



# Fiery IQ Customer Release Notes

This document contains important information about Fiery IQ releases. Be sure to provide this information to all users.

Fiery IQ is a suite of cloud applications and services that includes a range of web applications for print service providers. Web applications on the Fiery IQ suite of applications simplify and improve print operations. You can reduce downtime and maximize productivity by monitoring your print devices remotely. Fiery IQ provides print production analytics so you can make smarter and more informed decisions.

You can sign in to Fiery IQ with an existing Fiery Account or create a new Fiery Account to access the Fiery IQ cloud services.

Fiery IQ includes the following cloud applications:

- **Fiery Dashboard**  
Get a quick overview of today's key production metrics in real time.
- **EFI Cloud Connector**  
Connect printers to Fiery IQ.
- **Fiery ColorGuard**  
Achieve consistent, accurate color quality on your Fiery devices with a streamlined color verification process.  
**Note:** You can activate Fiery ColorGuard with a subscription.
- **Fiery Manage**  
Remotely monitor and troubleshoot your printers, identify production-blocking events, and keep your fleet compliant with your company's standard operating procedures.  
**Note:** You can activate Fiery Manage with a subscription.
- **EFI Go**  
Check printer status, review submitted jobs, and view history from your mobile device.
- **Fiery Insight**  
Maximize utilization and profit from your printers with accurate production tracking.
- **Fiery Ink Assistant**  
Reduce your ink inventory carrying cost and get smart recommendations for ordering ink based on your actual and predicted consumption and inventory.
- **Fiery Notify**  
Subscribe to scheduled production reports and alerts of production blocking events.



# Fiery IQ March 2024 release

## What is new in this release

This version 2.0.5 of Fiery IQ introduces the following new features:

- Support for specifying preferences on receiving email notification from Fiery IQ.
- Support for the EFI Cloud Connector versions 2.0.23 and later, which complies with Transport Layer Security (TLS) protocol version 1.3 and is supported on the following:
  - Fiery servers running on Windows operating system and Fiery system software FS400/400 Pro and later
  - Fiery servers running on Linux operating system and Fiery system software FS500/500 Pro and later
  - Client computers running on Microsoft Windows 10 or later
- A maximum limit of 128 characters is defined for the **First name** and **Last name** fields when adding a new user.

## Fixed issues

### Fiery Admin console

#### Incorrect email template and signup workflow

When you invited a new user to Fiery IQ, the email template received by the user and the signup workflow were not updated as per the new Fiery IQ user interface.

### Fiery Ink Assistant

#### Updating ordered ink from email link

If you were not logged in to Fiery IQ and clicked the link to update the already ordered link from your **Ink Order Recommendation** email, it did not redirect you to the **Ink order intimation** page.

## Known Issues

### Fiery Account

### Account Settings page is not localized

When you change the browser language while you are logged in to Fiery IQ, the **Account Settings** page is not localized in the respective language and is displayed in English.

As a workaround, sign out and then sign in again to view the **Account Settings** page in the localized language.

### Modifying company information

When you modify the company information in the **Account Settings** page and refresh the **Company details** page in the Fiery Admin console, the company details are updated for the currently logged-in user. However, the company details are updated for other users when they sign out and then sign in again to Fiery IQ.

### One Time Password (OTP) validation

When you enter an incorrect OTP while changing the Fiery Account password, the error specifying the incorrect verification code is displayed on the next page after entering the new password.

## Fiery Dashboard

### Warning state is not displayed in Fiery IQ

When you print a job while the printer is in a warning state, the following issues are observed on the Fiery IQ device status page:

- While printing, the printer status is displayed incorrectly for some OEMs.
- After printing, the printer status is displayed as **Idle** in the Fiery Dashboard instead of the warning message.

### Toner remaining in Fiery IQ

On a Konica Minolta server, the toner remaining shown in the printer summary on the Fiery Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

## Fiery Admin console

### User invitation link

When you click on the user invitation link sent using Fiery IQ version 2.0.4 and earlier, an error appears.

As a workaround, contact the company administrator and request a new invitation.

### License Manager widgets

The widgets in the **License Manager** are not in a fixed order, and the order is randomly switched when you refresh the **License Manager** window.

### Fiery License Manager in live demo

The **Fiery License Manager** page is removed from the Fiery IQ live demo application.

### **Incorrect user role**

When you invite an existing Fiery IQ user, who was first invited from Fiery Command WorkStation, to join another company account, the **Select role** drop-down list displays admin, operator, and support roles. However, an existing Fiery IQ user can only be invited as a support user.

### **MAC address of display graphics printers is not displayed**

The MAC address of display graphics printers is not displayed in the **Device collection** and printer drill down.

