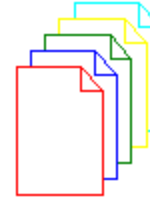
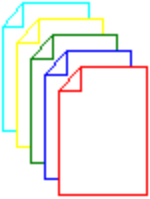


Troubleshooting - How to use these Documents



items in red are a part of the process

items in light blue are a minor part of the process

Remember to start from the beginning !



extra ideas or hints



Symptoms

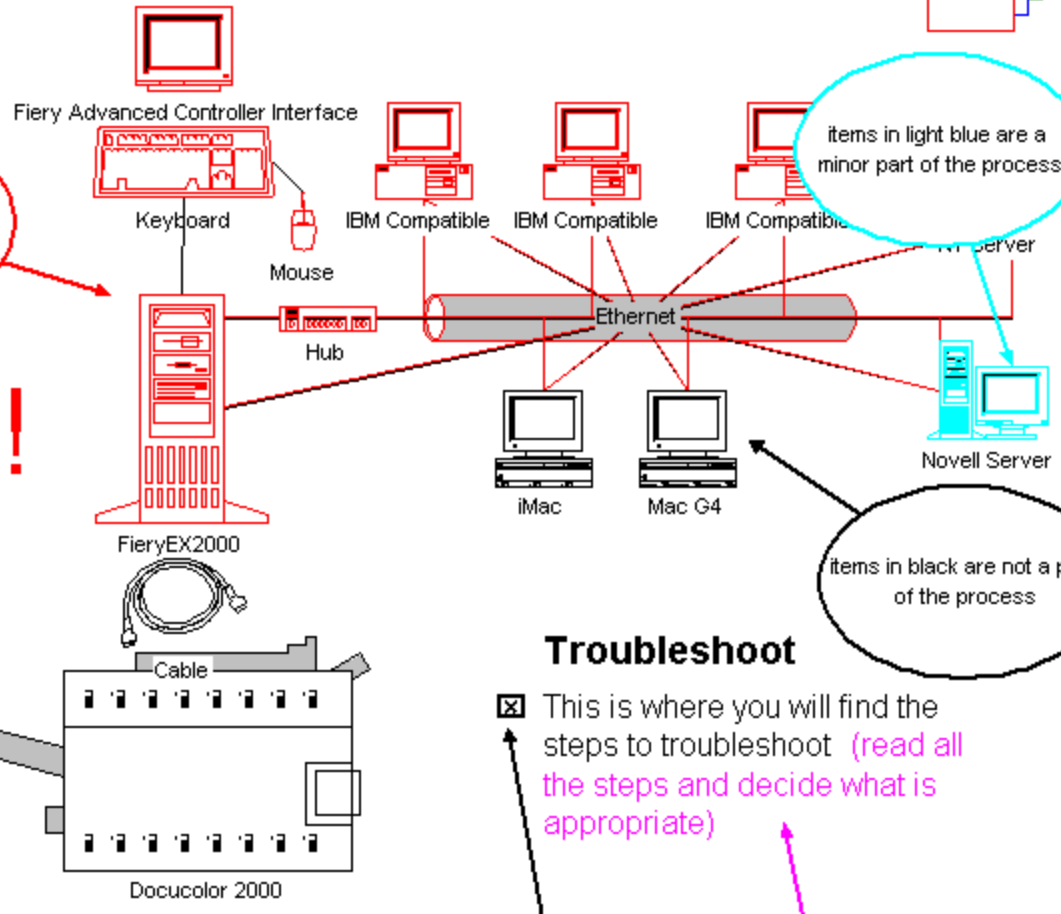
- Can't connect to the Fiery
- Can't download fonts

