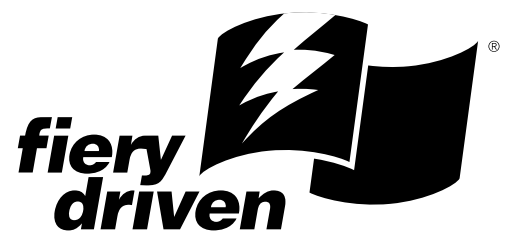

Operating Instructions Job Management Guide



For safety, please read this manual carefully before you use this product and keep it handy for future reference.

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This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

In order to maintain compliance with FCC regulations, shielded cables must be used with this equipment. Operation with non-approved equipment or unshielded cables is likely to result in interference to radio and TV reception. The user is cautioned that changes and modifications made to the equipment without the approval of manufacturer could void the user's authority to operate this equipment.

Industry Canada Class B Notice

This Class B digital apparatus complies with Canadian ICES-003.

Avis de Conformité Classe B de l'Industrie Canada

Cet appareil numérique de la Classe B est conforme à la norme NMB-003 du Canada.

Certificate by Manufacturer/Importer

This is to certify that the FC07 is shielded against radio interference in accordance with the provisions of VFG 243/1991. The German Postal Services have been advised that this device is being put on the market and that they have been given the right to inspect the series for compliance with the regulations.

Bescheinigung des Herstellers/Importeurs

Hiermit wird bescheinigt, dass der FC07 im Übereinstimmung mit den Bestimmungen der VFG 243/1991 funktentstört ist. Der Deutschen Bundespost wurde das Inverkehrbringen dieses Gerätes angezeigt und die Berechtigung zur Überprüfung der Serie auf Einhaltung der Bestimmungen eingeräumt.

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This equipment has been tested concerning compliance with the relevant RFI protection requirements both individually and on system level (to simulate normal operation conditions). However, it is possible that these RFI Requirements are not met under certain unfavorable conditions in other installations. It is the user who is responsible for compliance of his particular installation.

Dieses Gerät wurde sowohl einzeln als auch in einer Anlage, die einen normalen Anwendungsfall nachbildet, auf die Einhaltung der Funkentstörbestimmungen geprüft. Es ist jedoch möglich, dass die Funkentstörbestimmungen unter ungünstigen Umständen bei anderen Gerätekombinationen nicht eingehalten werden. Für die Einhaltung der Funkentstörbestimmungen einer gesamten Anlage, in der dieses Gerät betrieben wird, ist der Betreiber verantwortlich.

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Preface

The Fiery 3850C™ is a special-purpose controller board built into the printer. It enables you to use your printer as a high-speed networked color printer.

This manual is intended for Fiery 3850C operators or administrators, or users with the necessary access privileges, who monitor and manage job flow and troubleshoot problems that may arise. It describes the functions and features of Fiery™ utilities and Fiery WebTools™ for the purposes of print job management and color quality control.

Although it may not be the case at all sites, the documentation for this product assumes the presence of an operator who controls and manages jobs sent by users from remote workstations.

NOTE: The term “Fiery 3850C” is used in this manual to refer to the printer in which the Fiery 3850C is embedded. The name “Aero” is used in illustrations to represent the Fiery 3850C.

About this manual

This manual is organized as follows:

- Chapter 1 describes the Fiery 3850C Control Panel. It explains the various messages and icons that you might see and describes how to print system information pages. It also explains how to properly start up and shut down the Fiery 3850C.
- Chapters 2 and 3 describe the Command WorkStation interface. The Command WorkStation application can be installed on networked Windows computers and used to view and manage virtually all aspects of Fiery 3850C activity. In addition to providing a graphic display of the job flow, the Command WorkStation allows you to reprint or hold jobs, view and override print option settings, download files, manage printer fonts, preview print jobs, calibrate the Fiery 3850C, and perform Setup (server configuration). The Command WorkStation also provides tools for archiving jobs and moving jobs between Fiery 3850C printers.
- Chapter 4 introduces Fiery WebTools, explains how to access them, and directs you to sources of more information (in this manual or in other manuals in the documentation set).

- Chapter 5 describes Fiery WebSpooler, which can be used to view and manage Fiery 3850C job activity. The interface and features of Fiery WebSpooler have identical counterparts in the Command WorkStation; therefore, this chapter refers you to Chapters 2 and 3 for details about Fiery WebSpooler.
- Appendix A lists error messages that you might see on the Fiery 3850C Control Panel, the Command WorkStation, Fiery WebSpooler, or the printer, and contains some troubleshooting information.

Terminology

Specific terms are explained as they are introduced. However, the following general terms are used throughout:

- **PostScript (PS)**—A computer language designed as a page description language. The Fiery 3850C uses this language for imaging the page and for communication with applications and with the print engine.
- **Printer Control Language (PCL)**—A computer language designed as a page description language. The Fiery 3850C uses this language for imaging the page and for communication with applications and with the print engine.
- **Job**—A file consisting of PostScript or PCL commands and comments that describe the graphics, sampled images, and text that should appear on each page of a document, and the printer options that should be used in printing, such as media or color rendering style. The PostScript or PCL files described include PDF files.
- **Spool**—Write to a disk. Usually used here to refer to a PostScript or PCL print job being saved to the Fiery 3850C hard disk in preparation for processing and printing.
- **RIP**—Acronym for raster image processing, which changes text and graphics commands into descriptions of each mark on a page. In common use as a noun, a “raster image processor” (RIP) is the computer processor that performs this function.
- **Print**—The process of rendering, or imaging, a page or a job on a printer.

These concepts can explain how the Fiery 3850C and the printer work together as a powerful printing system. The Fiery 3850C RIP changes text and graphics commands in PostScript or PCL into color specifications for each dot of toner deposited on a page by the printer.

About the documentation

This manual is part of the set of Fiery 3850C documentation, which includes the following manuals for users and system administrators:

- The *Configuration Guide* explains basic configuration and administration of the Fiery 3850C for the supported platforms and network environments. It also includes guidelines for setting up UNIX, Windows 2000, Windows NT 4.0, and Novell NetWare servers to provide PostScript or PCL printing services to clients.
- *Getting Started* describes how to install software to enable users to print to the Fiery 3850C. Specifically, it describes installation of PostScript or PCL printer drivers, printer description files, and other user software provided on the User Software CD and Command WorkStation CD. It also explains how to connect each user to the network.
- The *Printing Guide* describes the printing features of the Fiery 3850C for users who send jobs via remote workstations on the network or via a direct parallel port connection.
- The *Color Guide* provides an introduction to the basics of color theory and printing to a Fiery 3850C printer. It also includes practical color printing tips and application notes that explain how to print to the Fiery 3850C from popular Windows and Mac OS applications.
- The *Job Management Guide* explains the functions of the Fiery 3850C client utilities, including the Command WorkStation, and how they can be used to manage jobs and maintain color quality. This book is intended for an operator or administrator, or a user with the necessary access privileges, who needs to monitor and manage job flow, perform color calibration, and troubleshoot problems that may arise.
- *Release Notes* provide last-minute product information and workarounds for some of the problems you may encounter.

Fiery 3850C job environments

The Fiery 3850C supports several levels of control of printing, job management, and setup, and offers you the flexibility to choose the configuration that corresponds to the requirements of your site. Your situation may correspond to one of the descriptions outlined in the following section, or you may prefer an intermediate level of control.

At one extreme, an administrator or operator in a high-volume printing environment controls the entire job flow and all printing. Print jobs arriving from remote users are spooled to the server disk and stored until the operator decides it is time to print them. Additional functions (calibration, job overrides, prioritizing, font management) are reserved for the administrator or operator.

At the other extreme, anyone on the local network can control all printing and server functions; operator intervention is not necessary. Users can print from their workstations to any of the published print connections. Anyone can use the Command WorkStation or Fiery WebSpooler to control any print job.

The spectrum of control that an administrator can implement is described in the *Configuration Guide*.

Permissions

Support for these job environments is achieved by a combination of Fiery 3850C Setup options. By default, anyone can access Setup, but the administrator can limit access to Setup by specifying an Administrator password for the Fiery 3850C (see the *Configuration Guide*).

Also by default, anyone can log in to the Command WorkStation or Fiery WebSpooler and control job flow, but an administrator can restrict access to these functions by specifying an Operator password.

The three security levels from greatest to least control are:

- **Administrator**—confers control of Setup and is the highest level of control. The person who has access to Setup can control the printing and job management environment by enabling print connections and setting passwords. The Administrator can also manage the fonts on the server, clear the server disk when necessary, and set a common web link for all users who log in to the Fiery 3850C using their web browser.
- **Operator**—includes control of print jobs that arrive at the server and the ability to perform calibration and reboot the server.
- **Guest**—allows users to view the status of active jobs and the list of stored jobs. They cannot make changes to jobs or change their printing instructions. A password is not needed to log in as Guest and view jobs from the Command WorkStation, or Fiery WebSpooler windows.

This manual describes the features of the Fiery client utilities, including the Command WorkStation, and all operator privileges, whether those privileges are available to everyone or are exclusive to only certain people. It also includes descriptions of administrator functions and provides references to other manuals for more information.

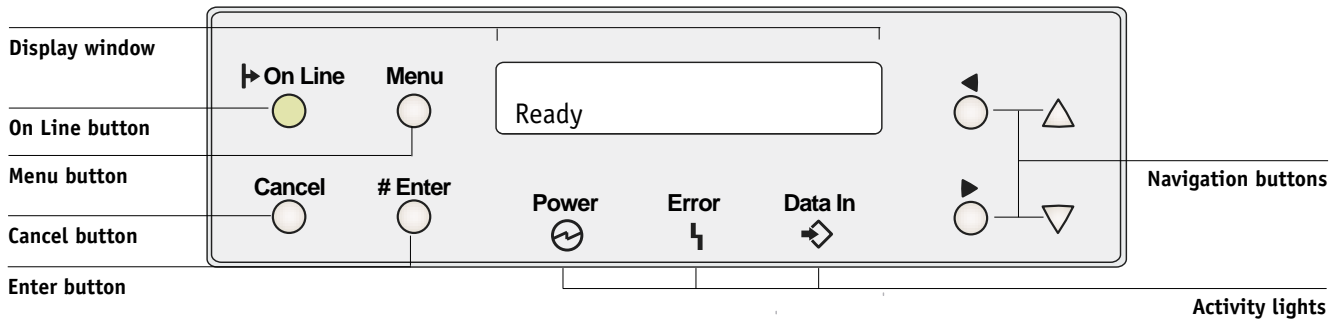
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1-1 Using the Control Panel

Chapter 1: Operating the Fiery 3850C

You can use the Control Panel on the printer to access all basic functions of the Fiery 3850C, access special features, view status and information about jobs printed to the Fiery 3850C, view printer error messages, print system pages, run diagnostics, and configure Fiery 3850C Setup options. For information about Setup options and how to use them, see the *Configuration Guide*.

Using the Control Panel



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1-2 | Operating the Fiery 3850C

The parts of the Control Panel that control functionality of the Fiery 3850C are:

Menu button	Menu button—Enters the Functions menus. From a Setup menu option, returns to the previous Setup menu.
Activity lights	Online light/Online Button—puts the Fiery 3850C online or offline. Light off—The Fiery 3850C is offline or the power is off. Solid green—The Fiery 3850C is online. Power light Off—The power is off. Solid green—Indicates normal state. Blinking green—The Fiery 3850C is warming up. Error light Blinking red—An error has occurred that may not interfere with printing. The Fiery 3850C requires attention. Solid red— Data in light Blinking green—The Fiery 3850C is spooling or RIPping a job.
Navigation buttons	Up arrow—In Setup menus, advances from one menu to the next. When entering numbers or text, increment to the previous number or character. Down arrow—In Setup menus, advances from one menu to the previous. When entering numbers or text, decrements to the next number or character. Right arrow—Advances the cursor to the text-entry position to the right. Left arrow—When entering numbers or text, backspaces and deletes.

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1-3 Using the Control Panel

Enter button	Activates the currently selected option and, if applicable, proceeds to the next menu. While RIPping, Enter stops printing or processing the current job after the printer has finished printing the current page. If the correct page size is unavailable for the current job, Enter forces the Fiery 3850C to print the job on the default paper size.
Cancel button	In Setup menus, exits menus entirely, returning to Info. While printing, Cancel stops printing the current job.

Control Panel Fiery 3850C status messages

When the Fiery 3850C has control of the Control Panel, the LCD provides information about the current status of the Fiery 3850C.

Control Panel Fiery 3850C status messages are:

Ready	The Fiery 3850C is in a normal state, ready to print.
<Message> (Error light blinking)	Displays a warning message. An error has occurred that may not interfere with printing. The Fiery 3850C requires attention.
<Message> (Error light solid)	Displays an error message. An error has occurred that prevents printing.
Processing	Appears when the Fiery 3850C is processing a job. The activity light flashes green.
Printing <Job Name>	Appears when the Fiery 3850C is printing a page from the Print menu. Job Name indicates the type of special page. The activity light flashes green.
Printing	Appears when the Fiery 3850C is printing a job. The activity light flashes green.

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1-4 | Operating the Fiery 3850C

<User Name>	Appears when the Fiery 3850C is printing a job. #C
Copies: #C/#T	indicates the copy currently printing; #T indicates the total number of copies in the job. The activity light flashes green.
Canceling	Appears when the Cancel button has been pressed and the currently printing or processing job is being canceled.

NOTE: If the Fiery 3850C is idle for more than the default time of two minutes, control of the Control Panel returns to the printer. Press the Menu button to return control to the Fiery 3850C.

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1-5 Using the Control Panel

Press the Menu key to display the Functions menu. The following options are available:

Check and Print	Select to view pending jobs. Scroll through the list of pending jobs with the up and down arrow keys. Press the Enter button to print the selected job.:
Secure Print	Select to view pending secure print jobs.:
Print Menu	Select to print system pages from the Fiery 3850C. Scroll through the submenu with the up and down arrow buttons. Press the Enter button to print the selected page.
Print Config Page	Print Config Page Gives the current Fiery 3850C and device configuration. This page lists general information about the hardware and software configuration of the Fiery 3850C, the current options for all Setup settings, information about the current calibration, and if applicable, the Ethernet and Token Ring addresses of the Fiery 3850C.
Print Job Log	Print Job Log A list of the last 55 print jobs. For information on the fields in the Job Log and on printing it in other forms, see page 2-30.
Print PCL Font List	Print PCL Font List A list of all PCL fonts resident on the Fiery 3850C hard disk.
Print PS Font List	Print PS Font List A list of all PostScript fonts resident on the Fiery 3850C hard disk.
Print Test Page	Print Test Page Enables you to confirm that the Fiery 3850C is properly connected to the printer. The Test Page provides sample images and color samples. The following information is also listed: Server name, Printer model, color settings, calibration information, and date and time printed.
Tray Setup Menu	Tray Setup Menu Accesses Tray Setup menus. Use these menus to set the size, paper type, and locking for each installed paper tray.

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1-6 | Operating the Fiery 3850C

Resets

Select reset system values on the Fiery 3850C.

Clear Log/Queues

Select Yes or No with the up and down arrow buttons. Press Enter to enact your selection.

Clear Fonts

Select Yes or No with the up and down arrow buttons. Press Enter to enact your selection.

Reset Color

Select Yes or No with the up and down arrow buttons. Press Enter to enact your selection.

Restore Defaults

Select Yes or No with the up and down arrow buttons. Press Enter to enact your selection.

Restart Printer

Select Yes or No with the up and down arrow buttons. Press Enter to enact your selection.

System Setup

Accesses the system setup menus

Printer Name

Use the up and down arrow buttons to select the character for each space. Use the left and right arrow buttons to move the cursor left or right.

Publish Printed Q

Select Yes or No with the up and down arrow buttons. Press Enter to enact your selection.

Jobs to Save

Use the up and down arrow buttons to select the number of jobs to save.

Energy Saver 1

Select On or Off with the up and down arrow buttons. Press Enter to enact your selection.

Energy Saver 2

Select On or Off with the up and down arrow buttons. Press Enter to enact your selection.

1

1-7 Using the Control Panel

E. Saver 2 Timer

Select a number of minutes with the up and down arrow buttons. Press Enter to enact your selection.

Time

Use the up and down arrow buttons to select the number for each space. Use the left and right arrow buttons to move the cursor left or right.

Date

Use the up and down arrow buttons to select the number for each space. Use the left and right arrow buttons to move the cursor left or right.

Change Password

Select Yes or No with the up and down arrow buttons. Press Enter to enact your selection.

If you select Yes, Enter the old password and then enter and confirm the new password: Use the up and down arrow buttons to select the character for each space. Use the left and right arrow buttons to move the cursor left or right. Press Enter to confirm your entry.

Printer Setup

Accesses the printer setup menus

Page Desc Lang

Use the up and down arrow buttons to select Auto, PCL, or PS.

Default Paper

Use the up and down arrow buttons to select a paper size.

Auto Continue

Use the up and down arrow buttons to select On or Off.

Def Output Tray

Use the up and down arrow buttons to select a tray.

Job Separations

Use the up and down arrow buttons to select On or Off.

B&W Page Detect

Use the up and down arrow buttons to select On or Off.

1

1-8 | Operating the Fiery 3850C

	Hex Dump Mode Use the up and down arrow buttons to select On or Off.
PS Setup	Accesses the PostScript setup menus Error Page Use the up and down arrow buttons to select Yes or No. Def Resolution Use the up and down arrow buttons to select a resolution.
PCL Setup	Accesses the PCL setup menus Orientation Use the up and down arrow buttons to select Portrait or Landscape. Form Length Use the up and down arrow buttons to select a number of lines. Font Number Use the up and down arrow buttons to select the number of fonts, from 0 to 45. Pitch Use the up and down arrow buttons to select a size. Symbol Set Use the up and down arrow buttons to select the symbol set.
Colorwise Setup	Memory Overflow Use the up and down arrow buttons to select Yes or No. Accesses the Colorwise setup menus Source Profile Use the up and down arrow buttons to select a profile. Rendering Style Use the up and down arrow buttons to select a style. CMYK Sim Profile Use the up and down arrow buttons to select a simulation profile.

1

1-9 Using the Control Panel

	Spot Color Match Use the up and down arrow buttons to select On or Off.
	Pure Black Text Use the up and down arrow buttons to select On or Off.
	Black Overprint Use the up and down arrow buttons to select On or Off.
Visual Cal	Starts the Calibration process. When you see the message Printer Warning, use the up and down arrow buttons to select Abort Calib or Start Calib. Visual Cal may require a password.
I/O Port Setup	Accesses the Input/Output port setup menus
	Ethernet Use the up and down arrow buttons to select a On or Off.
	Speed Use the up and down arrow buttons to select a the network connection speed, autodetect, 100, or 10.
	Parallel Port Use the up and down arrow buttons to select On or Off.
	Port Timeout Use the up and down arrow buttons to select a number of seconds.