### **EFI Cloud Connector**

#### **PostScript (PS) patches are not displayed in Fiery IQ**

When you update PS patches from Fiery Command WorkStation for EFI Cloud Connector running on an embedded server, some PS patches do not appear in Fiery IQ.

#### **Incorrect activation error**

If your Fiery Account credentials can access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only Fiery Account credentials with access to one Fiery IQ account can access EFI Cloud Connector and EFI Go.

#### **Device information does not appear simultaneously**

When you restart EFI Cloud Connector and view the **Registered server** list, the information in the **Device**, **Connection**, and **Version** columns appears first. Then the information in the **Status** and **Tracking** columns appears after a few seconds.

#### **Delay in invalid IP address message**

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

#### **Offline Fiery servers cannot be registered**

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the **Back** and clear the check box for the offline Fiery server. You can then click **Register**.
- In the Register servers tab, click **Add Device** and manually enter the information for each online Fiery server.

#### **Update Fiery server appears after EFI Cloud Connector is installed**

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, **Update Fiery server** may appear in **Server > Fiery IQ**.

## EFI Go

### Job preview space

The job preview space in EFI Go is shortened for all display graphics printers when the printer is in the printing state.

### Job count mismatch

When there are more than 20 jobs in the print queue, the job count displayed in the **Print Queue** on the printer details page in EFI Go does not match the list of jobs displayed in the **Print Queue** tab.

### Error messages in Notification tab

The recent error messages are not displayed in the **Notification** tab in EFI Go.

### Incorrect job name

When you name a print job using a double-byte character, an incorrect job name is displayed in EFI Go.

### Canceled print job was not displayed

When you cancel a print job before it is printed, the canceled print job for the EFI wide format printers is not displayed in EFI Go.

### Print job thumbnails are not displayed

The thumbnails of print jobs from the print queue and printed job list for H5, EFI Superwide roll-to-roll, and EFI VUTEk HS series printers are not displayed in EFI Go.

### Resolved alerts or notifications are not displayed

The **All** and **Error** tabs on the **Device Info** page display only active alerts and notifications instead of both active and resolved alerts and notifications for the last 24 hours.

### Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

## Fiery Ink Assistant

### Access to Fiery Ink Assistant

The Fiery Ink Assistant application is not available to support users.

### **BETA tag is not displayed**

When using the EFI ColorGuard web application, the **BETA** tag with the Fiery Ink Assistant application is not displayed in the switch application drop-down list.

### **Fiery Insight**

#### **Printer utilization details are inconsistent**

When you enable shifts, the printer utilization details shown on the Fiery Insight **Trend** page do not match with utilization details shown on the Fiery Insight **Compare** and Fiery Dashboard pages.

#### **The Double strike column in the Job log is blank**

The **Double strike** column in the **Job log** is blank for EFI Pro 30h printers. However, the **Strike** column in the **Job log** displays strike details of print jobs.

#### **Job information missing in the Job log**

When viewing a Fiery server for a cutsheet printer in the Job log, Fiery Insight only displays job settings information. Server default information is not displayed in the Job log.

#### **Job log information is missing**

When you select a Fiery server for a cutsheet printer and view the **Job log**, information may not display in the following columns:

- **User**
- **Perfect bind**

#### **Incorrect value is displayed in the Copies column**

The **Copies** column in the **Job log** page displays incorrect value for Pro 30h printers.

### **Fiery Manage**

#### **Fiery server configuration file**

When you install the EFI Cloud Connector version 2.0.23 and then re-install an earlier version, the entry for the EFI Cloud Connector core version is duplicated in the downloaded Fiery server configuration file.

#### **Creating a new sync package**

When you create a new sync package:

- The preset count displayed in Fiery Manage does not match the number of presets available in the Fiery server.
- An incorrect error message is displayed for a failed sync package due to exceeding the maximum limit of 10 Megabytes.

### **Fiery server configuration file**

The Fiery server configuration file cannot be generated if the Fiery server is connected to:

- The EFI Cloud Connector via proxy settings.
- The EFI Cloud Connector installed on Mac operating systems.

### **Deploy sync package error**

When you deploy a sync package to multiple servers, an error message appears.

### **Error messages**

Fiery IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by Fiery IQ.

### **Fiery Notify**

#### **Updating attributes**

When you update any attributes from the Fiery WebTools, the updated values are not displayed in the configuration report for servers connected via EFI Cloud Connector installed on Windows and Mac operating systems.

As a workaround, restart EFI Cloud Connector.

#### **Hidden menu on Configuration Reports page**

When you click the More icon (three-dot), the menu is hidden from view if four or more configuration reports are listed on the **Configuration Reports** page.