Symptoms come from the log subject or from the customer

Know when you have reached your limit or exceeded the center boundaries



ask for help



Troubleshoot

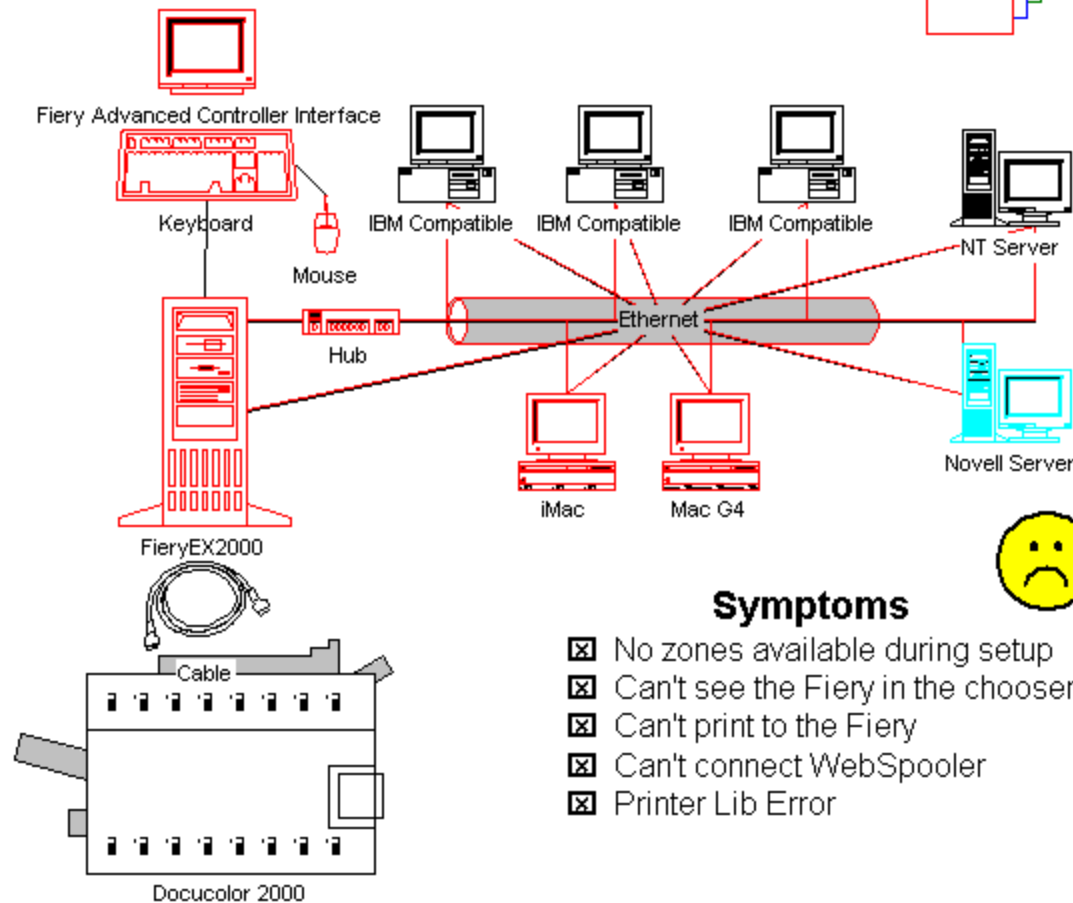
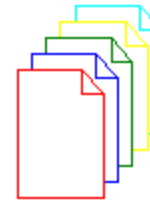
- This is where you will find the steps to troubleshoot (read all the steps and decide what is appropriate)

By no means are these troubleshooting steps all inclusive. they are intended to start you off in the right direction

The purple text is there as a detail reminder

items in black are not a part of the process

Can't connect to Fiery via Appletalk



**Don't Forget about Hardware!!
Cables can go bad or be disconnected.**

Symptoms



- No zones available during setup
- Can't see the Fiery in the chooser
- Can't print to the Fiery
- Can't connect WebSpooler
- Printer Lib Error

Troubleshoot



- Zones are not a requirement for the Fiery but if you know they exist and the Fiery does not see them verify that the Fiery is connected to the network prior to booting up and it should locate any zones available, also verify correct network speed is selected, zones are generated from the novell server - make sure it is up and running.
- Verify through Network properties that appletalk is bound to the NIC on the bindings tab, if not, reloading software is required
- On the Mac check to see that Appletalk connection is via ethernet and appletalk is active
- If the webspooler tries to dial a connection go to remote access in control panel and under options on the protocol tab deselect connect automatically
- Printer lib errors can be avoided by removing the laserwriter printerlib and placing it on the desktop prior to installing the adobe driver, if the printer lib has been overwritten the file can be copied from another mac or a software reload must be done
- Try disabling the open transport SNMP extension
- This printer requires the AdobePS driver - verify this and the ppd