Restarting the Fiery 3850C

Generally, you can leave the Fiery 3850C and the printer running all the time. This section describes how to restart when necessary.

Turning the printer off

Use the procedure below to turn off power to the printer.

TO TURN OFF POWER TO THE PRINTER:

1. **Make sure the Online button light is steady and unblinking.**

If the button light is blinking, wait until all jobs have finished printing, and proceed when the light becomes steady.

2. **Press the main power switch on the printer.**

The power switch is located on the front panel, to the left of the top paper tray.

Restarting the Fiery 3850C

When you restart the Fiery 3850C, fonts that have been downloaded to the hard disk drive are not deleted. Print jobs in the Hold queue, the Printed queue, and jobs that have been processed but not printed are not deleted; they will be available for printing when you restart the Fiery 3850C.

TO RESTART THE FIERY 3850C:

1. **When the Control Panel reads READY, press the Menu button to access the Resets menu.**

When you restart the printer, make sure that the Fiery 3850C Control Panel reads READY. If the printer is turned off during RIPPING/Printing, this may cause Fiery 3850C hard disk damages.

2. **Use the Down arrow button to scroll to Restart Printer. Press the Enter button.**

2

2-1 About Command WorkStation

Chapter 2: Introduction to Command WorkStation

This chapter introduces you to the graphical user interface of Command WorkStation. Select a user level and log in to the Fiery 3850C. Once you have logged in, you can tour the Command WorkStation windows. Your exploration will be more complete if you have some jobs in the Spool area (jobs printed to the Hold queue) and have the ability to send more jobs from a nearby computer.

Chapter 3 builds on the information in this chapter and describes job monitoring and control in more depth.

About Command WorkStation

Command WorkStation provides a window on Fiery 3850C and printer functions, and an interface from which you can control those functions. The Command WorkStation application can be installed on a Windows computer with a TCP/IP or IPX network connection to the Fiery 3850C.

By default, no passwords are set on the Fiery 3850C—in this default state, anyone can perform Setup and use all Command WorkStation functions. Until Administrator and Operator passwords are defined in Fiery 3850C Setup, you can log in to Command WorkStation as an Administrator without entering a password, and you are given full privileges. For information about Setup and specifying passwords, see the *Configuration Guide*.

2

2-2 Introduction to Command WorkStation

After the Administrator has performed Setup and specified passwords, Command WorkStation user options depend on your login level. If you log in to the Command WorkStation as Guest, you have only the first option listed below. If you log in as Operator, you have the first two options. If you log in as Administrator, you have all four options.

Command WorkStation privileges include the following:

- A view of current printing jobs and jobs stored on the Fiery 3850C (Guest, Operator, Administrator)
- Control of printing jobs (Operator, Administrator)
- Ability to perform calibration (Administrator)
- Access to Setup, management of resident fonts, clearing of the Fiery 3850C disk and the Job Log (Administrator)

After you connect to a Fiery 3850C and log in, your first view of the Command WorkStation is the Queues window (as indicated by the tab at the bottom) which is divided into three regions by Spool, RIP, and Print status bars. The Queues window is surrounded by a frame that includes slider buttons and menus.

Once the Fiery 3850C receives print jobs, the Queues window becomes a dynamic display, filled with the names of jobs and their characteristics. Status bars animate in real time as new jobs are processed and printed, and jobs move to different display areas. An operator, who has complete job control, sets the process in motion for each job.

The Spool, RIP, and Print areas of the Queues window represent the stages of printing a job. Jobs come in at the top level (Spool) and drop down to the Print level, unless they are held along the way.

- **Spooled jobs**—Jobs listed below the Spool status bar area are PostScript or PCL files stored on the Fiery 3850C disk. These jobs were sent to either the Print queue (white printer icons) or the Hold queue (yellow icons).

2

2-3 | About Command WorkStation

- **RIPped jobs**—Jobs listed below the RIP status bar are ready to print. They have already been rasterized (RIPped, or processed for printing) and are waiting, in order, for access to the printer. Rasterized jobs can also be held; held jobs are displayed on a yellow background.
- **Printed jobs**—Jobs listed below the Print status bar have already been printed. Printed jobs can be stored on the Fiery 3850C disk. The number of jobs that can be stored (from 1 to 99) is defined in Setup.

2

2-4 Introduction to Command WorkStation

You can interact with jobs in the window by selecting them and choosing from Job menu commands or right-mouse menu commands, or by double-clicking them. (However, if passwords have been set and you log in as Guest, you can only view jobs; you cannot change or route them.) This chapter and the next explain the Command WorkStation interface in detail.

Starting up and logging in

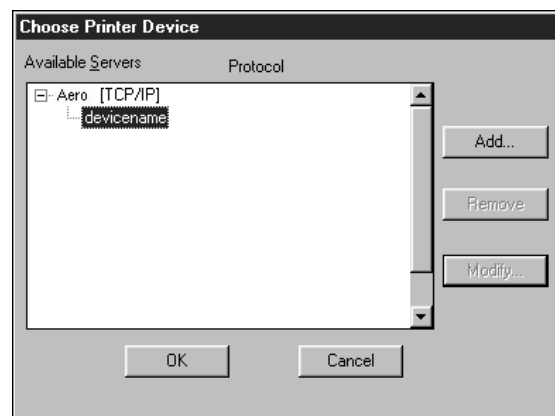
To start up the Command WorkStation application, click the Windows Start button and choose Command WorkStation from the Programs menu; or, if you have created a shortcut to the Command WorkStation application, double-click the Command WorkStation icon.

Connecting to the Fiery 3850C

If the Command WorkStation was previously connected to the Fiery 3850C, you are prompted to choose it from a list of servers.

If Command WorkStation has never been connected to the Fiery 3850C, you are prompted to configure a new entry. Click OK and see *Getting Started* for instructions on how to configure a new connection.

NOTE: Connection information must be specified using TCP/IP, and the device name “3850C” used specifically.



With the Fiery 3850C device name selected, click OK. If the device name is not displayed, click the plus sign (+) to expand the Fiery 3850C entry.

2

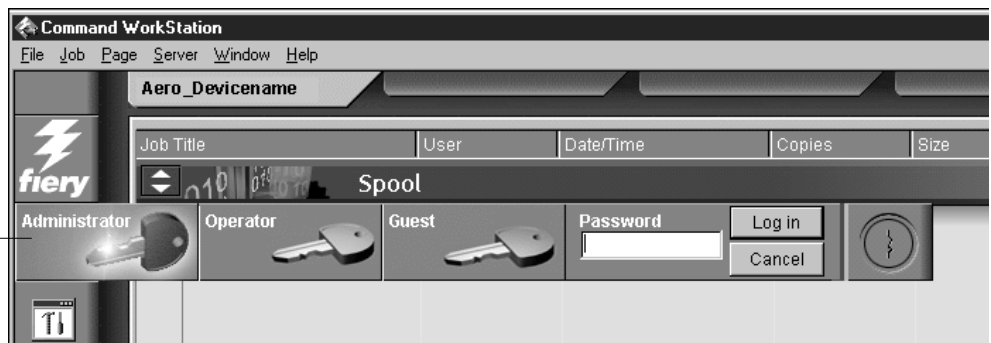
2-5 Starting up and logging in

The Command WorkStation connects to the Fiery 3850C and you are prompted to choose a login level and enter a password to log in (see below). If you have any difficulties connecting to the Fiery 3850C, see Appendix A for error messages and troubleshooting information.

Logging in

When the Command WorkStation has connected to the Fiery 3850C, the log in/out slider appears, prompting you to select a login level and enter a password. Before you log in, the Administrator key is in the vertical position, and the Operator, Administrator, and Guest keys are in the flat (horizontal) position. When you click your login level, the corresponding key turns to the vertical position.

Log in/out slider



For Administrator or Operator access to the Fiery 3850C, click the corresponding key, enter the password, and click Log in or press Enter. For Guest access only, click the Guest key and then click Log in. No password is required for Guest access.

If you change your mind about logging in, or do not have the password you need, click Cancel.

If you forget your Administrator password, contact your authorized service representative.

2

2-6 Introduction to Command WorkStation

When you have entered the appropriate password and logged in, the log in/out slider retracts and the full Command WorkStation display appears. The color of the key in the lock indicates your login level. If the Fiery 3850C is handling a large number of jobs, it may take a few moments to display the entire job list.

When you reopen the slider after you have logged in, the Log in button will have changed to the Log out button.

Access levels

The three possible levels of access to Command WorkStation functions are Administrator, Operator, and Guest. To enable maximum password protection, Administrator and Operator passwords must be specified in Setup (see the *Configuration Guide*).

When both Administrator and Operator passwords have been specified, the access levels are as follows:

Access level:	Privileges and password requirements:
Administrator	Has full access to all Command WorkStation and Control Panel functions; Administrator password required.
Operator	Has access to all Command WorkStation functions <i>except</i> Setup, calibration, clearing the Fiery 3850C disk, clearing the Job Log, and font management; Operator password required.
Guest	Can view job status, but cannot make changes to jobs or Setup, and can view the Queues window only; no password required.

NOTE: Access privileges alone do not confer control of print jobs. If the operator is going to manage all print jobs, the Administrator must route all user jobs to the Hold queue (that is, all jobs are spooled and held on the Fiery 3850C). To accomplish this, only the Hold queue, and not the Direct connection or the Print queue, should be enabled in Setup. See the *Configuration Guide* for more information.

2

2-7 The Command WorkStation interface

Logging out

There are two ways to log out from the Fiery 3850C:

- From the Server menu, choose Log out.
- Open the log in/out slider (click the key icon just below the Fiery logo) and click Log out.

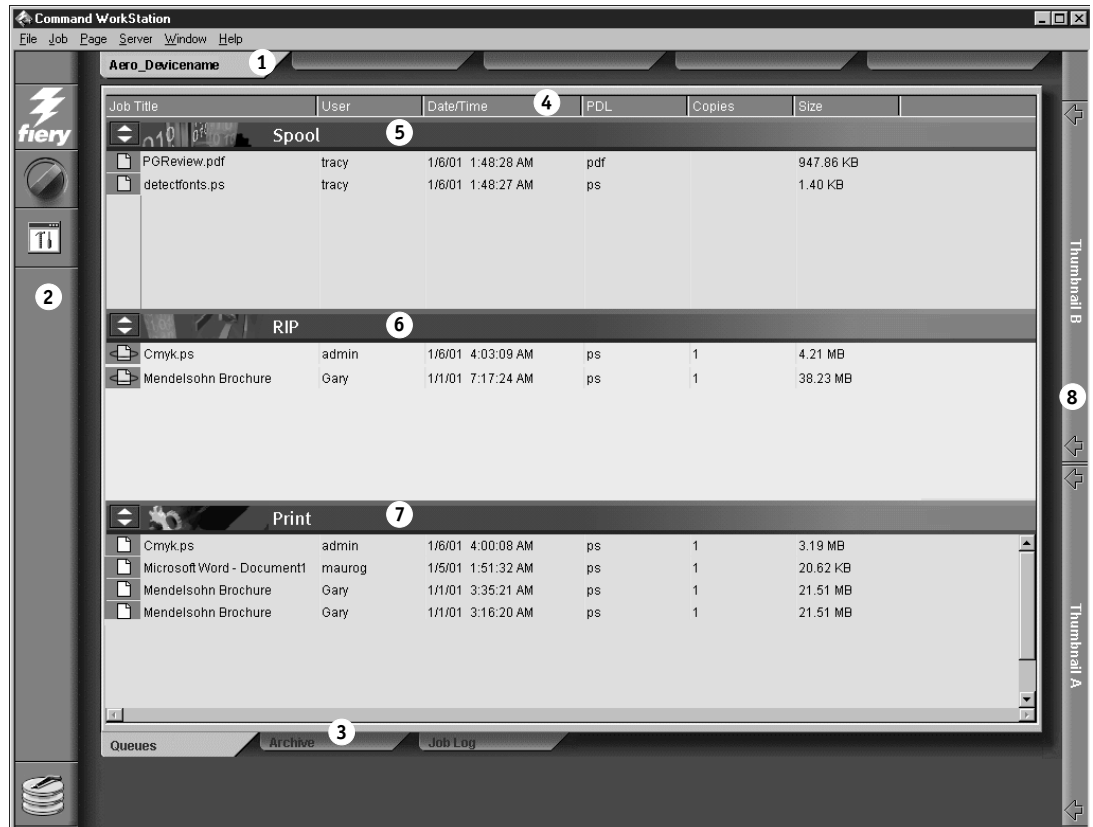


The Command WorkStation interface

The display illustrated below is the default Command WorkStation display in the middle of job processing. It shows the elements common to all Command WorkStation displays (1 through 4) and the Queues window elements (5 through 8). There are two other windows, Archive and Job Log, which you access via tabs at the bottom of the display (3). However, the Queues window is the one from which most Command WorkStation operations are performed. The elements numbered 1 through 4 are common to all Command WorkStation displays, those numbered 5 through 7 appear only in the Queues window, and element number 8 is common to the Queues and Archive windows.

2

2-8 Introduction to Command WorkStation



1 Server selection tabs

2 Sliders and system information

3 Window selection tabs

4 Job ticket information

5-7 Queues window display

8 Thumbnail A and B

The Command WorkStation provides access to a great deal of information and many features that are accessed in various ways—buttons, menus, double-clicking, and right-mouse commands. It is a powerful interface that allows for a great deal of interaction and flexibility in the production process. This section describes each of the elements that compose the Command WorkStation display.

2

2-9 The Command WorkStation interface

Window area (Queues, Archive, Job Log)

This area can display one of three windows: the Queues window (shown below), the Archive window, or the Job Log window (only the Queues window is available if you logged in as Guest). The Queues window is the default window; it shows spooled, processing, and printing jobs in a display that changes dynamically.



Job Title	User	Date/Time	PDL	Copies	Size
Spool					
PGReview.pdf	tracy	1/6/01 1:48:28 AM	pdf		947.86 KB
detectfonts.ps	tracy	1/6/01 1:48:27 AM	ps		1.40 KB
RIP					
Cmyk.ps	admin	1/6/01 4:03:09 AM	ps	1	4.21 MB
Mendelsohn Brochure	Gary	1/1/01 7:17:24 AM	ps	1	38.23 MB
Print					
Cmyk.ps	admin	1/6/01 4:00:08 AM	ps	1	3.19 MB
Microsoft Word - Document1	maurog	1/5/01 1:51:32 AM	ps	1	20.62 KB
Mendelsohn Brochure	Gary	1/1/01 3:35:21 AM	ps	1	21.51 MB
Mendelsohn Brochure	Gary	1/1/01 3:16:20 AM	ps	1	21.51 MB

2

Menu bar

For information on:	See:
Queues area	“Queues window” on page 2-17
Archive area	“Archive window” on page 2-27
Job Log area	“Job Log window” on page 2-30

The menu bar has six menus. When an action is not available in the current context, the command is dimmed.



Menu:	Choose this:	To do this:
File	Preferences	Set Command WorkStation preferences; see page 3-4.
	Print Pages	Print any or all of the following pages to the Fiery 3850C: Configuration page, Test Page, Help Map Font List, Color Charts, Job Log. You can also print the Configuration page to any printer you specify; see page 3-6.
	Exit	Log out from the Fiery 3850C, exit the Command WorkStation application, and return to the Windows desktop.

2

2-11 The Command WorkStation interface

Menu:	Choose this:	To do this:
Job (For more information on these commands, see page 2-24).	Delete	Delete one or more selected jobs.
	Duplicate	Duplicate one or more selected PostScript data jobs in the Spool or Print areas; see page 2-21, page 2-23, and page 2-25.
	Rename	Rename a selected job.
	Hold	Hold the selected job(s); see page 2-19.
	RIP and Hold	RIP and then hold the selected job(s); see page 2-19.
	Print	Print the selected job(s); see page 2-23.
	Print and Hold	Print the selected job(s) and then hold it in the RIP area; see page 2-19.
	Process Next	Give top priority to this job (Spool area only).
	Remove Raster	Remove the raster information from the selected job(s); see page 2-25.
	Properties	View and edit print settings for the selected job(s) and print job(s) with new settings; see page 2-36.
	Thumbnail A	Open a selected <i>held</i> raster data job in the Thumbnail A window where you can view a full-screen preview of the job, edit the job, or merge it with raster data from other jobs; see page 2-38
	Thumbnail B	Open a selected raster data job (not necessarily a held job) in the Thumbnail B window for viewing a full-screen preview of the job, or for copying pages into a job in the Thumbnail A window; see page 2-38
	Download	Download files and fonts to the Fiery 3850C; see page 3-22. You can also choose this command by right-clicking on the Spool status bar.
Archive	Archive one or more selected jobs; see page 2-27 and page 3-27.	

2

2-12 Introduction to Command WorkStation

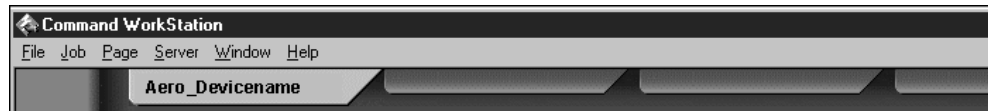
Menu:	Choose this:	To do this:
Page (Job Merge and Edit commands for Thumbnail A)	Delete	Delete the selected page(s)
	Duplicate	Duplicate the selected page(s)
	Preview	View a full-screen preview of the selected page; see page 2-40
	Undo	Undo previous Page menu commands (multiple undos available)
Server	Cancel RIPping	Stop RIPping the current job. You can also choose this command by right-clicking on the RIP status bar.
	Cancel Printing	Stop printing the current job. You can also choose this command by right-clicking on the Print status bar.
	Manage Fonts	View the fonts currently installed on the Fiery 3850C disk, download additional fonts, or delete fonts (requires Administrator privileges); see “Managing server fonts” on page 3-25.
	Manage Color	Start ColorWise Pro Tools; see the <i>Color Guide</i> .
	Clear Job Log	Clear all jobs from the Job Log (requires Administrator privileges); see “Other server management commands” on page 3-29.
	Reboot	Perform a soft reboot of the Fiery 3850C (requires Operator or Administrator privileges); see “Other server management commands” on page 3-29.
	Clear	Clear all jobs in all queues as well as all jobs archived on the Fiery 3850C hard disk, the index of archived jobs, and the Job Log (requires Administrator privileges); see “Other server management commands” on page 3-29.
	Setup	Start the Fiery Setup program (requires Administrator privileges); see “Other server management commands” on page 3-29 and the <i>Configuration Guide</i> .
Log out	Log out of the Fiery 3850C.	

2

2-13 The Command WorkStation interface

Menu:	Choose this:	To do this:
Window	Filter	Open the Filter dialog box for the active window; see page 2-31.
	Export	Save the information in the active window as a tab-delimited text file; see page 2-29 and page 2-31.
	Print	Print the active window.
	View in Helper App	Open the active window in a particular application you specify; see page 3-4.
	Refresh	Update the Job Log window with the latest information.
	Revert to Default Settings	Restore default settings for the status areas, the column headings, and the column widths.
Help	About	View the Command WorkStation information screen.

