How to re-install or upgrade the Fiery server software quickly and easily with **Fiery Installer Builder**. Please also refer to the User Guide for details.

Frequently Asked Questions

1. **What is the Fiery® Installer Builder?**

   The Fiery Installer Builder (FIB) is a standalone application used to manage and download a complete Fiery software image. This image can be used to perform a clean installation of the Fiery server.

2. **What software is included in the download image?**

   - Operating system
   - Fiery software
   - User software
   - Any other Fiery software that is pre-installed for that particular Fiery configuration

   The image includes software that was previously provided on DVDs

3. **What operating system (OS) is required to install and use the Fiery Installer Builder application?**

   You'll need Windows 8.1 or Windows 10 on your computer. You can use a virtual machine (VM) on a Mac to run any of these Windows versions.

4. **What kind of storage media can I use with Fiery Installer Builder?**

   For NX Fiery servers, you can use a USB flash drive or the Fiery server internal SATA hard disk drive (HDD). You need to purchase a replacement SATA HDD for Fiery servers from EFI™.

   For A-series and E-series Fiery servers, you can use a USB flash drive or perform a network install with an ethernet crossover cable.

5. **Can I use a network installation method for all Linux-based Fiery servers?**

   The Fiery Installer Builder currently supports the system software installation for Linux-based servers running on E-series and A-series hardware platforms.

6. **Can I copy other personal files to the USB flash drive after it was prepared with FIB for system software installation?**

   It's possible, but we strongly suggest not adding files to the USB drive after it was prepared with the FIB application. Follow IT security best practices to prevent virus or malware from contaminating the image.

7. **Can I use the Fiery server itself to authenticate instead of the Sales Portal?**

   The Fiery Installer Builder allows you to connect to an existing Fiery server in a local network and download the same version of the system software that is installed on the Fiery server. Note that the "same version of the system software" may include new Fiery Update patches and OS updates, but no upgrades to the Fiery software. You must have the Admin user name and password for that Fiery server. If the Fiery server is operable, enter the Fiery IP address and then log in as the Administrator. FIB will then determine from the Fiery server which Fiery software package to download for that Fiery server and enable the download to FIB on your computer.

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8. **Is the USB flash drive or USB hard disk drive (HDD) supported?**

   You may use a USB flash drive. We're in the process of developing support for use of external USB HDDs.

9. **What are the minimum and maximum size requirements for the USB flash drive?**

   For NX servers: A minimum of 16GB and maximum of 32GB. The Windows system limits the maximum USB flash drive size to 32GB.

   For A-series and E-series servers: A minimum of 8GB, with a maximum of 32GB.

   You can only load one image (product) on each USB flash drive.

10. **Can I load software images for multiple servers on one USB flash drive?**

    No. You can only load one copy of a server software image on a single USB flash drive.

11. **Where does a field technician get a USB flash drive?**

    EFI does not provide USB flash drives. We support all USB flash drives with a USB logo. Please note that speed can vary from one brand to another. For the fastest speed, use USB 3.0 or later.

12. **Will EFI offer the USB flash drive as an option kit?**

    No. However, some EFI partners might opt to provide a USB media kit for some servers. Check with the printer OEM for more information.

13. **Can we stock USB flash drives or DVD spare kits in our inventory system in case a customer completely refuses this media-less process?**

    You are free to make an inventory of USB flash drives for such cases. Just be sure to update it with the latest Fiery software and operating system image.

14. **Can I make a copy of the USB flash drive, or do I need to create it with a tool?**

    You'll need Fiery Installer Builder software to create each USB flash drive. You can't create copies from a USB flash drive to use for installation.

15. **Will the Fiery software image that is available for download have updated product and security patches?**

    Fiery Installer Builder supports downloading the original factory image and the latest image with security updates (if available) for a particular server. Once an updated image is released there will be two downloads available for that product.

16. **Will Fiery Installer Builder update a stored Fiery image when EFI releases a new operating system or software version for a particular Fiery server?**

    Yes. Fiery Installer Builder checks for the latest version and will update the software image to the latest approved version.

17. **Do I need a USB flash drive for the image download? Can I download the Fiery software image to a laptop and install it on the servers from there?**

    First you download the Fiery software image to your laptop or computer using Fiery Installer Builder.

    For NX Fiery servers use Fiery Installer Builder running on your laptop or computer to create the software image on a USB flash drive. For NX One servers you can also prepare a replacement SATA HDD for installation on the server.