ask for help

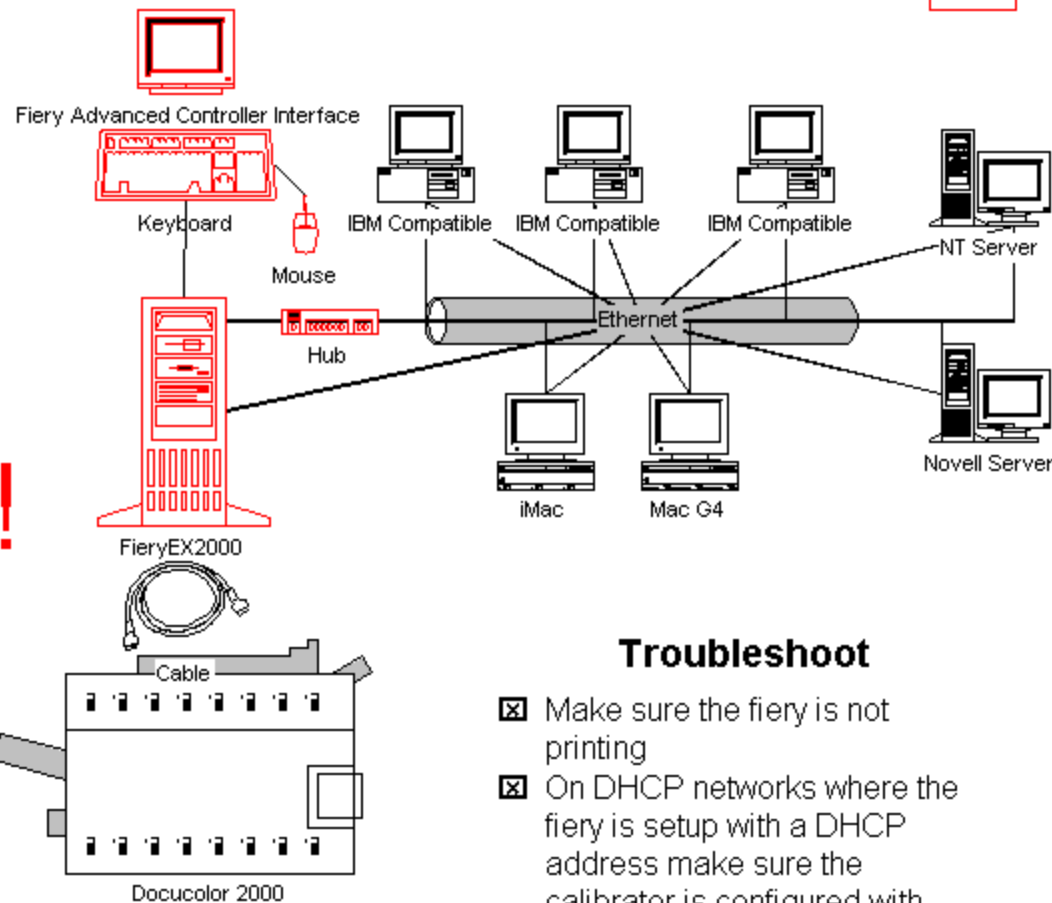
Troubleshooting Fiery Calibrator

Submit a
Eureka tip if
you find
something new !



Symptoms

- Can't connect to the Fiery
- Can't connect densitometer
- Error message that another login is already in progress



Troubleshoot

- Make sure the fiery is not printing
- On DHCP networks where the fiery is setup with a DHCP address make sure the calibrator is configured with the server name or current IP
- Make sure the densitometer is connected and plugged in
- select correct com port (process of elimination)
- reset and recalibrate densitometer if necessary
- if another login is done reboot the fiery and login as administrator (it may be necessary to set an administrator password at the FACI in order to keep a user with webtools from logging in)



ask for help

Troubleshooting Fiery NT Environment

What has the customer done to modify the NT?

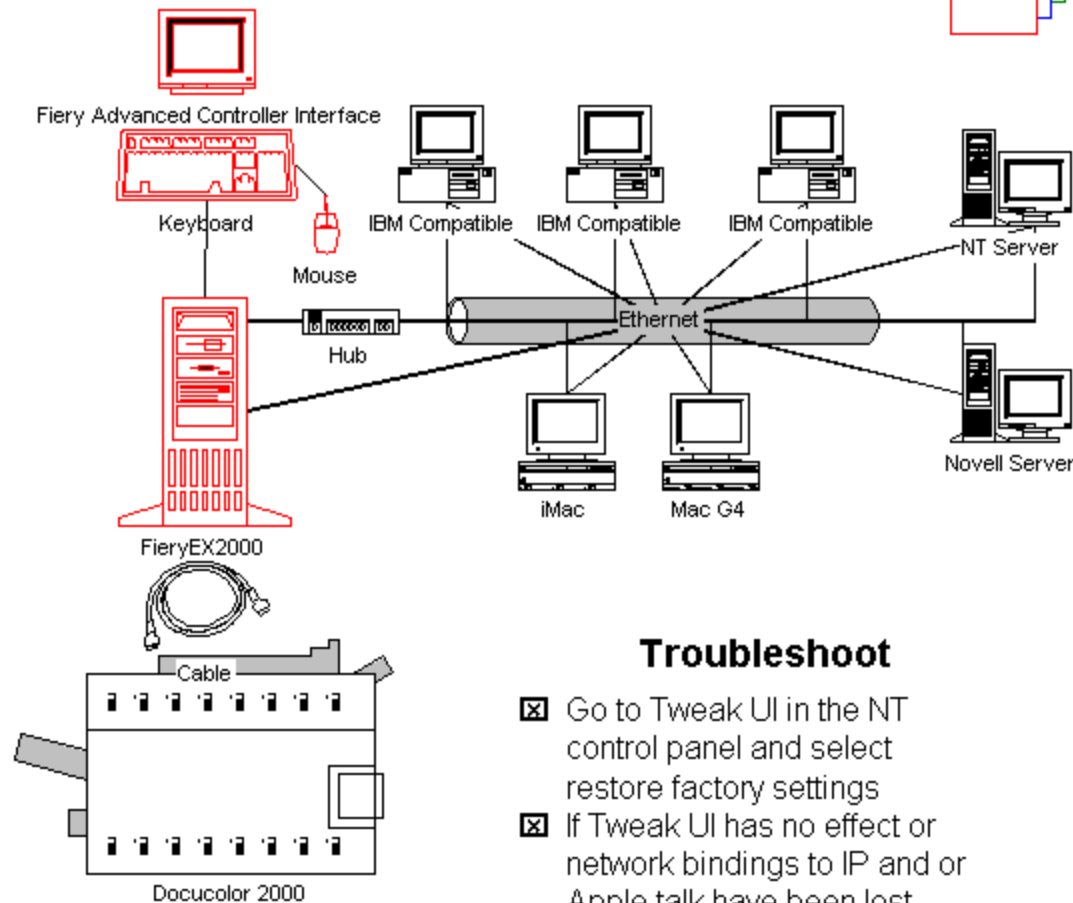
The only way back for most problems is to restore the OS.