Server selection tabs



The Server selection tabs, just below the menu bar at the top of the display, can be used to log in to additional Fiery 3850C servers and to switch between Fiery 3850C servers currently connected to the Command WorkStation.

If you click a blank tab, you are prompted to connect to a Fiery 3850C in the list or configure a new Fiery 3850C entry (see “Connecting to the Fiery 3850C” on page 2-4). A limit of five Fiery 3850C servers can be connected to a single Command WorkStation.

You can access the Server selection tabs from all Command WorkStation windows (Queues, Archive, and Job Log).

2

Sliders

Along the left side of the display are buttons you click to activate function sliders.



To retract any slider, click the icon at the far right of the slider.

Server information slider



The Server information slider displays name and version information about the currently connected Fiery 3850C and the Command WorkStation. To retract the slider, click the Fiery logo at the far right of the bar.

2

2-15 The Command WorkStation interface

Log in/out slider



This slider is described in “Logging in” on page 2-5 and “Logging out” on page 2-7. To retract the slider, click the lock icon at the far right of the bar.

Utilities shortcut slider



This slider can be used to access the Fiery Downloader and ColorWise Pro Tools utilities. These utilities can also be accessed from the Job menu and Server menu, respectively. To retract the slider, click the icon at the far right of the bar.

Job ticket information

Job Title	User	Date/Time	Copies	Size	
-----------	------	-----------	--------	------	--

All the jobs listed by name in the Queues and Archive windows can display the job ticket information specified by the person who originated the print job. The Command WorkStation can display this information because it parses the PostScript or PCL file before it is RIPped.

You have considerable flexibility in arranging this information in the display. For example, you can add Media Type to the display if you want to see which jobs call for special paper or other media.

Job Title	User	Date/Time	Copies	Size	Media Type
-----------	------	-----------	--------	------	------------

You can choose not to display headers for options that are not used at your site, or you can display all possible options and scroll to see the ones that are less important to you. If you just want to experiment, when you are finished you can choose Default Settings from the Window menu.

For instructions on customizing the display in the Queues, and Archive windows, see page 3-3.

Window selection tabs



The Command WorkStation always starts out by displaying the Queues window, from which you view current job processes and control job flow and file storage. To go to another window, click the corresponding tab at the bottom of the Command WorkStation display.

2

Queues window

Spooling



RIPping



Printing

The Queues window is a dynamic display of the job staging area: jobs are lined up for processing and printing, some of them are being held waiting for directions, some are moving from one stage or queue to another and are finally dropped from the list, some are held for processing by the operator, and some are held in a different queue in case you need to reprint them.

One approach to understanding the dynamic display is to imagine the three parts of the Queues window corresponding to the three stages of printing, illustrated as a downhill flow.

Spooling—a PostScript or PCL file is saved on the Fiery 3850C hard disk. The file can come in packets from the network, or from another place on the Fiery 3850C hard disk. Jobs are added to a queue in the order in which they arrive, and they generally move to another queue in the same order unless an operator has intervened to change the order.

Rasterizing (RIPping)—PostScript or PCL commands are interpreted in the Fiery 3850C to allow the printer to print the file the way its originator intended. The result of this interpretation is a raster file associated with the original PostScript or PCL file. In this raster file (raster image), color data is associated with each dot that can be rendered by the print engine. The color data tells the print engine whether or not to apply cyan, magenta, yellow, or black toner to each position on the page.

Printing—The raster image is transferred from the Fiery 3850C to the print the print engine at high speed, freeing up RAM for the next job. While the PostScript or PCL file is usually saved to disk, raster images are held in RAM during and after each print job. However, both users and operators can request that the Fiery 3850C save the raster image to disk along with the PostScript or PCL file.

Saving the raster image to disk offers some advantages—raster files are already processed so they print quickly, and each part of the raster file is still identified with a page in the original document, which means that individual pages of a saved raster file can be accessed.

2

Status bars

Jobs actively involved in the three processes (spooling, rasterizing, and printing) are listed in the status bars that span the Queues window.

Status bars show the filename, and user name for the active process, and an indication of its progress. Each status bar heads the list of jobs that have completed the process. Thus, beneath the Spool status bar, you see a list of spooled files; beneath the RIP status bar, you see a list of rasterized (RIPped) files; beneath the Print status bar, you see a list of jobs that have already been printed.

NOTE: In the Spool status bar, the filename and user information always appear as “Unknown” (as shown below). This information is not available until the job has finished spooling to the Fiery 3850C disk.



When a job is being processed, provided animation is enabled (see page 3-4), the corresponding status bar is animated, indicating that the process is active. Each status bar lists the filename of the active job, the user name, and an indication of its size or progress.

If an error occurs, the Print status bar alerts you by displaying a message on a red background instead of the normal blue background.

2

2-19 Queues window

Enlarging the status bars Click the small arrows at the left of the status bar to expand the status bar display. Click the arrows again to collapse the status bar to its original size. To expand all the status bars at the same time, press Ctrl-E. To collapse them to their original size, click the arrows or press Ctrl-E again.



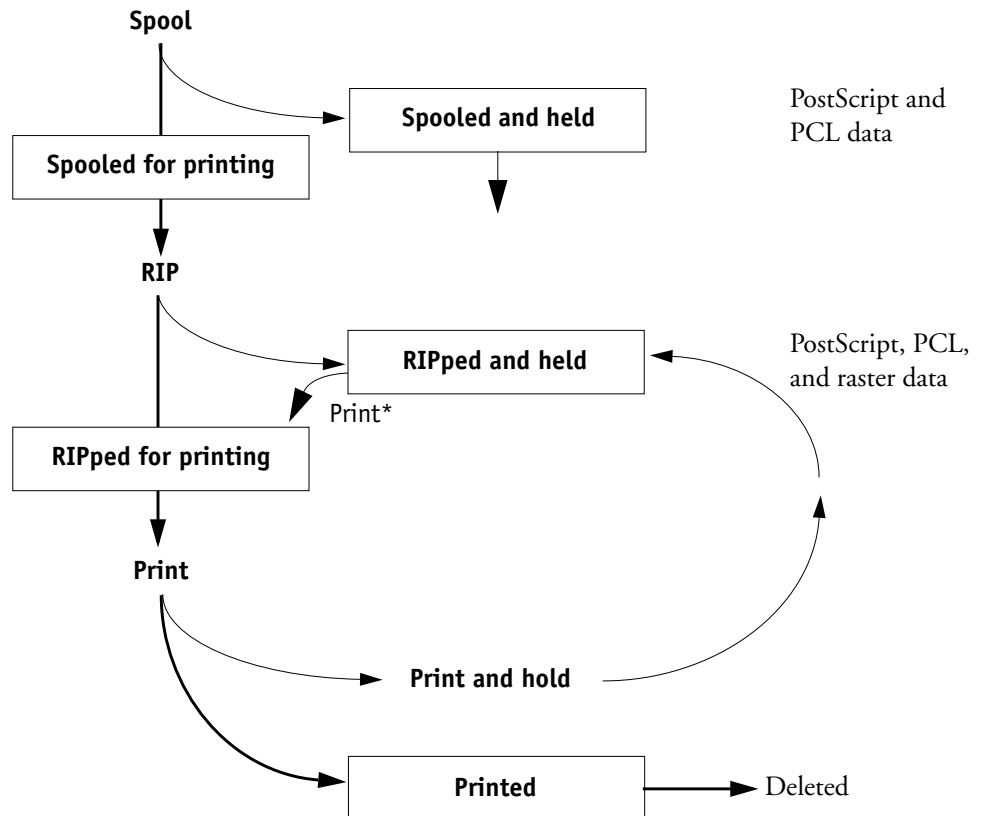
Changing proportions By default, the status bars divide the window area into three equal parts. You can drag the RIP and Print status bars up or down to change the proportion of the window devoted to each job area. For example, drag the RIP status bar down if you have a long list of spooled jobs that you want to see without scrolling.

Making space If your workflow includes holding many jobs, and you don't want to view the held jobs all the time, consider moving some of them to the Archive window. You can move jobs back and forth between the Queues window and the Archive window with a single right-mouse command (see page 2-24).

Active jobs and held jobs

In the description that follows, assume that the operator has full control of jobs; that is, the administrator has disabled the Direct connection and the Print queue, and all user jobs come to the Hold queue. For more information about queues, see the *Configuration Guide*.

The operator's job management functions permit *holding* a job at any stage of the process we have described, as illustrated below. In the figure, boxes indicate types of job icons you would see in the Queues window.



*A copy of the held job is printed; the held job remains in the RIP area.



2

Jobs that are held are shown with a yellow icon in a yellow row, just beneath the Spool or RIP status bar. Jobs that are held must be activated with a command in order to print.

Active jobs are shown in white with white icons; new jobs are added above older jobs.




Job icons

Three types of icons are used for both active jobs and jobs on hold.

Icon:	Active jobs: (white icons and rows)	Jobs on Hold: (yellow icons and rows)
  Printer icons	PostScript, PCL, or raster data headed for printing (top) or after printing (bottom)	PostScript or PCL data headed for Print and Hold or job on Hold after printing (Hold)

Spool area

The job icons in the Spool area are described below:

Spool area icon:	What it indicates:	How long you see the job:
1  Yellow printer icon Yellow job row	PostScript or PCL data from a user on the network; no destination is defined	Until a destination is chosen
2  White printer icon White job row	PostScript or PCL data headed for Print	
3  Yellow raster icon White job row	PostScript or PCL data headed for RIP and Hold	Until the RIP is free

The Spool area is both the receiving area for jobs from users on the network (Hold queue) and the waiting area for jobs that will be RIPped (jobs in the Spool queue).



Hold queue jobs When printing requires an operator (because the Print queue and Direct connection are disabled), the operator must assign a destination to all jobs received from users on the network (icon 1 in the table above). Once assigned, jobs (icons 2 and 3) move down the Spool queue for processing. All jobs printed to the Hold queue require routing by an operator.

Print queue jobs When printing does not require an operator, network jobs sent to the Print queue appear in the Spool area where they are shown with a white printer icon (icon 2). When they reach the head of the queue, they are RIPped and printed without operator intervention.

Direct connection jobs Jobs printed to the Direct connection are not displayed in the Command WorkStation job lists. They are displayed briefly in the status bars (where they cannot be selected) and are included in the Job Log.

RIP area

The job icons in the RIP area are described below:

RIP area icon:	What it indicates:	How long you see the job:
1  Yellow raster icon Yellow job row	Raster data, no destination defined; may have been printed before and held	Until it is deleted, moved to the Archive window, or stripped of its raster data and sent to the Spool area
2  White printer icon White job row	Raster data headed for Print in its turn; no hold defined	Until printer is free to print the job

After a job is rasterized, it goes into the RIP area. The RIP area holds only raster data (i.e., jobs that have been rasterized). Jobs in the RIP area are either waiting for the printer to be free (Print queue jobs, icon 2 in the above table), or they are being held.

Held jobs in the RIP area have already been rasterized (RIP and Hold) or they have been printed and their raster data has been routed back to the RIP area (Print and Hold), where they are shown in yellow rows (icon 1).


NOTE: Raster jobs in the RIP area that are waiting to print (icon 2 in the previous table) cannot be manipulated by job commands.

Jobs held in the RIP area remain there until the operator moves them to the Archive window or deletes them. Printing these jobs does not remove them from the RIP area. Instead, a copy of the job is created and printed.

NOTE: For all rasterized jobs, the print option settings, in addition to the current calibration state of the Fiery 3850C, remain with the saved raster data each time the job is reprinted. To print the job with new print option settings and with new calibration data, you must remove the raster data and reRIP the job.

Print area

The job icons in the Print area are described below:

Print area icon:	What it indicates:	How long you see the job:
1  White printer icon White job row	PostScript or PCL data only—raster data has been deleted	Until the job limit is reached

The Print area, also referred to as the Printed queue, contains jobs that have already been printed. These jobs were assigned the Print destination (white printer icon in the Spool or RIP areas) without any Hold instructions; therefore, they all have white icons and rows.

NOTE: A job row that appears in light red indicates that an error occurred while printing the job. To see the error, double-click anywhere in the row.

Newly printed jobs are added to the Printed queue, and are shown at the top of the list. Jobs are saved in the Printed queue until the job limit is reached. When the first job over the limit is printed, the oldest job is deleted from the disk. The value for Jobs Saved in Printed Queue can be changed in Fiery 3850C Setup by the administrator.

NOTE: If you reprint a job in the Printed queue, the job returns to its original position in the Printed queue after it is printed.

While it is printing, a job consists of PostScript or PCL and raster data. The raster data in RAM is not cleared until memory is needed to rasterize the next job. As long as the raster data is intact, the job can be reprinted from the Printed queue. Printed jobs that still have their raster data are represented by a white raster icon in the Printed queue (icon 2 in the previous table); jobs with only PostScript or PCL data remaining are represented by a white printer icon (icon 1). If the job was printed from a held raster job (in the RIP area), the raster data in the RIP area remains and can be used to reprint the job after the raster data has been cleared from the Printed queue.

Job commands

Job commands are used to assign a selected job to a new destination or process. These commands are available from the Job menu (see page 2-11). Many are also available as right-mouse commands (described following the list of commands below). The job commands available at a given time depend on the context; unavailable commands are dimmed. Job commands are available in the Queues and Archive windows.

2

2-25 Queues window

The job commands available for selected jobs in the Queues and Archive windows are listed in the following table. The table also describes the effect of each command on raster data associated with the affected job(s).

Choose this:	To do this:	Raster data is:
Delete	Delete the job(s).	Deleted
Duplicate	Duplicate one or more selected PostScript or PCL data jobs in the Spool or Print areas. You can use the duplicate job(s) for different print options or a different destination. (The Duplicate command actually creates a reference to the original job, with the same name.)	n/a (The Duplicate command is not available for raster jobs.)
Rename	Rename the job (PostScript or PCL file with or without raster).	Unaffected, but associated with the new name
Hold	Hold the job in the current place (except for a job in the Print area, which is moved to the Spool or RIP area, depending on whether it still has raster data associated with it).	Held in RIP area, if included with job
RIP and Hold	RIP the job and hold it in the RIP area.	Held in RIP area indefinitely
Print	Print the job in its turn (RIP it first if it does not have raster data). After printing, keep the printed job in the Print area until the job limit is reached.	Temporarily held in RAM after printing until memory is needed for another job (If the job was printed from a held job in the RIP area, the raster data in the RIP area is kept indefinitely)
Print and Hold (Like the user print option Save Fast Reprint)	Print the job in its turn (RIP it first if it does not have raster data). After printing, hold the PostScript or PCL data and the raster in the RIP area.	Held in RIP area indefinitely (saved to disk)
Process Next	Give top priority to this job. RIP (and then print) it as soon as the processor is free, before other waiting jobs. Option is dimmed if there are no other waiting jobs.	n/a NOTE: This command is available only for jobs in the Spool area that are not currently held.
Remove Raster	Remove the raster data from a job that has raster data (indicated by a raster icon); leave the PostScript or PCL data unaffected.	Deleted NOTE: If you remove raster from a job in the RIP area, the job is sent to the Spool area.

Choose this:	To do this:	Raster data is:
Properties	View, override print option settings, and print a selected job or a group of selected jobs.	Possibly deleted and regenerated, depending on whether you change any settings that require re-RIPping
Thumbnail A	Open the selected <i>held</i> raster data job in the Thumbnail A window where you can view a full-screen preview of the job, edit the job, or merge it with raster data from other jobs	Changed if job is edited, unaffected if job is only viewed
Thumbnail B	Open the selected raster data job (not necessarily a held job) in the Thumbnail B window for viewing or for merging into a job in the Thumbnail A window	Unchanged
Download	Download files and fonts to the Fiery 3850Cr; see page 3-22.	n/a
Archive	Archive the selected held job(s) to the Fiery 3850C hard disk, a device on the network, or to the local Command WorkStation hard disk, and move the job icon to the Archive window; see page 2-27.	Archived with the job, if archiving of raster data is specified

Using right-mouse commands

Use the following instructions to activate job commands with a single right-mouse click.

TO ROUTE JOBS WITH RIGHT-MOUSE COMMANDS:

1. **To route a single job in the job list, right-click the job.**
2. **Select one of the commands or destinations and release the mouse button.**
The command is carried out or the job is routed to the destination you chose. Depending on your choice, the job line may reappear in a different part of the window or a different window, or the job line may be deleted.
3. **To route multiple jobs at the same time, select the jobs first.**
Click the job line to select the first job. Shift-click to select adjacent jobs; Ctrl-click to select nonadjacent jobs.

NOTE: Select jobs with the same job icon; otherwise, the destination options may not be the same. For example, select multiple jobs in the Spool area, and choose Print.

4. **With the cursor still in one of the selected job lines, press the right mouse button.**
5. **Select one of the commands or destinations and release the mouse button.**

The command is carried out or the jobs are routed to the destination you chose.

Archive window



If you want to store jobs before or after printing, you can archive them. The Fiery 3850C can archive jobs internally on the Fiery 3850C hard disk. For instructions on how to archive jobs, see page 3-27.

NOTE: The Archive window is not available if you logged in as Guest.

PostScript, PCL, and raster data jobs can be archived, but jobs must first be *held* in the Spool or RIP areas of the Queues window before they can be archived.




When you archive a job, the job is *moved*, not copied, to the archive destination. The Archive window shows a cumulative list of *all* jobs that have been archived. This list is cleared (along with all jobs on the Fiery 3850C) by choosing Clear Server on the Fiery 3850C Control Panel (see page 1-5) or by using the Clear command from the Command WorkStation (see page 2-12).

The job icons in the Archive window are described below:

Archive icon:	What it indicates:
 Printer icon	PostScript or PCL data only—raster data not present or deleted Job was archived from the Spool area
 Raster icon	Raster and PostScript or PCL data Job was archived from the RIP area

The job commands described on page 2-24 can also be used with jobs in the Archive window.

The icons that appear in the Archive window are always white, since they have no destination (as long as they are in the Archive window).

Archive Log						
Sort order indicator	Job Title	User	Date/Time	Copies	Size	Volume
	 KingTut.ps	lw	01/12/02 17:01:08	1	1.47 MB	
	 999B&W.pmk	WK	01/12/02 18:38:44	1	1.10 MB	
	 chess.ps	BF	01/12/02 18:59:26	1	3.04 KB	BF VOLUME\Co...
External volume						

By default, the Archive window displays *all* archived jobs. Until they are deleted, archived jobs remain in the Archive window indefinitely. You can display a subset of archived jobs based on various selection criteria by using the Filter command (see page 2-31).

For jobs archived to external devices, the Volume column shows the volume and pathname of the device. For jobs that were archived to the Fiery 3850C hard disk, the Volume column is blank.