#### **Email notification sent for each Fiery server**

If the connection between EFI Cloud Connector and Fiery IQ is lost and production blocking event alerts are configured in Fiery Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

#### **Multiple email notifications**

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in Fiery Notify, you will receive multiple email notifications until connectivity is re-established.



# Fiery IQ February 2024 release

## What is new in this release

This version of Fiery IQ introduces the following new features:

- Performance improvements and bug fixes.
- Support for users to acknowledge the ordered ink in the ink recommendations email. A message specifying the date of the acknowledgment is displayed in the **Ink Assistant** application.

## Fixed issues

### Fiery Admin console

#### Shift deletion in live demo

When you deleted the second shift out of three shifts listed on the **Shift manager** page in the Fiery IQ live demo application, the third shift was also deleted automatically.

### Fiery Ink Assistant

#### Ink details are not displayed

When you selected a device in the Fiery Dashboard page, the ink details were not displayed on the device details page.

#### Incorrect part name and number

When you entered a double-byte character in the **Part name** and **Part no.** fields while adding a new ink in Fiery Ink Assistant, the part name and number were not displayed correctly in the ink inventory list.

### Fiery Insight

#### Incorrect printer utilization detail

When the EFI Cloud Connector or printer was offline, the **Printer Utilization** widget on the Fiery Insight **Trend** page displayed the utilization as **Printing** instead of **Disconnected**.



## Known Issues

### Fiery Account

#### Account Settings page is not localized

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As a workaround, sign out and then sign in again to view the **Account Settings** page in the localized language.

#### Modifying company information

When you modify the company information in the **Account Settings** page and refresh the **Company details** page in the Fiery Admin console, the company details are updated for the currently logged-in user. However, the company details are updated for other users when they sign out and then sign in again to Fiery IQ.

#### One Time Password (OTP) validation

When you enter an incorrect OTP while changing the Fiery Account password, the error specifying the incorrect verification code is displayed on the next page after entering the new password.

### Fiery Dashboard

#### Warning state is not displayed in Fiery IQ

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- While printing, the printer status is displayed incorrectly for some OEMs.
- After printing, the printer status is displayed as **Idle** in the Fiery Dashboard instead of the warning message.

#### Toner remaining in Fiery IQ

On a Konica Minolta server, the toner remaining shown in the printer summary on the Fiery Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

### Fiery Admin console

#### License Manager widgets

The widgets in the **License Manager** are not in a fixed order, and the order is randomly switched when you refresh the **License Manager** window.

#### Incorrect email template and signup workflow

When you invited a new user to Fiery IQ, the email template received by the user and the signup workflow were not updated as per the new Fiery IQ user interface.

### Fiery License Manager in live demo

The **Fiery License Manager** page is removed from the Fiery IQ live demo application.

### Incorrect user role

When you invite an existing Fiery IQ user, who was first invited from Fiery Command WorkStation, to join another company account, the **Select role** drop-down list displays admin, operator, and support roles. However, an existing Fiery IQ user can only be invited as a support user.

### MAC address of display graphics printers is not displayed

The MAC address of display graphics printers is not displayed in the **Device collection** and printer drill down.

### EFI Cloud Connector

#### PostScript (PS) patches are not displayed in Fiery IQ

When you update PS patches from Fiery Command WorkStation for EFI Cloud Connector running on an embedded server, some PS patches do not appear in Fiery IQ.

#### Incorrect activation error

If your Fiery Account credentials can access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only Fiery Account credentials with access to one Fiery IQ account can access EFI Cloud Connector and EFI Go.

#### Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the **Registered server** list, the information in the **Device**, **Connection**, and **Version** columns appears first. Then the information in the **Status** and **Tracking** columns appears after a few seconds.

#### Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

#### Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the **Back** and clear the check box for the offline Fiery server. You can then click **Register**.
- In the Register servers tab, click **Add Device** and manually enter the information for each online Fiery server.

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In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, **Update Fiery server** may appear in **Server > Fiery IQ**.

## **EFI Go**

### **Job preview space**

The job preview space in EFI Go is shortened for all display graphics printers when the printer is in the printing state.

### **Job count mismatch**

When there are more than 20 jobs in the print queue, the job count displayed in the **Print Queue** on the printer details page in EFI Go does not match the list of jobs displayed in the **Print Queue** tab.

### **Error messages in Notification tab**

The recent error messages are not displayed in the **Notification** tab in EFI Go.

### **Incorrect job name**

When you name a print job using a double-byte character, an incorrect job name is displayed in EFI Go.

### **Canceled print job was not displayed**

When you cancel a print job before it is printed, the canceled print job for the EFI wide format printers is not displayed in EFI Go.

### **Print job thumbnails are not displayed**

The thumbnails of print jobs from the print queue and printed job list for H5, EFI Superwide roll-to-roll, and EFI VUTEk HS series printers are not displayed in EFI Go.