To do this:
(Reboot holding down the 4th button on the right and choose restore from the menu that comes up.)



Symptoms

- System has become unstable
- network connections are lost for no reason
- can not read Mac formatted disks



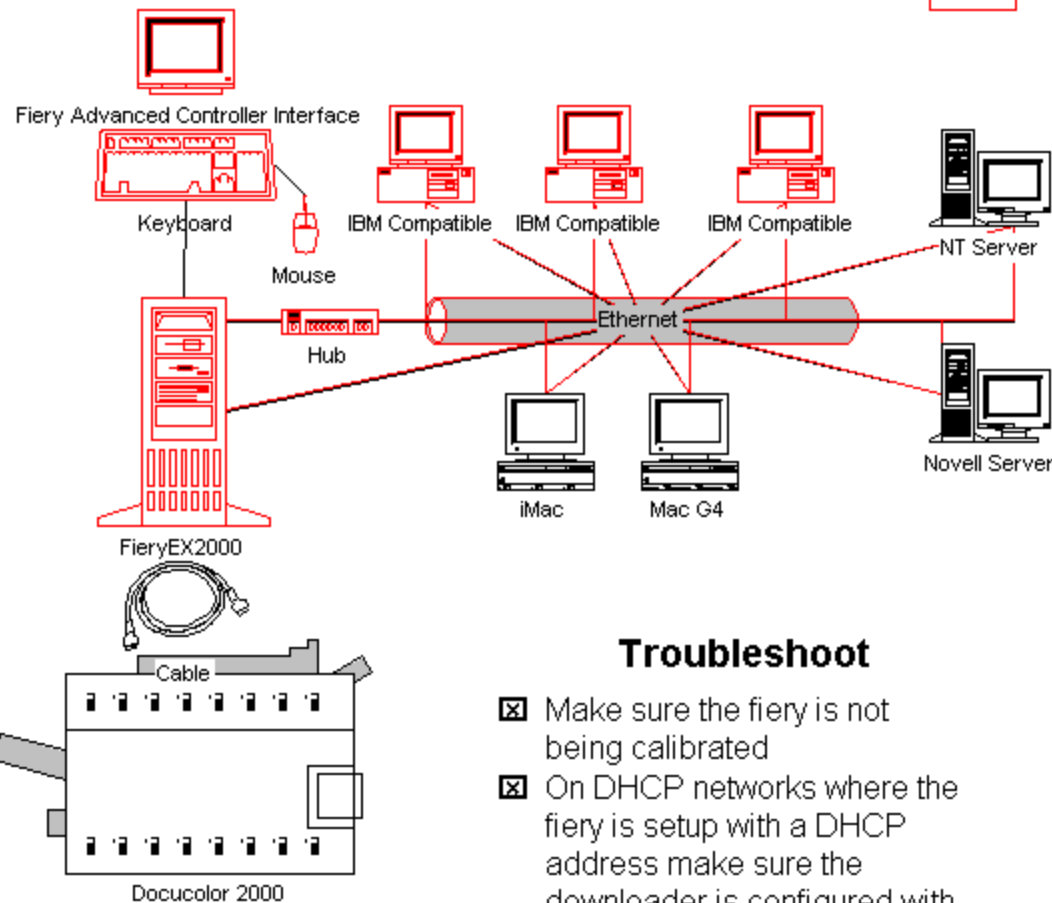
Troubleshoot

- Go to Tweak UI in the NT control panel and select restore factory settings
- If Tweak UI has no effect or network bindings to IP and or Apple talk have been lost system software must be restored (a restore only brings back the NT operating system - all other software is loaded from disk)
- The Fiery has a utility called Mac Drive 98 accessed in the NT control panel - ensure that it has not been disabled if you want to read Mac formatted disks



ask for help

Troubleshooting Fiery Downloader



Remember to start from the beginning !



