

Color Controller: E-24B
Machine Code:D3CD
Field Service Manual
Ver 1.0

Latest Release: December, 2016
Initial Release: December, 2016
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Important Safety Notices

Warnings, Cautions, Notes

In this manual, the following important symbols and notations are used.

WARNING

- A Warning indicates a potentially hazardous situation. Failure to obey a Warning could result in death or serious injury.

CAUTION

- A Caution indicates a potentially hazardous situation. Failure to obey a Caution could result in minor or moderate injury or damage to the machine or other property.

Important

- Obey these guidelines to avoid problems such as misfeeds, damage to originals, loss of valuable data and to prevent damage to the machine.

Note

- This information provides tips and advice about how to best service the machine.

General Safety Instructions

For your safety, please read this manual carefully before you use this product. Keep this manual handy for future reference.

Safety Information

Always obey the following safety precautions when using this product.

Safety During Operation

In this manual, the following important symbols and notations are used.



[A]: ON

[B]: OFF

[C]: Push ON/Push OFF

[D]: Standby

Switches and Symbols

Where symbols are used on or near switches on machines for Europe and other areas, the meaning of each symbol conforms with IEC60417.

Safety

Prevention of Physical Injury

1. Before disassembling or assembling parts of the machine and peripherals, make sure that the machine and peripheral power cords are unplugged.
2. The plug should be near the machine and easily accessible.
3. Note that some components of the machine and the paper tray unit are supplied with electrical voltage even if the main power switch is turned off.
4. Always unplug the power cord from the power source before you move the product. Before you move the machine, arrange the power cord so it will not fall under the machine.
5. Disconnect all peripheral units (finisher, LCT, etc.) from the mainframe before you move the machine.
6. If any adjustment or operation check has to be made with exterior covers off or open while the main switch is turned on, keep hands away from electrified or mechanically driven components.
7. The machine drives some of its components when it completes the warm-up period. Be careful to keep hands away from the mechanical and electrical components as the machine starts operation.
8. The inside and the metal parts of the fusing unit become extremely hot while the machine is operating. Be careful to avoid touching those components with your bare hands.
9. To prevent a fire or explosion, keep the machine away from flammable liquids, gases, and aerosols.
10. Do not use flammable sprays or solvent in the vicinity of the machine. Also, avoid placing these items in the vicinity of the machine. Doing so could result in fire or electric shock.
11. To avoid fire or explosion, never use an organic cleaner near any part that generates heat.
12. Clean the floor completely after accidental spillage of silicone oil or other materials to prevent slippery surfaces that could cause accidents leading to hand or leg injuries.
13. Never remove any safety device unless it requires replacement. Always replace safety devices immediately.
14. Never do any procedure that defeats the function of any safety device.
15. Modification or removal of a safety device (fuse, switch, etc.) could lead to a fire and personal injury. Always test the operation of the machine to ensure that it is operating normally and safely after removal and replacement of any safety device.
16. For replacements use only the correct fuses or circuit breakers rated for use with the machine. Using replacement devices not designed for use with the machine could lead to a fire and personal injuries.
17. For machines installed with the ADF/ARDF:

When a thick book or three-dimensional original is placed on the exposure glass and the ARDF cover is lowered, the back side of the ARDF rises up to accommodate the original. Therefore, when closing the ARDF, please be sure to keep your hands away from the hinges at the back of the ARDF.
18. When using a vacuum cleaner around the machine, keep others away from the cleaner, especially small children.
19. For machines installed with the anti-tip components:

The anti-tip components are necessary for meeting the requirements of IEC60950-1, the international standard for safety. The aim of these components is to prevent the products, which are heavy in weight, from

toppling as a result of people running into or leaning onto the products, which can lead to serious accidents such as persons becoming trapped under the product. (U.S.: UL60950-1, Europe: EN60950-1) Therefore, removal of such components must always be with the consent of the customer. Do not remove them at your own judgment.

20. **NEVER touch** the AC circuits on the PSU board to prevent electric shock caused by residual charge. Residual charge of about 100V-400V remains in the AC circuits on the PSU board for several months even when the board has been removed from the machine after turning off the machine power and unplugging the power cord.

Health Safety Conditions

1. For the machines installed with the ozone filters:
 - Never operate the machine without the ozone filters installed.
 - Always replace the ozone filters with the specified types at the proper intervals.
2. The machine, which use high voltage power source, can generate ozone gas. High ozone density is harmful to human health. Therefore, locate the machine in a large well ventilated room that has an air turnover rate of more than 50m³/hr/person.
3. Toner and developer are non-toxic, but if you get either of them in your eyes by accident, it may cause temporary eye discomfort. Try to remove with eye drops or flush with water as first aid. If unsuccessful, get medical attention.

Observance of Electrical Safety Standards

1. The machine and its peripherals must be installed and maintained by a customer service representative who has completed the training course on those models with exceptions on some machines where the installation can be handled by the user.

Safety and Ecological Notes for Disposal

1. Do not incinerate toner bottles or used toner. Toner dust may ignite suddenly when exposed to an open flame.
2. Dispose of used toner, developer, organic photoconductors, and AIO unit in accordance with local regulations. (These are non-toxic supplies.)
3. Dispose of replaced parts in accordance with local regulations.
4. When keeping used lithium batteries in order to dispose of them later, do not put more than 100 batteries per sealed box. Storing larger numbers or not sealing them apart may lead to chemical reactions and heat build-up.
5. The danger of explosion exists if a battery of this type is incorrectly replaced. Replace only with the same or an equivalent type recommended by the manufacturer. Discard used batteries in accordance with the manufacturer's instructions.

Handling Toner

- Work carefully when removing paper jams or replacing toner bottles or cartridges to avoid spilling toner on clothing or the hands.
- If toner is inhaled, immediately gargle with large amounts of cold water and move to a well-ventilated location. If there are signs of irritation or other problems, seek medical attention.
- If toner gets on the skin, wash immediately with soap and cold running water.

- If toner gets into the eyes, flush the eyes with cold running water or eye wash. If there are signs of irritation or other problems, seek medical attention.
- If toner is swallowed, drink a large amount of cold water to dilute the ingested toner. If there are signs of any problem, seek medical attention.
- If toner spills on clothing, wash the affected area immediately with soap and cold water. Never use hot water! Hot water can cause toner to set and permanently stain fabric.
- Always store toner and developer supplies such as toner and developer packages, cartridges, bottles (including used toner and empty bottles and cartridges), and AIO unit out of the reach of children.
- Always store fresh toner supplies or empty bottles or cartridges in a cool, dry location that is not exposed to direct sunlight.
- Do not use a vacuum cleaner to remove spilled toner (including used toner). Vacuumed toner may cause a fire or explosion due to sparks or electrical contact inside the cleaner. However, it is possible to use a cleaner designed to be dust explosion-proof. If toner is spilled over the floor, sweep up spilled toner slowly and clean up any remaining toner with a wet cloth.

Handling the development unit cooling system

For the machines installed the development cooling system:

1. The development unit cooling system circulates propylene glycol from a sealed tank through hoses that pass behind cooling plates on the sides of each development unit.
2. The coolant tank is located at the bottom of the cooling box on the back of the main machine.
3. Always obey local laws and regulations if you need to dispose of a tank or the propylene glycol coolant.
4. The tank must never be emptied directly into a local drainage system, river, pond, or lake.
5. Contact a professional industrial waste disposal organization and ask them to dispose of the tank.

Lithium Batteries for Taiwan

警告

本機器內的鋰電池如果更換不正確型號會有爆炸的危險。
只能使用相同或製造商推薦同等類型的電池進行更換。
請依製造商說明書處理用過之廢棄電池。

Laser Safety

The Center for Devices and Radiological Health (CDRH) prohibits the repair of laser-based optical units in the field. The optical housing unit can only be repaired in a factory or at a location with the requisite equipment. The laser subsystem is replaceable in the field by a qualified Customer Engineer. The laser chassis is not repairable in the field. Customer engineers are therefore directed to return all chassis and laser subsystems to the factory or service depot when replacement of the optical subsystem is required.

⚠ WARNING

- Use of controls, or adjustment, or performance of procedures other than those specified in this manual may result in hazardous radiation exposure.

WARNING FOR LASER UNIT

WARNING:

Turn off the main switch before attempting any of the procedures in the Laser Unit section. Laser beams can seriously damage your eyes.



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Safety Instructions for the Color Controller

Fuse

The color controller uses a double pole fuse. If this fuse blows, be sure to replace it with an identical fuse.

Batteries

1. Always replace a battery with the same type of battery prescribed for use with the color controller unit.
Replacing a battery with any type other than the one prescribed for use could cause an explosion.
2. Never discard used batteries by mixing them with other batteries or other refuse.
3. Always remove used batteries from the work site and dispose of them in accordance with local laws and regulations regarding the disposal of such items.

Table of Contents

1. Installation.....	4
Installation Requirements.....	4
Environment.....	4
Machine Level.....	4
Minimum Space Requirements.....	5
Power Requirements.....	5
Installation Flow Chart.....	6
Machine Installation.....	7
Setting Customer Expectations.....	7
Unpacking the E-24B.....	7
Front and Rear Panels.....	8
Connecting E-24B to the Copier.....	9
Startup and Initial Setup.....	12
Disabling the GW Scanner (Customization).....	14
Verifying the Connection (Local Test Print).....	14
Verifying Connection to the Network.....	16
Enabling System Updates and Automatic Backup.....	17
Installing Optional Features.....	19
Optional Features for E-24B.....	19
Installing Software for EFI Impose/Compose.....	19
Activate Optional Features.....	19
2. General Operations For Servicing.....	45
Start-Up, Shut-Down, and Reboot.....	45
Starting the Copier and the E-24B.....	45
Shutting Down the Copier and the E-24B.....	45
Shutting Down the E-24B Only.....	46
Restarting the E-24B.....	46
Rebooting the E-24B.....	47
Cancelling the Current Print Job.....	49
Printing the Configuration Page or Test Sheets.....	50
Running the E-24B Setup.....	51
To Access the Setup Menu.....	51
To Exit from the Setup Menu.....	51
Accessing Configure.....	52
Accessing Configure from WebTools.....	52
Accessing Configure from Command WorkStation.....	54
Adjusting the System Date and Time.....	55

3.	Replacement.....	56
	General Caution.....	56
	Cover Removal.....	57
	Side Cover for the E-24B.....	57
	Unit Removal.....	58
	Video Board.....	58
	Diagnostic LED Board.....	59
	Hard Disk Drive (HDD).....	59
	Power Supply Unit.....	60
	Fans.....	60
	Motherboard.....	61
	Memory – 2GB DIMM (E-24B).....	65
	CPU and Cooling Assembly.....	65
	Lithium Battery.....	67
	Gigabit Ethernet Controller.....	68
	Cables Connected to the Front Panel.....	69
	Soft Power Push Button.....	70
4.	System Maintenance.....	72
	General Notes and Cautions.....	72
	Clearing the Queued Print Jobs in the E-24B.....	76
	Restoring the Default Fiery Settings (Operation Panel).....	78
	Restoring the Factory Default System Image File from the E-24B HDD Recovery Folder.....	79
	System Software Installation Procedure.....	81
	Overview.....	81
	Installing System Software over the Network Port.....	81
	Installing System Software Using a USB Flash Drive.....	86
	Patch Installation Procedure.....	94
	Enabling the System Updates.....	94
	Manual Update Procedure.....	96
	Backup/Restore.....	97
	Overview.....	97
	Recommended Backup Options for E-24B.....	101
	Backup/Restore Feature Comparison.....	102
	Backing Up/Restoring the System Configuration and Selected Settings Only.....	105
	Backing Up/Restoring the E-24B System with Fiery System Restore.....	107
	Backing Up/Restoring E-24B System with Fiery Clone Tools.....	112
	LED Error Codes Related To the Fiery Clone Tools / Fiery System Restore.....	120
5.	Troubleshooting.....	123
	Overview.....	123

Errors and Suggested Actions	124
LED Codes	124
Start-Up Problems	126
System Problems	128
System Software Installation (Network Port Method)	129
System Software Installation (USB Method)	130
Backup and Restore	133
Network	134
Scanning	135
Printing	135
Checking the Network	141
Printing to the E-24B	142
Test the Voltage Supplies	144
Collecting Troubleshooting Information	145
Creating a Job Error Report (E-24B)	146
Obtaining the System Logs (E-24B)	150
Obtaining the Device Logs (Copier)	150
6. Detailed Section Descriptions	155
Block Diagram and Functions	155
Print Data Processing	157
Flow Chart	157
7. Specifications	158
General Specifications	158

1. Installation

Installation Requirements

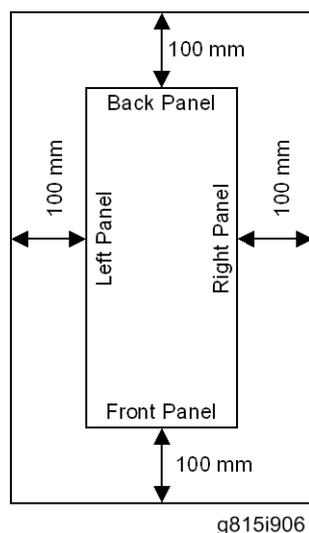
Environment

1. Temperature Range:
5°C to 40°C (41°F to 104°F)
2. Humidity Range:
10% to 85% RH
3. Ambient Illumination:
Less than 1500 lux (do not expose to direct sunlight or strong light)
4. Ambient Dust:
Less than 0.10 mg/m³
5. If the place of installation is air-conditioned or heated, do not place the machine where it will be:
 - 1) Subjected to sudden temperature changes
 - 2) Directly exposed to cool air from an air-conditioner
 - 3) Directly exposed to heat from a heater
6. Do not place the machine where it will be exposed to corrosive gases.
7. Do not install the machine at any location over 3,048 m (10,000 feet) above sea level.
8. Place the controller on a strong and level base.
9. Do not place the machine where it may be subjected to strong vibrations.
10. Do not connect the machine to a power source shared with another electrical appliance.
11. The machine can generate an electromagnetic field, which could interfere with radio or television reception.

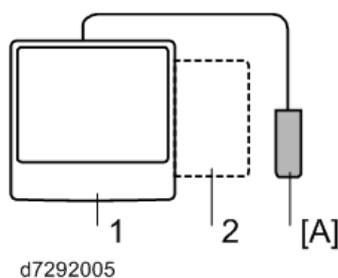
Machine Level

1. Front to back: Within 5 (0.2") away from level
2. Right to left: Within 5 (0.2") away from level

Minimum Space Requirements



Place the machine near the power source, providing clearance as shown.



1. Copier
2. Large Capacity Tray

You may place the machine [A] on the right side of the large capacity tray or copier as shown (top view) in the illustration.