### **Resolved alerts or notifications are not displayed**

The **All** and **Error** tabs on the **Device Info** page display only active alerts and notifications instead of both active and resolved alerts and notifications for the last 24 hours.

### **Notifications appear after signing out**

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

## **Fiery Ink Assistant**

### Updating ordered ink from email link

If you were not logged in to Fiery IQ and clicked the link to update the already ordered link from your **Ink Order Recommendation** email, it did not redirect you to the **Ink order intimation** page.

### Access to Fiery Ink Assistant

The Fiery Ink Assistant application is not available to support users.

### BETA tag is not displayed

When using the EFI ColorGuard web application, the **BETA** tag with the Fiery Ink Assistant application is not displayed in the switch application drop-down list.

### Fiery Insight

#### Printer utilization details are inconsistent

When you enable shifts, the printer utilization details shown on the Fiery Insight **Trend** page do not match with utilization details shown on the Fiery Insight **Compare** and Fiery Dashboard pages.

#### The Double strike column in the Job log is blank

The **Double strike** column in the **Job log** is blank for EFI Pro 30h printers. However, the **Strike** column in the **Job log** displays strike details of print jobs.

#### Job information missing in the Job log

When viewing a Fiery server for a cutsheet printer in the Job log, Fiery Insight only displays job settings information. Server default information is not displayed in the Job log.

#### Job log information is missing

When you select a Fiery server for a cutsheet printer and view the **Job log**, information may not display in the following columns:

- **User**
- **Perfect bind**

#### Incorrect value is displayed in the Copies column

The **Copies** column in the **Job log** page displays incorrect value for Pro 30h printers.

### Fiery Manage

### Creating a new sync package

When you create a new sync package:

- The preset count displayed in Fiery Manage does not match the number of presets available in the Fiery server.
- An incorrect error message is displayed for a failed sync package due to exceeding the maximum limit of 10 Megabytes.

### Fiery server configuration file

The Fiery server configuration file cannot be generated if the Fiery server is connected to:

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When you deploy a sync package to multiple servers, an error message appears.

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Fiery IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by Fiery IQ.

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#### Updating attributes

When you update any attributes from the Fiery WebTools, the updated values are not displayed in the configuration report for servers connected via EFI Cloud Connector installed on Windows and Mac operating systems.

As a workaround, restart EFI Cloud Connector.

#### Hidden menu on Configuration Reports page

When you click the More icon (three-dot), the menu is hidden from view if four or more configuration reports are listed on the **Configuration Reports** page.

#### Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and Fiery IQ is lost and production blocking event alerts are configured in Fiery Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

#### Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in Fiery Notify, you will receive multiple email notifications until connectivity is re-established.



# Fiery IQ December 2023 release

## What is new in this release

This version of Fiery IQ introduces the following new features:

- Fiery IQ now supports Fiery Account in China with Fiery Command WorkStation v7.0 and later.
- The new Fiery Account signup workflow is now available for invited users.

## Fixed issues

### Fiery Admin console

#### Using a double-byte character

The following issues were observed when you enter a double-byte character:

- In the **Company Name** field, an incorrect company name was displayed while editing the company details.
- In the **First Name** or **Last Name** field, while adding a new user, an incorrect user name was displayed, and an email for the invitation was not sent to the user. When you clicked **Resend invite**, you were logged out of the Fiery IQ.

### Insight license

An error appeared when you assigned a newly activated insight license to a device for which the license had expired recently.

### Fiery Insight

#### Media Name column value

The **Media Name** column displayed incorrect values in the **Job log** and **Insight** for the EFI Pro and VUTEK series printers.

#### Incorrect ink cost value

The **Ink cost** column displayed an incorrect value in the **Job log** except for the first 10 jobs.

## Known Issues

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In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, **Update Fiery server** may appear in **Server > Fiery IQ**.

## **EFI Go**

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The recent error messages are not displayed in the **Notification** tab in EFI Go.

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The **All** and **Error** tabs on the **Device Info** page display only active alerts and notifications instead of both active and resolved alerts and notifications for the last 24 hours.

### **Notifications appear after signing out**

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

## **Fiery Ink Assistant**

### **Incorrect part name and number**

When you entered a double-byte character in the **Part name** and **Part no.** fields while adding a new ink in Fiery Ink Assistant, the part name and number were not displayed correctly in the ink inventory list.

### **Access to Fiery Ink Assistant**

The Fiery Ink Assistant application is not available to support users.

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The Fiery server configuration file cannot be generated if the Fiery server is connected to:

- The EFI Cloud Connector via proxy settings.
- The EFI Cloud Connector installed on Mac operating systems.

### Deploy sync package error

When you deploy a sync package to multiple servers, an error message appears.