Symptoms

- Can't connect to the Fiery
- Can't download fonts
- Can't download EPS files
- Can't download Tiffs
- Postscript files don't print after download

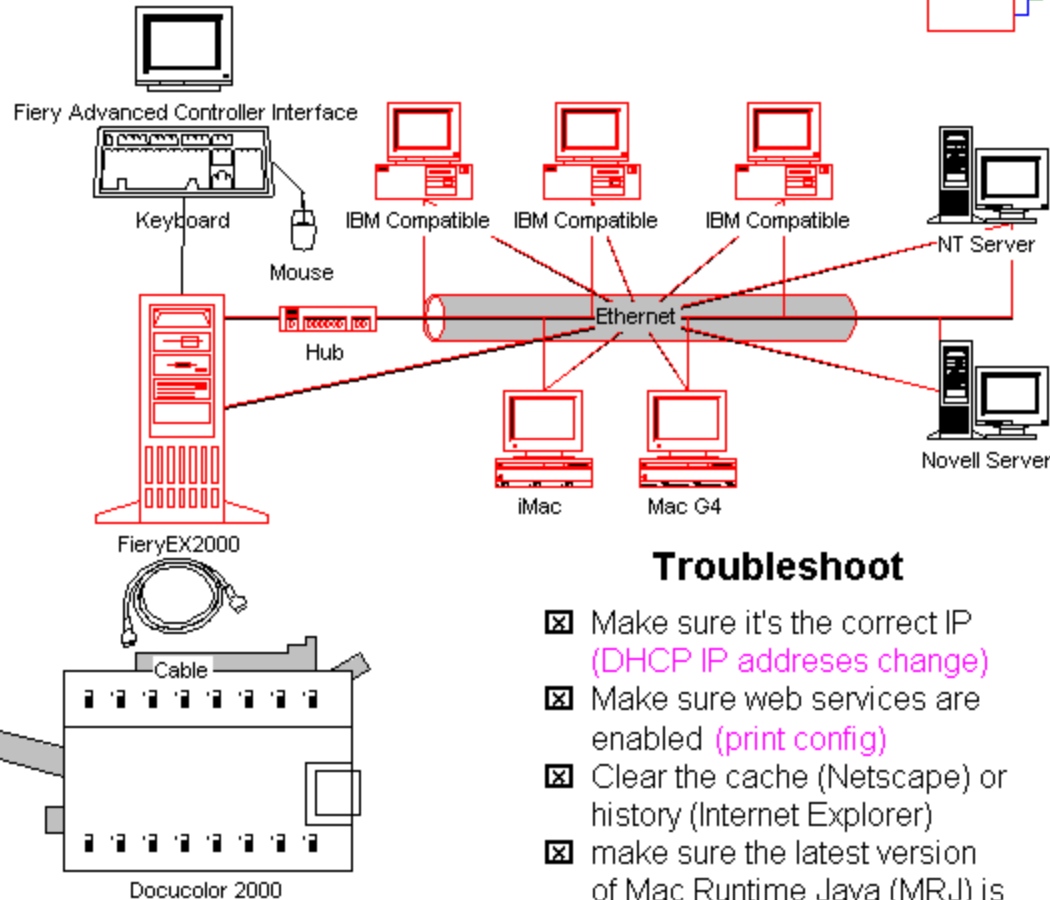
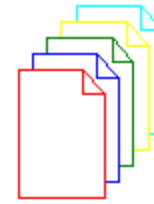
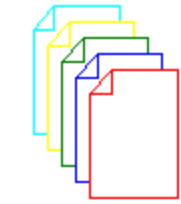
Troubleshoot

- Make sure the fiery is not being calibrated
- On DHCP networks where the fiery is setup with a DHCP address make sure the downloader is configured with the server name or current IP
- Is the direct connection enabled? ([print a config page](#))
- Is the font an adobe font
- Make sure the EPS file was saved without a preview image header
- Has suspend printing been selected on the control panel
- make sure the job does not have a postscript error ([command workstation will show error](#))
- if print to ps error is enabled check for a postscript error in the print job



