	DNS name (TCP/IP host name)	<a href="#">page 13</a>
	Name of printer on lpd host machine	print, hold, or direct	
UNIX /etc/printcap file (BSD)	rp line	print, hold, or direct	<a href="#">page 14</a>
Solaris	lpadmin queue name	print, hold, or direct	
Add New Server dialog box, when configuring a utility	Server Name	DNS name (TCP/IP host name)	<a href="#">Utilities</a>

## Cannot connect to the EX Print Server with utilities

If users cannot connect to the EX Print Server, check the following:

**EX Print Server Setup:** The appropriate network protocol must be enabled, with the correct parameters (for example, for TCP/IP, the IP address), and you must publish 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 EX Print Server with Command WorkStation

If a problem occurs while you are connecting to the EX Print Server, an error message is displayed.

The problem can occur when:

- The EX Print Server is initially turned on.
- The EX Print Server 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 EX Print Server.



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