### Error messages

Fiery IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by Fiery IQ.

### Fiery Notify

#### Updating attributes

When you update any attributes from the Fiery WebTools, the updated values are not displayed in the configuration report for servers connected via EFI Cloud Connector installed on Windows and Mac operating systems.

As a workaround, restart EFI Cloud Connector.

#### Hidden menu on Configuration Reports page

When you click the More icon (three-dot), the menu is hidden from view if four or more configuration reports are listed on the **Configuration Reports** page.

#### Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and Fiery IQ is lost and production blocking event alerts are configured in Fiery Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

#### Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in Fiery Notify, you will receive multiple email notifications until connectivity is re-established.



# Fiery IQ November 2023 release

## What is new in this release

This version of Fiery IQ introduces the following new features:

- The **License Code** column under **Fiery License Manager** is hidden now, and the License Activation Code (LAC) is displayed as a tooltip under the **Expiration date** column.

## Fixed issues

### Fiery Account

#### Personal information was displayed as a link

The email address and additional space between the first and last name under the **Personal information** tab in the **Account Settings** page were displayed as a link.

### Fiery Admin console

#### Incomplete company information

The company information displayed in the Fiery Admin console for an invited user was incomplete.

## Known Issues

### Fiery Account

#### Account Settings page is not localized

When you change the browser language while you are logged in to Fiery IQ, the **Account Settings** page is not localized in the respective language and is displayed in English.

As a workaround, sign out and then sign in again to view the **Account Settings** page in the localized language.

### Modifying company information

When you modify the company information in the **Account Settings** page and refresh the **Company details** page in the Fiery Admin console, the company details are updated for the currently logged-in user. However, the company details are updated for other users when they sign out and then sign in again to Fiery IQ.

### One Time Password (OTP) validation

When you enter an incorrect OTP while changing the Fiery Account password, the error specifying the incorrect verification code is displayed on the next page after entering the new password.

## Fiery Dashboard

### Warning state is not displayed in Fiery IQ

When you print a job while the printer is in a warning state, the following issues are observed on the Fiery IQ device status page:

- While printing, the printer status is displayed incorrectly for some OEMs.
- After printing, the printer status is displayed as **Idle** in the Fiery Dashboard instead of the warning message.

### Toner remaining in Fiery IQ

On a Konica Minolta server, the toner remaining shown in the printer summary on the Fiery Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

## Fiery Admin console

### Insight license

An error appeared when you assigned a newly activated insight license to a device for which the license had expired recently.

### License Manager widgets

The widgets in the **License Manager** are not in a fixed order, and the order is randomly switched when you refresh the **License Manager** window.

### Incorrect email template and signup workflow

When you invited a new user to Fiery IQ, the email template received by the user and the signup workflow were not updated as per the new Fiery IQ user interface.

### Fiery License Manager in live demo

The **Fiery License Manager** page is removed from the Fiery IQ live demo application.

### Using a double-byte character

The following issues were observed when you enter a double-byte character:

- In the **Company Name** field, an incorrect company name was displayed while editing the company details.
- In the **First Name** or **Last Name** field, while adding a new user, an incorrect user name was displayed, and an email for the invitation was not sent to the user. When you clicked **Resend invite**, you were logged out of the Fiery IQ.

### Incorrect user role

When you invite an existing Fiery IQ user, who was first invited from Fiery Command WorkStation, to join another company account, the **Select role** drop-down list displays admin, operator, and support roles. However, an existing Fiery IQ user can only be invited as a support user.

### MAC address of display graphics printers is not displayed

The MAC address of display graphics printers is not displayed in the **Device collection** and printer drill down.

### EFI Cloud Connector

#### PostScript (PS) patches are not displayed in Fiery IQ

When you update PS patches from Fiery Command WorkStation for EFI Cloud Connector running on an embedded server, some PS patches do not appear in Fiery IQ.

#### Incorrect activation error

If your Fiery Account credentials can access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only Fiery Account credentials with access to one Fiery IQ account can access EFI Cloud Connector and EFI Go.

#### Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the **Registered server** list, the information in the **Device**, **Connection**, and **Version** columns appears first. Then the information in the **Status** and **Tracking** columns appears after a few seconds.

#### Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

#### Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the **Back** and clear the check box for the offline Fiery server. You can then click **Register**.
- In the Register servers tab, click **Add Device** and manually enter the information for each online Fiery server.

### **Update Fiery server appears after EFI Cloud Connector is installed**

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, **Update Fiery server** may appear in **Server > Fiery IQ**.

## **EFI Go**

### **Job preview space**

The job preview space in EFI Go is shortened for all display graphics printers when the printer is in the printing state.

### **Job count mismatch**

When there are more than 20 jobs in the print queue, the job count displayed in the **Print Queue** on the printer details page in EFI Go does not match the list of jobs displayed in the **Print Queue** tab.