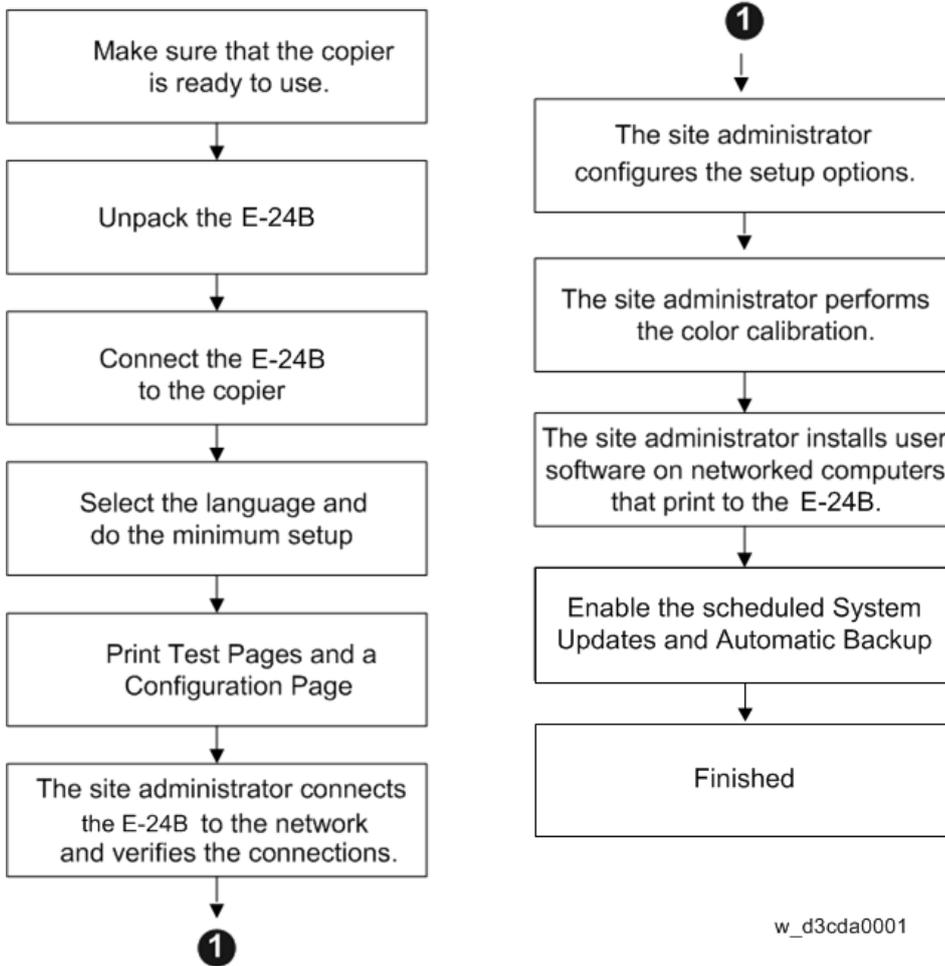
Power Requirements

⚠ CAUTION

- Insert firmly the plug in the outlet.
 - Avoid using an outlet extension plug or cord.
 - Ground the machine. Avoid using a 3-pronged adapter in a 2-hole ungrounded outlet.
 - Use the supplied AC power cord with this product.
1. Input voltage level: 100 - 240V, 50 - 60Hz; 3A
 2. For Norway, this product is also designed for an IT power distribution system with phase-to-phase voltage 230V.
 3. Do not put anything on the AC power cord.

Installation Flow Chart

Recommended installation steps are as follows:



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Machine Installation

Setting Customer Expectations

Before installation, the customer should be informed of the following:

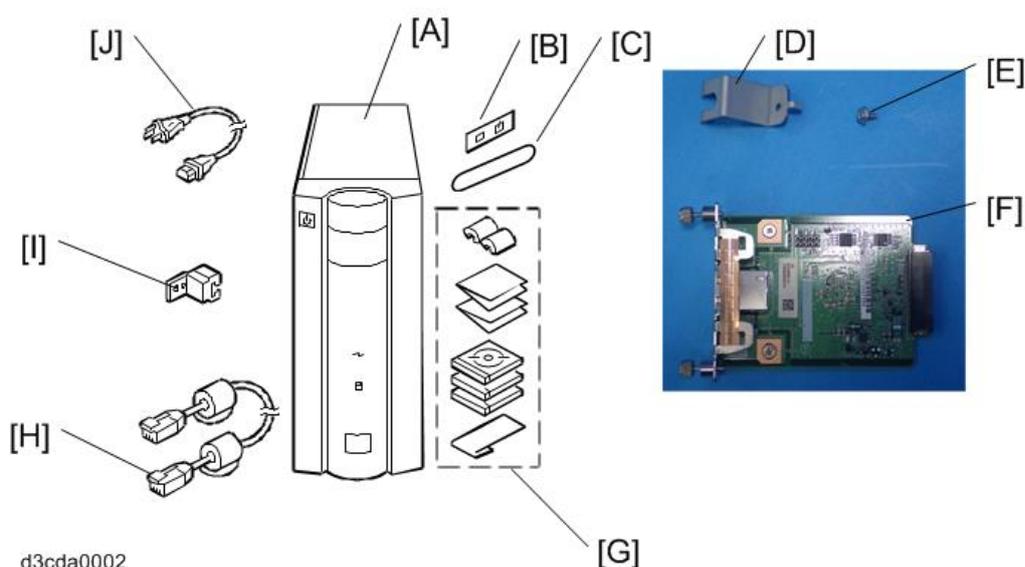
- Some nodes on the network may be unavailable for up to one hour.
- The copier may be unavailable for up to one hour
- The site administrator should be available during the installation for assistance with network connectivity issues.
- Equipment downtime and impact on the network can be minimized if the site administrator installs a network node for the E-24B and confirms network connection for the E-24B installation.
- The site administrator should have a networked computer available during the installation. The appropriate software should already be installed. Documentation for the networked computer and the network operating software should be available.
- The site administrator should install the user software shipped with the E-24B (user documentation is also included) onto the networked PCs and Mac OS computers that will print to the E-24B.

Note

- This guide covers hardware installation and service. It provides general information on connecting the E-24B to the customer's network. For network setup and configuration information, refer the site administrator to the "Configuration and Setup" manual (<http://help.efi.com/ricoh/docs/>).

Unpacking the E-24B

1. Open the box and remove the packing material.
2. Remove the contents from the top container. Inspect the contents for visible damage. The top container should include the following items:



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[A]: E-24B	[F]: Gigabit Ethernet PCB
[B]: Fierydriven Logo	[G]: Media Pack

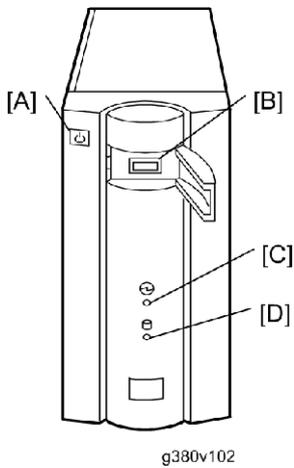
1. Installation

[C]: Fiery Keytop Decal	[H]: Interface Cable
[D]: Protection Plate (For Copier)	[I]: Protection Plate (For E-24B)
[E]: Tapping Screw (3x6)	[J]: AC Power Cord

- 3.** Give the Media Pack [F] to the site administrator.
- 4.** Take the remaining components out of the top container.
- 5.** Remove the top container and any packing materials.
- 6.** Carefully lift the E-24B out of the box.

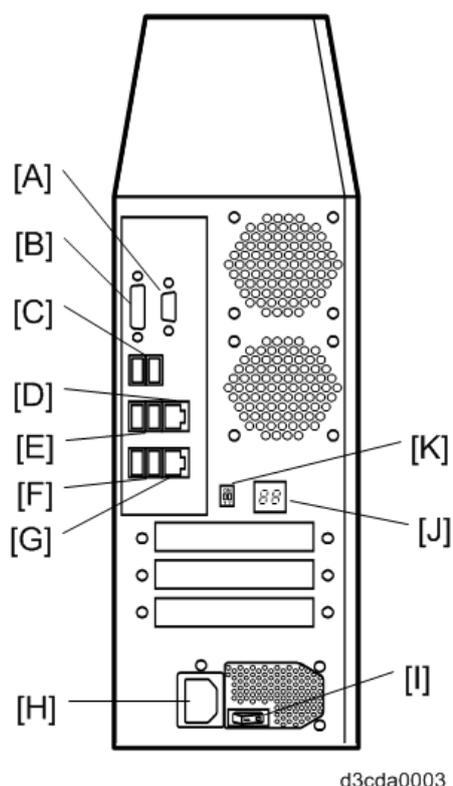
Front and Rear Panels

After unpacking the E-24B, familiarize yourself with the front and rear panels before you connect the E-24B to the Copier.



Front Panel

[A]: Soft Power Push Button
[B]: Front Panel USB Port
[C]: Power Indicator
[D]: HDD Access Indicator



Rear Panel

[A]: Not used (monitor port)
[B]: Not used (monitor port)
[C]: Rear Panel USB Ports (USB 2.0)
[D]: LAN Port (For customer use)
[E]: Rear Panel USB Ports (USB 2.0)
[F]: Rear Panel USB Ports (USB 3.0)
[G]: Gigabit Ethernet Port
[H]: Power Connector
[I]: Main Power Switch
[J]: Diagnostic LEDs (For service use only)
[K]: Service Switches (For service use only)

Connecting E-24B to the Copier

Preparation for Installing E-24B

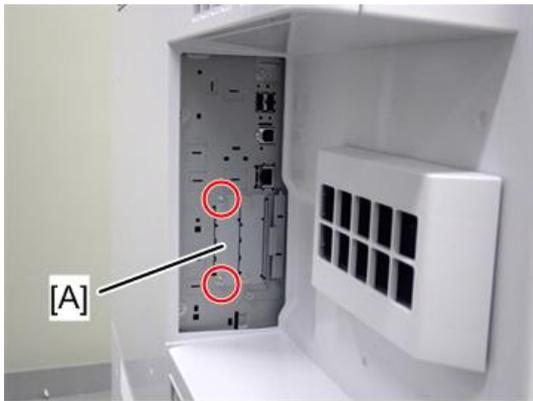
After you unpack the E-24B, connect the E-24B to the copier before you connect it to the network. This is to confirm that there are no problems with the hardware and controller itself.

⚠ CAUTION

- Before doing the following steps, turn OFF the controller main power switch and copier main power switch, and disconnect the power cords.

1. Installation

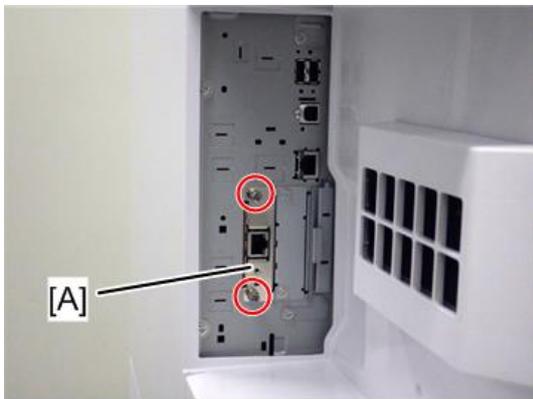
1. Remove the slot cover [A].



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2. Insert the Gigabit Ethernet PCB [A] and fasten it.



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3. Connect the interface cable to the copier Gigabit Ethernet port and then fix it with the protection plate [A].

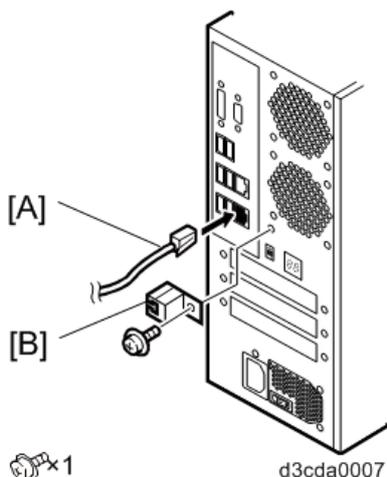


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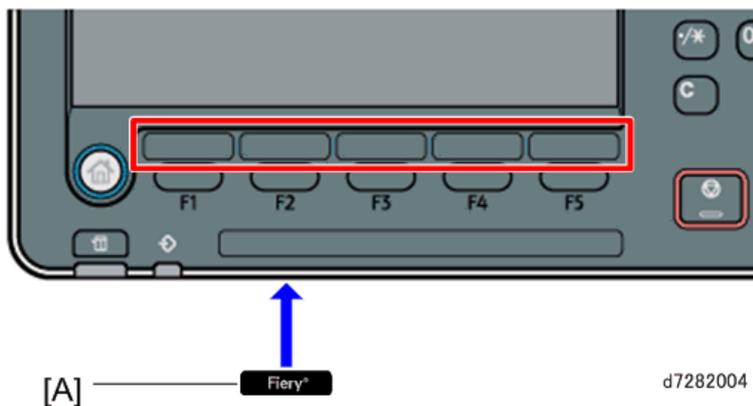
4. Connect the power cord of the copier to a power outlet.
5. Connect the interface cable [A] to the lower Ethernet port of the E-24B.

6. Attach the protector plate [B].

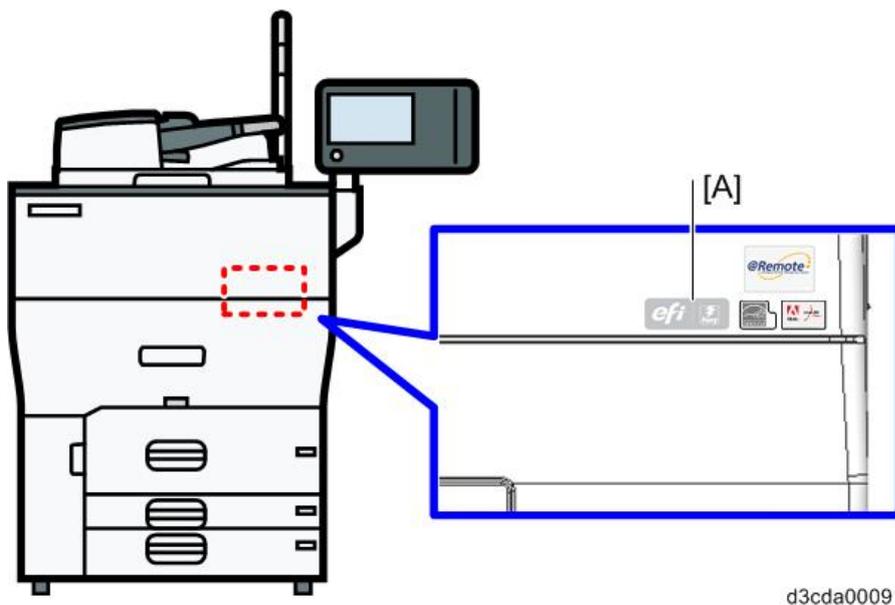


⊕ x1

7. Connect the appropriate AC power cord to the power connector at the rear of the E-24B.
8. Attach the Fiery key top decal [A] to the area above the function key to which the Fiery function is assigned. For information on function key configuration, see the Operating Instructions.



9. Attach the Fiery Decal [A] to the copier front cover.



Startup and Initial Setup

- 1.** Make sure that the power cord of the copier is connected to a power outlet and turn ON the copier main power switch.
- 2.** Enter SP mode.
- 3.** Change the setting of SP5193-001 from "0" to "1".
- 4.** Change the setting of SP5895-001 from "0" to "1".
- 5.** Turn OFF the copier main power switch and wait until the main power indicator is off.
- 6.** Turn ON the copier main power switch.

Note

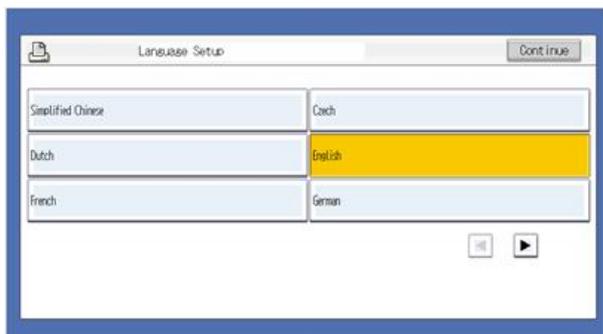
- The copier must be turned ON before you turn ON the E-24B.
- Make sure that all firmware modules for the copier are updated to the newest versions. If they are not, update them before you turn ON the E-24B. (Copier Service Manual)

- 7.** Turn ON the main power switch on the E-24B rear panel.
- 8.** Press and release the soft power push button on the front panel of the E-24B.
- 9.** Confirm that the diagnostic LED on the rear panel is lit and showing some digits.
- 10.** Wait for 10-15 minutes. When the diagnostic LEDs remain at '00', go to the copier operation panel and press the Home button.