ask for help

Troubleshooting Fiery WebTools

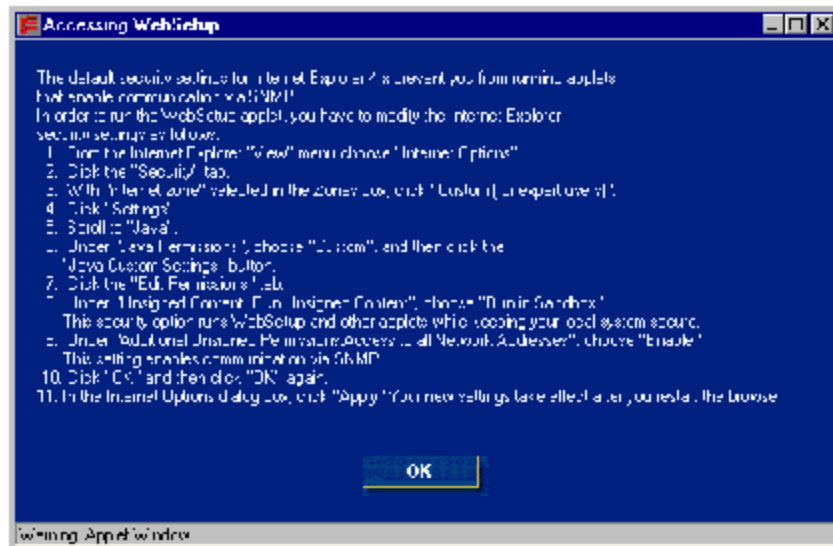


Symptoms

- WebTools won't connect
- Webtools are very slow
- Webtools will not allow setup to be entered

Troubleshoot

- Make sure it's the correct IP (DHCP IP addresses change)
- Make sure web services are enabled (print config)
- Clear the cache (Netscape) or history (Internet Explorer)
- make sure the latest version of Mac Runtime Java (MRJ) is installed (available at apple.com)
- make sure the latest version of Microsoft virtual machine is installed (available at microsoft.com)
- For slow connections make sure the IP of the fiery is entered on the do not use proxy area of the browser
- setup can not be entered with default browser security settings (to modify see screen shot)
- setup can not be entered if rights are turned off



Applies to IE4 and IE5

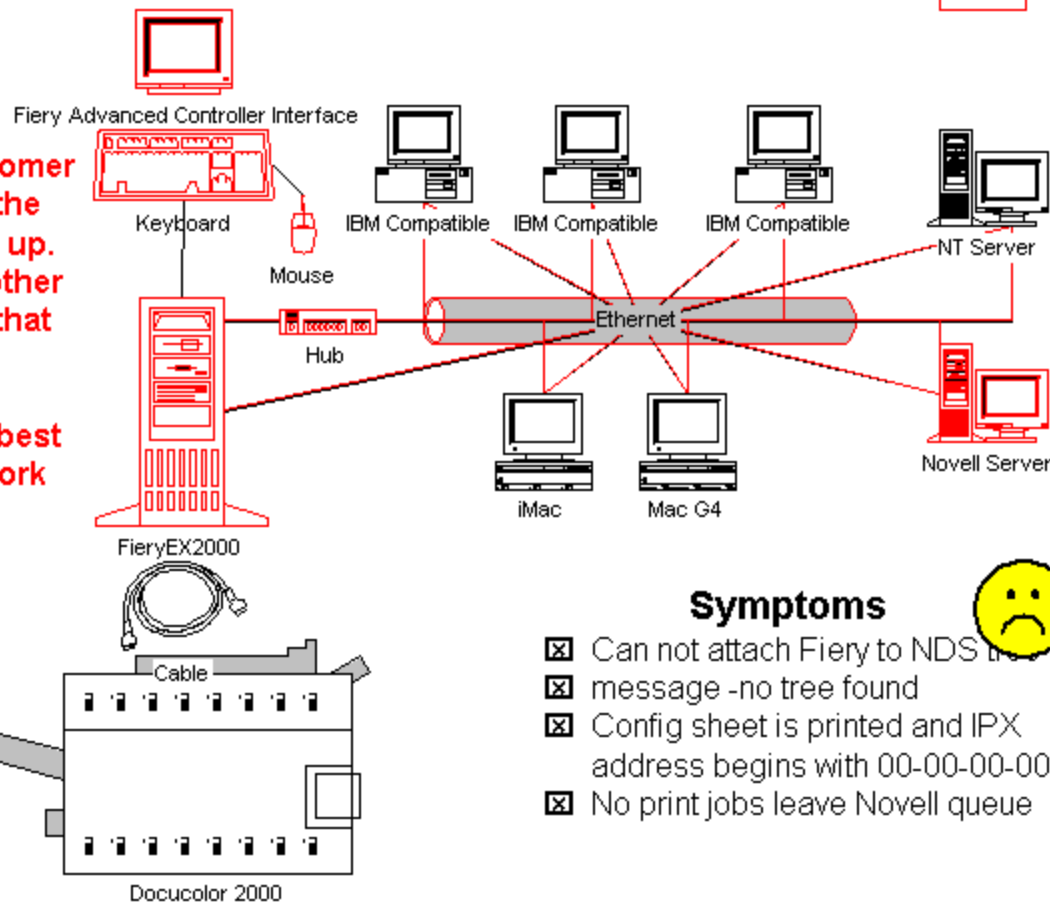


ask for help

Can't connect to Novell Server Via NDS

Make sure the customer has verified that the Novell Network is up. Can they print to other devices through that server?