As with the Queues window, you can select the headings for the display and use Job menu or right-mouse commands; you can also sort jobs.

To:	Do this:
Sort jobs in a category, such as by Date	Double-click the Date/Time heading. A small arrow indicates whether jobs are sorted in ascending or descending order. Double-click again to sort in the reverse order.
Route a job to a destination in the Queues window	Use job commands from the Job menu or the right-mouse command menu. For example, to print a job, choose Print or Print and Hold. You can also select and route multiple jobs. For details, see page 2-26. The other options, RIP and Hold or Hold, send a copy of the job to the Queues window (to the RIP and Spool areas, respectively) without printing it; Remove Raster (which applies only to jobs with the raster icon) leaves only the PostScript or PCL data for the job in the Archive window.
View only particular jobs	Choose Filter from the Window menu, and make entries in the Filter dialog box (see page 2-31).
Delete a job	Select the job(s) and choose Delete from the Job menu or right-mouse command menu.
Display or move job ticket information headers in the Archive window	Click the right mouse button on the appropriate column head; choose Add from the drop-down menu to list the columns that you can add to the display. The categories are the same as in the Queues window (see page 2-16) but you can arrange them differently. The column head arrangements you set in the Archive window are independent of those you set in the Queues window.
Adjust the width of a column	Click the column border in the heading and drag left or right.
Export the currently displayed list of archived jobs to a tab-delimited text file	Choose Export from the Window menu. Specify a filename (the default name is archive.log) and a location for the file and click Save. You can then open the exported file with a spreadsheet, database, or word-processing application.

Job Log window

The Job Log is a list of processed and printed jobs, the date and time they were processed or printed, and the characteristics of the job. It includes downloaded files and fonts and RIP and Hold jobs.

NOTE: The Job Log window is not available if you logged in as Guest.

At any given time, the Job Log includes only those jobs processed or printed since the Job Log was last cleared. The Job Log can be cleared manually by choosing “Clear Job Log” from the Server menu, or automatically if the administrator has enabled autoclearing of the Job Log in Setup. You can also clear the Job Log using the printer’s control panel, or the Clear command in Command WorkStation (see page 2-12).

You can adjust the column widths in the Job Log display by clicking the column border in the heading and dragging left or right. For more information, see Chapter 3.

Job Log								
Status	Document	User	Date	Start Time	End Time	Process Time	Size	Device
OK	settrue.ps	Administrator	1/06/02	10:07:45	10:07:45	00:00:00	5.40 KB	Unknown
OK	saveprms.2ps	Administrator	1/06/02	10:08:29	10:08:29	00:00:00	6.60 KB	Unknown
OK	prologue.ps	Administrator	1/06/02	10:08:34	10:08:34	00:00:00	89.94 KB	Unknown
OK	vi001005.2ps	Administrator	1/06/02	10:08:49	10:22:48	00:13:52	62.30 KB	Unknown
OK	restprms.2ps	Administrator	1/06/02	10:27:55	10:27:57	00:00:01	8.17 KB	Unknown
OK	settrue.ps	Administrator	1/06/02	10:30:29	10:30:29	00:00:00	5.40 KB	Unknown
OK	saveprms.2ps	Administrator	1/06/02	10:31:47	10:31:48	00:00:01	6.60 KB	Unknown

When you open the Job Log, you can choose to display all jobs in the current Job Log or only the jobs in a specified date range. By default, all jobs are displayed. To specify a date range, choose Filter from the Window menu, click Range, and enter dates in the From and To fields; or, click the calendar icons next to the From and To fields and select dates by clicking them in the calendars. Use the arrows at the upper corners of the calendars to display different months.

NOTE: In the Job Log window, “Start Time” reflects the time that the job began RIPping; “End Time” reflects the time that the job printed; and “Process Time” reflects the total RIP time for the job. These times do not correspond to the Date/Time values displayed in the Queues window.

Updating the Job Log display To update the Job Log window display after specifying a date range (or at any other time), choose Refresh from the Window menu.

Exporting the Job Log From the Job Log window, you can export the Job Log to a tab-delimited text file (the default name is job.log) by choosing Export from the Window menu. The exported file can be opened with a spreadsheet, database, or word processing application. The exported Job Log contains the jobs for the date range you specified.

Clearing the Job Log The Job Log is stored on the Fiery 3850C disk. When logged in as Administrator, you can clear the Job Log by choosing Clear Job Log from the Server menu. The Job Log is cleared whenever an Administrator clears the Fiery 3850C or installs new software. In addition, the Job Log can be cleared automatically after every 55 jobs.

Printing the Job Log To print the Job Log, choose Print Pages from the File menu, select Job Log, click Print, and click OK. The Job Log is sent to the Print queue and then prints to the Fiery 3850C. You can use Job menu commands to manipulate the Job Log print job as you would any other job. The printed Job Log contains the jobs for the date range you specified. See “Using the Job Log” on page 3-27 for more information.

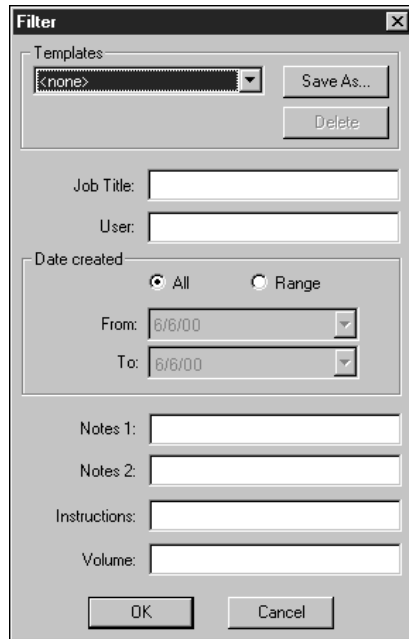
Printing and clearing the Job Log automatically You can decide how you want to handle the Job Log. If you have Administrator privileges, you can choose Setup from the Server menu and enter your preferences in Job Log Setup. You can choose to print the Job Log automatically every 55 jobs, or both print and clear the Job Log automatically every 55 jobs. You can also choose the Job Log page size.

Filtering jobs

The Queues, Archive and Job Log windows displays a cumulative list of *all* jobs. If a large number of jobs are listed, it may be difficult to locate a particular job or a particular group of jobs. You can display a specified subset of jobs by filtering jobs in the Queues, Archive, and Job Log windows.

2

To open the Filter dialog box, choose Filter from the Window menu.



In the Queues window, you can filter jobs according to any or all of the following criteria:

- Job title
- User name
- Date created (or a date range)
- Notes 1 or Notes 2 (Group name)
- Instructions (Group password)

2

2-33 Job Log window

In the Archive window, you can filter jobs according to any or all of the following criteria:

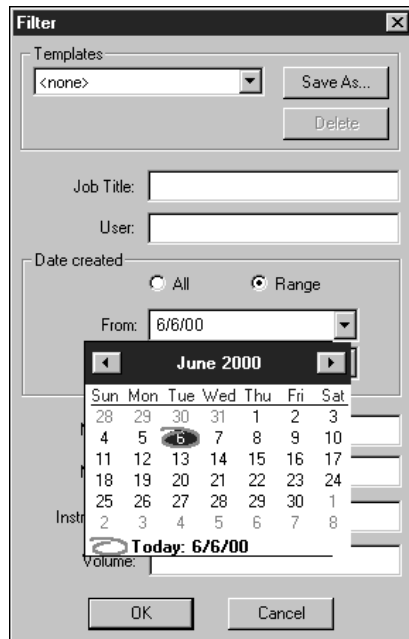
- Job title
- User name
- Date created (or a date range)
- Notes 1 or Notes 2 (Group name)
- Instructions (Group password)
- Volume

In the Job Log window, you can filter jobs by date only.

The Filter command lets you perform a search based on any and all values you specify in the Filter dialog box. Enter values in all fields relevant to your filtering criteria. If you enter values in more than one field, only jobs that meet *all* the criteria are displayed. For example, if you enter 10 in the Job Title field and <UserName> in the User field, only those jobs whose titles somewhere contain “10” *and* whose User name somewhere contains “<UserName>” will be displayed.

2

To filter by date, select Range in the Date created area and enter dates in the From and To fields; or, click the calendar icons next to the From and To fields and select dates by clicking on them in the calendar that appears. Click the arrows at the upper corners of the calendar to display different months.

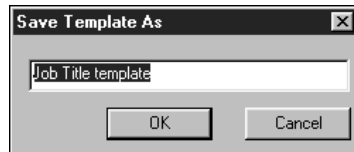


Creating Filter templates

If you often filter jobs according to specific criteria, you can create a filter template. In this way, you can filter jobs easily in one step and avoid the need to enter specific information each time you want to filter jobs.

TO CREATE A FILTER TEMPLATE:

1. **Open the Filter dialog box by choosing Filter from the Window menu.**
2. **Enter specific job filter criteria in the appropriate fields.**
3. **Click Save As.**
4. **Enter a name for the new template and click OK.**



The new template is saved in the Templates pop-up menu in the Filter dialog box.

To view jobs in the Queues, Archive, and Job Log windows according to a filter template, open the Filter dialog box, choose the template by name from the Templates pop-up menu, and click OK.

To delete an existing template, open the Filter dialog box, choose the template by name from the Templates pop-up menu, and click Delete. Click OK to confirm that you want to delete the template.

Job properties

When logged in as Operator or Administrator at the Command WorkStation, you can use the Properties command to check and override the print option settings (properties) of all jobs.

You can use this command to do the following:

- Override a setting based on printed output or other print device conditions
- Change settings for a duplicate of the original job
- Print a single copy of a job before printing the number of copies required by the user

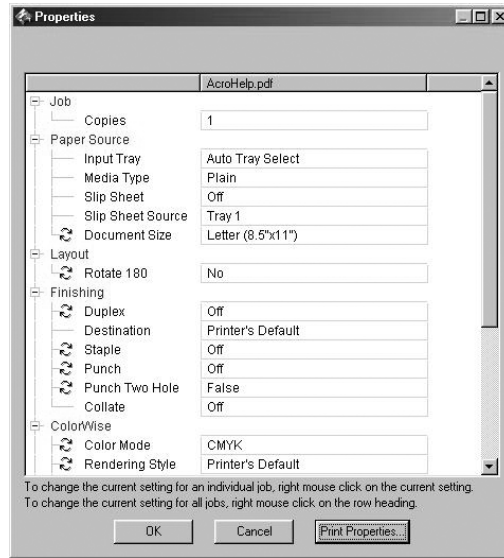
Viewing and editing job properties

The Properties command lets you view, edit the print option settings of, and print multiple jobs simultaneously. You can use this feature to compare the properties of several jobs and thereby group together jobs with similar settings.

2

2-37 Job properties

To view the properties of one or more jobs, select the job(s) and choose Properties from the Job menu or the right-mouse menu.



For information on using the Properties dialog box to change job settings, see “Viewing and overriding print settings” on page 3-20.

NOTE: Some print options that are available in the printer driver are not displayed in the Properties dialog box. For information on specific print options and settings, and where they can be set, see Appendix A of the *Printing Guide*.

Thumbnails and full-screen previews (Job Merge and Edit)

The Command WorkStation includes a powerful Job Merge and Edit tool that allows you to preview and edit raster data. (For information on how to identify a raster data job, see page 2-21.) Job Merge and Edit consists of two thumbnail windows and several page-manipulation commands (listed in the Page menu).

The Job Merge and Edit tool can be used in the following ways:

- In the Thumbnail A window, you can see thumbnails of the currently RIPping job, as it is processed, or of any raster data job (see “Previewing print jobs” on page 3-12).
- From the Thumbnail A and Thumbnail B windows you can open a full-screen preview of a raster file (see “Full-screen previews” on page 2-40).
- Using the Thumbnail A and Thumbnail B windows together, you can merge raster data from more than one file, even if the files were printed from different applications on different computer platforms (see the next section and “Merging raster files with Job Merge and Edit” on page 3-14).

Job Merge and Edit’s merge features eliminate the limitations of particular software applications. You can merge raster pages of documents of different types, even different computer operating systems. You can merge color pages from graphics programs with text pages from a word processor. An outline of Job Merge and Edit’s features follows; for more information and applications, see “Merging raster files with Job Merge and Edit” on page 3-14.

Editing and merging files with Job Merge and Edit

When you select a raster data job and choose the Thumbnail A or Thumbnail B command (from the Job menu or from the right-mouse commands), the corresponding Thumbnail slider opens automatically, displaying thumbnails of the file. To close the Thumbnail slider, click anywhere in the tab along the right edge of the Thumbnail window. When the Thumbnail window is open, the arrows in the tab point to the right, indicating that clicking the tab retracts the slider.

With the Thumbnail A window you can see thumbnail views of any raster data job—that is, any file that is currently RIPping, or any file that has been RIPped and held to disk. You can also use the Thumbnail A window to edit a raster file—you can change

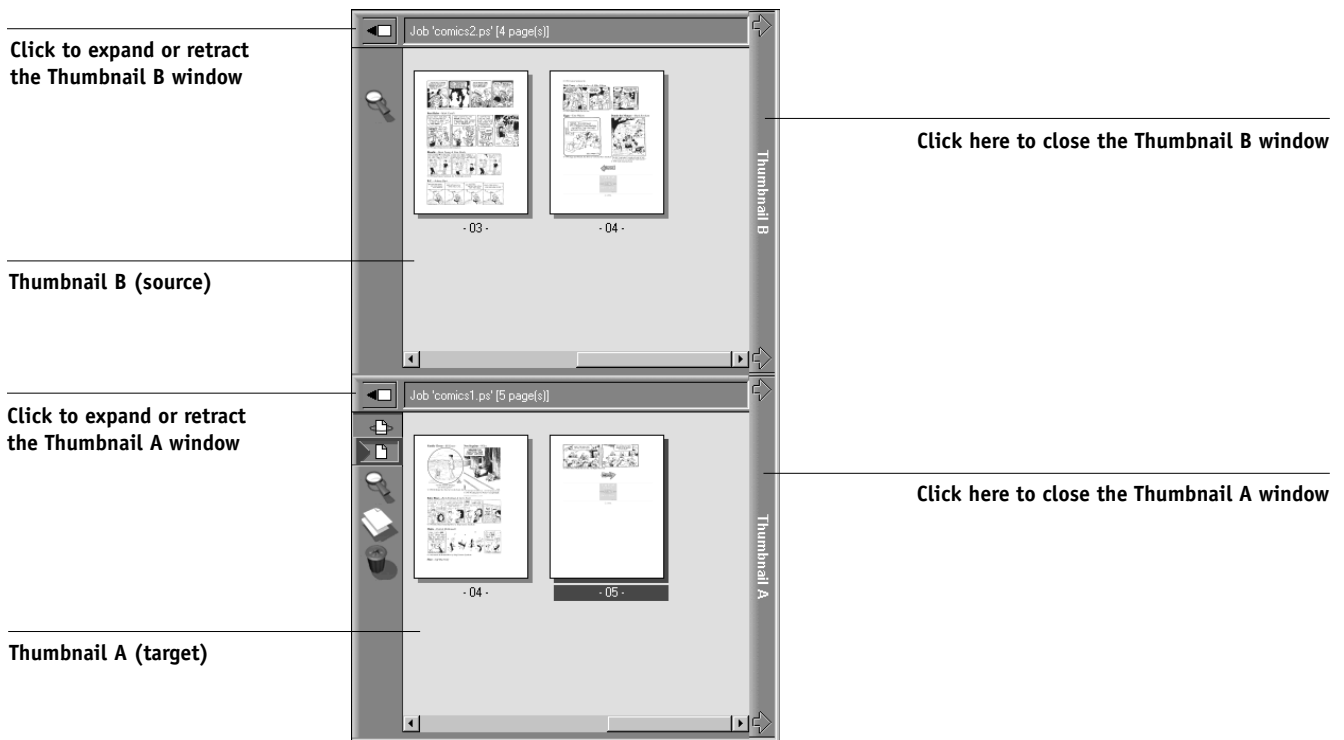
2

2-39 Thumbnails and full-screen previews (Job Merge and Edit)

the sequence of pages, delete pages, duplicate pages, and copy pages from other raster files into the Thumbnail A window. You can save the edited raster file as a new printable document.

The Thumbnail B window can also display thumbnails of a raster job, and the document displayed in Thumbnail B can be used as a source for editing the document shown in Thumbnail A.

NOTE: Be careful not to delete all pages of a job in Thumbnail A without first saving a copy of the job.



You can merge documents by dragging (copying) one or more entire pages from Thumbnail B to Thumbnail A. This creates a new document in the Thumbnail A window. If you select one or more pages in the Thumbnail A window, the commands in the Page menu give you additional editing possibilities. (Most of the Page menu commands are also made available by right-clicking pages in Thumbnail A.) Multiple undos of Page menu commands are possible.

You can merge pages from multiple documents into the Thumbnail A document by opening documents one after another in the Thumbnail B window. Documents in the Thumbnail B window are view-only, and while you can copy pages from Thumbnail B to Thumbnail A, you cannot edit the Thumbnail B document. A merged document that you create in Thumbnail A can be saved (with a different name) as a new raster data file.

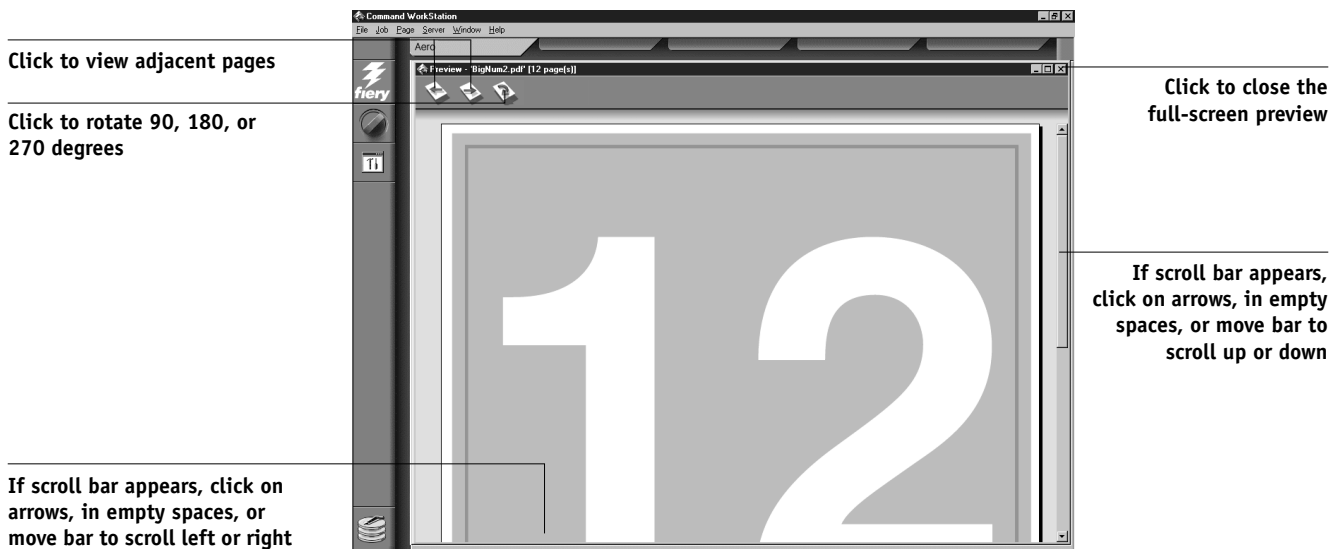
For more information, see “Merging raster files with Job Merge and Edit” on page 3-14.