Note

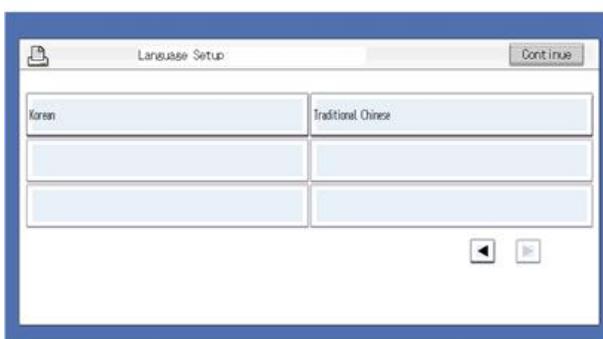
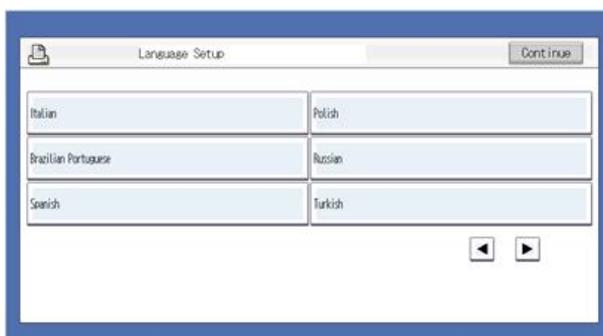
- During the 10-15 minutes, the diagnostic LED may remain displaying 'FF' for several times, but this does not indicate an error.

- 11.** Touch the Fiery icon. "Please Wait!" may be shown on the copier operation panel for a while.
- 12.** Within a few minutes, the language selection screen is shown. (If this screen is not shown, then press the Home button on the operation panel of the copier and then touch the Fiery icon again.)
- 13.** Select the desired language button, and touch the "Continue" button.
 - Simplified Chinese
 - Czech
 - Dutch
 - English
 - French
 - German
 - Italian
 - Polish
 - Brazilian Portuguese
 - Russian
 - Spanish
 - Turkish
 - Korean
 - Traditional Chinese



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If the desired language is not displayed, switch screens using the ◀ ▶ buttons.



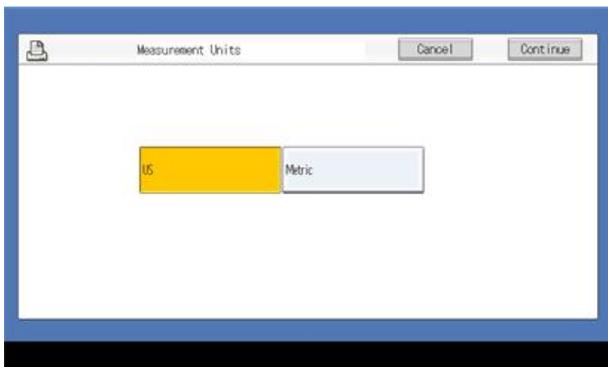
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The default settings for the E-24B depend on the language selection as follows:

		Selected Language & Measurement Unit	
		English - US	English - Metric / Simplified Chinese / Czech / Dutch / French / German / Italian / Polish / Brazilian Portuguese / Russian / Spanish / Turkish / Korean / Traditional Chinese
PS Setting	Default Paper Sizes	US	Metric
PCL Setting	Paper Size	Letter	A4
	Paper Size System Pages	US	Metric

If you selected "**English**" at the language selection screen, you are prompted to select the Measurement Units. Select either "**US**" or "**Metric**", and then touch the "**Continue**" button.

1. Installation



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14. The System will reboot. Press the Home button on the copier operation panel and wait for 5-10 minutes until the Fiery icon appears on the Home screen.

Note

- During the 5-10 minutes, the diagnostic LED may remain displaying 'FF' for several times, but this does not indicate an error.

15. Touch the Fiery icon and wait about a few minutes until the Fiery menu screen appears.

16. To confirm that the reboot was successful, press the Fiery tab.

17. Now the E-24B can be used with the default settings (minimum setup).

Note

- The E-24B setup options should be configured later by the site administrator.
- Make sure that the system date and time, and the time zone have been adjusted before leaving the customer site. The system date, time, and time zone can be adjusted from the Configure menu.

[Link to [Adjusting the System Date and Time](#)]

Disabling the GW Scanner (Customization)

The GW Scanner feature can still be used when a Fiery controller is installed.

However, if the customer wants to disable the GW Scanner feature (customization request), it can be disabled by the following procedure.

1. Change the setting of SP5895-002 from "0" to "1".

Verifying the Connection (Local Test Print)

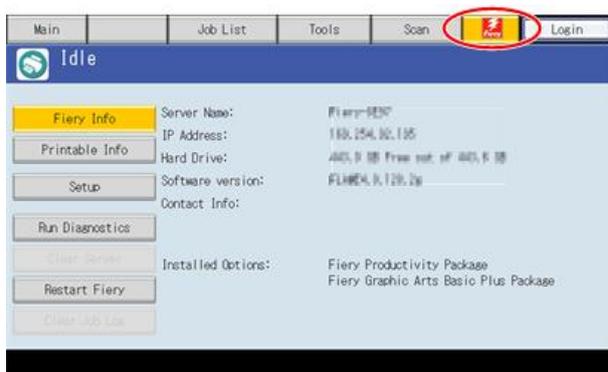
After you connect the E-24B to the copier, print the Test Page and the Configuration Page to verify that the connection between the E-24B and the copier is good.

- 1.** Make sure that the copier is not in use.
- 2.** Check the settings in the following table, and make sure that Letter or A4 paper is loaded in at least one of the paper trays of the copier.

	PS Setting Default Paper Size		PCL Setting Paper Size for System Setting	
Setup Option	"US"	"Metric"	"US"	"Metric"

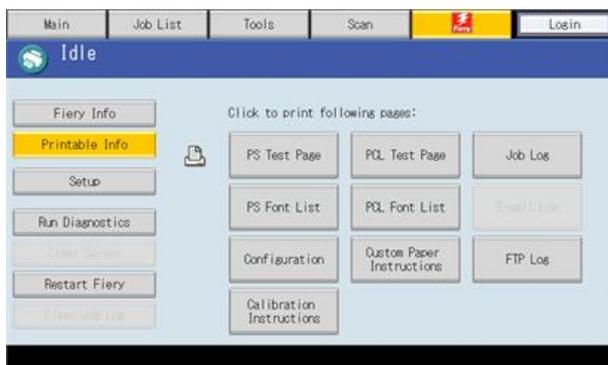
Configuration Page requires...	Letter	A4	-	-
PS Test Page requires...	Letter	A4	-	-
PCL Test Page requires...	-	-	Letter	A4

3. Press the Home button on the operation panel of the copier and wait for a few minutes until the Fiery icon appears on the Home screen.
4. Touch the Fiery icon to access to the Fiery menu screen.
5. Move to the "Fiery" tab.



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6. Touch the "Printable Info" button.



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7. Print the following pages:
 - Configuration Page
 - PS Test Page
 - PCL Test Page
8. Examine the quality of the test pages.
 - All patches should be visible, but it is acceptable if they are very faint in the 5% and 2% ranges.
 - Each patch set should show uniform gradation from patch to patch as the shade lightens from 100% to 0%.
 - Poor image quality may indicate that the copier needs service. For more information, see the documentation provided with the copier.

Verifying Connection to the Network

The E-24B provides twisted pair connectivity to an Ethernet network.

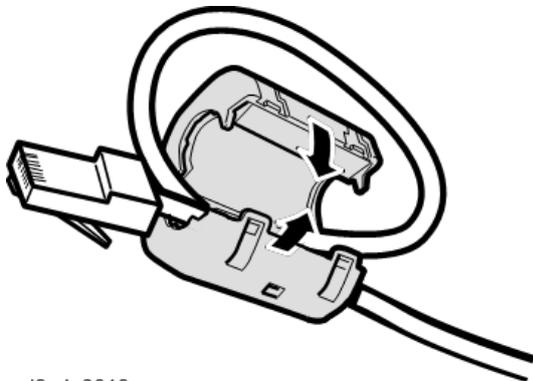
Cable requirements:

- 10BaseT (Ethernet): Unshielded Twisted Pair (UTP), Category 3 or higher
- 100BaseTX (Fast Ethernet): UTP, Category 5 or higher (4-pair/8-wire, short length)
- 1000BaseT (Gigabit Ethernet): UTP, Category 5e or higher (4-pair/8-wire, short-length)

Note

- If the print engine is 230V, use a shielded network cable.
- Before connecting the cable, ground yourself by touching a metal object.

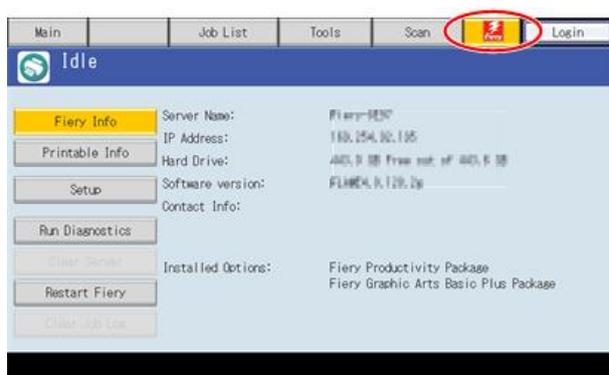
- 1.** Turn OFF the E-24B power before connecting the E-24B to any network device.
- 2.** A core for the network cable is supplied with this controller. Make a loop at the end of the network cable.



d3cda0010

- 3.** Connect the end of the network cable with the core attached to the LAN port on the E -24B.
- 4.** Connect the other end of the cable to the customer 's network, such as hub connector.
- 5.** Make sure that the copier power is switched on.
- 6.** Turn ON the power switch on the E-24B rear panel.
- 7.** Press and release the soft power push button on the front panel of the E-24B.
- 8.** Allow startup to proceed without interruption, while you watch the diagnostic LED on the rear panel of the E-24B. When the diagnostic LEDs show '00', go to the copier operation panel.
- 9.** Press the Home button on the operation panel of the copier and wait for a few minutes until the Fiery icon appears on the Home screen.
- 10.** Touch the Fiery icon and wait about a few minutes until the Fiery menu screen appears.
- 11.** Move to the Fiery tab.

12. Touch the "Setup" button.



d7292011

13. Enter an administrator password. (The default is "Fiery .1")

14. Ask the site administrator to configure the Setup options.

Note

- It is the site administrator's responsibility to configure the correct setup options for the network and user environment. The default settings in the setup may be adequate, but they may not be optimal for the user's environment. Refer the site administrator to the "Configuration and Setup" manual for setup information.
- If initial setup (with the exclusion of changing the IP Address/DNS/WINS) is not yet done, Fiery Setup Wizard menu is selectable from WebTools and CommandWorkStation. For details of Fiery Setup Wizard, refer to the Configuration and Setup Guide.

The Fiery controller initial setup is not complete. [Click here to continue.](#)

w_d7292066

15. After configuring the Setup options, verify the network connection.

16. Make sure that the system date and time, and the time zone have been adjusted before leaving the customer site. [Link to [Adjusting the System Date and Time](#)]

17. Ask the site administrator to install the printer driver on a client PC, and to make a test print from that PC.

Enabling System Updates and Automatic Backup

At the end of the E-24B installation, it is highly recommended to set up System Updates and Automatic Backup as a set.

Make sure to obtain agreement from your customer in advance, as the E-24B must not be rebooted or powered off while these functions operate.

Feature Name	System Updates	Automatic Backup
Detailed Information	[Link to Enabling the System Updates]	[Link to Scheduled Automatic Backups with Fiery System Restore]
Description	Patches are downloaded and applied to the controller automatically at the scheduled date and time.	System Software on the E-24B with patches are backed up to the HDD automatically at the scheduled date and time.

1. Installation

Feature Name	System Updates	Automatic Backup
Recommended Setting	Enabled - Once a Week, date and time when the E-24B is not in use.	Enabled - Once a Week, date and time when the E-24B is not in use.
Important	If the customer is using proxy server for connecting to the internet, do not forget to setup the proxy server in the Configure menu.	If the system updates is enabled and scheduled, make sure to schedule the system backups at least two hours before the system updates.

Installing Optional Features

Optional Features for E-24B

The following options can be purchased and installed on the E-24B:

- Fiery Graphic Arts Basic Plus Package (B)
- Productivity Package (B)
- Spot-On (B)
- Auto Trapping (B)
- Hot Folders & Virtual Printers (B)
- Fiery Impose (A+B)
- Fiery Compose (A+B)
- Fiery Impose-Compose (A+B)
(This is a package set of Fiery Impose and Compose.)
- EFI Color Profiler Suite (with ES-2000) (C)
- EFI Color Profiler Suite (Software only) (C)
- EFI Spectrometer ES-2000

Required Action:

A: Needs additional software installation.

[Link to [Installing Software for EFI Impose/Compose](#)]

B: Needs activation with a license code.

[Link to [Activate Optional Features](#)]

C: Needs software installation and activation in a unique way.

Please refer to the manual included in the software package

Installing Software for EFI Impose/Compose

To use the features of EFI Impose/Compose, install and activate the software in the following order.

- 1.** Install Command WorkStation (from the User Software DVD of E-24B). (Utility manual)
 - 2.** Activate Impose/Compose. [Link to [Activate Optional Features](#)]
 - 3.** Install Adobe Acrobat and Enfocus PitStop (from the CD included in the option package). (Utility manual)
-

Activate Optional Features

Some of the options need to be activated (make ready for use through licensing), with an LAC (License Activation Code) which is provided with the optional feature box or envelope.

Optional Features Which Require Activation.

Server Options:

The license file is stored in the key chip on the motherboard of E-24B.

- Fiery Graphic Arts Basic Plus Package

1. Installation

- Productivity Package
- Spot-On
- Auto Trapping
- Hot Folders & Virtual Printers

Client Options:

The license file is stored in the HDD of the Client PC.

- Fiery Impose
- Fiery Compose

Preparation: Requirements for Activation

- LAC (License Activation Code)
A unique code of 25 digits that is printed on a sheet when open the optional feature box/envelope.
- An installed E-24B.
- A PC with a web browser installed.
 - When using Internet Explorer, version 11 or later.
- Command WorkStation (Must be installed for Client Options)
- Internet Access Environment

Note

- If the customer has already a USB dongle for a Client Option (purchased for previous models, etc.), it can be used with E-24B

Important Notes for Activation

1. If you have multiple Fiery options to activate, you must activate them one at a time. It is not possible to activate several options at once.
2. If the keychip (Server Options) or PC (Client Options) becomes defective, the following's are needed as evidence in order to get recovered.
 - Defective key chip
 - LAC
 - Option Name
 - Serial Number of E-24B
 - OS on the client PC where the software was installed.
 - The configuration page that shows that the defective key chip had the optional feature license installed.
Therefore, please be sure that you always print a configuration page and note the above information and keep them together when you activate a new optional feature on the E-24B.

Automatic Activation and Manual Activation

There are two ways to activate the optional features: "Automatic" and "Manual".

Required Environment for Automatic Activation:

<Server Options>

1. The E-24B must be connected to the Internet.

Note

- If the E-24B is not connected to the Internet directly, you can configure a proxy server for the connection.

2. At the same time, a PC that can access to E-24B with the web browser is needed.

Note

- You can also start the activation procedure with the Command WorkStation, but later web browser access is required.

<Client Options>

1. The PC where the optional feature will be installed and used must be connected to the Internet.
2. At the same time, the same PC needs to access to E-24B with Command WorkStation and web browser.

Required Environment for Manual Activation:

<Server Options>

If the E-24B is not connected to the Internet, manual steps are required to transfer data between the E-24B and the EFI licensing website using another PC that is connected to the Internet.

1. A PC that can access to the E-24B with web browser.
2. Another PC that can connect to the internet with web browser is needed.

Note

- The above two PCs can be as same single PC (by switching the roles by changing the location/connection).

<Client Options>

If the PC where the optional feature will be installed, your PC is not connected to the Internet, manual steps are required to transfer data between the PC and the EFI licensing website using another PC that is connected to the Internet.

1. A PC where the optional feature will be installed, must be connected to E-24B with the Command WorkStation.
2. Another PC that can access to the Internet is needed.

Note

- The above two PCs can be the same single PC (by switching the roles by changing the location/connection).