Novell issues are best dealt with a Network Administrator.



Symptoms

- Can not attach Fiery to NDS tree
- message -no tree found
- Config sheet is printed and IPX address begins with 00-00-00-00
- No print jobs leave Novell queue

Troubleshoot

- Do not use network setup from Network Neighborhood, right click on Fiery bar (top of monitor) select server setup
- Using graphical interface of FACL kit check the box for default log in
- To attach to the NDS tree without login or with the account being used must have browse rights to root (default login is guest)
- To assign browse rights to root in NWADMIN select guest or account to be used and then right click select trustee add root and then make sure browse is selected
- Verify correct frame type (force to correct frame type if auto is being used and no tree is found after guest is established)
- Verify that drop or hub is good
- Check for light on Network Interface Card
- Check network speed (force if necessary)
- Make sure queue is not set up in bindery mode

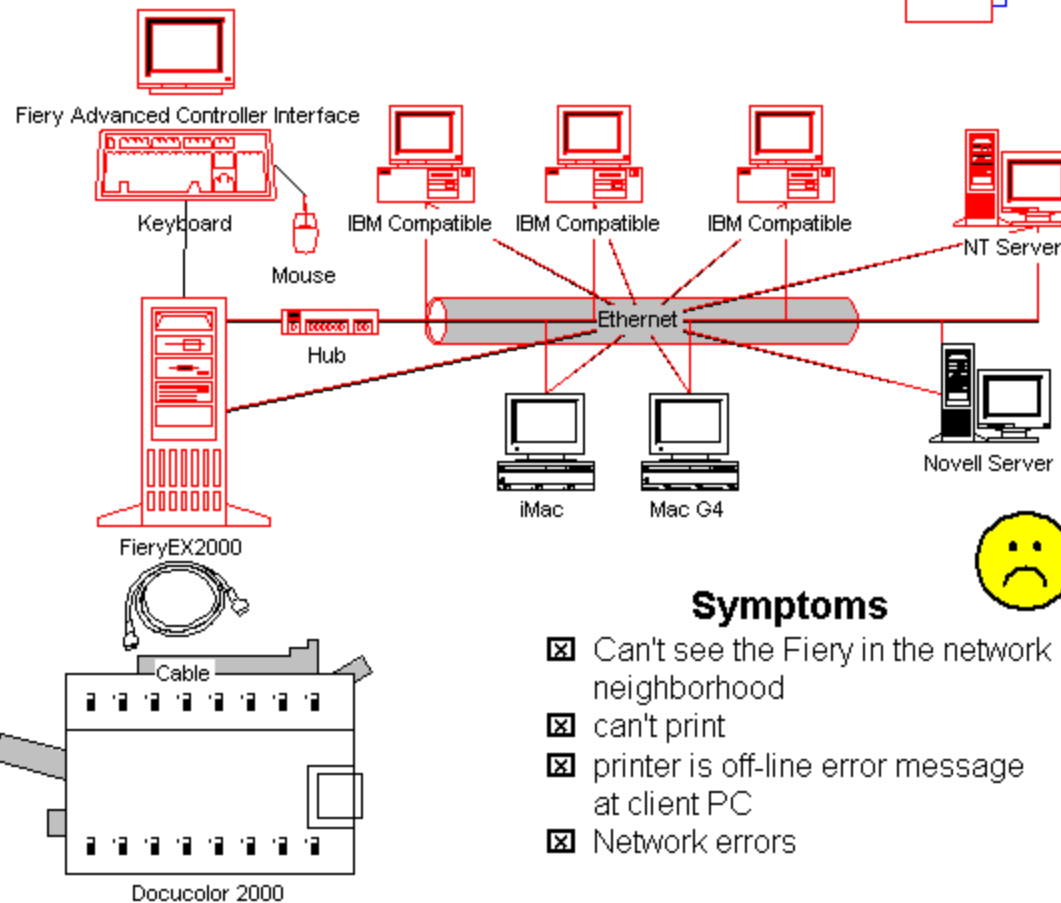
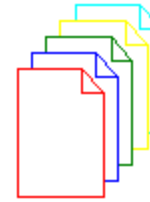
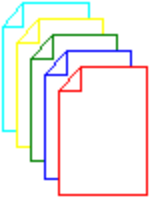
- 220 - no guest account
- 222 - password expired for login
- 252 - login does not exist
- 255 - file server is out of connections
- 197 - exceeded number of login attempts for that account



ask for help

Common Novell Errors

Can't connect to Fiery via Windows Printing / SMB



WLPR spooler & ACITS don't work with this DFE.

Don't Forget about Hardware!! cables can go bad or be disconnected.

