

World of Fiery Webinar - Fiery Command WorkStation Pro Tips | Q&A

If you have more questions, feel free to post them on [Fiery Communities!](#)

Can you change the Job Status from Processed to Printed?

No. Not without removing the raster, then printing the document.

Are the image disks available for an e-43A that was upgraded to win 10 software v1.1 HDD failure and replacing HDD?

Please contact your Ricoh dealer/service center, they should be able to provide the system images for the E-43A.

Can that be a feature enhancement to allow the scheduled back up to go to an external drive?

Yes, it's a good feature request, I have passed this onto the development team.

Is it possible to have several servers connected in one command workstation at different locations simultaneously via their IP addresses through the internet?

Technically it's possible but it's not recommended, as it will be very slow. Fiery Command WorkStation (CWS) is designed to work over a LAN (not a WAN) as there's a lot of network comms back and forth with the Fiery server. I recommend using Microsoft Remote Desktop app to connect to either a Windows client running CWS on the same LAN as the Fiery server, or connect to the Fiery server itself (if it's a Windows server). For pure Mac environs you can use mac Screen Sharing to remote control other Mac computers running CWS but it's not as responsive as Microsoft Remote Desktop, lags are common.

Is it possible to customize the list of paper sizes? In the job properties under "Media" there is a very long list of formats we never use, and the commonly used SRA3 size is buried somewhere in the middle.

I would recommend using Paper Catalog to control your media, as you have complete control over what shows in the list, just unpublish or delete every entry you're not using. Some newer servers with Media Size Catalogs allow you to customize the paper size list as well.

I have some problems with Fiery p400. The process creates outline fonts, it prints out and the font appears thicker. But real font is normal, how to fix it?

This could be many things, please post this as a question on [Fiery Communities](#). Be sure to include the job file, the settings used to print the file from your application, screenshots showing the issue, and exact steps to replicate the issue, along with your server model and version.

Can you set up the image backup to go directly to the external drive versus the internal drive.

Yes with manual backup you can choose an external drive, but with automatic backup it always goes to the internal drive.

What is the advantage of using APPE?

APPE is the best way to process PDF files, and take advantage of all the features built into the PDF architecture. Here's a document from Adobe (producers of APPE) on this topic -

<https://www.adobe.com/content/dam/cc/us/en/products/pdfprintengine/pdf-appe-6-0/Adobe-APPE-BROCHURE.pdf>

I have a notification that my server requires essential update, if I update will it make changes to jobs waiting to be printed.

The Fiery XF Essential update will not modify your jobs at all. [More about the update here.](#)

Can you show best practices for exporting a PDF and then choose the correct color options within Fiery.

I'm not sure which application you are using to export the PDF from, so it's difficult to give a good answer here. This would be a great post for [Fiery Communities](#). Please include which application and details of your print workflow.

Is it possible to save the Resources from Version 1.0.1.5 and restore it to 1.1 after an Upgrade, f.e. at a PrimeLink 9265?

Some of the resources will work well across system versions, but some may not be supported (like Paper catalog and Color settings). It largely depends on whether that module has been changed between system versions. I would do a manual export of Paper Catalog from CWS for safety before the update. You can also export color profiles from CWS Device Center.

Does fiery works with the print management like papercut or RICOH streamline NX?

Yes we have configuration guides here - <https://www.fiery.com/products/cost-accounting/papercut-integration/>

What USB size can you use to do this backup?

I would recommend a 1-2TB drive for backing up Fiery System images. If you want to create a bootable image, then you'll need two drives - the first one will be formatted to 32GB for booting, the second will contain the full image.

Why is that some jobs are now preview-able while exported to CWS, while some are easily viewed. What could be the cause of this?

All jobs can be previewed once they are Processed (dark yellow in CWS). Spooled jobs (not processed, light yellow in CWS) can be previewed on FS300 or later servers. On FS500 and later there is an option to turn this OFF in the Configure tool, search for Preview Spooled jobs (it's ON

by default). Just be aware that the Fiery server does spooled job previews when it's idle, so if your Fiery is busy ripping jobs then those previews will wait until it's idle to start processing in the background. Preview Spooled jobs is available on external servers running FS300 Pro with PostScript, PDF, PDF/VT, TIFF, and EPS files (but not PPML).

Will CWS ever be cloud-based or similar product that could perform comparable procedures with local print devices?

It's something we are looking into.

Some of the papers we use are not available on the paper list when creating media profiles. Is there a process where we can add new paper types?