Confirming the Activated Options

<Server Options>

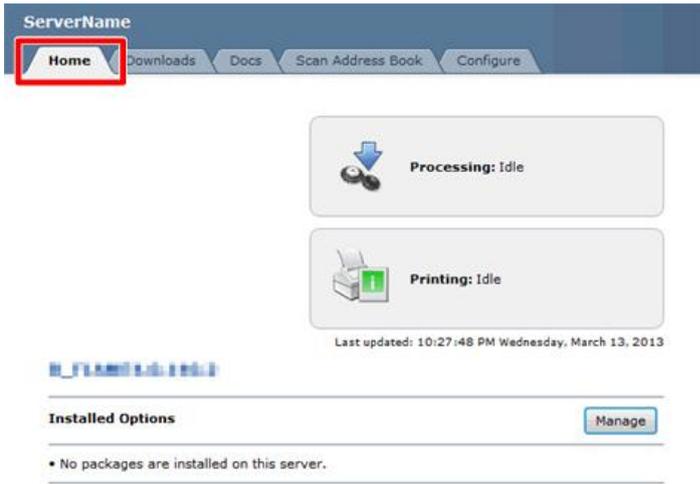
There are three ways to confirm the activated options for a particular unit of E-24B.

1. Print the configuration sheet.
[Link to [Printing the Configuration Page or Test Sheets](#)]

2. Confirm from WebTools.

Launch the web browser and enter the IP address of E-24B in the URL column to execute the Web Tools. Click the Home tab and confirm the installed options.

1. Installation



w_d7292051

3. Confirm from Command WorkStation.

Launch Command WorkStation and move to Device Center > General > General Info > Option/Package to confirm.



w_d7292052

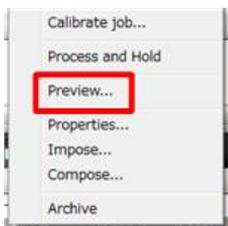
<Client Options>

There is only one way to confirm the activated options for the client, and that is to access to the Manage Client Option window.

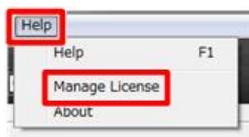
There are two ways to access to the Manage Client Options window.

1. Access from Command WorkStation's Help.

Launch Command WorkStation, right-click a job and select Preview, and then select Help > Manage License.



w_d7292057

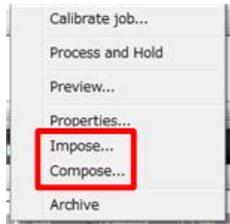


w_d7292058

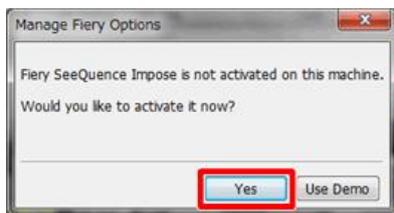
2. Access from Command WorkStation.

Launch Command WorkStation, right-click a job and select Impose or Compose. If you are prompted to activate or not, click Yes.

Activation Procedure

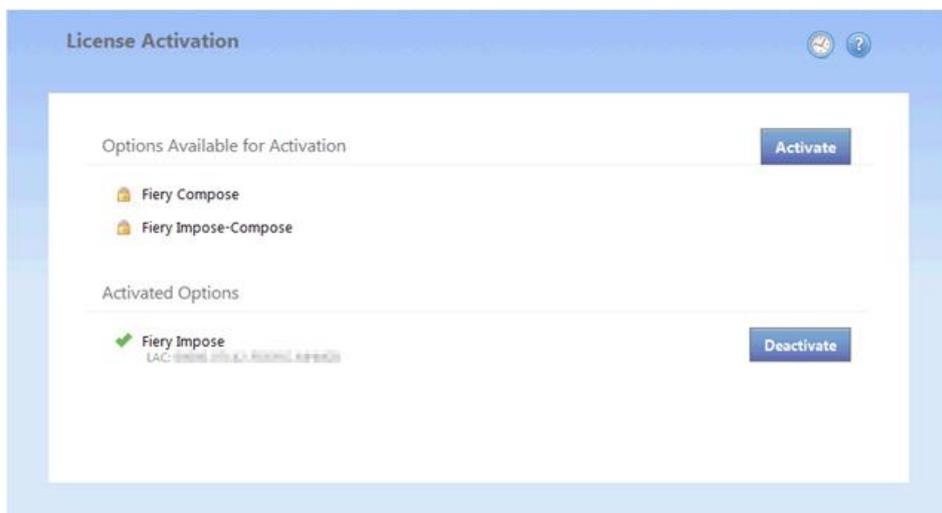


w_d7292059



w_d7292060

The License Activation window opens.



w_d7292079

Access to the Manage Options Window (Auto/Manual Activation)

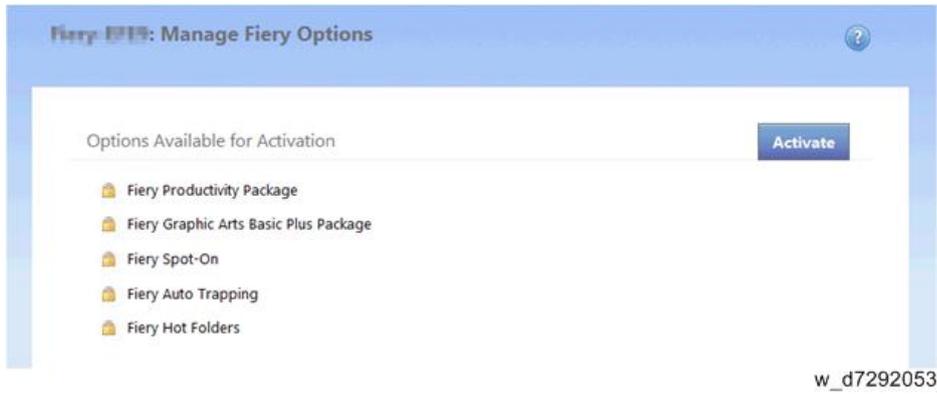
Activation will be done from the Manage Fiery Options window.

↓ Note

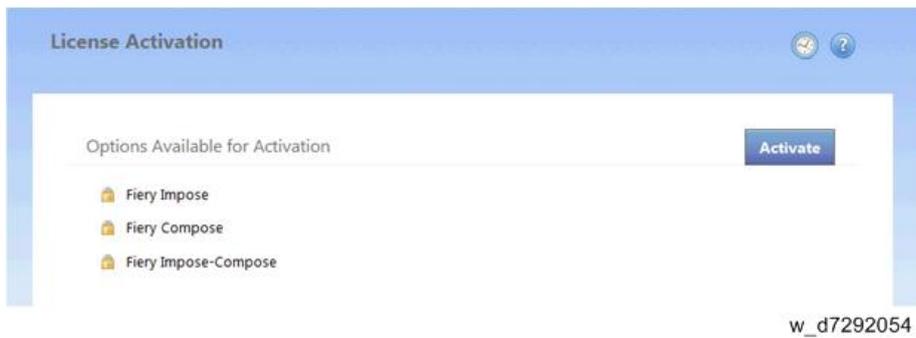
- The names of options shown on the following screen samples may differ from the names of options for E-24B.

<Manage Options window for Server Options>

1. Installation



<Manage Options window for Client Options>



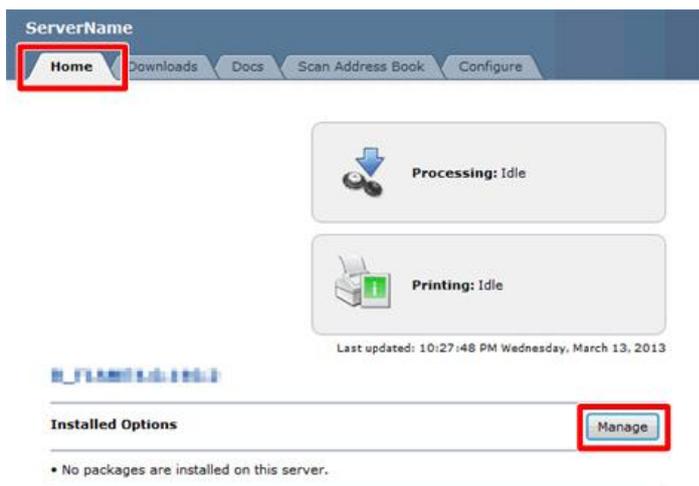
The procedure to access to the Manage Fiery Options window differs between Server Options and Client Options.

Server Options' procedure

There are two ways to access to the Manage Server Options window.

1. Access from the WebTools.

Launch the web browser and enter the IP address of E-24B in the URL column to execute the Web Tools. Click the Home tab and then click Manage.



2. Access from the Command WorkStation.

Launch Command WorkStation and move to Device Center > General > General Info > Option/Package and click Manage.

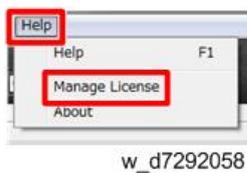
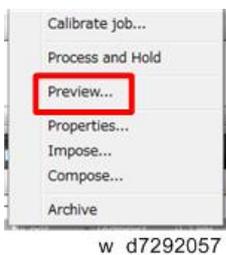


Client Options' procedure

There are two ways to access to the Manage Client Options window.

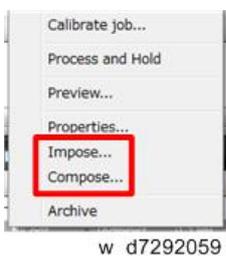
1. Access from Command WorkStation's Help.

Launch Command WorkStation, right-click a job and select Preview, and then select Help > Manage License.



2. Access from Command WorkStation.

Launch Command WorkStation, right-click a job and select Impose or Compose. If you are prompted to activate or not, click Yes.

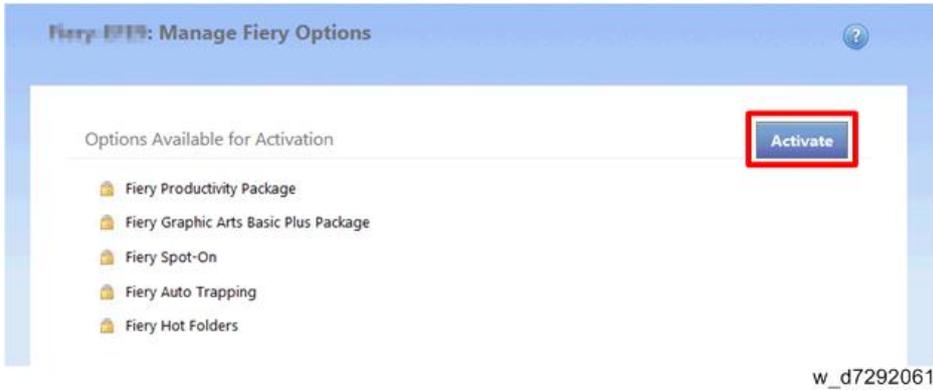


Activation Procedure

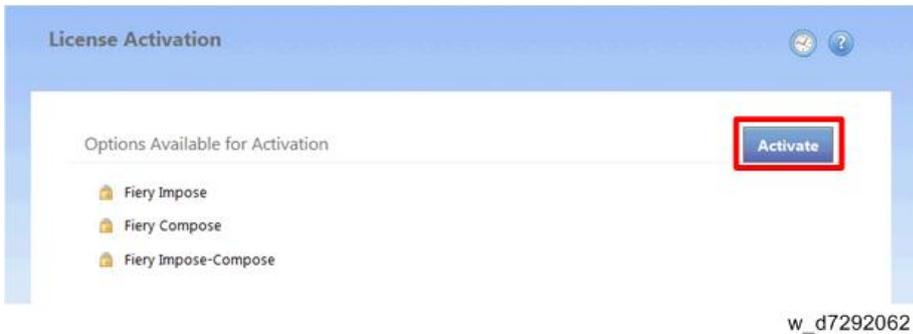
<Automatic Activation Procedure>

1. Installation

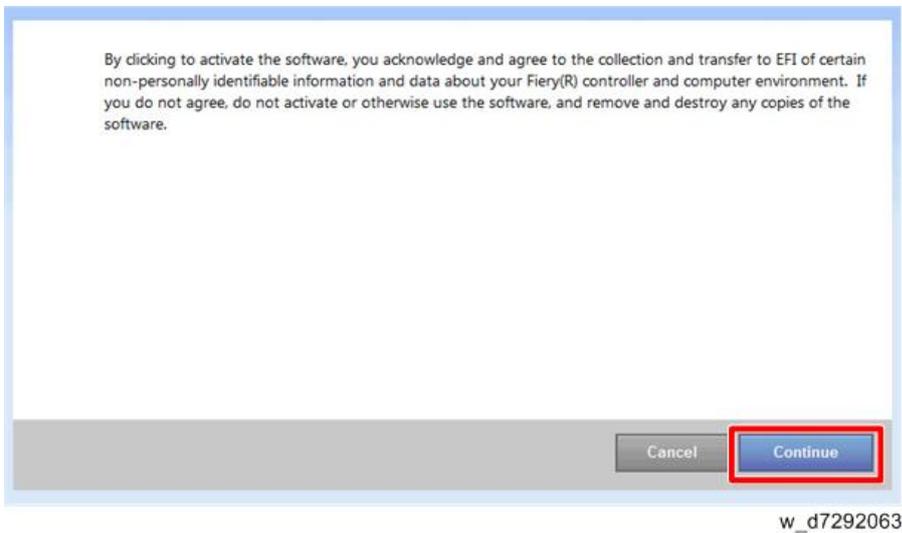
1. In the Manage Options window, click Activate.
<Manage Options window for Server Options>



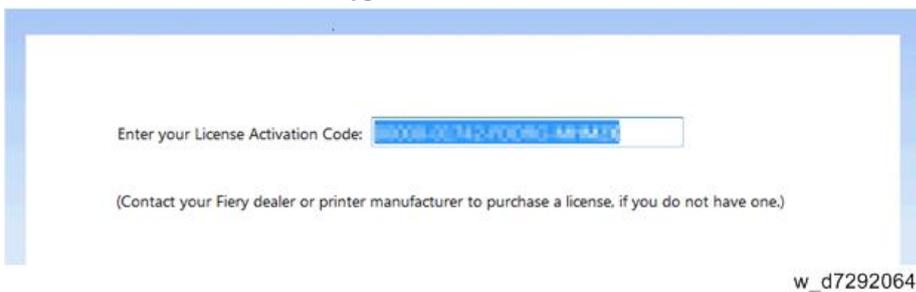
<Manage Options window for Client Options>



2. To agree to the terms and conditions of the license agreement, click Continue.



3. For License Activation Code, type the LAC and....

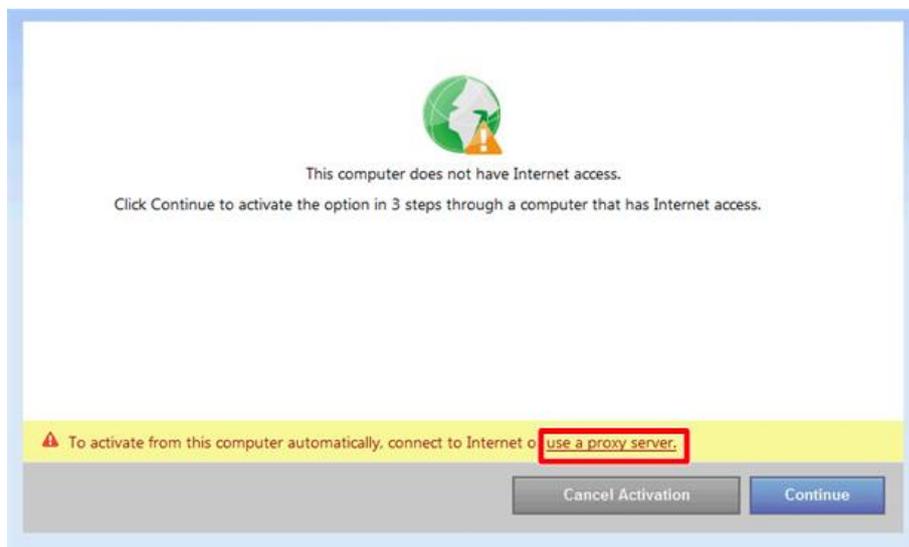


Server Options: click Activate.

Client Options: click Continue.

Note

- If the E-24B needs a proxy server to connect to Internet, the following screen may appear. In such case, click the link of "use a proxy server" and fill in the necessary information for proxy server, then click Apply. Then click Continue.