Symptoms



- Can't see the Fiery in the network neighborhood
- can't print
- printer is off-line error message at client PC
- Network errors

Troubleshoot

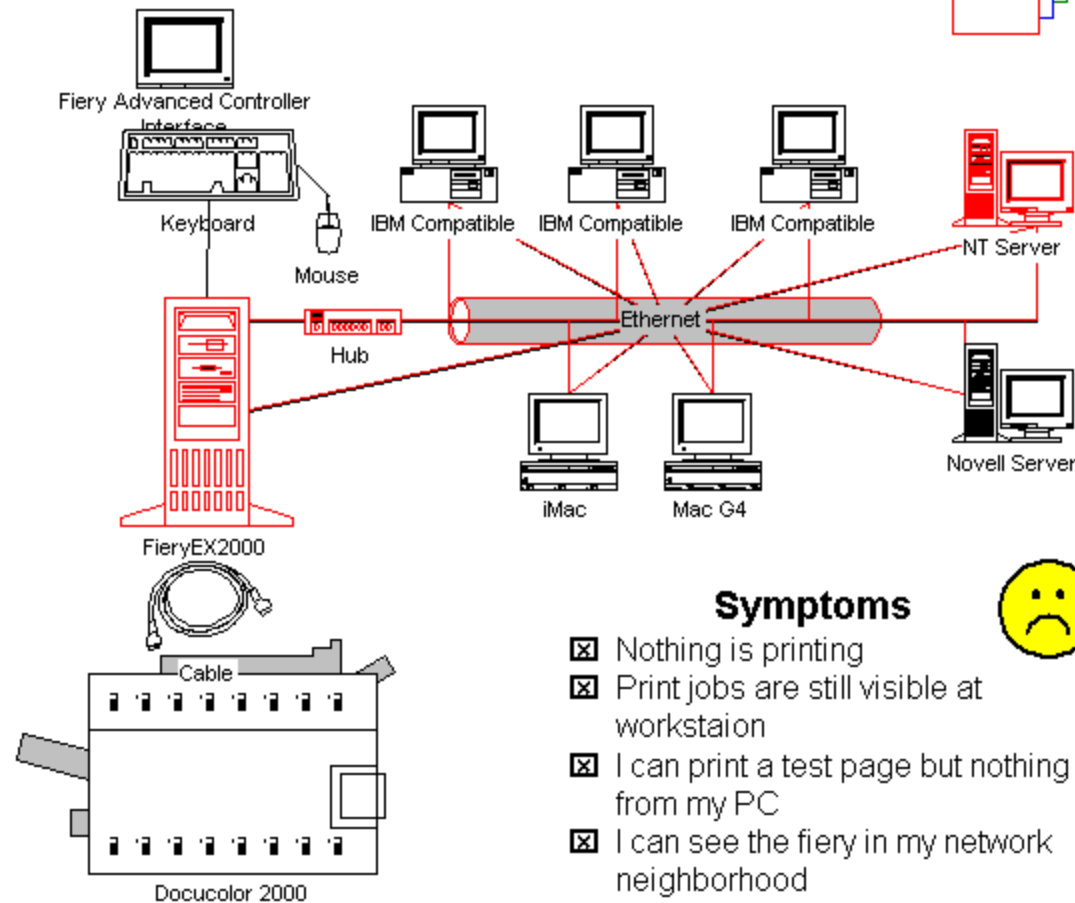


- Trust relationship error or prompt for password usually means that the fiery has not been added to the domain or to the DNS server under the windows printing server name **(the network administrator should know how to do this)**
- IP must be enabled on the Fiery
- Verify server name and workgroup/domain name are correct **(for windows95 limit server name to 8 characters)**
- Remember the Fiery is limited to 10 simultaneous SMB connections because it is an NT workstation
- Does the PC have IP/Client for Microsoft Windows/File and print sharing enabled and configured properly?
- Is the fiery visible in the Network Neighborhood if **NO** do a find for computer by windows server name, double click on the printer, it should prompt you for install of the driver
- ★** On small networks - one or two pc's with no gateway use class A IP address, ie. 10.0.0.1 **(large networks must supply their own IP structure)**



ask for help

Print Jobs don't leave the NT server



Symptoms



- Nothing is printing
- Print jobs are still visible at workstation
- I can print a test page but nothing from my PC
- I can see the fiery in my network neighborhood

Troubleshoot

- Can the fiery print a test or config page? no= clear server
- Can you ping the Fiery from the NT Server?
- Ping doesn't work try to ping another device on the network
- Can ping other devices? Try Tracert command to ip address (this will show how far the packet is going)
- Check cabling/hub at point where packet dies
- any errors?
- Security errors? is fiery added to domain? should be added by windows server name
- Is the LPR port setup correctly?
- queue name is print
- Is the correct driver being used?(check device settings tab of printer properties - click on PS at top of window and then about driver button below) make sure driver corresponds with NT service pack



ask for help