### **Error messages in Notification tab**

The recent error messages are not displayed in the **Notification** tab in EFI Go.

### **Incorrect job name**

When you name a print job using a double-byte character, an incorrect job name is displayed in EFI Go.

### **Canceled print job was not displayed**

When you cancel a print job before it is printed, the canceled print job for the EFI wide format printers is not displayed in EFI Go.

### **Print job thumbnails are not displayed**

The thumbnails of print jobs from the print queue and printed job list for H5, EFI Superwide roll-to-roll, and EFI VUTEk HS series printers are not displayed in EFI Go.

### **Resolved alerts or notifications are not displayed**

The **All** and **Error** tabs on the **Device Info** page display only active alerts and notifications instead of both active and resolved alerts and notifications for the last 24 hours.

### **Notifications appear after signing out**

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

## Fiery Ink Assistant

### Incorrect part name and number

When you entered a double-byte character in the **Part name** and **Part no.** fields while adding a new ink in Fiery Ink Assistant, the part name and number were not displayed correctly in the ink inventory list.

### Access to Fiery Ink Assistant

The Fiery Ink Assistant application is not available to support users.

### BETA tag is not displayed

When using the EFI ColorGuard web application, the **BETA** tag with the Fiery Ink Assistant application is not displayed in the switch application drop-down list.

## Fiery Insight

### Printer utilization details are inconsistent

When you enable shifts, the printer utilization details shown on the Fiery Insight **Trend** page do not match with utilization details shown on the Fiery Insight **Compare** and Fiery Dashboard pages.

### The Double strike column in the Job log is blank

The **Double strike** column in the **Job log** is blank for EFI Pro 30h printers. However, the **Strike** column in the **Job log** displays strike details of print jobs.

### Job information missing in the Job log

When viewing a Fiery server for a cutsheet printer in the Job log, Fiery Insight only displays job settings information. Server default information is not displayed in the Job log.

### Job log information is missing

When you select a Fiery server for a cutsheet printer and view the **Job log**, information may not display in the following columns:

- **User**
- **Perfect bind**

### Incorrect value is displayed in the Copies column

The **Copies** column in the **Job log** page displays incorrect value for Pro 30h printers.

## Fiery Manage



### Creating a new sync package

When you create a new sync package:

- The preset count displayed in Fiery Manage does not match the number of presets available in the Fiery server.
- An incorrect error message is displayed for a failed sync package due to exceeding the maximum limit of 10 Megabytes.

### Fiery server configuration file

The Fiery server configuration file cannot be generated if the Fiery server is connected to:

- The EFI Cloud Connector via proxy settings.
- The EFI Cloud Connector installed on Mac operating systems.

### Deploy sync package error

When you deploy a sync package to multiple servers, an error message appears.

### Error messages

Fiery IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by Fiery IQ.

### Fiery Notify

#### Updating attributes

When you update any attributes from the Fiery WebTools, the updated values are not displayed in the configuration report for servers connected via EFI Cloud Connector installed on Windows and Mac operating systems.

As a workaround, restart EFI Cloud Connector.

#### Hidden menu on Configuration Reports page

When you click the More icon (three-dot), the menu is hidden from view if four or more configuration reports are listed on the **Configuration Reports** page.

#### Email notification sent for each Fiery server

If the connection between EFI Cloud Connector and Fiery IQ is lost and production blocking event alerts are configured in Fiery Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

#### Multiple email notifications

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in Fiery Notify, you will receive multiple email notifications until connectivity is re-established.



# Fiery IQ October 2023 release

## What is new in this release

This version of Fiery IQ introduces the following new features:

- The following applications are now rebranded as described below:

Old name	New name
EFI IQ	Fiery IQ
IQ Admin console	Fiery Admin console
IQ Dashboard	Fiery Dashboard
EFI ColorGuard	Fiery ColorGuard
IQ Ink Assistant	Fiery Ink Assistant
IQ Manage	Fiery Manage
IQ Insight	Fiery Insight
IQ Notify	Fiery Notify

- An existing EFI IQ credential is now a Fiery Account credential.
- Any Fiery Account credential can be used to log in to Fiery IQ.
- All existing users with access to multiple company accounts can remain as admin or operator in only one account. All other user roles of such users are converted to the support role.
- The **License Code** and **Model** columns in the **Fiery License Manager** are empty for Fiery Manage or any display graphics printer licenses, which the Fiery support team activated before the License Activation Code (LAC) was introduced.
- Compatibility support for a new version, v2.6.2, of the EFI Go mobile application with <https://iq.fiery.com>. The older version, v2.6.1 of EFI Go, is incompatible with <https://iq.fiery.com>.