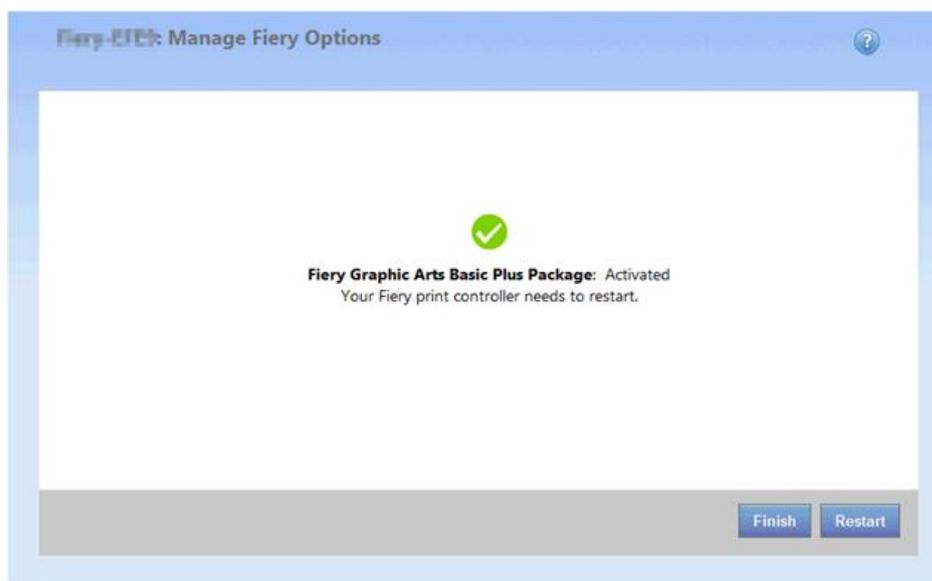


w_d7292065

4. If the Fiery option name is correct, click Activate.

5. The Fiery option is activated.

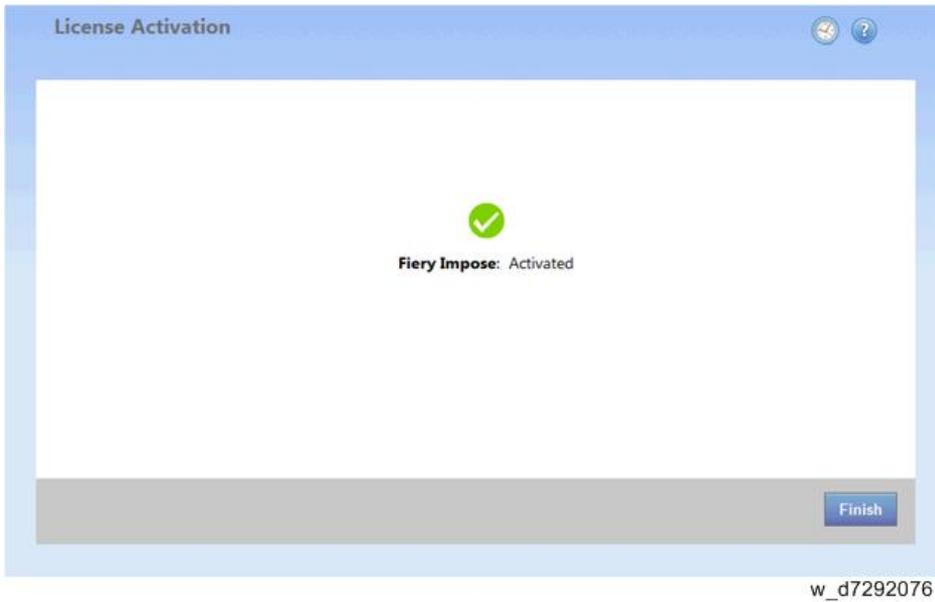
<Server Option>



w_d7292075

<Client Option>

1. Installation

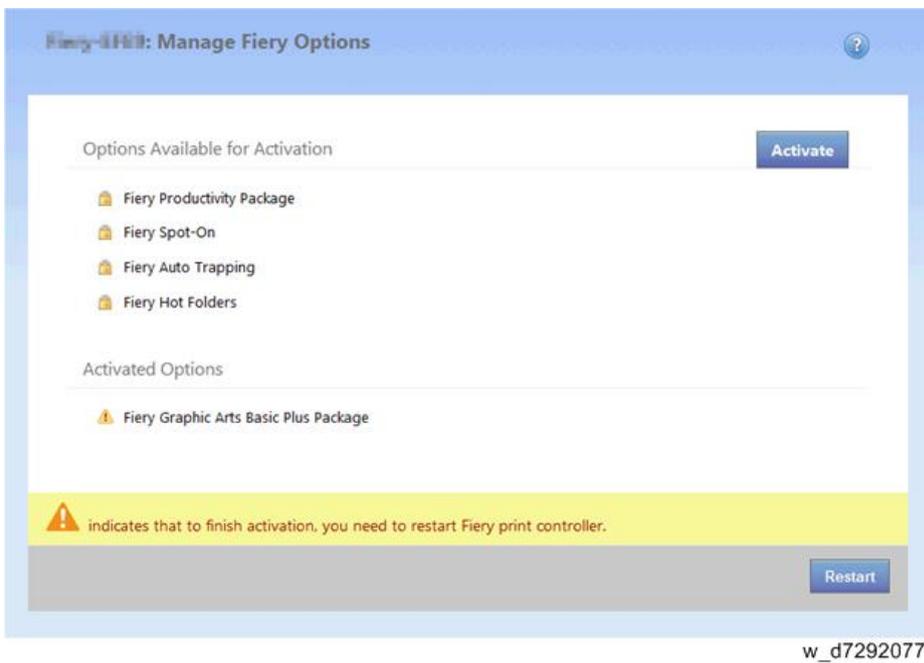


6. If the activation requires a restart of the Fiery print controller, click Restart to restart now, or click Finish to activate more options before restarting.

If the activation does not require a restart of the Fiery print controller, just click Finish.

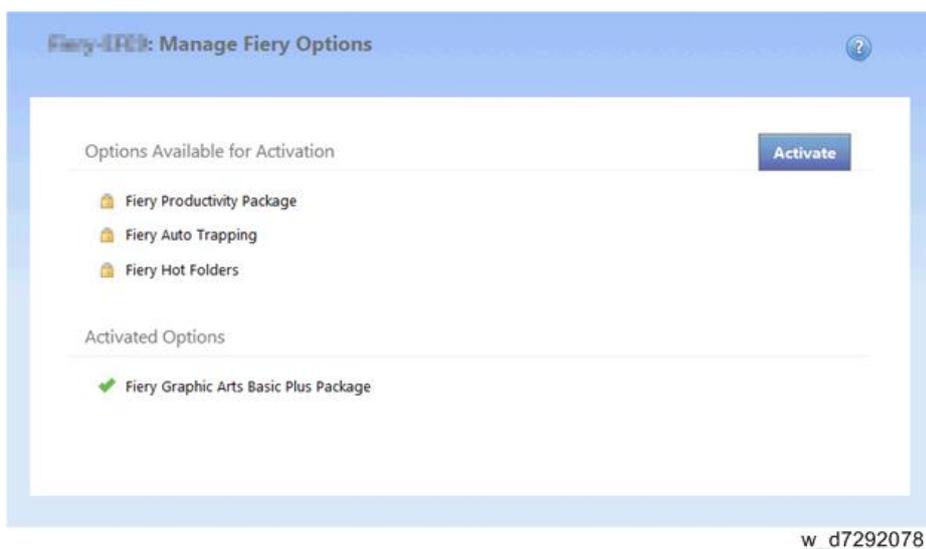
If activation requires a restart:

<Server Option>

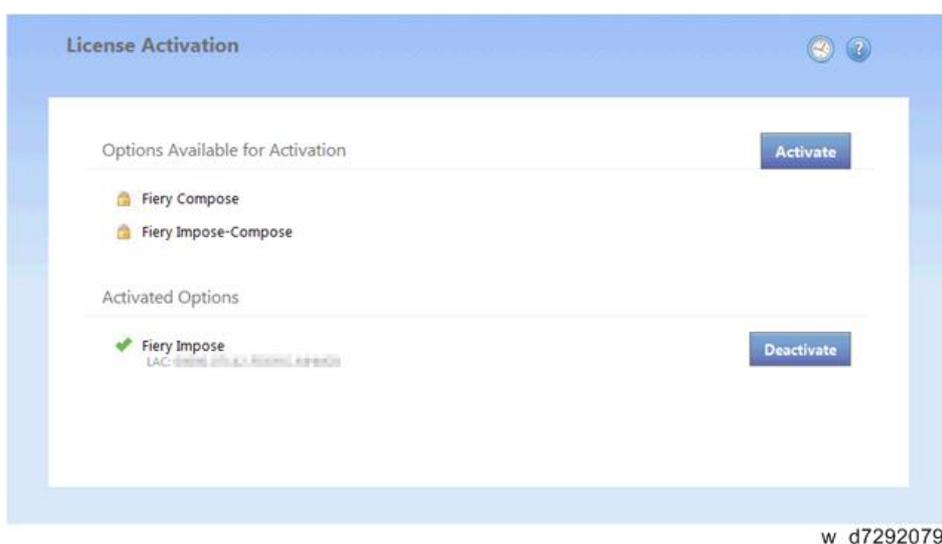


If activation does not require a restart:

<Server Option>



<Client Option>

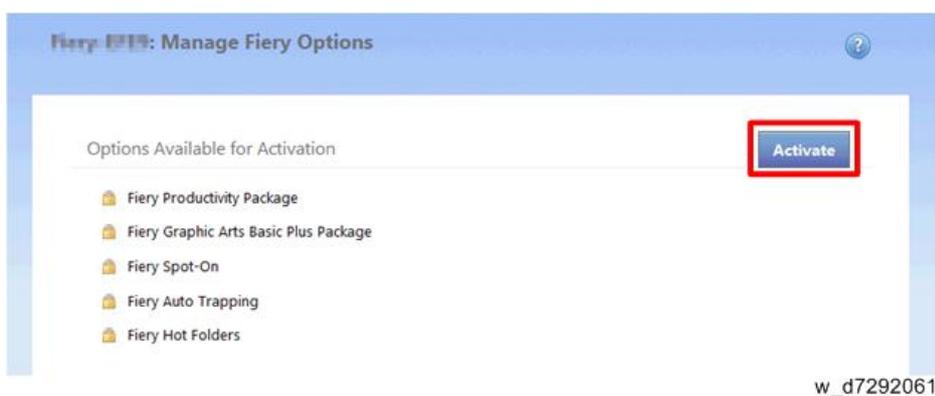


7. For Server Option only: Print the configuration sheet and keep it (for the case that the key chip becomes defective). [Link to [Printing the Configuration Page or Test Sheets](#)]

<Manual Activation Procedure>

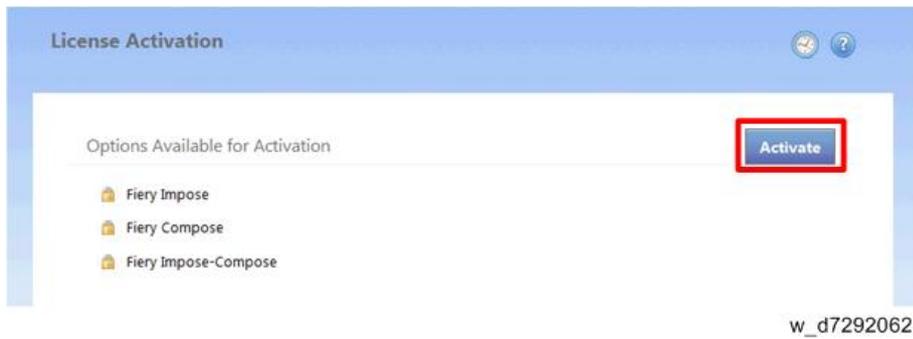
1. In the Manage Options window, click Activate.

<Manage Options window for Server Options>



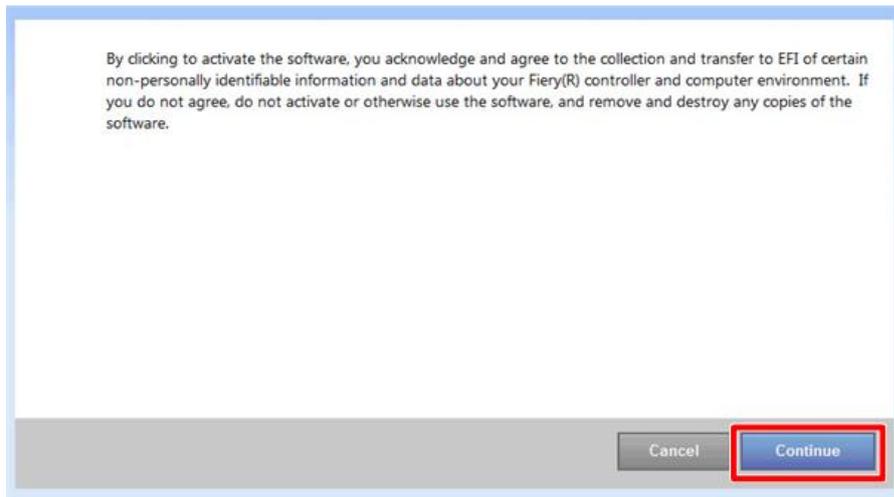
1. Installation

<Manage Options window for Client Options>



w_d7292062

2. To agree to the terms and conditions of the license agreement, click Continue.



w_d7292063

3. For License Activation Code, type the LAC and....

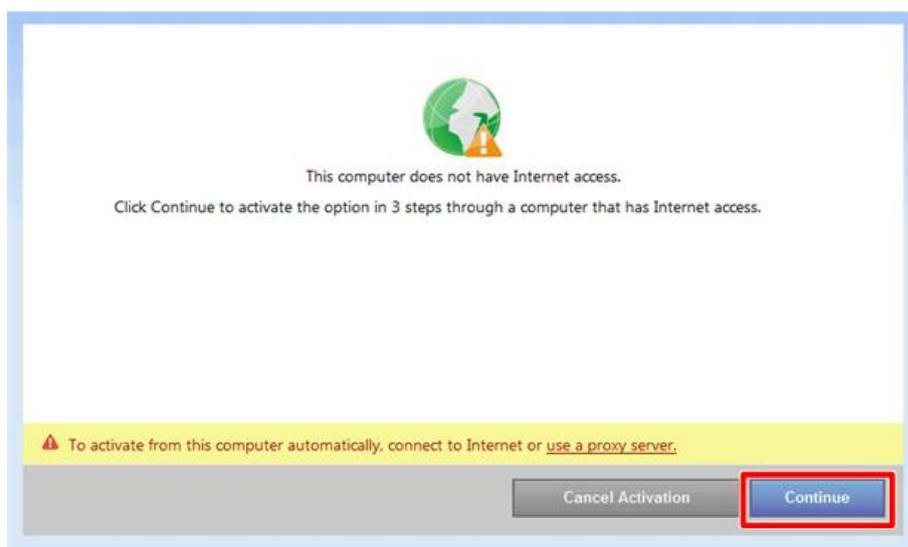


w_d7292064

Server Options: click Activate.

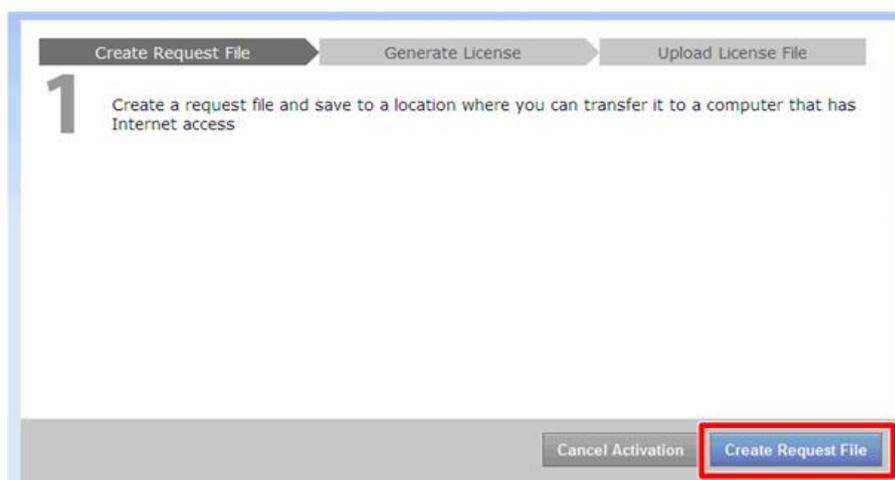
Client Options: click Continue.

