



Customer Release Notes

Fiery® Navigator™, version 1.3.2

This document contains important information about this release. Be sure to provide this information to all users before proceeding with the installation.

About this release

The Fiery Navigator Client, distributed with Fiery Software Manager, will support up to 10 Fiery servers for each installation. For larger fleet installations, contact EFI technical support for alternate installation methods.

Fiery servers on System 9R2 and later have been validated with Fiery Navigator. Note that the sync functionality is not supported on System 9R2.

Fiery Central and Fiery XB servers are not supported for this release.

A pre-release version of Fiery Navigator is available on demand to Fiery XF users who would want to evaluate the functionality of this tool. For more information, contact EFI Technical Support.

Fiery Navigator has been tested on screen resolutions 1024x768 and higher. Smaller resolutions, such as those found on handheld devices, are not supported at this time.

The number of sync packages that can be saved in the cloud are limited to the number of Fiery subscriptions for your account. The free service can save up to three sync packages. Once you have three sync packages saved, you must delete a package before you can create another one.

SNMP should be enabled on the Fiery server for proper error state tracking.

On initial connection, Fiery Navigator will pull jobs from the job log and populate the Dashboard Trend and Dashboard Compare histories.

Installed memory and Fiery JDF version info is not correct when the Fiery server is connected for the first time

On initial connection to Fiery Navigator, some Fiery servers will display an incorrect memory amount and incorrect Fiery JDF information on the initial Manage device drill-down menu.

Fiery Sync

Isolated scenario where Fiery Sync and Fiery Command WorkStation interaction requires a restart of Fiery Command WorkStation

During a sync, connecting to the destination Fiery server in Fiery Command WorkStation and switching quickly between the spot colors, profiles, and Paper Catalog can cause Fiery Command WorkStation to crash. If this occurs, Fiery Command WorkStation will need to be restarted.

Color settings in identical output profiles

Labeling a profile in older Fiery servers can prevent the profile from being updated on the destination Fiery server during the sync operation. These exceptions will be noted in the Fiery Sync deployment details.

Paper Catalog resource is missing in sync package

During a sync, if Import or Export is disabled in Paper Catalog, the media catalog will not be displayed as part of the sync package.

Default color profiles generate errors

Some Fiery servers have the same model ID but different default color profiles (such as US and European Fiery server models). In these cases, Fiery Sync issues a warning (yellow checkbox) for profiles that are identical but not copied, and an error (red exclamation mark) for profiles that are different and not copied. The mouse hover over in the sync package deployment details displays the following message: Default profile cannot be installed.

Output color profile curves not transferred

Output color profile curves are not transferred in Fiery Sync on some Ricoh Fiery servers. The same behavior occurs if you import or export profiles in Fiery Command WorkStation.

Reporting of paper jams

In Dashboard > Trend > Paper jams by media, you can determine the percentage of the number of jobs with a paper jam compared to the total number of jobs by inspecting the length of blue portion of the status bars, or by hovering your mouse over the status bar. The number of pages involved in a paper jam is not considered when Trend calculates the percentage.

Delay before displaying printers in Active list

After you authorize a printer in the Pending tab, it may take approximately a minute for the printer to be displayed in the Active tab.

Printer tracking in Dashboard Compare

In Dashboard > Compare, the first column (for all devices) is restricted to the history of all currently tracked devices. The other groups include history from devices that have been deactivated.

Automatic login from confirmation email

If you sign up for a new account and have a different account already open in a different tab of the same internet browser, the automatic login link in your confirmation email will sign you in to the existing account, and not the one for which you more recently signed up. When you sign up for a new account, migrate an account, or request a password reset, make sure to sign in under one account only.

Media type does not match media type on printer

In Dashboard > Trend, the Media Usage section displays the name of the media type, which is not necessarily the same name as the media type displayed on the printer.

Jammed media is displayed as "Unknown"

If a job is jammed, the media type is reported as "Unknown" in Dashboard > Trend. However, after you clear the jam, the media type is correctly displayed.

Network

Changing IP address of the Fiery server not reflected in Fiery Navigator Client

If you change the IP address of a Fiery server that is tracked by Fiery Navigator, you will need to open the Fiery Navigator Client and manually disconnect the old IP address of the Fiery server, and add the new Fiery server. The Fiery server will show as offline in Fiery Navigator and will not be tracked until the correct IP address is used.

Incorrect autofill data for IP address

When you start to type in the Fiery name / IP address field, suggestions are offered for other items, such as the user name. However, you are still able to type the required information.

Other applications

Safari private mode not supported

Safari private mode is not supported. This is noted when the user tries to log in with Safari in private mode.

Fiery servers earlier than System 10

Jobs reported as "other"

In Dashboard > Trend, the Jobs by source area displays some jobs as "other," even though they were sent from the printer driver.

Incorrect tray information

In Fiery Navigator > Manage, the device information for a printer may display incorrect tray information about the media type in the tray or the level of paper available.

Delay after changing a Paper Catalog entry

After you make a change to a Paper Catalog entry in Command WorkStation, there is a delay up to two hours before it appears in Fiery Navigator.