Full-screen previews

In the Thumbnail A or Thumbnail B window, right-click a page and choose Preview from the menu that appears, left-click a page and choose Preview from the Page menu, or double-click a page to open a full-screen preview of that page. The full-screen preview is a view-only display, and it takes time to retrieve the data. Once begun, the process cannot be canceled.

NOTE: If you have edited a raster job with Job Merge and Edit, you must save the edited file before you can view full-screen previews of all its pages.

Using the icons in the full-screen preview, you can display adjacent pages, rotate the page, or close the preview.



3

3-1 Communicating with users

Chapter 3: Managing Print Jobs

This chapter provides some general information about managing printing with the Fiery 3850C and the printer, and gives you some hints on using the Command WorkStation windows to monitor and manage print jobs. It suggests ways to guide users so that their jobs print correctly the first time. The chapter also follows the course of a print job and shows possible ways to expedite jobs and take advantage of the special capabilities provided by the Command WorkStation.

Communicating with users

The Command WorkStation interface facilitates communication between users and operators. All the same, users who originate print jobs may need to become better informed about the Fiery 3850C and the printer so they can choose the appropriate options for their jobs.

What the user needs to know

You or the network administrator should consider supplying the following information to your users:

- The name of the printer on the network and the names of servers sharing the printer
- User's access status

Do all jobs require operator intervention because they go to the Hold queue? If not, which connections are published—Direct connection and/or Print queue?

- How long you will hold jobs on the server before you delete them
- List of default printer settings and other settings (from the Configuration page)
- List of installed fonts

3

3-2 Managing Print Jobs

Do the users' applications download fonts automatically? If not, should users embed fonts in documents, or should they supply fonts to the administrator so he or she can download them?

- Requirements for Notes fields (information which appears in the Job Log)

For example, department name, department code, phone number or extension. Is some information mandatory at your site?

- Resident calibration target and date of current measurements
- Custom simulations

Are they available? What type of targets do they represent? Users see these print options (CMYK Simulation) and should not select them if there are no custom targets on the server.

- IP address or DNS name of printer so users can access Fiery WebTools to determine whether their jobs have printed
- Installed option(s)
- Available media, alternative choices, standard tray/media configurations
- Suggestions for the Instructions field
- Information users might find in the WebLink web site
- Instructions for setting up the printer on client computers
- Sources of PostScript or PCL printer drivers, PPDs or PDDs, color reference files, and additional information
- Recommended PPD settings
- Conflicting settings and common PostScript or PCL errors

3

3-3 | Communicating with users

Customizing the Command WorkStation window

You can customize the display of job ticket information in the Queues window by rearranging the column headings. You can tighten the columns, add new column headings, move columns, and delete column headings.

NOTE: The Job Title and User columns are always at the left and cannot be moved or deleted. You can only add column headings to the right of the User column.

TO CUSTOMIZE THE QUEUES WINDOW DISPLAY:

1. **Right-click the column heading.**

A menu appears. The Add submenu lists the headings that are not already displayed.

2. **Choose the options you want to display and the sequence in which you prefer to view them.**

Add, delete, or move a column by holding down the right mouse button on the name of the appropriate column heading; release the button after choosing one of the menu options:

Add one of the listed columns to the display at your mouse position.

Move Left, Move Right—move the selected column left or right.

Delete the selected column.

The Job Title and User columns are required—all others are optional.

3

3-4 Managing Print Jobs

3. Adjust the column widths.

Adjust the width of a column by clicking the column border in the heading and dragging to the left or right. You can change the column widths at any time.

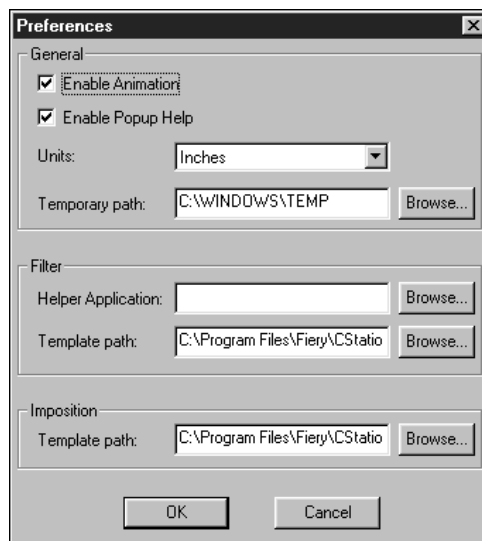
If you display the Instructions column, which shows information typed into the Instructions field by the user, you can reduce the width of the column so you can just see whether or not there are instructions in it.

4. With a narrow Instructions column, if you want to read detailed instructions, double-click the job and choose Notes from the Job Properties window.

This also allows you to read the notes. You can edit or annotate the information in the Instructions field if you wish. It remains with the job as long as the job is on the server. The operator cannot edit the Notes fields.

Setting Command WorkStation Preferences

Choose Preferences from the File menu to access the Preferences dialog box.



3

3-5 Setting Command WorkStation Preferences

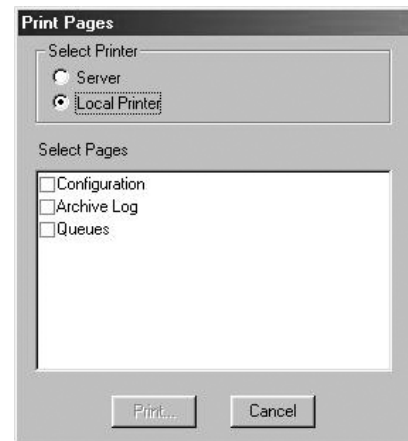
Menu:	Choose this:	To do this:
Preferences\ General	Enable Animation	Turn on or off animation of the status bars
	Enable Popup Help	Turn on or off short captions that appear when you pause the mouse over window elements; the captions identify the main parts of the Command WorkStation window
	Units	Specify the type of unit (Points, Inches, or Millimeters) to use in the display for custom page sizes
	Temporary path	Specify a location for temporary files created by the Command WorkStation application
Preferences\ Filter	Helper Application	Specify the path to a helper application from which to view data in the active window; this application opens automatically when “View in Helper App” is chosen from the Window menu
	Template path	Specify the path to where Filter template files are saved; for more information on Filter templates, see page 2-35
Preferences\ Imposition	This menu is not supported	n/a

Printing Fiery 3850C information pages

Using the Print Pages command, you can print system pages stored on the Fiery 3850C.

TO PRINT SERVER INFORMATION PAGES:

1. Choose Print Pages from the File menu.
2. In the Select Printer area, specify where you want to print the pages.



Server—The pages you specify are printed to the Fiery 3850C.

Local Printer—The pages you specify are printed to any selected printer installed on your Windows computer.

3. If you specify Server, select from the following pages:

PS Test Page/PCL Test Page—A Test Page enables you to confirm that the Fiery 3850C is properly connected to the copier, and provides color and grayscale samples to troubleshoot problems with the copier or the Fiery 3850C. The following settings are among those listed on the Test Page: Server Name, Printer Model, color settings, calibration information, date and time the Test Page was printed.

Configuration—Prints the Configuration page, which gives the current server and device configuration. This page lists general information about the hardware and software configuration of the Fiery 3850C, the current settings for all Setup options, information about the current calibration, and the Ethernet address of the Fiery 3850C.

Job Log—Prints a log of the last 55 jobs processed or printed. For information on the fields in the Job Log and on printing it in other forms, see “Using the Job Log” on page 3-27.

PS Font List/PCL Font List—Prints a list of all fonts currently resident on the Fiery 3850C hard disk.

If you specify Local Printer, select from the following pages:

Configuration—Prints the Configuration page, which gives the current server and device configuration. This page lists general information about the hardware and software configuration of the Fiery 3850C, the current settings for all Setup options, information about the current calibration, and IP address of the Fiery 3850C.

Archive Log—Prints a log of all archived jobs.

Queues—Prints a log of all jobs in the Queues window.

NOTE: The number of jobs listed under the Print area of the Queues log is specified in Server Setup. For more information see the *Configuration Guide*.

3

3-8 Managing Print Jobs

4. **Click Print.**
5. **If you selected Server in step 2, specify the number of copies to print and click OK.**

The page(s) are printed to the Fiery 3850C.

If you selected Local Printer in step 2, choose the desired printer in the Print dialog box, specify the number of copies to print, and click OK.

The page is printed to the printer you specified.

NOTE: Server information pages printed with the Print Pages command appear in the Fiery 3850C Job Log with a User Name of “Operator” even if you logged in as Administrator.

Workflow scenarios

The workflow at your site will depend on the number and complexity of jobs and the amount of responsibility given to the operator. This section suggests some ways you might interact with a job.

Scenario 1 At this site, the Print queue is enabled, and anyone using the Command WorkStation can view the progress of jobs. You watch the job progress from the top to the bottom of the Queues window.

Send a job to the controller, the green light on the operation panel flashes, the network icon blinks; on the Command WorkStation the Spool status bar is animated and the job title appears. As soon as spooling has finished, the Spool status bar is cleared and the RIP status bar animates. Almost immediately thereafter, the RIP status bar is cleared and the Print status bar animates. The printed job is listed below the Print status bar and the job pages emerge from the printer.

3

3-9 Workflow scenarios

Scenario 2 At this site, all jobs come to the Hold queue and therefore require operator intervention to proceed.

Again, the green light on the printer flashes, the Spool status bar is animated, and now in the Spool area (below the status bar) the job title comes into view. In a few moments the job is on the list, and you have time to scan the headings for the job ticket information—media type, special instructions, copies, and pages.

Are you ready for this job to print? Do other jobs have priority? What is the job for—is it final output or a test print? The first choice is whether to put the job in the print queue or hold it before processing it further. If you do nothing, the job remains in the Spool area, and the file remains on the server disk.

Perhaps this is a routine job and does not call for special handling. You right-click the job and choose Print. You notice the RIP status bar animate, and almost immediately, the Print status bar animates. The printed job is listed below the Print status bar and the job pages emerge from the printer.

The next job is a large job that you have not seen before. The Instructions field indicates that the originator of the job wants to check one printout of the job before you print another 50 copies. You make sure the Copies field is set to 1, right-click the job, and choose Print and Hold.

The RIP status bar animates and displays the job title, and then the Print status bar and copy 1 of the job emerges from the printer. You call the sender of the job for approval. When the job is approved, you set the number of copies to 50, right-click the job now being held in the RIP area and choose Print.

3

3-10 Managing Print Jobs

Scenario 3 Everyone has discovered the printer on the network and jobs are coming in rapidly. You right-click several routine jobs in the Spool area and choose Print to let the server print them one after the other. You choose Print and Hold if you know you will be reprinting the job soon. You move jobs that have more detailed instructions (or need to be printed with similar jobs) to the Archive window (right-click Archive). You remove printed jobs from the output trays and replenish media.

While some jobs are flowing through the queues and printing, you are preparing for jobs that require more attention, such as obtaining special paper, or notifying the originator of a job that an error occurred.

Before you load special paper, you make sure all pending jobs are in holding areas. When an especially important job is spooled for RIPping, you right-click Process Next.

You flip back and forth between the Archive and Queues window. You use the Archive window to sort jobs into groups with similar requirements, such as media type, user name, or another setting, and print all the jobs of the same type in sequence.

Using the printer

If you have a printer job that has priority over the spooled incoming print jobs you can temporarily close the Fiery 3850C connection to the printer and then reopen it when you have finished copying.

When there are no active printing jobs competing for the printer engine (no white job lines in the Spool or RIP area), you do not need to suspend printing to make copies.

TO GIVE THE PRINTER TOP PRIORITY AND LATER RESTORE FIERY 3850C PRIORITY:

1. **From the Server menu, choose Suspend Printing, press the F5 key, or right-click the Print status bar and choose Suspend Printing.**

This suspends printing temporarily. Jobs continue to spool and RIP on the server as long as disk space and RAM are available.

2. **When you have finished with the printer job, choose Resume Printing from the Server menu, press the F6 key, or right-click the Print status bar and choose Resume Printing.**

The printing connection between the Fiery 3850C and the printer is reopened and printing resumes.

Canceling jobs

You may need to cancel a job after it has been routed for processing or printing. You can cancel a job only while it is being RIPped or while it is being printed. You cannot cancel a waiting job (white job row) that is routed for RIPping or printing.

- Canceling jobs during processing—While a job is being RIPped, and its name appears in the RIP status bar, choose the Cancel RIPping command from the Server menu, press the F7 key, or right-click on the RIP status bar and choose Cancel RIPping.

When the RIP job is canceled, the Canceling message appears in the RIP status bar and on the Fiery 3850C Control Panel. The name of the canceled job appears in the Job Log.

- Canceling jobs during printing—While a job is printing, and its name appears in the Print status bar, choose the Cancel Printing command from the Server menu, press the F8 key, or right-click on the Print status bar and choose Cancel Printing.

When the print job is canceled, Canceling appears on the Fiery 3850C Control Panel. The name of the canceled job appears in the Job Log.

NOTE: Canceled jobs may be partially printed, and may include pages with one or more missing color planes, or pages that are completely blank.

- Canceling at the Control Panel—If you are at the Fiery 3850C, the most direct way to cancel a job is to press the Cancel button on the server Control Panel while you can read the name of the job that is processing or printing. For more information on the Control Panel, see Chapter 1.

3

Previewing print jobs

You can use the Thumbnail A window to preview pages of the currently RIPping job. You can also use Thumbnail A, as well as Thumbnail B, to preview any raster data job in the RIP or Print areas.

The thumbnail windows also allow you to open an thumbnail view of a held raster job in the RIP area and perform electronic collation or document merging. This feature, called Job Merge and Edit, is described on page 3-14.

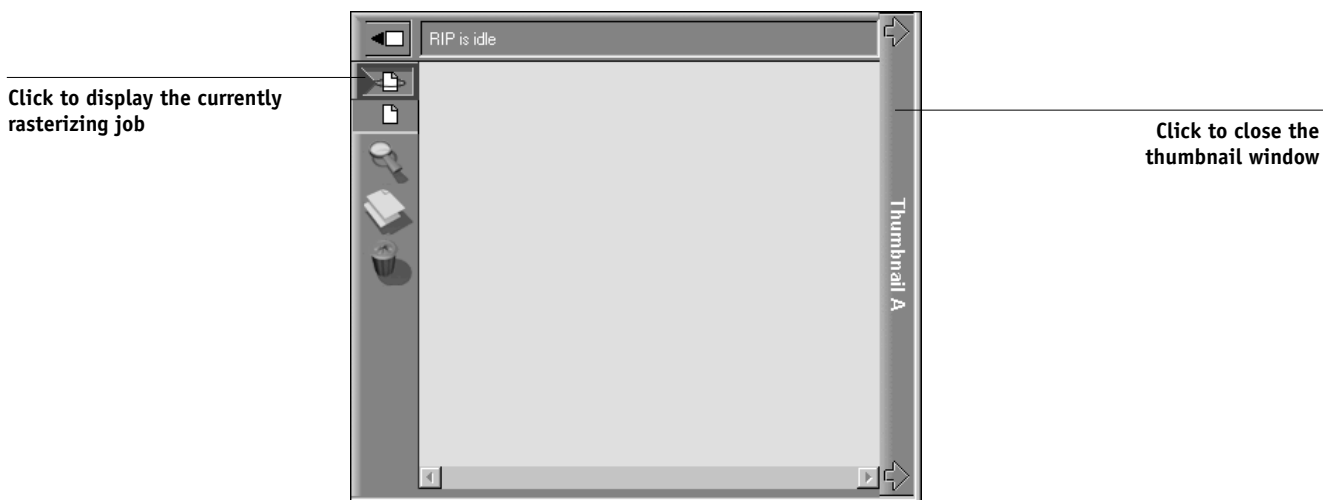
Previewing the currently rasterizing job

To see the progress of jobs as they are RIPped, you can leave the Thumbnail A window open in RIP preview mode.

TO VIEW THUMBNAILS OF THE CURRENTLY RIPPING FILE:

1. Click the Thumbnail A tab at the right of the Queues window to open the slider.
2. Click the RIP preview icon at the left side of the window.

In this mode, Thumbnail A displays each page of the currently processing job after it has been RIPped.



3. Choose a PS file in the Spool or Print area and select RIP and Hold, Print, or Print and Hold.

3

3-13 | Previewing print jobs

As pages are RIPped, they are displayed in the Thumbnail A window. Each page is displayed for only a moment before the Thumbnail A window is cleared. Only one page is displayed at a time.

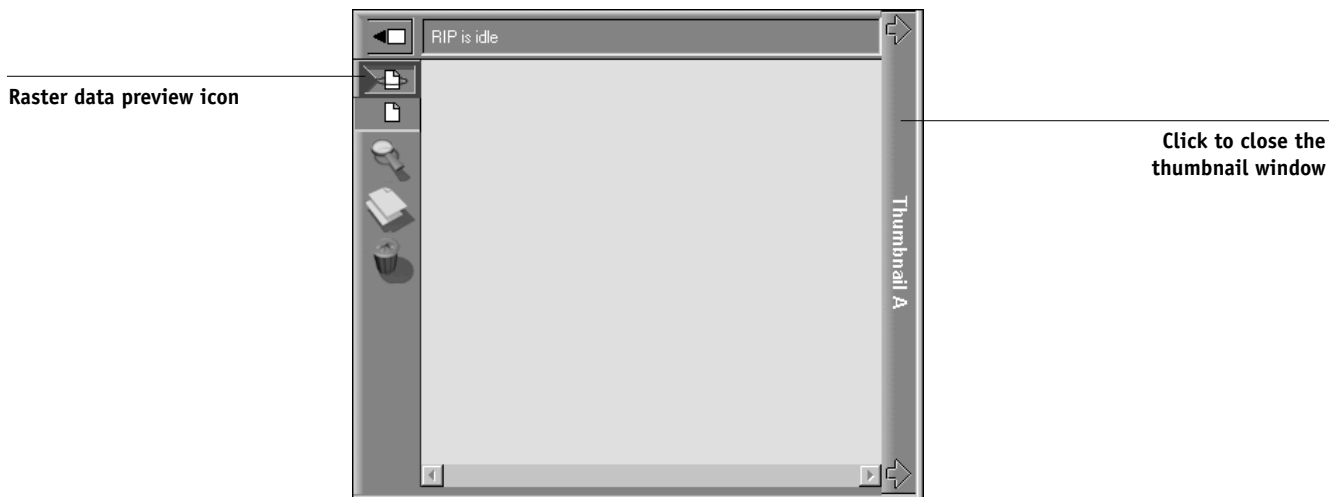
4. When you have finished viewing, click the Thumbnail A tab to close the thumbnail window.