4. Click Continue to proceed with the manual process.

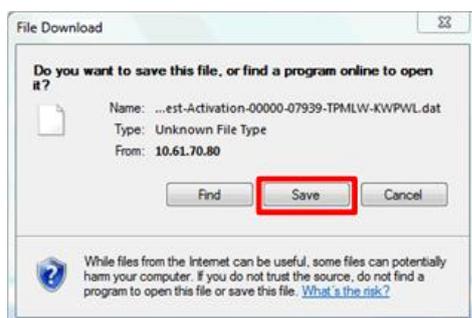


w_d7292067

5. Click Create Request File and save the file.



w_d7292068



w_d7292069

6. Copy the request file to a PC that is connected to the Internet.
It is also possible that you use the same PC by changing the location/connection.
7. On the PC that is connected to the Internet, open a browser and go to licensing.efi.com.

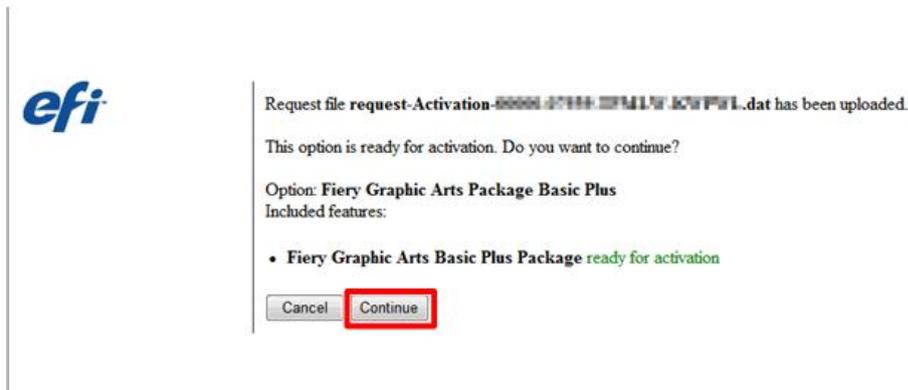
1. Installation

- 8.** Click Browse, select the request file, and then click Upload.



w_d7292070

- 9.** If the Fiery option name is correct, click Continue.



w_d7292071

A license file is generated.

- 10.** Click Download License File and save the file.



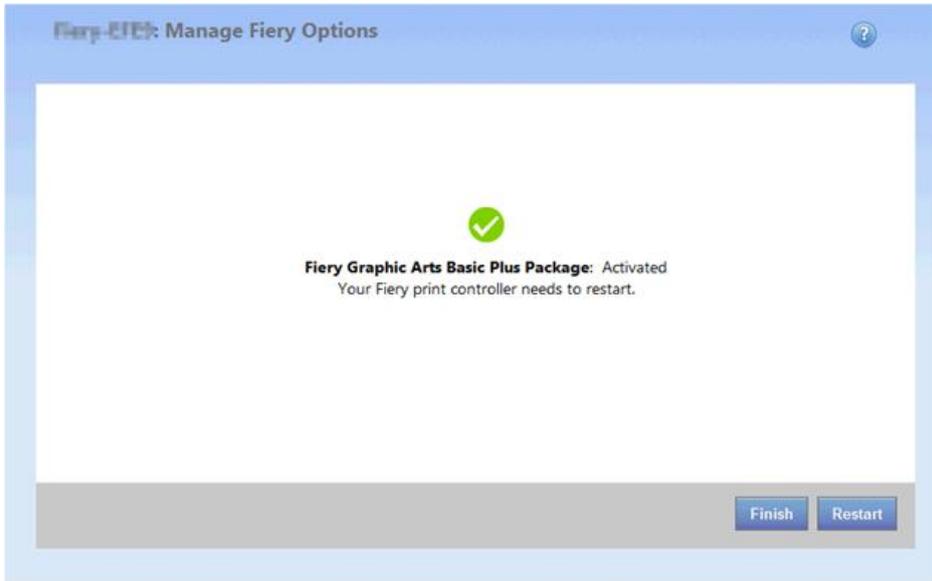
w_d7292072

- 11.** Copy the license file to the PC where you first entered the License Activation Code.

- 12.** Return to the Generate License window and click Yes.

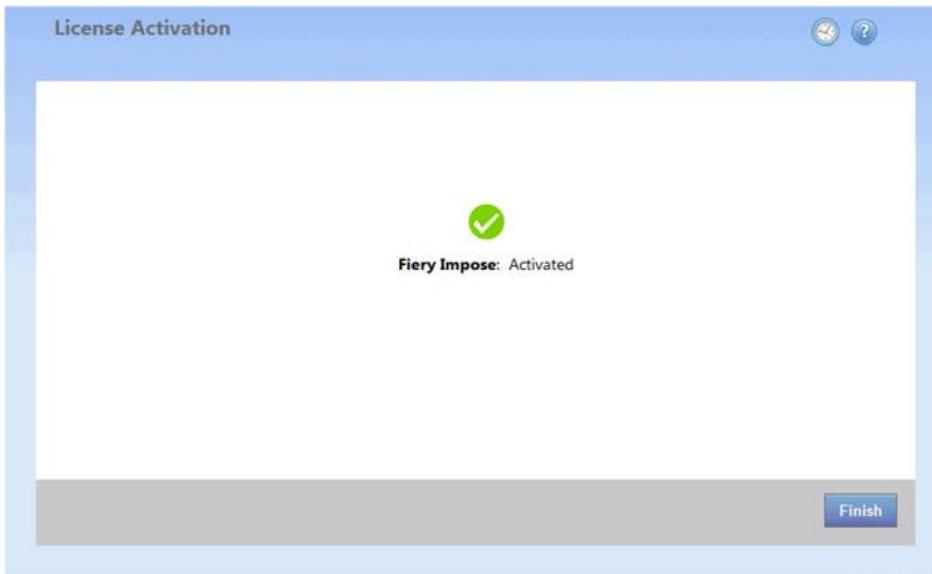
If you had closed that window, restart from step 1 (open the Manage Options window) and click Activate, to reach to the following window.

1. Installation



w_d7292075

<Client Option>



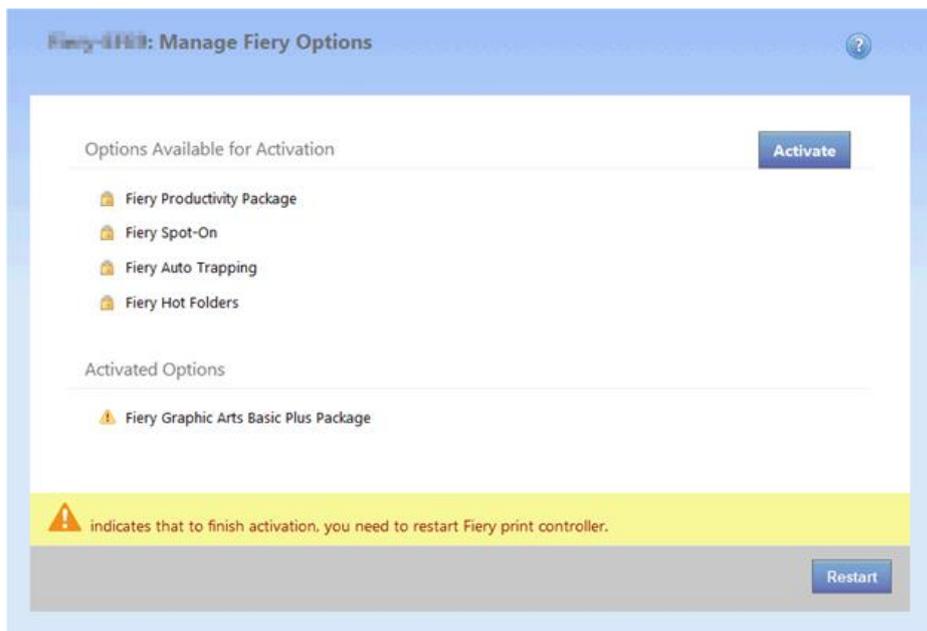
w_d7292076

- 15.** If the activation requires a restart of the Fiery print controller, click Restart to restart now, or click Finish to activate more options before restarting.

If the activation does not require a restart of the Fiery print controller, just click Finish.

If activation requires a restart:

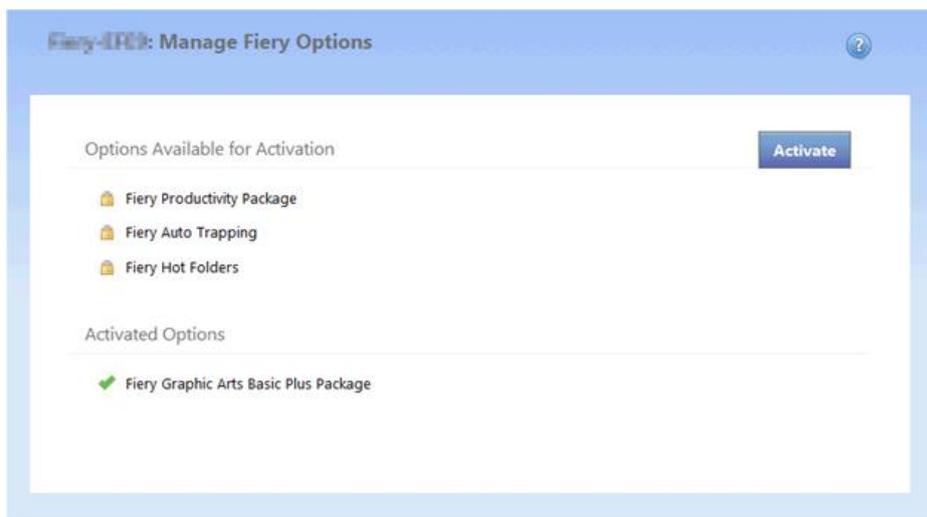
<Server Option>



w_d7292077

If activation does not require a restart:

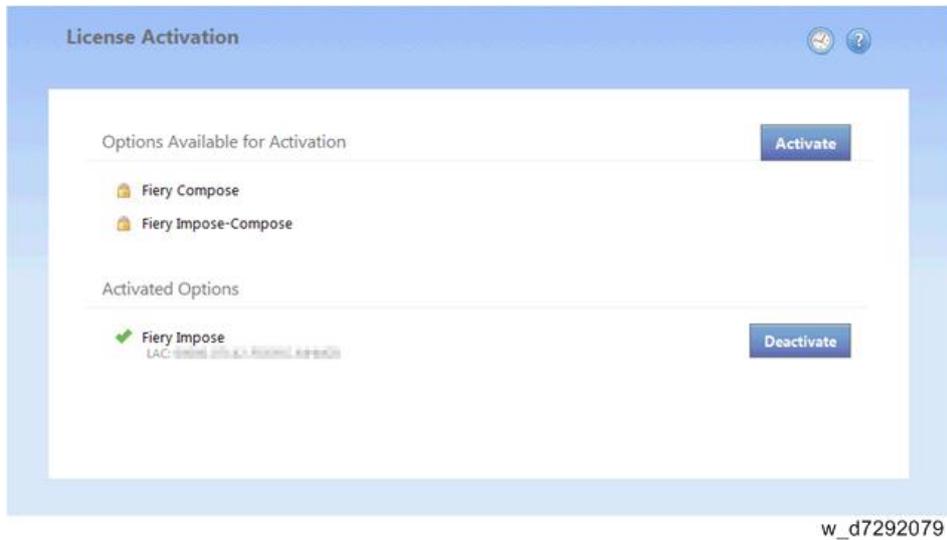
<Server Option>



w_d7292078

<Client Option>

1. Installation



- 16.** For Server Option only: Print the configuration sheet and keep it (for the case that the key chip becomes defective). [Link to [Printing the Configuration Page or Test Sheets](#)]

Deactivation of Client Options

If you want to transfer the license for a Client Option from one PC to another, you must first deactivate the option. Deactivation makes the License Activation Code (LAC) for the option available again. You can activate the license on another PC using the LAC.

The deactivation process depends on whether your PC is connected to the Internet:

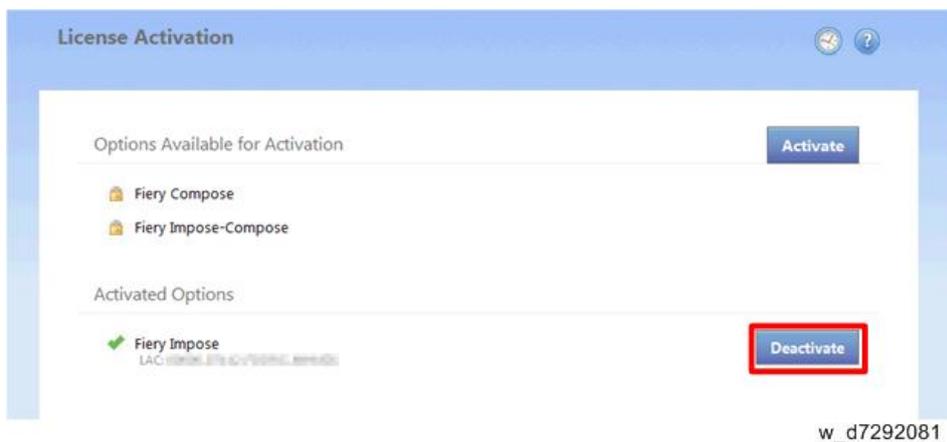
- If your PC is connected to the Internet: Use Automatic deactivation.
- If your PC is not connected to the Internet: Use Manual deactivation.

After deactivation is complete, you can View deactivation status and LAC of an option in the deactivation history.



<Automatic Deactivation Procedure>

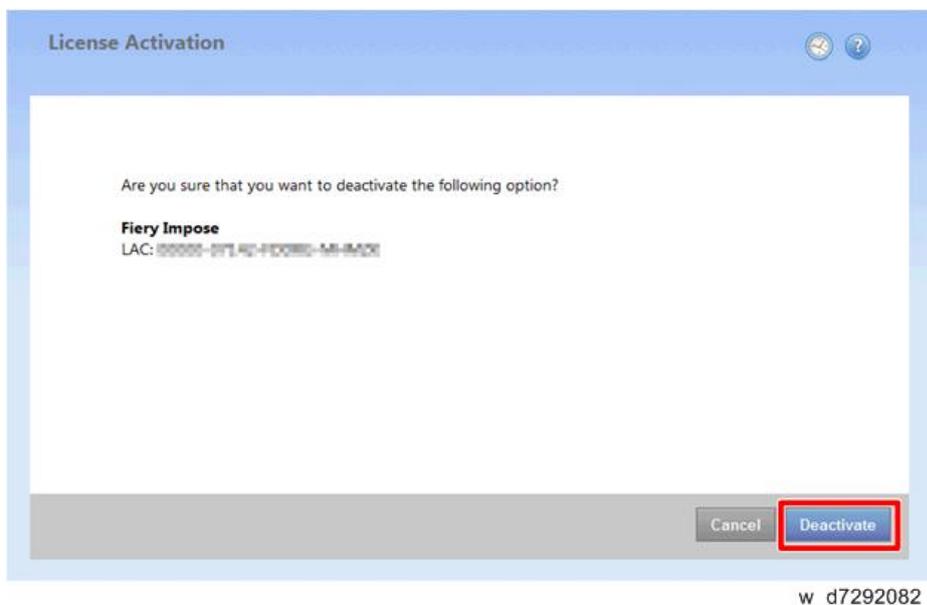
1. In the Manage Client Options window, under Activated Options, click Deactivate next to the option that you want to deactivate.