## Fixed issues

### Fiery Dashboard

### **Patch installation from Fiery Command WorkStation**

When you installed patches from the Fiery Command WorkStation, the details of the installed patch were not displayed in the Fiery Dashboard.

### **Fiery Insight**

#### **Missing print job**

When you printed a new print job using Fiery Command WorkStation or Hot Folder after clearing the server logs in Fiery Command WorkStation, the printed job details were not displayed in Fiery Insight or Fiery Dashboard.

### **EFI Go**

#### **The held job count did not match printer User Interface (UI)**

The number of held jobs displayed in EFI Go for EFI Pro 30h and EFI Pro 30f printers did not match the printer UI.

#### **Job preview is not displayed**

When you selected an individual job for any EFI Superwide roll-to-roll printer in EFI Go, the preview of the print job was not displayed.

### **Fiery Manage**

#### **Automatic upload of Fiery server configuration file**

When you restarted the EFI Cloud Connector after changing configuration parameters, the latest Fiery server configuration file was uploaded to the cloud.

### **Known Issues**

#### **Fiery Account**

##### **Account Settings page is not localized**

When you change the browser language while you are logged in to Fiery IQ, the **Account Settings** page is not localized in the respective language and is displayed in English.

As a workaround, sign out and then sign in again to view the **Account Settings** page in the localized language.

##### **Modifying company information**

When you modify the company information in the **Account Settings** page and refresh the **Company details** page in the Fiery Admin console, the company details are updated for the currently logged-in user. However, the company details are updated for other users when they sign out and then sign in again to Fiery IQ.

### One Time Password (OTP) validation

When you enter an incorrect OTP while changing the Fiery Account password, the error specifying the incorrect verification code is displayed on the next page after entering the new password.

## Fiery Dashboard

### Warning state is not displayed in Fiery IQ

When you print a job while the printer is in a warning state, the following issues are observed on the Fiery IQ device status page:

- While printing, the printer status is displayed incorrectly for some OEMs.
- After printing, the printer status is displayed as **Idle** in the Fiery Dashboard instead of the warning message.

### Toner remaining in Fiery IQ

On a Konica Minolta server, the toner remaining shown in the printer summary on the Fiery Dashboard may be different from the toner information shown in the Consumables section in Fiery Command WorkStation.

## Fiery Admin console

### License Manager widgets

The widgets in the **License Manager** are not in a fixed order, and the order is randomly switched when you refresh the **License Manager** window.

### Incorrect email template and signup workflow

When you invited a new user to Fiery IQ, the email template received by the user and the signup workflow were not updated as per the new Fiery IQ user interface.

### Fiery License Manager in live demo

The **Fiery License Manager** page is removed from the Fiery IQ live demo application.

### Using a double-byte character

The following issues were observed when you enter a double-byte character:

- In the **Company Name** field, an incorrect company name was displayed while editing the company details.
- In the **First Name** or **Last Name** field, while adding a new user, an incorrect user name was displayed, and an email for the invitation was not sent to the user. When you clicked **Resend invite**, you were logged out of the Fiery IQ.

### Incorrect user role

When you invite an existing Fiery IQ user, who was first invited from Fiery Command WorkStation, to join another company account, the **Select role** drop-down list displays admin, operator, and support roles. However, an existing Fiery IQ user can only be invited as a support user.

### MAC address of display graphics printers is not displayed

The MAC address of display graphics printers is not displayed in the **Device collection** and printer drill down.

### EFI Cloud Connector

#### PostScript (PS) patches are not displayed in Fiery IQ

When you update PS patches from Fiery Command WorkStation for EFI Cloud Connector running on an embedded server, some PS patches do not appear in Fiery IQ.

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If your Fiery Account credentials can access to multiple company accounts and you attempt to sign in to EFI Cloud Connector version 1.3.3745 and earlier, an error message appears notifying you that EFI Cloud Connector activation failed. This message is incorrect. EFI Cloud Connector is activated. However, only Fiery Account credentials with access to one Fiery IQ account can access EFI Cloud Connector and EFI Go.

#### Device information does not appear simultaneously

When you restart EFI Cloud Connector and view the **Registered server** list, the information in the **Device**, **Connection**, and **Version** columns appears first. Then the information in the **Status** and **Tracking** columns appears after a few seconds.

#### Delay in invalid IP address message

If an invalid IP address is added to EFI Cloud Connector, it may take more than one minute for the invalid IP address message to appear.

#### Offline Fiery servers cannot be registered

When you attempt to register multiple Fiery servers and if one of those Fiery servers is offline, a message appears informing you that the particular Fiery server is offline. This offline Fiery server will not be registered. However, the other Fiery servers that you were attempting to register will also not be registered on the EFI Cloud Connector. This occurs only on a Fiery server for a cutsheet printer.