TO VIEW THUMBNAILS OF ANY RASTER DATA FILE:

1. Select any raster data job in the RIP area.
2. Choose Thumbnail A or Thumbnail B from the Job menu.

If you choose Thumbnail A, make sure the raster data preview icon (at the left side of the window) is selected.

NOTE: Wait until all pages have been displayed before opening another raster file with Thumbnail A. If the job contains many pages, it may take some time for the entire job to be displayed.



3. When you have finished viewing, click the Thumbnail A or Thumbnail B tab to close the thumbnail window.

Merging raster files with Job Merge and Edit

The ability to work with raster files gives you new opportunities to combine documents from different sources into a single raster file. For example, you can combine full color covers and chapter head pages created in a page layout application with two-color text pages created in a document processing application. Or, you can customize a slide presentation by inserting slides from a different presentation.

You can display two raster files at once: a source file and a target file. The target file is displayed in the Thumbnail A window, the source in Thumbnail B. Both files must be held raster jobs in the RIP area.

NOTE: You cannot create a new PostScript or PCL file in this process; you must print the merged raster file, which has references to the original PostScript files. Before editing or merging files with Job Merge and Edit, make sure the source files were RIPped using the print option settings and the resident calibration you want for the final output. Raster files edited with Job Merge and Edit cannot be reRIPped.

TO VIEW AND EDIT RASTER DATA JOBS:

1. **Select a raster data job and choose Thumbnail A from the Job menu.**

The file must be a held raster job in the RIP area.

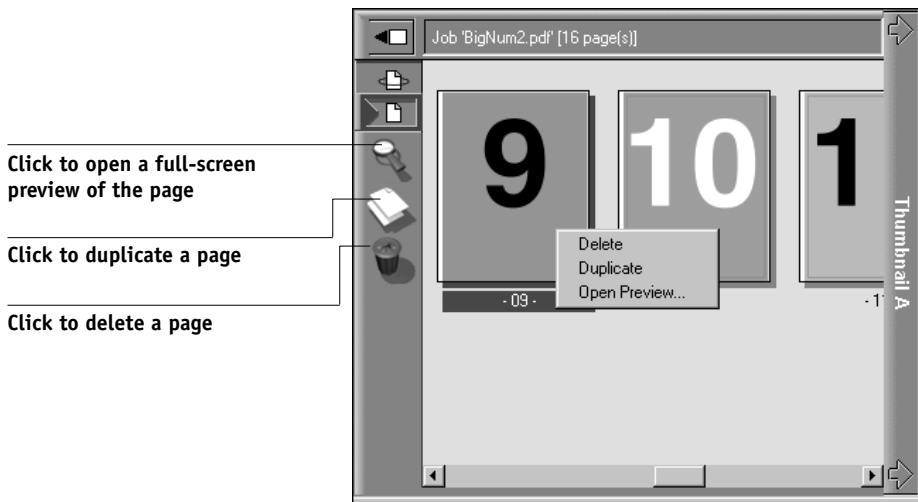
2. **In the Thumbnail A window, right-click a thumbnail image to see the commands available for pages in Thumbnail A.**

These commands can also be accessed from the Page menu (see page 2-12) as well as from buttons along the left side of the Thumbnail A window (see illustration on page 3-15).

3

3-15 Merging raster files with Job Merge and Edit

To scroll through the pages in Thumbnail A, you can drag the slider bar at the bottom of the screen, click in the empty area to the left or right of the slider bar, or click on the arrows.



Delete deletes the currently selected page.

Duplicate duplicates the currently selected page.

Open Preview opens a full-screen preview of the currently selected page (see “Full-screen previews” on page 2-40).

Undo undoes the previous Job Merge and Edit command.

- 3. To move pages within Thumbnail A, left-click to select the page(s) and hold down the mouse button as you drag the selected page(s) to the new location.**

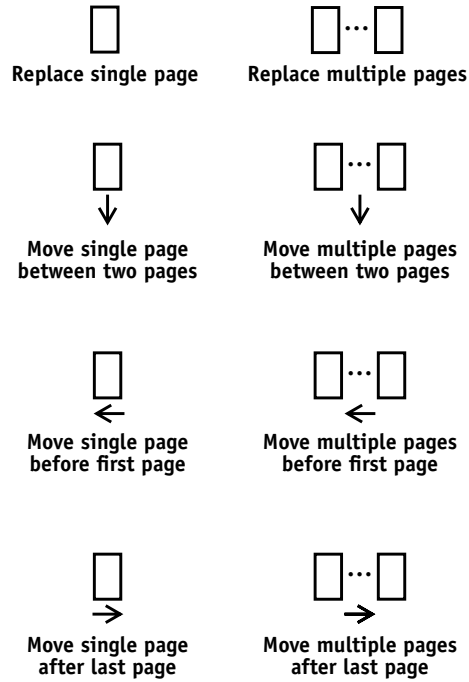
Shift-click to select multiple, sequential pages; Ctrl-click to select multiple, non-sequential pages. Make sure to release the Shift or Ctrl key before moving the pages.

If you move the page(s) on top of existing page(s), the page(s) will be overwritten.

3

3-16 Managing Print Jobs

If the icon does not have an arrow, the page(s) will be replaced; if the icon has an arrow, the page(s) will be inserted.



4. When you are finished editing, click the Thumbnail A tab.

If you have edited the job, you are prompted to save the job (click Yes) and enter a new name.

5. Enter a new name and click OK.

The new raster file is now in the RIP area, ready to print. If you saved the edited file with a new name, the original source file remains held in the RIP area.

TO MERGE TWO RASTER DATA JOBS:

1. **In the Thumbnail A window, display the document you wish to edit.**

The file must be a held raster job in the RIP area.

2. **Right-click another source document file (a held job with a raster icon) and select Thumbnail B.**

The Thumbnail B tab opens a second thumbnail view which cannot be edited but can be a source for pages added to the document in Thumbnail A.

NOTE: To merge documents, *the page sizes of the source document and the target document must be the same*. Before editing or merging raster files with Job Merge and Edit, make sure the source files were RIPPed using the print option settings and the resident calibration you want for the final output.

3. **In the Thumbnail B window, left-click to select the page(s) and hold down the mouse button as you drag the selected page(s) to the new location in Thumbnail A.**

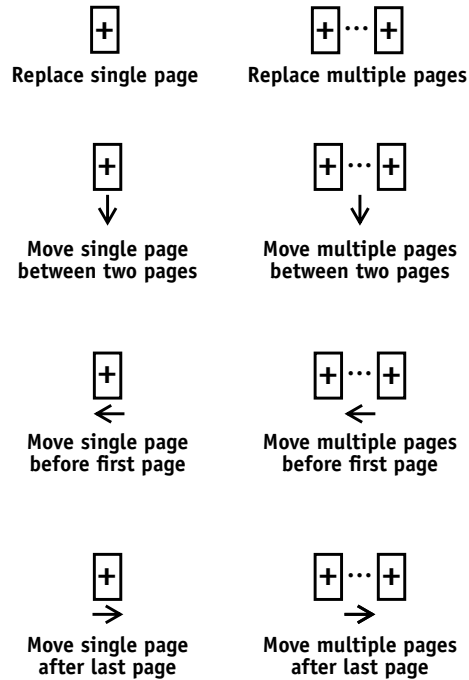
Shift-click to select multiple, sequential pages; Ctrl-click to select multiple, non-sequential pages. Make sure to release the Shift or Ctrl key before moving the pages.

To scroll through the pages in Thumbnail A and Thumbnail B, you can drag the slider bar at the bottom of the screen, click in the empty area to the left or right of the slider bar, or click on the arrows.

3

3-18 Managing Print Jobs

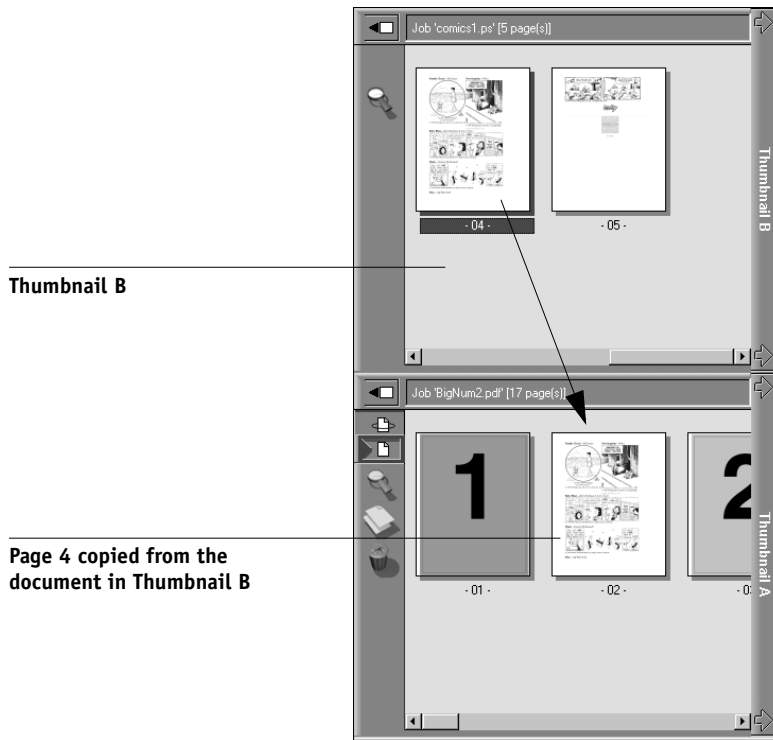
To replace page(s), drag Thumbnail B page(s) on top of page(s) in Thumbnail A; to add page(s), drag the page(s) to a new position between pages, before the first page, or after the last page in Thumbnail A.



NOTE: To insert a Thumbnail B page directly after the last Thumbnail A page, drag the Thumbnail B page so that it is just to the right of the last Thumbnail A page and shows an arrow pointing to the right. If the Thumbnail B page is placed too far to the right of the last Thumbnail A page, the Thumbnail B page will replace the last Thumbnail A page.

3

3-19 Merging raster files with Job Merge and Edit



Multiple undos are available; use Ctrl-Z or the Undo command (from the Page menu) to undo all the way back to your first edit. There is no Redo function.

NOTE: Make sure to save the merged job before deleting any of the jobs you used to create the merged job.

Thumbnail B pages moved into Thumbnail A adopt some specific attributes of the Thumbnail A job, such as the document and user name. However, many color-related print options that are set in the Thumbnail B page, such as CMYK Simulation and Rendering Style, remain with the specific page. This could result in a merged job being made up of pages with different attributes.

4. To close the Thumbnail view, click once on the same tab you used to open it (Thumbnail A or Thumbnail B tab).
5. If you have edited Thumbnail A, you are prompted to save the job (click Yes) and enter a new name. Enter a new name and click OK.

The new raster file is now in the RIP area, ready to print, together with the original source and target files.

NOTE: If you print the edited raster file, it appears in the Job Log with the name of the original job, *not* the new name you specified for the edited job.

NOTE: In cases where multiple users are connected to the Fiery 3850C via the Command WorkStation, Fiery WebSpooler, and/or Fiery Spooler, and one user makes changes to a Thumbnail A job, not all users may see the results of those changes. If you are unable to view changes in a job, or if selecting a Thumbnail window results in a message indicating zero pages, then close and relaunch the Command WorkStation, Fiery WebSpooler, or Fiery Spooler.



Viewing and overriding print settings

When logged in as Operator or Administrator at the Command WorkStation, you can view override user job settings for, and print any job in the Queues window. Using the Properties dialog box, you can view and override job settings for a single job or for multiple jobs at once. When viewing multiple jobs, you can override settings for each job independently or override a setting for all the jobs at once.

NOTE: For PCL files, you are only able to override the number of copies from the Properties dialog box.

- To view the properties for a single job, double-click the job line or select the job and choose Properties from the Job menu or right mouse menu.
- To view the properties for multiple jobs at once, shift-click to select contiguous jobs, or Ctrl-click to select non-contiguous jobs, and choose Properties from the Job menu or right mouse menu.

NOTE: If you want to retain a copy of the job with its original settings, duplicate the job and rename the duplicate before you change any settings (see “Job commands” on page 2-24).

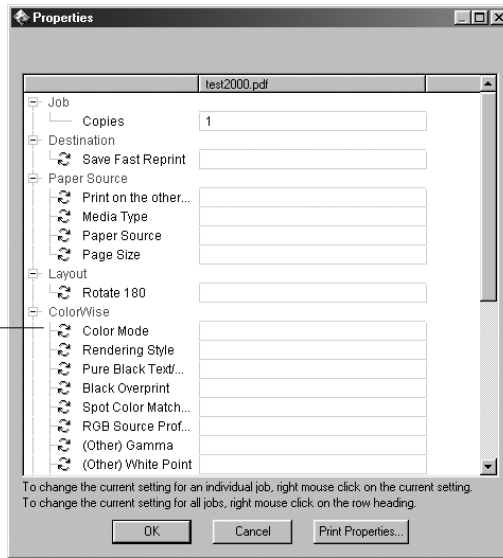
To override a setting for a single job, right-click on the current setting and choose the override setting from the pop-up list.

3

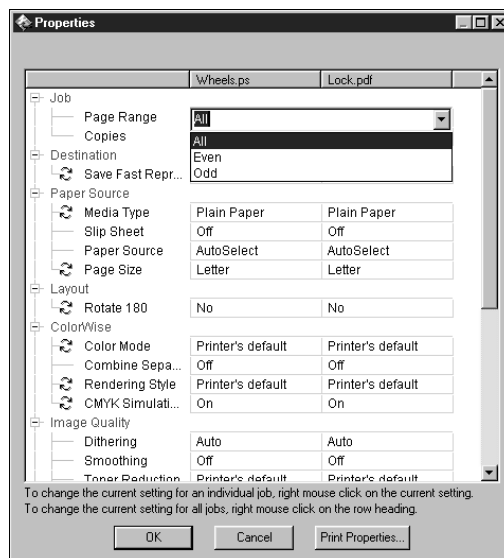
3-21 Viewing and overriding print settings

NOTE: For some options, changing the setting requires that the job be reRIPped; these options show an icon to the left of the option name.

Indicates reRIPping is required



To override settings for all jobs listed in the Properties dialog box, right-click on the name of the print option (the row header) at the left of the dialog box and choose the override setting from the pop-up list.



The Properties dialog box displays all the job settings encoded by the PostScript or PCL printer driver that can be decoded by the Fiery 3850C. If you (as operator) have not changed anything, these are the settings a user entered before sending the job. There is an exception to this: Scale.

NOTE: Some print options that are available in the printer driver are not displayed in the Properties dialog box. For information on specific print options and settings, and where they can be set, see Appendix A of the *Printing Guide*.

When the Properties dialog box opens, the page range is always shown as All pages and the scale is always shown as 100%. All pages denotes all the pages specified by the user in printing the job; it may not include all the pages in the original document on the user's disk. Similarly, 100% scale indicates 100% of the magnification specified by the user.

The Properties dialog box does display all the remaining user settings, including user Instructions and Notes fields.

- Instructions fields are intended to be viewed and annotated by the operator, but their contents are associated with the job and are deleted when the job is deleted after printing.
- Notes fields can be viewed but cannot be changed by the operator; their contents are transcribed to the Job Log just as the user sent them.

Downloading files and fonts

From the Command WorkStation you can download a variety of file types, as well as fonts, to the Fiery 3850C. These files and fonts can be located anywhere on the network or on an external device connected to the Command WorkStation computer. You browse to locate the files and fonts, select them, and add them to a list of items to be downloaded. You can specify a limited number of print option settings for files that you download (see page 3-24).

To download fonts, the Direct connection must be used. If the Direct connection is not currently published in Setup, see the *Configuration Guide* for instructions on how to publish it.

NOTE: You cannot download TrueType fonts. If you use TrueType fonts in Windows, you can print them by converting them to Adobe Type 1 fonts. To do this with the Adobe PS printer driver, click the Fonts tab and set up the Font Substitution Table as necessary.

The Manage Fonts command (in the Server menu) provides another way to download fonts to the Fiery 3850C (see page 3-25).

TO DOWNLOAD FILES OR FONTS:

1. **Choose Download from the Job menu, right-click the Spool status bar and select Download, or open the utilities slider and click the Downloader icon.**

The main Fiery Downloader window appears.

2. **In the Files of type pop-up menu, choose the file types to display.**

You can leave this at the default All Known Formats or choose All Files. All Known Formats lists all files in supported formats; All Files lists all files.

3. **In the Connection Type pop-up menu, choose the queue to which you will download the files.**

The options available in this menu depend on the print connections currently enabled in Setup. The potential choices are Print Queue, Hold Queue, or Direct Connection. If your administrator has not enabled one or more of these connections, you cannot choose it.

To download fonts, you must choose Direct Connection.

PDF files are always spooled to the Fiery 3850C hard disk before being printed. PDF files must be sent to the Print queue (or to the Hold queue if the Print queue is not enabled). Do not choose Direct Connection to download PDF files.

4. **In the Look in pop-up menu, browse to the file(s) you want to download.**

5. Select the filename and click Add.

The File name field displays the name of the selected file before you click Add.

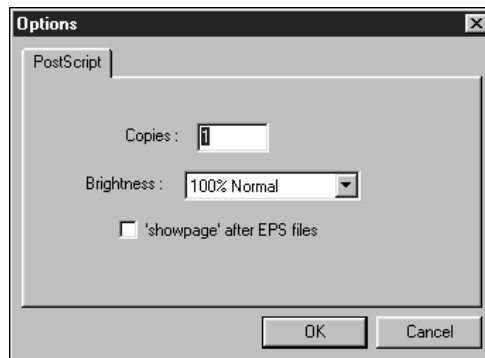
You can navigate to different drives and directories to select files and fonts to download.

To select multiple sequential files, select the first file and then Shift-click the last file. Ctrl-click to select multiple non-sequential files.

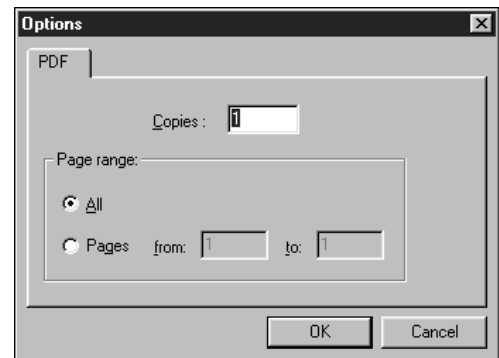
If you change your mind about a file, select the filename in the Files to be Downloaded list and click Remove.