Note

- If there is no Deactivate button next to the option, the option is activated by a dongle.

2. Click Deactivate to confirm the deactivation.



The Client Option is deactivated, and the LAC is displayed.

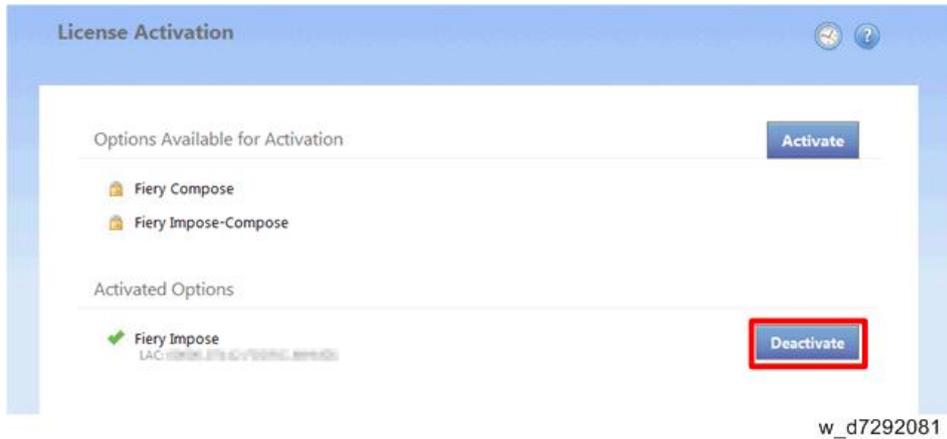
The LAC is available for reuse.



<Manual Deactivation Procedure>

1. Installation

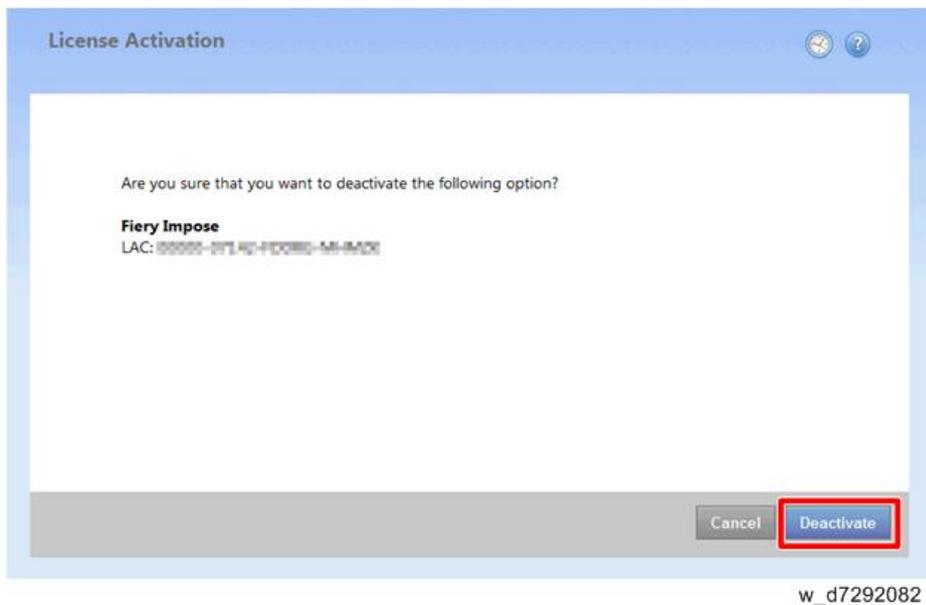
1. In the Manage Client Options window, under Activated Options, click Deactivate next to the option that you want to deactivate.



Note

- If there is no Deactivate button next to the option, the option is activated by a dongle.

2. Click Deactivate to confirm the deactivation.



3. Click Continue to proceed with the manual process.
4. Click Create Request File and save the file. The Client Option is deactivated, and the LAC is displayed.
5. Click Finish.
6. Copy the request file to a PC that is connected to the Internet.
7. On the PC that is connected to the Internet, open a browser and go to licensing.efi.com.
8. Click Browse, select the request file, and then click Upload.
The LAC is available for reuse.



View Deactivation Status and LAC

1. In the Manage Client Options window, click the deactivation history icon.



Deactivated options and their corresponding LACs are listed. If an option is selectable, the deactivation may be incomplete.

To complete a deactivation, select the option, click Deactivate, and continue with manual deactivation.

See Manual deactivation for more information.

Reactivation of Client Options

If the license for a Client Option is corrupted, the option does not function even though it appears to be activated. When your PC starts, it attempts to reactivate a corrupted license by contacting the licensing server. If reactivation fails (because of a network interruption, for example) you can try to reactivate the option in the Manage Client Options window. You do not need to enter the LAC.

The reactivation process depends on whether your PC is connected to the Internet:

- If your PC is connected to the Internet: Use Automatic reactivation.
- If your PC is not connected to the Internet: Use Manual reactivation.

<Automatic Reactivation Procedure>

1. In the Manage Client Options window, under Activated Options, click Reactivate next to the option that you want to reactivate.

The Client Option is activated.

2. Click Finish.

<Manual Reactivation Procedure>

1. In the Manage Client Options window, under Activated Options, click Reactivate next to the option that you want to reactivate.
2. Click Continue to proceed with the manual process.
3. Click Create Request File and save the file.
4. Copy the file to a PC that is connected to the Internet. (It is also possible to use the same PC by changing the location/connection.)
5. On the PC that is connected to the Internet, open a browser and go to licensing.efi.com.
6. Click Browse, select the request file, and then click Upload.

License file is generated.

1. Installation

7. Click Download License File and save the file.
8. Copy the license file to the PC where you are reactivating the license.
9. Return to the Generate License window and click Yes.
10. Click Browse, select and open the license file, and then click Activate.
11. The Client Option is reactivated.
12. Click Finish.

Restoring Activated Client Options

If the licensing record for Client Options is not available (because you reinstalled the system software on your PC, for example) previously activated options do not appear to be activated. When your PC starts, it attempts to restore the licensing record by contacting the licensing server. If the restore fails (because of a network interruption, for example) you can try to restore the options in the Manage Client Options window.

The restore process depends on whether your PC is connected to the Internet:

- If your PC is connected to the Internet: Use Automatic restore
- If your PC is not connected to the Internet: Use Manual restore

<Automatic Restore Procedure>

1. In the Manage Client Options window, click the link in the message about restoring licenses.
The Client Options are restored.
2. If you have no additional options to activate, click OK. Otherwise, to activate additional options, click Continue.

<Manual Restore Procedure>

1. In the Manage Client Options window, click the link in the message about restoring licenses.
2. Click Continue to proceed with the manual process.
3. Click Create Request File and save the file.
4. Copy the file to a PC that is connected to the Internet. (It is also possible to use the same PC by changing the location/connection.)
5. On the PC that is connected to the Internet, open a browser and go to licensing.efi.com.
6. Click Browse, select the request file, and then click Upload.
A license file is generated.
7. Click Download License File and save the file.
8. Copy the license file to the PC where you are restoring options.
9. Return to the Generate License window and click Yes.
10. Click Browse, select and open the license file, and then click Restore.
The Client Options are restored.

Troubleshooting for Activation

If problems occur when managing the options, troubleshoot the problems as below:

Symptom	Action Taken
Activation generates an error message	1. Check Error Messages for Activation [Link to Error

Symptom	Action Taken
	<p>Messages for Activation] for more information about the error.</p> <ol style="list-style-type: none"> 2. If the message says to contact technical support, <ol style="list-style-type: none"> 2-1. Click the Advanced Settings icon  in the Manage Options window. 2-2. Click Diagnostic Log to generate a diagnostic log file. 3. Provide the following information to your technical support. <ol style="list-style-type: none"> 1) Serial Number of the controller 2) Name of optional feature 3) License Activation Code (LAC) 4) Diagnostic Log file 5) OS of the PC
Activated options do not appear activated or accessible	<p>The licensing record for Fiery options might not be available. This can happen when reinstalling the system software on the PC or revert to an earlier system state.</p> <p>To restore licenses from the EFI licensing server,</p> <ol style="list-style-type: none"> 1. Click the Advanced Settings icon  in the Manage Options window. 2. Click Restore.
A license was deactivated manually, but licensing.efi.com does not make the LAC available	<p>If uploading a deactivation request file at licensing.efi.com to complete the deactivation, but the request is denied, the license is not available for reuse.</p> <p>To restore licenses from the EFI licensing server,</p> <ol style="list-style-type: none"> 1. Click the Advanced Settings icon  in the Manage Options window. 2. Click Restore. 3. Retry the deactivation. <p>If the license cannot be restored, contact your technical support.</p>
No Internet connection is detected, but the client PC is connected to the Internet	<p>If the time setting on the system clock is extremely off, your PC may not connect with the EFI licensing server.</p> <p>If the date and time are incorrect, reset your PC's clock.</p>

Error Messages for Activation

Note

- The error code and required action on the below table are subject to change (added/removed/revised). Latest information is provided in help.efi.com.

Error messages and recommended actions: From the license activation software:

Message ID	Error message	Action
OFA0020	The LAC is not in the correct format. Try entering the LAC again. Refer to the LAC card if you have one.	The LAC is not in the correct format. Try entering the LAC again. Refer to the LAC card if you have one.
OFA0010	The license file you selected is invalid, select a different one and try again.	During manual activation, you obtained a license file from the EFI licensing website. Check that you selected the correct license file to upload. If the error still occurs, you can restore Fiery options and try to activate again.
OFA0090	Internal error. Please call EFI technical support.	There is a problem with the license file. Try repeating the activation process from the beginning. If the error occurs again, restore the options and try to activate again. If the error still occurs, contact technical support and provide the error code shown in the message.
OFA0060	Error <number> Proxy configuration is incorrect or proxy server is down.	There is no Internet connection. Check that the proxy settings are correct and try again. If the problem persists, contact your network administrator.
OFA0030	Internet connection could not be established.	There is no Internet connection. Check that the proxy settings are correct and try again. If the problem persists, contact your network administrator.
OFA0080	Error <number> Licensing session expired. Start licensing session again.	The license activation software was used in a different browser window more recently than this one. To continue, close this window and open a new one.
OFA00105	Error <number> The license activation software module is corrupted and Fiery system software must be reinstalled.	The license activation software module is corrupted and Fiery system software must be reinstalled. Contact technical support and provide the error code shown in the message.
OFA0070	Error <number> The license activation software module is corrupted. Reinstall Command WorkStation and try again.	Reinstall Command WorkStation and try again. On Windows, go to Control Panel > Add or Remove Programs and start Fiery User Software in maintenance mode. Select the Repair option and then select Command WorkStation. On Mac OS, use Fiery Software Uninstaller to uninstall

Message ID	Error message	Action
		Command WorkStation, and then reinstall Command WorkStation.
OFA0050	Sorry we cannot deactivate the option requested. Please contact support for more information.	Try to restore Fiery options and deactivate again. If the error still occurs, contact technical support.
OFA0040	Sorry we cannot reactivate the option requested. Contact support for more information.	Try to restore Fiery options and reactivate again. If the error still occurs, contact technical support.
OFA00115	None of the options could be restored.	No previously activated licenses were found for this computer. If you had licenses that were previously activated, contact technical support.

Error messages and recommended actions: From the EFI licensing server:

Message ID	Error message	Action
EBIS0004	The LAC is not recognized. Check that you entered the correct LAC. Refer to the LAC card if you have one.	The LAC is not recognized. Check that you entered the correct LAC. Refer to the LAC card if you have one.
EBIS0007	This option is already activated.	Check that the LAC is correct for the option that you want to activate.
EBIS0016	The license has already been activated for another computer.	The license has already been activated for another computer. You can deactivate the license on the other computer and then activate it on this one.
EBIS0018	You must first choose the Request File to upload.	You submitted the wrong request file or the request file is corrupted. Try submitting a different request file. If the error occurs again, try regenerating the request file.
EBIS0025	Unable to activate license: Error Code <number>	An error occurred on the EFI licensing server. Contact technical support and provide the error code shown in the message, the LAC, and the serial number of your Fiery Controller.
EBIS0002	The EFI licensing service is unavailable. Try again later.	The EFI licensing service is unavailable. Try again later.
EBIS0006	The License Activation Code (LAC) cannot be activated.	Check that the feature(s) activated by the LAC are correct for your Fiery controller model.

1. Installation

Message ID	Error message	Action
	Check that the feature(s) activated by the LAC are correct for your product.	
EBIS0011	Your system does not support some of the features included in this option. Do you want to continue?	The LAC activates multiple features and one or more features is not supported, as shown in the list. Obtain a new LAC that has only features that are supported. If you continue, you will not be able to use any unsupported features and you cannot use the LAC again.
EBIS0008	Some features of this option are already activated. Do you want to continue?	The LAC activates multiple features and one or more features is already activated, as shown in the list. Obtain a new LAC that has only features that are not already activated. If you continue, you will be paying twice for the same feature.
EBIS0026	Unable to deactivate license: Error Code <number>	Try to restore Fiery options and deactivate again. If the error still occurs, contact technical support and provide the error code shown in the message.
EBIS0024	Unable to re-activate license: Error Code <number>	Try to restore Fiery options and reactivate again. If the error still occurs, contact technical support and provide the error code shown in the message.
EBIS0027	No licenses have been previously activated on this computer, so you cannot restore any licenses.	No licenses have been previously activated on this computer, so you cannot restore any licenses.

2. General Operations For Servicing

Start-Up, Shut-Down, and Reboot

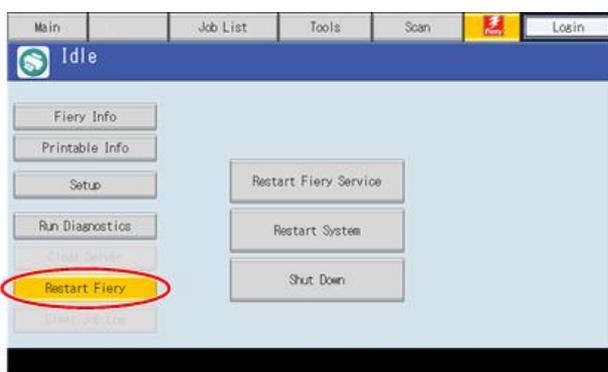
The copier and the E-24B have separate main power switches. During normal operation, you can leave the E-24B main power switch in the ON (I) position.

Starting the Copier and the E-24B

- 1.** Turn ON the main power switch of the copier.
- 2.** If the main power switch of the E-24B is OFF (O), turn ON the main power switch of the E-24B.
- 3.** Press and release the soft power push button on the front of the E-24B. The controller enters into the boot-up sequence.
- 4.** After the E-24B and the copier become idle, press the Home button on the operation panel of the copier and then touch the Fiery icon. The Fiery menu screen will appear on the copier operation panel.

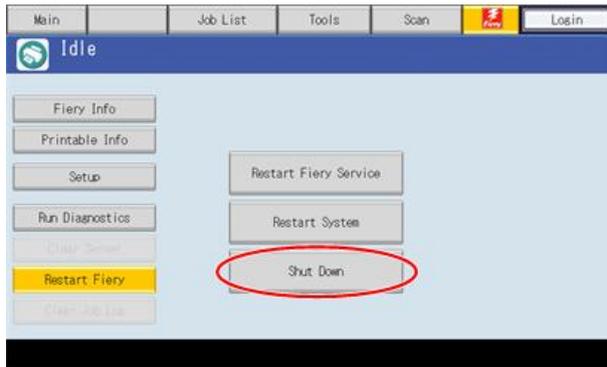
Shutting Down the Copier and the E-24B

- 1.** Make sure that the E-24B is not receiving, processing, or printing any jobs.
If "Printing" appears on the operation panel, the E-24B is processing. You must wait until the system finishes and reaches Idle before restarting or shutting down.
If the system has just finished processing, wait at least five seconds after the system reaches Idle before beginning the shutdown procedure.
- 2.** Press the Home button on the operation panel of the copier and then touch the Fiery icon. The fiery menu screen appears.
- 3.** Move to the Fiery tab.
- 4.** Touch "Restart Fiery".