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For A-series and E-series Fiery servers, you may use Fiery Installer Builder running on your laptop or computer to create a software image on a USB flash drive from your locally downloaded image. Or you can use a network Ethernet cable to install from your computer to the Fiery server. See the Fiery Installer Builder User Guide for detailed instructions.

18. **If I install the image directly from a laptop, what tools and cables will I need?**

    To do a network install on the E-series and A-series platforms, you need a computer with a crossover network cable. See Fiery Installer Builder User Guide for detailed instructions.

19. **How long it takes to install the Fiery software image?**

    For A-series and E-series Fiery servers

    USB flash drive method:

    - Approximate time to download a Fiery software image (will vary with internet speed and size of image): 20 – 40 minutes.
    - Time to install a software image from Fiery Installer Builder to the USB flash drive: 5 – 10 minutes using USB 3.0.
    - Time to install from a USB flash drive to Fiery servers using USB 3.0: 10 – 15 minutes.

    Network install:

    - Approximate time to download a Fiery software image (will vary with internet speed and size of image): 20 – 40 minutes.
    - Time to install from Fiery Installer Builder to Fiery servers: 10 – 15 minutes.

    For NX servers

    When you install from the cloud, you first download an image to a computer and then prepare a USB device. Once you've prepared the USB install device, the time to copy installation files to the Fiery server using USB is faster than using DVDs

    - Approximate time to download a Fiery software image (will vary with internet speed): 20 – 40 minutes.
    - Time to install a software image from Fiery Installer Builder to the USB flash drive: 25 – 30 minutes.
    - Time to copy installation files to Fiery server
        - from a USB 3.0 flash drive: 7 – 10 minutes.
        - from Fiery Installer Builder to SATA HDD: 3 – 5 minutes.

    Using the former DVD method, the steps and time required are:

    - Time to copy installation files from a set of DVDs: 32 minutes

    It takes essentially the same amount of time to prepare a USB flash drive and copy the installation files to the Fiery server vs. loading the software from a set of DVDs.

20. **Can I use the installation procedure without a DVD for any Fiery server platform?**

    No. The procedure using Fiery Installer Builder is only available for some servers. We plan to support all Fiery servers platforms in the future.

21. **How is EFI handling licensing of the Windows OS image?**

    Windows licensing is handled the same way it's handled today. The Fiery server has a Windows license that ships with the server or in an upgrade package.

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22. **How can customers with strict security policies (e.g Government agencies or Enterprise customers) who don't allow communications out past their firewall use a downloaded software image?**

    Field techs can use Fiery Installer Builder to download the Fiery software image and prepare a USB flash drive before a customer visit. For Fiery NX One servers, you can also prepare a replacement Fiery HDD ahead of time and take it to the customer site for onsite replacement. For A-series and E-series Fiery servers, you can also perform a network installation.

23. **What is the USB-SATA converter cable and how can we get it?**

    This cable is used to connect the computer running Fiery Installer Builder with the replacement SATA HDD. We offer the cable in our NX One Service kit. However, you may choose to source the cable from any outlet. Click here for an example.

24. **Where do I get the Fiery Installer Builder software?**

    Service techs can download the application from the Analyst/Service Tech Corner page on EFI Sales Portal, salesportal.efi.com. The application size is less than 6 MB. As an alternative partners can choose to host the Fiery Installer Builder application on their own network; however, service techs will still need to authenticate using their EFI Sales Portal credentials in order to access the Fiery software images for their Fiery servers.

25. **How can we keep Fiery Installer Builder updated if our organization hosts it?**

    Fiery Installer Builder is a self-updating application. Upon start, FIB checks for updates and silently downloads and updates the application without user intervention.

26. **Why does Fiery Installer Builder show two versions of the same product image? Which one should I select?**

    Fiery Installer Builder supports downloading the original factory image, in addition to the latest image update. Once an updated image is available, there will be two downloads available for that a product. E.g. **Fiery server 1.0 [5M]** and **Fiery server 1.0 [19M]**; the latest image available will show a higher "M" number.

    Some products include paid upgrades to a newer operating system and therefore FIB will show two images with different version numbers. E.g. **Fiery server 1.0** and **Fiery server 1.1**.

    You must download and install the image that corresponds to your server, otherwise Windows will not activate.

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