6. To change the attributes of a file, select it from the “Files to be Downloaded” list and click Options.

The Options dialog box for PostScript and EPS files is different from that for PDF files, as explained below.



PostScript options



PDF options

7. Specify the following information in the dialog box and click OK.

The options you set apply only to the selected file. You can set different options, or leave the default settings, for each file.

Copies—Specify the number of copies.

Brightness (PostScript and EPS files only)—Change the Brightness setting if a file appears to be too dark or too light. Choose 85% for a substantially lighter image, 115% for a substantially darker image, or one of the options in between.

NOTE: Some applications, including Adobe Photoshop, provide transfer functions that let you specify density settings for an image. If the file you are printing includes transfer functions, the Brightness option has no effect. For more information on using transfer functions, see the documentation for your application.

‘showpage’ (after EPS files)—In most cases, you do not need to use this option. Select this option only if an EPS file fails to print without it. This option adds a ‘showpage’ PostScript language command at the end of the print job. Some applications omit this necessary PostScript language command when they generate EPS files. Select this option when printing EPS files generated by these applications. If you select this option unnecessarily, extra blank pages may print.

If you experience problems downloading EPS files, you can print the file directly from the application in which you created it.

Page Range (PDF files only)—Specify the page range you want to print.

8. Click Download.

To cancel downloading, click Cancel or press the <Esc> key.

Managing server fonts

The Fiery 3850C includes a number of built-in printer fonts. You can download additional fonts to the Fiery 3850C using the Manage Fonts command (see page 3-26) or the Download command (see page 3-23). Downloading fonts requires that the Direct connection is published in Setup (see the *Configuration Guide*).

NOTE: The Manage Fonts command is available only if you logged in as Administrator.

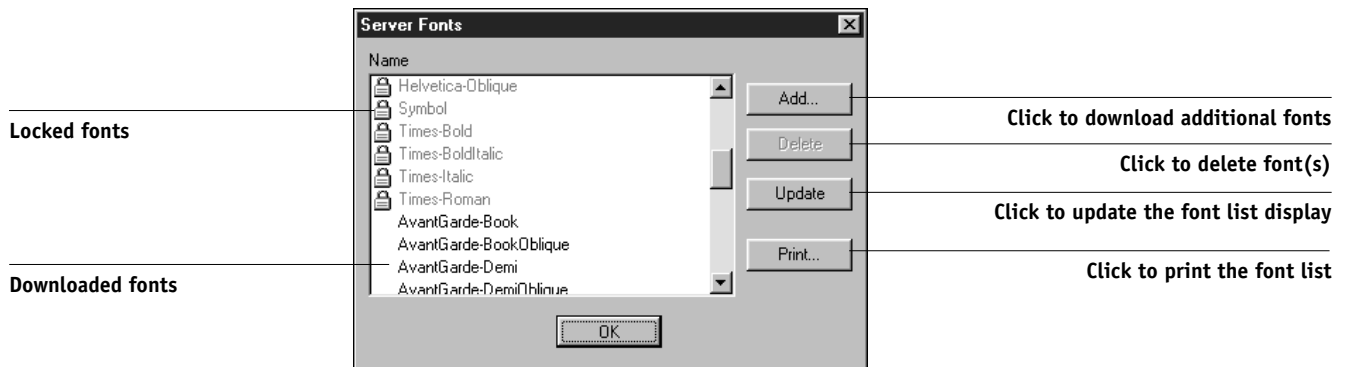
Although no special privileges are necessary to download fonts, Administrator privileges are required to remove fonts from the server. The built-in printer fonts are locked and cannot be removed by anyone.

To print a list of fonts currently resident on the Fiery 3850C, use the Print Pages command (see page 3-6).

TO ADD OR DELETE FONTS:

1. **Choose Manage Fonts from the Server menu.**

The Server Fonts window displays Add, Delete, Update, and Print buttons.



2. **To download additional fonts to the Fiery 3850C, click Add and refer to the instructions on page 3-22.**
3. **To delete a font, select it in the font list and click Delete. Shift-click or Ctrl-click to select multiple fonts.**

NOTE: The printer fonts included with the Fiery 3850C (built-in fonts) are locked. These fonts appear with a lock icon next to the name and cannot be deleted.

4. **To refresh the font list display, click Update.**
5. **To print the font list, click Print.**

Archiving jobs

PostScript or PCL and raster data jobs can be archived internally to the Fiery 3850C hard disk.

TO ARCHIVE A POSTSCRIPT OR RASTER JOB:

- 1. In the Queues window, select any held job in the Spool or RIP areas.**
- 2. Choose Archive from the Job menu.**

The job is moved to the Archive window.
- 3. To archive the job(s) internally to the Fiery 3850C hard disk, click OK.**

The job(s) are archived internally.

Using the Job Log

Chapter 2 introduced the Job Log, which is the list of all processed and printed jobs, including the date and time they were printed, and all the characteristics of the job. It explained that the Administrator can set Job Log preferences for clearing and printing the Job Log automatically, and for Job Log page size (page 2-30).

If you want to view the Job Log in a specific application, you can specify one in the Preferences dialog box (see page 3-4), then select View in Helper App from the Window menu.

After displaying the Job Log you can print it (use the Print Pages dialog box or choose Print from the Window menu), or export it to a tab-delimited text file (choose Export from the Window menu). The exported Job Log file can be imported into a spreadsheet, database, or word processing application for job accounting purposes. If the Filter command is used to display only a portion of the Job Log (such as jobs for the current day), only that portion of the Job Log is printed or exported.

To update the Job Log, choose Refresh from the Window menu.

After printing or exporting the entire Job Log, you may want to clear it; choose Clear Job Log from the Server menu.

3

3-28 Managing Print Jobs

The Job Log window displays a list of all the jobs and the following information about them: status, document name, user, date, start time, end time, process time, size, device, page size, media, number of originals, number of color pages, number of black and white pages, and total number of pages. Information in the Notes 1 and Notes 2 fields is displayed if users entered this information when they printed.

Job Log								
Status	Document	User	Date	Start Time	End Time	Process Time	Size	Device
OK	settrue.ps	Administrator	1/06/02	10:07:45	10:07:45	00:00:00	5.40 KB	Unknown
OK	saveprms.2ps	Administrator	1/06/02	10:08:29	10:08:29	00:00:00	6.60 KB	Unknown
OK	prologue.ps	Administrator	1/06/02	10:08:34	10:08:34	00:00:00	89.94 KB	Unknown
OK	vi001005.2ps	Administrator	1/06/02	10:08:49	10:22:48	00:13:52	62.30 KB	Unknown
OK	restprms.2ps	Administrator	1/06/02	10:27:55	10:27:57	00:00:01	8.17 KB	Unknown
OK	settrue.ps	Administrator	1/06/02	10:30:29	10:30:29	00:00:00	5.40 KB	Unknown

NOTE: If a raster job was saved with a new name and then printed, it appears in the Job Log with the name of the original job, *not* the new name you specified for the edited job.

The text in the Status column provides information about the job:

OK The job was printed normally.

Cancel The job was canceled before printing was completed.

Error An error occurred during processing or printing.

Use the scroll bar at the bottom of the window to view all the fields in the Job Log window.

Other server management commands

These additional Server menu commands are used to manage server performance, configuration, and status. Some of these commands are available only when logged in as Administrator:

- **Manage Fonts**—Allows you to delete fonts from, as well as add fonts to, the Fiery 3850C (see page 3-25)
- **Reboot**—Causes the Fiery 3850C to be rebooted, just as if you had selected Restart Printer from the Control Panel (see page 1-10)
- **Clear**—Clears all jobs in all server queues as well as all jobs archived on the Fiery 3850C hard disk, the index of archived jobs (in the Archive window), and the Job Log
- **Setup**—Invokes Fiery Setup; for more information, see the *Configuration Guide*
- **Log out**—Closes the connection to the Fiery 3850C, just as if you had chosen Log out from the log in/out slider

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3-30 | **Managing Print Jobs**

4

4-1 Fiery WebTools

Chapter 4: Overview of Fiery WebTools

This chapter introduces Fiery WebTools and provides instructions on their usage. For more information on certain Fiery WebTools you are referred to other chapters in this book and to other manuals in the documentation set.

Fiery WebTools

Fiery WebTools reside on the Fiery 3850C but can be accessed over the network from a variety of platforms. The Fiery 3850C has a home page that lets remote users view server functions and manipulate jobs.

Fiery WebTools can be used on Mac OS and Windows client computers with certain Internet browsers that support the Java language. For specific information on the browsers supported with Fiery WebTools, see *Getting Started*.

Access privileges

The Fiery 3850C system allows the site administrator to choose and implement a level of access and control appropriate for your particular site. There is a spectrum of control which can be implemented; the levels of access allowed to remote users depend on whether the administrator has enabled use of Fiery WebTools, and whether or not a password is required to use the job management features of Fiery WebTools.

If you have been given the Operator password, you can manage job flow and override print settings of your jobs with Fiery WebSpooler. If not, you can still track the status of your jobs with the Status tool, and with Fiery WebSpooler as a Guest. Check with your site administrator for information on your Fiery WebTools access privileges.

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4-2 Overview of Fiery WebTools

Using Fiery WebTools

Fiery WebTools are accessed from the Fiery 3850C home page.

WebTool:	Summary:	For more information:
Status	Shows you the jobs currently processing and printing.	See the <i>Printing Guide</i> .
WebSpooler	Allows you to view, manipulate, reorder, reprint, and delete jobs currently spooling, processing, or printing on the Fiery 3850C. It also allows you to view, print, and delete the Job Log.	See “Tracking and managing jobs with Fiery WebSpooler” on page 5-1.
WebLink	Provides a link to another web page, provided you have a valid Internet connection. The WebLink destination can be changed; this function requires the Administrator password, if one has been set.	See the <i>Printing Guide</i> and the <i>Configuration Guide</i> .
WebSetup	Allows you to modify the Command WorkStation configuration (Setup) remotely. This function requires the Administrator password, if one has been set. This utility is not available on Mac OS.	See the <i>Configuration Guide</i> .
WebDownloader	Allows you to download files or fonts to the Fiery 3850C.	See “Downloading files and fonts” on page 3-22.

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4-3 Using Fiery WebTools

TO ACCESS FIERY WEBTOOLS:

1. Start your Internet browser application.
2. Enter the IP address or the DNS name of the Fiery 3850C.

Check with the operator or administrator for this information.

The Fiery 3850C home page appears.



3. Click one of the buttons at the left to select one of the Fiery WebTools.
Move the cursor over the buttons to display information about the selections.

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5-1 Tracking and managing jobs with Fiery WebSpooler

Chapter 5: Fiery WebSpooler

Fiery WebSpooler is a job management tool that duplicates many of the functions and features of the Command WorkStation. Fiery WebSpooler is one of the Fiery WebTools, and is accessed with an Internet browser and the Fiery 3850C home page (see Chapter 4).

The interface of Fiery WebSpooler is so similar to that of the Command WorkStation that this chapter often refers you to Chapters 2 and 3 (on the Command WorkStation) for information about icons and commands that is common to both tools.

Tracking and managing jobs with Fiery WebSpooler

You can use Fiery WebSpooler to perform the following functions from your workstation:

- Override current job option settings
- Delete jobs and cancel processing
- Duplicate or rename jobs
- RIP a job and hold the raster data
- Hold jobs in the spooled area or the RIPped area
- Remove raster data from RIPped files
- Change the priority of jobs
- Display, print, or delete the Job Log

5

5-2 Fiery WebSpooler

Most of these functions require the Administrator or Operator password. However, even without a password, you can log in to Fiery WebSpooler as Guest with view-only privileges.

NOTE: Most Fiery WebSpooler commands function identically to those of the Command WorkStation. For more information on specific commands, see Chapter 2 and 3.

TO ACCESS THE FIERY WEBSPoolER WINDOW:

1. **From the Fiery 3850C home page window, click WebSpooler.**

For instructions on how to access the Fiery 3850C home page window, see page 4-3.

2. **To log in as Administrator, enter the Administrator password and click OK.
To log in as Operator, enter the Operator password and click OK.
To log in as Guest, click OK, without entering any password.**

The Fiery WebSpooler window appears in a new browser window.



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5-3 Tracking and managing jobs with Fiery WebSpooler

About the Fiery WebSpooler window

Like Command WorkStation, Fiery WebSpooler is a window to view and control Fiery 3850C functions.

The Fiery WebSpooler window is divided into three areas by Spool, RIP, and Print status bars. When the Fiery 3850C receives print jobs, the Fiery WebSpooler window becomes a dynamic display, filled with the names of jobs and their characteristics.

The Spool, RIP, and Print areas of the Fiery WebSpooler window represent the stages of printing a job. Jobs come in at the top level (Spool) and drop down to the Print level, unless they are held along the way.

The job icons displayed in the Fiery WebSpooler window are explained in “Job icons” on page 2-21.

NOTE: In the Fiery WebSpooler window, the background color for the yellow and white printer icons is the same.

Spooled jobs—Jobs listed in the area below the Spool status bar are PostScript or PCL files stored on the Fiery 3850C disk. These jobs were sent to either the Print queue (white icons) or the Hold queue (yellow icons).

RIPped jobs—Jobs listed in the area below the RIP status bar are ready to print. They have already been rasterized (RIPped, or processed for printing) and are waiting, in order, for access to the printer. Rasterized jobs can also be held; held jobs are shown with a yellow icon.

Printed jobs—Jobs listed in the area below the Print status bar have already been printed. Printed jobs can be stored on the Fiery 3850C disk. The number of jobs that can be stored (from 1 to 99) is defined in Setup.

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5-4 Fiery WebSpooler

If you are logged in as Administrator or Operator, you can interact with a job wherever it appears in the window by selecting it and choosing a command from the Job menu, or by double-clicking the job and setting override options. See “Manipulating job options and job flow” on page 5-4 for information.

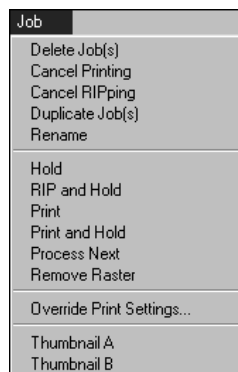
Errors—Jobs with an error are shown in red. To display the error, double-click the job line.

NOTE: If your job does not appear anywhere in the Fiery WebSpooler window, it may have already been printed; if so, it will appear in the Job Log. To view the Job Log, choose Show Job Log from the Window menu. (For more information on the Job Log, see page 5-9.)

If the job does not appear in the Job Log, it may have been moved to the Archive window by the operator. The Archive window cannot be viewed with Fiery WebSpooler; you must contact the operator or look at the Command WorkStation display to check this.

Manipulating job options and job flow

Using the commands in the Job menu, you can alter the destinations, priorities and other characteristics of jobs that appear in the Fiery WebSpooler window.



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5-5 Tracking and managing jobs with Fiery WebSpooler

To understand the effect each of these commands has on a job, you need to understand the way the Fiery 3850C handles PostScript, PCL, and raster data, and how jobs are activated or held in the various stages of processing. See Chapter 2 for this background information before manipulating jobs with Fiery WebSpooler. Also, the commands in the Fiery WebSpooler Job menu have identical counterparts on the Command WorkStation. For background and information about these commands, see Chapters 2 and 3.

Choose this command from the Job menu:	To do this:	Raster data is:
Delete Job(s)	Delete the job(s) from the list.	Deleted
Duplicate Job(s)	Duplicate one or more selected PostScript or PCL data jobs in the Spool or Print areas (creates a reference to the original job, with the same name).	n/a (The Duplicate command is not available for raster jobs.)
Rename	Rename the job (PostScript or PCL file with or without raster).	Unaffected, but associated with the new name NOTE: If the renamed job is printed, the Job Log reflects the job's original name.
Hold	Hold the job in the current place (except for a printed job, which is moved to the Spool or RIP area).	Held in RIP area indefinitely, if included with job
RIP and Hold	RIP the job and hold it in the RIP area.	Held in RIP area indefinitely
Print	Print the job in its turn (RIP it first if it does not have raster data). Keep the printed job in the Print area until the job limit is reached.	Temporarily held in RAM until memory is needed for another job
Print and Hold (like the PPD option Save Fast Reprint)	Print the job in its turn (RIP it first if it does not have raster data). After printing, hold the PostScript or PCL data and the raster in the RIP area.	Held in the RIP area indefinitely (saved to disk)

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5-6 Fiery WebSpooler

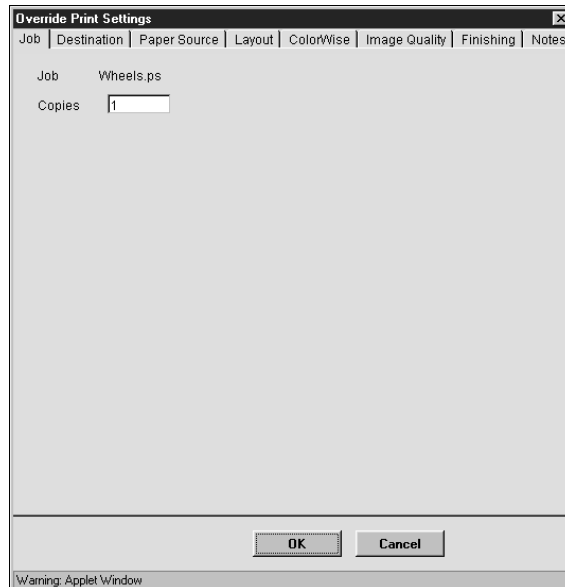
Choose this command from the Job menu:	To do this:	Raster data is:
Process Next	Give top priority to this job. Print the job (or RIP and print) as soon as the processor and copier are free, before other waiting jobs.	Held in RAM after printing (can be selected in the Print area while it remains there), or Held in RIP area (saved to disk) if destination was RIP and Hold
Remove Raster	Remove the raster from a job that has raster data; leave the PostScript or PCL job in place.	Deleted
Override Print Settings	Change the print options for the job (see page 5-6).	Deleted and regenerated, if the newly selected options require reRIPping, or reprinted with the new settings, if none require reRIPping
Thumbnail A	Open the selected <i>held</i> raster data job in the Thumbnail A window where you can view a full-screen preview of the job, edit the job, or merge it with raster data from other jobs	Changed if job is edited, unaffected if job is only viewed
Thumbnail B	Open the selected raster data job (not necessarily a held job) in the Thumbnail B window for viewing or for merging into a job in the Thumbnail A window	Unchanged

Overriding job option settings

To change the job options of a job, double-click the job line or select the job and choose Override Print Settings from the Job menu. If necessary, scroll down to see all the various job options.

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5-7 Tracking and managing jobs with Fiery WebSpooler



For PostScript files, you cannot override the Orientation option.

For PDF files printed using Fiery Downloader, you cannot override the following print options:

- Orientation
- Spot Color Matching

For PCL files, you can only override the Copies option.