As a workaround, do one of the following:

- In the Register servers tab, click the **Back** and clear the check box for the offline Fiery server. You can then click **Register**.
- In the Register servers tab, click **Add Device** and manually enter the information for each online Fiery server.

#### Update Fiery server appears after EFI Cloud Connector is installed

In Fiery Command WorkStation, when you select a Fiery server for a cutsheet printer that is already connected to EFI Cloud Connector, **Update Fiery server** may appear in **Server > Fiery IQ**.

## EFI Go

### Job preview space

The job preview space in EFI Go is shortened for all display graphics printers when the printer is in the printing state.

### Job count mismatch

When there are more than 20 jobs in the print queue, the job count displayed in the **Print Queue** on the printer details page in EFI Go does not match the list of jobs displayed in the **Print Queue** tab.

### Error messages in Notification tab

The recent error messages are not displayed in the **Notification** tab in EFI Go.

### Incorrect job name

When you name a print job using a double-byte character, an incorrect job name is displayed in EFI Go.

### Canceled print job was not displayed

When you cancel a print job before it is printed, the canceled print job for the EFI wide format printers is not displayed in EFI Go.

### Print job thumbnails are not displayed

The thumbnails of print jobs from the print queue and printed job list for H5, EFI Superwide roll-to-roll, and EFI VUTEk HS series printers are not displayed in EFI Go.

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The **All** and **Error** tabs on the **Device Info** page display only active alerts and notifications instead of both active and resolved alerts and notifications for the last 24 hours.

### Notifications appear after signing out

Notifications for production blocking events still appear on your mobile device when you are not signed in to the EFI Go app.

## Fiery Ink Assistant

### Incorrect part name and number

When you entered a double-byte character in the **Part name** and **Part no.** fields while adding a new ink in Fiery Ink Assistant, the part name and number were not displayed correctly in the ink inventory list.

### **Access to Fiery Ink Assistant**

The Fiery Ink Assistant application is not available to support users.

### **BETA tag is not displayed**

When using the EFI ColorGuard web application, the **BETA** tag with the Fiery Ink Assistant application is not displayed in the switch application drop-down list.

## **Fiery Insight**

### **Printer utilization details are inconsistent**

When you enable shifts, the printer utilization details shown on the Fiery Insight **Trend** page do not match with utilization details shown on the Fiery Insight **Compare** and Fiery Dashboard pages.

### **The Double strike column in the Job log is blank**

The **Double strike** column in the **Job log** is blank for EFI Pro 30h printers. However, the **Strike** column in the **Job log** displays strike details of print jobs.

### **Job information missing in the Job log**

When viewing a Fiery server for a cutsheet printer in the Job log, Fiery Insight only displays job settings information. Server default information is not displayed in the Job log.

### **Job log information is missing**

When you select a Fiery server for a cutsheet printer and view the **Job log**, information may not display in the following columns:

- **User**
- **Perfect bind**

### **Incorrect value is displayed in the Copies column**

The **Copies** column in the **Job log** page displays incorrect value for Pro 30h printers.

## **Fiery Manage**

### **Creating a new sync package**

When you create a new sync package:

- The preset count displayed in Fiery Manage does not match the number of presets available in the Fiery server.
- An incorrect error message is displayed for a failed sync package due to exceeding the maximum limit of 10 Megabytes.

### **Fiery server configuration file**

The Fiery server configuration file cannot be generated if the Fiery server is connected to:

- The EFI Cloud Connector via proxy settings.
- The EFI Cloud Connector installed on Mac operating systems.

### **Deploy sync package error**

When you deploy a sync package to multiple servers, an error message appears.

### **Error messages**

Fiery IQ uses the same error messages as Fiery Command WorkStation. Error messages not used in Fiery Command WorkStation will not be tracked by Fiery IQ.

### **Fiery Notify**

#### **Updating attributes**

When you update any attributes from the Fiery WebTools, the updated values are not displayed in the configuration report for servers connected via EFI Cloud Connector installed on Windows and Mac operating systems.

As a workaround, restart EFI Cloud Connector.

#### **Hidden menu on Configuration Reports page**

When you click the More icon (three-dot), the menu is hidden from view if four or more configuration reports are listed on the **Configuration Reports** page.

#### **Email notification sent for each Fiery server**

If the connection between EFI Cloud Connector and Fiery IQ is lost and production blocking event alerts are configured in Fiery Notify, you will receive an email notification for each Fiery server for cutsheet printers registered on EFI Cloud Connector.

#### **Multiple email notifications**

If the connection between EFI Cloud Connector and a Fiery server is lost and production blocking event alerts are configured in Fiery Notify, you will receive multiple email notifications until connectivity is re-established.