Yes, you can add media in Paper Catalog. Select 'New' and enter the attributes.

What is the customary way to backup media profiles/printer calibration? Is that backed up using the workspace settings export?

No, the media profiles and printer calibration are server side resources not captured in client settings. To back them select in CWS Server menu > Backup and Restore. There's an option to backup Resources and Settings, this includes the paper catalog, and color settings.

Using CWS7.2 and iOS3 spectrometer, when we verify some print jobs, we've come across where job could fail, when they fail, they are off by less than 1 or 2 delta. is there anything we can adjust manually to have the jobs pass verification?

We'd need a lot more information to help out with this one, could you please post this on Communities? Include details about the calibration settings, profile and the measurement mode used. Also please add a copy of the Color Verification Report (PDF) for analysis.

Apart from Windows /Mac OS the CWS are the same! Do they do the same things - any differences?

Yes, they have the same feature set with one exception - only Mac has dark mode.

On the offline installation. Do you still need to go outbound to put in an Impose/Compose license?

Yes. You can generate a request file, go to a computer with internet to submit it to the Fiery licensing website, which will provide a license file to activate the option.

Click [here](#) and scroll down to see the steps for 'Activate a Fiery option manually.'

Is it possible to Install command workstation without a device, in simulation mode or just for PDF export.

No, CWS won't work without connecting to a Fiery server. However you can sign up for the Virtual Fiery service, it has CWS with Fiery servers in the cloud you can use for demos.

<https://www.fiery.com/marketing/fiery-servers-and-software/campaigns/virtual-fiery/>

Can you have a PC besides the Printer, with CWS and Impose License on it, and do hot folders with automation there?

Yes, you can have a PC besides the printer, with CWS and Impose license, and Hot Folders. If the Hot Folders are set to use Imposition templates defined in Job Properties, then the imposition will be done on that computer, before passing the job to the Fiery server.

But if you use Presets with imposition templates baked inside then the license needs to be on the server.

If you have an EXi you can't install the Impose license on the server so will the same work when installed on a PC/Mac with Impose licensed via CWS.

Correct the EX-i are embedded (linux) controllers. In this case you won't be able to embed Impose templates using 'User defined' or "Based on trim box' into Presets at all.

Two options here, one is the solution a user posted above you: Setup a PC besides the printer, with CWS and Impose license, and Hot Folders. If the Hot Folders are set to use Imposition templates defined in Job Properties, then the imposition will be done on that computer, before passing the job to the Fiery server.

Or just use the templates inside Impose application (it won't be automated though, so you have to open Impose each time to apply the template).

When saving a new workflow to automate, I noticed things like media catalog entry and color profiles do not save. I've noticed it on different controllers, is that normal?

No, that's not normal at all. Can you post us exact steps to replicate, along with server model details on [Fiery Communities](#)?

When saving a server preset with an impose template, does an impose license need to be on the server, if the preset was created on a client with impose?

No, the template settings get baked into the preset when you create the preset, so it doesn't need the template also on the server itself.

Why is a saved booklet imposition preset not visible in the 'Impose' options within Job Settings? It seems that the preset disappears even though it was saved earlier.

Could you post the exact steps to reproduce this issue on [Fiery Communities](#), so we can take a look? Could it be that you created the template on one server (e.g. Windows server) and then tried to use it when connected to a Linux server? If so, then it may have been filtered out of the list.

I'd like to see Fiery EasyVitals allow for a separate C/F temp setting. In Canada everything is metric except for paper sizes.

This is an excellent feature request for Xerox. They own the Easy Vitals application.

How do you setup the cloud sync or where do we go for this info?

To sync Impose templates between computers just ensure you're logged into your Fiery Account in CWS, then open the Account window once to ensure your company details are entered (click on 'Manage my account' to input this). Now you can save Impose templates to the cloud. On the second or subsequent computers just ensure CWS is logged into your Fiery account. If you meant something else just drop us a line on [Fiery Communities](#), and we'd be happy to advise.

When I remove a machine from Fiery IQ and I want to load again but I can't. When I search it by the IP address, show me the message "The machine is already registered". What can I do?

Please post on [Fiery Communities](#), along with the email address used to onboard the Fiery, and our technicians can reset your machine in the IQ database.

Is there any way to see compatibility with (i.e. FS300 to FS600 or higher)?

To see what version of Command WorkStation is compatible with which Fiery codebase:
<https://www.fiery.com/products/fiery-command-workstation/for-cutsheet-users/#h-supported-printers>