The options you set here are the same ones you set from the Print dialog box when you print from an application. For information about setting and overriding these print options, see the *Printing Guide*.

NOTE: For some options, changing the setting requires that the job be reRIPped; these options show an icon to the left of the option name.

Thumbnail and full-screen previews (Job Merge and Edit)

Like the Command WorkStation, Fiery WebSpooler includes a powerful Job Merge and Edit tool that allows you to preview and edit raster data. Job Merge and Edit

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5-8 Fiery WebSpooler

consists of two thumbnail windows and several page-manipulation commands (listed in the Page menu). The Job Merge and Edit tool can be used in the following ways:

- In the Thumbnail A window, you can see thumbnails of the currently printing job, as it is processed, or of any raster data job.
- From the Thumbnail A window you can open a full-screen preview of a raster file.
- Using the Thumbnail A and Thumbnail B windows together, you can merge raster data from more than one file, even if the files were printed from different applications on different computer platforms.

Job Merge and Edit's merge features eliminate the limitations of particular software applications. You can merge raster pages of documents of different types, and even different computer operating systems. You can merge color pages from graphics programs with text pages from a word processor.

NOTE: In cases where multiple users are connected to the Fiery 3850C via Fiery WebSpooler or Command WorkStation, and one user makes changes to a Thumbnail A job, not all users may see the results of those changes. If you are unable to view changes in a job, or if selecting a Thumbnail window results in a message indicating zero pages, then close and relaunch Fiery WebSpooler or Command WorkStation.

Job Merge and Edit differences in Fiery WebSpooler

The Job Merge and Edit tool in Fiery WebSpooler functions almost identically to that in the Command WorkStation. For detailed information on using Job Merge and Edit, see Chapters 2 and 3 (for instructions on editing and merging raster files, see "Merging raster files with Job Merge and Edit" on page 3-14). Though the interfaces are almost identical, there are some feature differences:

- You cannot scroll through the pages in Thumbnail A or Thumbnail B by dragging the slider bar at the bottom of the screen.
- Thumbnail A right-click commands are not available; instead click on a page to select it, and either click the appropriate button in the Thumbnail A window or choose the appropriate command from the Page menu.

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5-9 Tracking and managing jobs with Fiery WebSpooler

- Page icons and arrows do not appear when moving page(s) from Thumbnail B to Thumbnail A. Instead, a blue outline appears around a Thumbnail A page that is to be replaced; and a blue bar appears adjacent to or between Thumbnail A page(s) to indicate where the Thumbnail B page(s) are to be inserted.
- The full-screen preview window has a status bar (the Command WorkStation does not), the “X” button used to close the full-screen preview is in a different location, there are no page advance arrows, and there is no rotate button.
- Multiple undos are not available.
- The Ctrl-Z keyboard shortcut for the Undo command is not available. To undo one or more Job Merge and Edit commands, choose Undo from the Page menu.

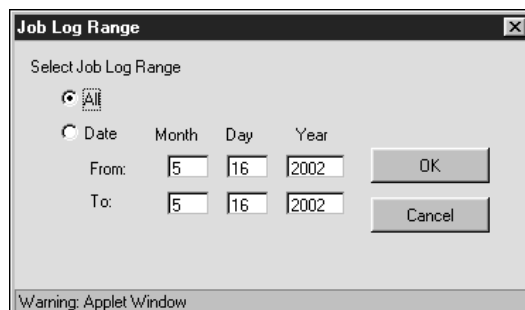
Using the Job Log

From Fiery WebSpooler, you can view and print a log of all jobs printed by the Fiery 3850C, including jobs downloaded with Fiery Downloader. You can also save the Job Log to a text file which you can then import into a spreadsheet or word processing application for job accounting purposes.

NOTE: If you logged in as Administrator, you can delete the Job Log from Fiery WebSpooler (see page 5-10). The Job Log is not available if you logged in as Guest.

TO DISPLAY, UPDATE, PRINT, DELETE, AND SAVE THE JOB LOG:

1. Choose Show Job Log from the Fiery WebSpooler Window menu.
2. Click All or specify a date range.



3. Click OK.

The Job Log appears in a new browser window.

NOTE: The Delete button appears only if you logged in as Administrator.

The Job Log displays each job and the following information: status, document name, user name, date, start time, end time, process time, file size, device, paper size, media, number of originals, number of color pages, number of black-and-white pages, total number of pages, Note1, and Note2.

The Status column provides the following information about jobs:

OK	The job was printed normally.
ERROR	An error occurred during processing or printing.
CANCEL	The job was canceled before printing was completed.

4. To update the Job Log, click the Update button.**5. To print the Job Log, choose Print Job Log from the File menu or click the Print button.**

The information displayed in the Job Log window prints to the current Fiery 3850C. When you print the Job Log, totals are printed for all appropriate columns.

6. If you logged in as Administrator, you can choose Delete Job Log from the File menu or click the Delete button to clear the Job Log.

The system administrator can also print and clear the Job Log from the Control Panel.

To return to the job list, choose Show Job List from the Window menu.

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A-1 Troubleshooting

Appendix A: Troubleshooting

This section lists error messages you might see, and provides some troubleshooting guidelines should a problem arise with the Fiery 3850C or the Command WorkStation. If you are unable to resolve a problem after referring to this chapter, contact your authorized service/support center.

Error messages

Error messages can result from problems with the print job, the Fiery 3850C, the Command WorkStation, or the printer. Some of the most common error conditions are listed here.

A printer error message sometimes remains displayed for a short time on the Command WorkStation even after you have resolved the error. However, printing will resume and the Command WorkStation display will be updated after a short delay.

When an error interferes with printing, you will see a message at the Command WorkStation. The status bar that displays the message indicates the process where the error occurred. Following are the messages (listed in alphabetical order), with the appropriate corrective action for each one. You can cancel the pending print job while you attend to the error condition. A few normal status messages are included in this list in case they cause concern.

Fiery 3850C message:	Corrective action/additional information:
<tray> Load <media type> <media size>	The paper currently loaded in the specified tray does not match the paper required, or there is no paper currently loaded in the tray. Please load the specified paper in the tray.
Tray 1 empty <media type> <media size>	Tray 1 has run out of the specified paper.
Tray 2 empty <media type> <media size>	Tray 2 has run out of the specified paper.

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A-2 Troubleshooting

Fiery 3850C message:	Corrective action/additional information:
Load Paper Tray <number>	The specified tray is empty. Please load paper in the tray.
Reset Tray <number> Correctly	The specified tray is open or not closed correctly. Please close the tray.
Replace Transfer Unit	Replace the Transfer Unit.
Replace Fuser Oil Unit soon	The fuser oil unit is near the end of its life span. Please replace the unit.
Add Staples	Add staples to the stapler unit, if installed.
Punch-hole Chips are Full	The punch-hole chip waste bin is full. Please empty it.
Remove Paper Inside Finisher	There is paper inside the finisher unit. Please remove it.
Reset Duplex Unit Correctly	The duplex unit is not aligned correctly. Please reset it.
Toner is Almost Empty: Yellow	The yellow toner is almost empty. Prepare to refill it.
Toner is Almost Empty: Magenta	The magenta toner is almost empty. Prepare to refill it
Toner is Almost Empty: Cyan	The cyan toner is almost empty. Prepare to refill it
Toner is Almost Empty: Black	The black toner is almost empty. Prepare to refill it
Add Toner: Black	The black toner is empty. Please refill it
Add Toner: Cyan	The cyan toner is empty. Please refill it
Add Toner: Magenta	The magenta toner is empty. Please refill it

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A-3 Troubleshooting

Fiery 3850C message:	Corrective action/additional information:
Add Toner: Yellow	The yellow toner is empty. Please refill it
Waste Toner is Almost Full	The waste toner receptacle is almost full. Please empty it.
Hardware Problem Staple Unit	The stapler unit is not functioning properly. Please check it.
Hardware Problem Tray <number>	The specified tray is not functioning properly. Please check it or call service.
Hardware Problem Finisher	The finisher is not functioning properly. Please check it or call service.
Remove Paper Mailbox Tray <number>#	The indicated mailbox tray is full. Please remove paper from it.
Remove Paper Finisher Tray <number>	The indicated finisher tray is full. Please remove paper from it.
Remove Paper Standard Tray	The standard tray is full. Please remove paper from it.
Remove Paper All Output Trays	Please clear all output trays.
Reset Toner Black	The Fiery 3850C cannot detect the black toner unit. Please reinsert it and close the cover.
Reset Toner Cyan	The Fiery 3850C cannot detect the cyan toner unit. Please reinsert it and close the cover.
Reset Toner Magenta	The Fiery 3850C cannot detect the magenta toner unit. Please reinsert it and close the cover.
Reset Toner Yellow	The Fiery 3850C cannot detect the yellow toner unit. Please reinsert it and close the cover.
Replace Fuser Oil Unit	Please replace the fuser oil unit.
Replace Waste Toner	The waste toner bottle is full. Please replace it.

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A-4 Troubleshooting

Fiery 3850C message:	Corrective action/additional information:
Reset Waste Toner Correctly	The Fiery 3850C cannot detect the waste toner bottle. Please reinsert it and close the cover.
Reset Finisher Correctly	The Fiery 3850C cannot detect the finisher. Please reattach or reset it.
Close Lower Right Cover	The lower right cover is open. Please close it.
Close Mailbox Cover	The mailbox cover is open. Please close it.
Close Duplex Unit Cover	The duplex unit cover is open. Please close it.
Close Finisher Upper Cover	The upper cover of the finisher is open. Please close it.
Close Finisher Front Cover	The front cover of the finisher is open. Please close it.
Close Upper Right Cover	The upper right cover is open. Please close it.
Close Right Cover	The right cover is open. Please close it.
Close Upper Left Cover	The upper left cover is open. Please close it.
Close Front Cover	The front cover is open. Please close it.
Reset Develop. Unit Correctly Black	The Fiery 3850C cannot detect the black developer unit. Please reinsert it and close the cover.
Reset Develop. Unit Correctly Cyan	The Fiery 3850C cannot detect the cyan developer unit. Please reinsert it and close the cover.
Reset Develop. Unit Correctly Magenta	The Fiery 3850C cannot detect the magenta developer unit. Please reinsert it and close the cover.

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A-5 Troubleshooting

Fiery 3850C message:	Corrective action/additional information:
Reset Develop. Unit Correctly Yellow	The Fiery 3850C cannot detect the yellow developer unit. Please reinsert it and close the cover.
Reset PCU Correctly Black	The Fiery 3850C cannot detect the black photo conducting unit. Please reinsert it and close the cover.
Reset PCU Correctly Cyan	The Fiery 3850C cannot detect the cyan photo conducting unit. Please reinsert it and close the cover.
Reset PCU Correctly Magenta	The Fiery 3850C cannot detect the magenta photo conducting unit. Please reinsert it and close the cover.
Reset PCU Correctly Yellow	The Fiery 3850C cannot detect the yellow photo conducting unit. Please reinsert it and close the cover.
Reset Fuser Oil Unit Correctly	The Fiery 3850C cannot detect the fuser oil unit. Please reinsert it and close the cover.
Reset Transfer Unit Correctly	The Fiery 3850C cannot detect the transfer unit. Please reinsert it and close the cover.
Reset Fusing Unit Correctly	The Fiery 3850C cannot detect the fusing unit. Please reinsert it and close the cover.
Remove Misfeed W: Mailbox Open Mailbox Cover	There is a paper misfeed in the mailbox. To remove the paper, open the mailbox front cover and follow the instructions inside the cover.
Remove Misfeed Z1: Duplex Unit See Instructions in Front Cover	There is a paper misfeed in the duplex unit. To remove the paper, open the front cover and follow the instructions inside the cover.
Remove Misfeed Z2: Dup. Feed Unit See Instructions in Front Cover	There is a paper misfeed in the duplex feed unit. To remove the paper, open the front cover and follow the instructions inside the cover.

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A-6 Troubleshooting

Fiery 3850C message:	Corrective action/additional information:
Remove Misfeed R: Finisher Open Finisher Cover	There is a paper misfeed in the finisher unit. To remove the paper, open the finisher cover and follow the instructions inside the cover.
Remove Misfeed A: Internal Path See Instructions in Front Cover	There is a paper misfeed inside the Fiery 3850C. To remove the paper, open the front cover and follow the instructions inside the cover.
Remove Misfeed Y: Paper Tray See Instructions in Front Cover	There is a paper misfeed in a paper tray. To remove the paper, open the front cover and follow the instructions inside the cover.
Remove Misfeed B: Fusing Unit See Instructions in Front Cover	There is a paper misfeed in the fusing unit. To remove the paper, open the front cover and follow the instructions inside the cover.

Maintaining optimal system performance

The Fiery 3850C does not require maintenance. Beyond the routine requirements of servicing and maintaining the print engine and replenishing consumables there are a few things you can do to improve the overall performance of your system:

- Schedule the printing workload by checking job ticket information before printing. Print jobs with the same output and paper specifications together to minimize paper changes. Also, print routine jobs while you prepare to print jobs with special instructions or special media.
- Reduce unnecessary Fiery 3850C connections at the Command WorkStation. If you use a second or third Fiery 3850C on an occasional basis, performance will be improved if you log off when you are not using it.
- Avoid printing when the Fiery 3850C displays the Disk full warning.

If you see this warning, delete jobs from the Queues window that have been held for a long time and are not likely to be needed. Avoid this condition by deleting old jobs on a regular basis. The date associated with a job is the original date it was sent.

As a last resort, you can use the Clear Server or the Clear command.

Troubleshooting

In case of problems, and before you call for service, check the guidelines in this section. If you are unable to resolve the problem, make a note of the error condition and contact your authorized service/support center.

Command WorkStation hangs

If the Command WorkStation windows do not update, try clicking the Log in/out slider and logging out, and then exiting the Command WorkStation. Restart the Command WorkStation application or restart the computer.

If the Command WorkStation windows do not update, or no jobs are displayed, and the mouse has no effect (you cannot select a job or a window, use a right mouse command, or select a menu item) the Fiery 3850C is down or communication over the network has failed.

To force an exit from the Command WorkStation application, press Ctrl-Alt-Delete, and with the Command WorkStation selected, click End Task. At the Fiery 3850C, disconnect and reconnect the network cable, and try printing a Test Page or Configuration page. If that fails, reboot the Fiery 3850C.

Command WorkStation fails to connect to the Fiery 3850C

If a remote Command WorkStation cannot connect to a Fiery 3850C that was connected previously, you may need to reconfigure the connection.

- 1. If you can, choose Exit from the Command WorkStation File menu.**
- 2. In the C:\Windows folder, find the Efinl.ini file and move it out of the C:\Windows folder to another folder.**

If the Efinl.ini file contains a limited amount of configuration information that is easily recreated (i.e., information for only one or two servers), you can delete the file altogether. A new Efinl.ini file will be created in the C:\Windows folder when you reconfigure the connection.

If the Efinl.ini file contains configuration information for several servers, or information that is not readily recreated, keep the Efinl.ini file as a backup.

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A-8 | Troubleshooting

3. Print a Configuration page.

You will use the information on this page to configure the connection to the Fiery 3850C.

Make sure that the printer is online. CWS cannot connect to the printer if it is not online.

4. Launch the Command WorkStation application.

5. When you are prompted to configure a server connection, click OK.

Use the instructions in *Getting Started* to configure the connection.

6. If you still cannot connect to the Fiery 3850C, the administrator should reinstall Command WorkStation software.

See *Getting Started* for details.



Unexpected printing results

If this happens:	This is the problem:
A cover page is not printed when you reprint a saved raster job.	The cover page identifies the originator of the job and the time the job was sent. Time stamp and user information on the cover page of a reprinted job are not meaningful.
The job settings are not carried out as you expected.	If the user printed from Mac OS, there may be two conflicting print settings. You can check the job properties by double-clicking the job. See the <i>Printing Guide</i> for a table of job properties and conflicting properties. Notify the users of these conflicts so they can avoid them in the future.
The job does not print.	Some printing errors may be displayed in the Print status bar. When the job is in the Printed queue, jobs that had an error are displayed in a light red job row. Double-click anywhere in the row to see the error message.
There are font errors.	If user-specified fonts that are not resident on the Fiery 3850C are not printing correctly in PostScript or PCL files that are downloaded by users, request that they embed the fonts in the PostScript file or print directly from their application. When users print from their applications, if special fonts are not downloaded automatically, they should be downloaded directly to the Fiery 3850C with Command WorkStation. This can be done by the user or by the operator, provided the Direct connection is enabled. For information about downloading fonts, see the “Downloading files and fonts” on page 3-22.

Clearing the server

Clearing the server is an Administrator option that can be used as a last resort if a job persists in the system and prevents printing despite attempts to cancel or delete it. Clearing the server deletes all jobs currently saved on the server in any queue. It also clears the Job Log.

Before clearing the server, export the Job Log if you have not recorded the information in it. If you can, notify users that you will clear their jobs from the server so they can back them up and resend them when the server is back in operation.

You can clear the server from the Control Panel (see page 1-5) or by using the Clear command from the Command WorkStation).

Users are unable to connect to the Fiery 3850C

If users are unable to connect to the Fiery 3850C, or are unable to find the Fiery 3850C from their workstations, the network administrator may need to troubleshoot their network connections, and check settings on the servers they use for printing. If settings have changed, it may be necessary to reconfigure the Fiery 3850C.

For example, if print servers or print queues on a Novell server are renamed or deleted, or if accounts or permissions are changed, the Fiery 3850C administrator may have to edit settings or enter new settings in IPX (Novell) Setup to reflect the new configuration.

If users cannot connect to the Fiery 3850C from a Windows computer, you may need to reconfigure the utility's connection to the server. See *Getting Started* for details.

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A-11 Troubleshooting

Mac OS users may fail to see the Fiery 3850C if a network administrator has assigned it to a different zone, or has added zones where previously there were none.

If you have configured the Fiery 3850C and set up client computers and network servers according to guidelines in the *Configuration Guide* and *Getting Started*, try printing a Test Page (at the Command WorkStation, choose Print Pages from the File menu).

If you are able to print the test page but still cannot print a file from a remote computer, contact the system administrator to troubleshoot the network connection.

If you are unable to connect, and you *cannot* print the Test Page, check the printer's touch panel display.

If this happens:	Try this:
It displays a diagnostic or error message	Take the appropriate corrective action, as described in the printer manual or in the section "Error messages" on page A-1.
The printer is not in Standby mode	The printer's Automatic Power-Off function may have shut down the printer. Turn the printer on, and then try printing a Test Page again when the printer has warmed up.
You still cannot print a Test Page	Make a copy. If you can make a copy, restart the Fiery 3850C, and when you see Idle on the status line of the Fiery 3850C display, try printing a Test Page again. If the Test Page still fails to print, contact your authorized service/support center.

Setup error messages

For information on Setup error messages, see the *Configuration Guide*.

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