- 5.** Touch "Shut Down", then touch "OK".
The E-24B enters into the shut down sequence.
The diagnostic LEDs on the rear panel of the E-24B will turn off.

2.General Operations For Servicing



- 6.** Turn OFF the copier main power switch.
- 7.** If the E-24B is being taken out of service, turn OFF the E-24B using its main power switch. (For example, if someone needs to move the E-24B, disconnect cables, or open the chassis.)

Shutting Down the E-24B Only

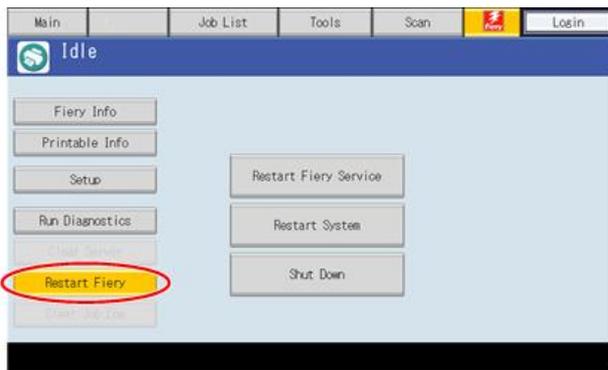
- 1.** Make sure that the E-24B is not receiving, processing, or printing any jobs.
If "Printing" appears on the operation panel, the E-24B is processing. You must wait until the system finishes and reaches Idle before restarting or shutting down.
If the system has just finished processing, wait at least five seconds after the system reaches Idle before beginning the shutdown procedure.
- 2.** Press the Home button on the operation panel of the copier and then touch the Fiery icon. The Fiery menu screen appears.
- 3.** Move to the Fiery tab.
- 4.** Touch "Restart Fiery".
- 5.** Touch "Shut Down", then touch "OK".
The E-24B enters into the shut down sequence.
The diagnostic LEDs on the rear panel of the E-24B will turn off.
- 6.** If the E-24B is being taken out of service, turn OFF the E-24B using its main power switch. (For example, if someone needs to move the E-24B, disconnect cables, or open the chassis.)

Restarting the E-24B

When restarting the E-24B to recover from a problem, try this procedure first. However, this procedure will only restart the E-24B application software that is now running on the system OS. To reboot the system OS (for example, after downloading a patch), see the next section "Rebooting the E-24B [Link to [Rebooting the E-24B](#)]".

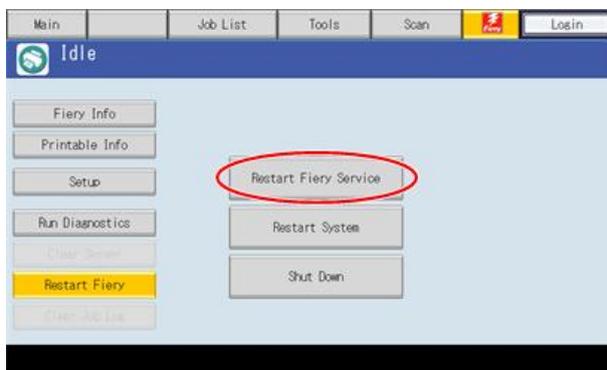
- 1.** Make sure that the E-24B is not in use.
- 2.** Press the Home button on the operation panel of the copier and then touch the Fiery icon. The Fiery menu screen appears.
- 3.** Move to the Fiery tab.

4. Touch “Restart Fiery”.



d7292013

5. Touch “Restart Fiery Service”



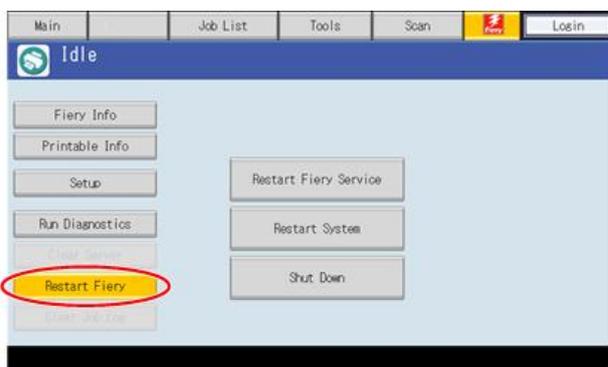
d7292015

6. Wait until the E-24B becomes idle.

Rebooting the E-24B

Use this procedure to reboot the system OS (for example, after downloading a patch).

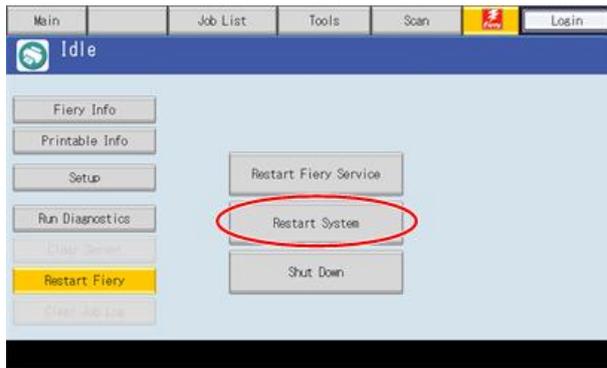
1. Make sure that the E-24B is not in use.
2. Press the Home button on the operation panel of the copier and then touch the Fiery icon. The Fiery menu screen appears.
3. Move to the Fiery tab.
4. Touch “Restart Fiery”.



d7292013

2.General Operations For Servicing

5. Touch “Restart System”



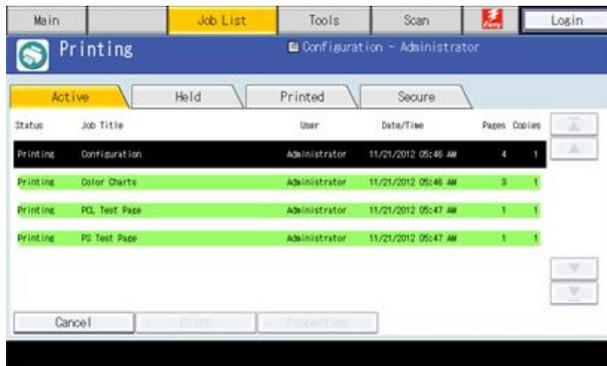
d7292016

6. Wait until the E-24B becomes idle.

Cancelling the Current Print Job

When you want to cancel the current print job, do the following:

1. Press the Home button on the operation panel of the copier and then touch the Fiery icon to access the Fiery menu screen.
2. Move to the Job list tab.

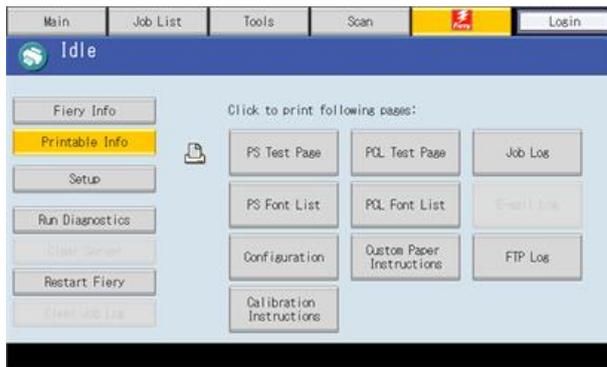


d7292017

3. From the Job List, touch the job that you want to cancel.
4. Touch "Cancel".

Printing the Configuration Page or Test Sheets

- 1.** Make sure that the E-24B is not in use.
- 2.** Press the Home button on the operation panel of the copier and then touch the Fiery icon to access the Fiery menu screen.
- 3.** Move to the Fiery tab.
- 4.** Touch “Printable Info”, then touch the desired key.
 - Configuration Page
 - PS Test Page
 - PCL Test Page



d3cda2029

Note

- The configuration sheet can also be saved as a PDF or TXT file from the Command WorkStation.
- Procedure: Launch Command WorkStation, login as Administrator, go to Device Center > General > Server Configuration, and press the Save As button.

Running the E-24B Setup

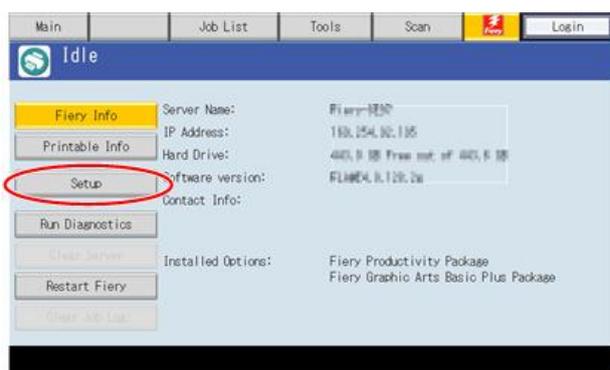
The following procedures show how to access the Setup menu from the Fiery menu screen.

Note

- When the network settings (protocol, IP Address, etc.) are already configured and the "Enable Web Service" option is set to ON, you can also configure the E-24B setup from "Configure Webtools" [Link to [Accessing Configure](#)].
- When you try to get access to the Setup menu, you are always asked to input an administrator password. (The default password is "**Fiery.1**") Ask the site administrator to input the administrator password when you must get access to the Setup menu.

To Access the Setup Menu

1. Make sure that the E-24B is not in use.
2. Press the Home button on the operation panel of the copier and then touch the Fiery icon to access the Fiery menu screen.
3. Move to the Fiery tab.
4. Touch "Setup".



d7292018

5. You may be asked to enter an administrator password. (Ask the site administrator to enter the password. The default password is "Fiery.1")
6. The main setup screen appears. For the details of each setup option value, refer to the "Configuration and Setup" manual ([変換できませんでした\(ulink\)_http://help.efi.com/ricoh/docs/_](#) ★).

To Exit from the Setup Menu

1. At the main setup screen, touch "Exit Setup". The Fiery menu screen will disappear.
2. When you are prompted "System Requires to Reboot for Changes to Apply", touch "Reboot now".

Accessing Configure

Fiery System Settings can be configured/changed from the client PC using Configure, which can be accessed from the following locations:

- WebTools (with a supported Internet browser)
- Command WorkStation (utility software included in the User DVD)

Accessing Configure from WebTools

Note

- The network settings (protocol, IP Address, etc) and the "Enable Web Service" option should be set to ON (default) in order to access Configure from WebTools.

1. Open an Internet browser and type the IP address of the controller.

Supported Internet browsers:

- Windows: Internet Explorer 11 or later, Firefox 31.0 or later, Chrome 37.0 or later
In addition, Microsoft Edge is supported for client computers that are running Windows 10 (not supported for other versions of Windows)
- Mac OS: Safari 7 or later, Firefox 31.0 or later, Chrome 37.0 or later

Note

- Microsoft releases frequent updates to Internet Explorer. Because support cannot be guaranteed for all versions, use the specified version for best results. On Mac OS, some versions of Firefox may not allow you to enter passwords into Configure. If this occurs, use Safari instead.

2. In WebTools, on the Configure tab, click Launch Configure.

Note

- If a message about untrusted connections appears, or you are asked whether you want to proceed, you can safely ignore the message and proceed anyway. For more information about these messages, see Configuration and Setup ([変換できませんでした \(ulink\)_http://help.efi.com/ricoh/docs/_★](#)).

3. Log on with Administrator privileges. The default password is Fiery.1.

Fiery Configure

The screenshot shows the login interface for Fiery Configure. It consists of two input fields and a button. The first field is for the username, with 'admin' entered. The second field is for the password, with masked characters '.....' and a cursor at the end. Below the fields is a blue button labeled 'Log In'.

d3bna0013

 **Note**

- After changing some settings, make sure to click the "Save" button and then click Restart on the upper bar, to effect the changes.

 Changes made require a restart to take effect. Once you are finished, click Restart.

Restart

d3bna0017

Stop untrusted connection messages from appearing in WebTools

Actual steps may vary depending upon the PC operating system and the browser version. This procedure is an example for a Windows 7 PC with Internet Explorer 11.

 **Note**

- The following procedure is an example using the IP address. If the server name is to be used instead of the IP address, replace the term 'IP address' with 'server name' in the procedure.
 - Either the IP address or the server name (hostname) can be used, not both. Please consult with your customer in deciding which to use.
1. Start an Internet browser and type the IP address of the E-24B.
 2. Click Continue to this website (not recommended).
 3. Click to select the Configure tab, then click Launch Configure.
 4. If prompted, log on with Administrator privileges: Enter the password, scroll down, and click Login. The default Administrator password is Fiery.1 (case-sensitive).
 5. In Configure, click Security > Server Certificate.
 6. Click the Create Self Signed Certificate button.
 7. In the Self Signed Certificate dialog box:
 - a) In the Common Name field, enter the IP address.
 - b) In the Organization field, enter the name of your organization.
 - c) In the Country field, enter the name of your country (for example, use a two-letter country code).
 - d) Click Save.
 - e) Reboot the E-24B.
 8. On the computer where you want to prevent untrusted connection messages, open Internet Explorer and enter the IP address of the E-24B.
 9. Click Continue to this website (not recommended).
 10. At the top of the browser, click Certificate error then click View certificates.
 11. In the Certificate dialog box, on the General tab, click the Install Certificate button.
 12. In the Certificate Import Wizard dialog box, click Next and then do the following:
 - a) Select Place all certificates in the following store and click Browse.
 - b) In the Select Certificate Store dialog box, select Trusted Root Certification Authorities then click OK.
 13. Click Next.
 14. When a pop-up indicates the completion of the certificate import wizard, click Finish.
 15. If a security warning displays, click Yes.
 16. When a pop-up indicates the import was successful, click OK.

2.General Operations For Servicing

17. To confirm, reopen WebTools using the IP address of the E-24B.

The URL now begins with https, the lock icon is green rather than red, and the lock icon is not crossed out.

Accessing Configure from Command WorkStation

- 1.** Make sure that Command WorkStation is installed in the client PC.
- 2.** Launch Command WorkStation.
- 3.** Connect to the controller and log in as Administrator.
- 4.** Do one of the following to start Configure:
 - In Device Center, on the General tab, click the Configure button.
 - In Device Center, on the Users tab, click the Configure button.
 - In the Server menu, click Configure.
- 5.** If the Fiery Setup dialog box displays, click Configure.

 **Note**

- After changing some settings, make sure to click the "Save" button and then click Restart on the upper bar, to effect the changes.

Adjusting the System Date and Time

The system date and time should be adjusted by the field technician in the following cases, before leaving the customer site. Also, confirm that the E-24B is set to the correct time zone.

- At installation
 - After replacing the motherboard
 - After replacing the lithium battery on the motherboard
- 1.** Access to Configure. [Link to [Accessing Configure](#)]
 - 2.** Select Fiery Server > Regional Settings.
 - 3.** Confirm correct Time Zone, Date and Time. If not, adjust the settings and click Save.

Regional Settings

Configure the date, time and default paper sizes.

Language:

Server Language:
English

Date & Time:

Time Zone:
London (GMT)

Set Date and Time Automatically [Manage](#)

Date:
03/03/2016

Time:
11:40 AM

Others:

Default Paper Sizes:
Default sizes for printing system pages.

Inches Metric

Cancel Save

d3bna0019

- 4.** Click Restart on the bar at the top for the changes to take effect.

Changes made require a restart to take effect. Once you are finished, click Restart. Restart

d3bna0017

3. Replacement

General Caution

⚠ WARNING

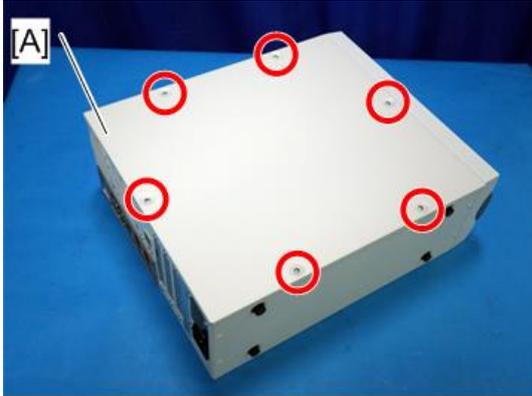
- Turn OFF the power and unplug the E-24B before attempting any of the procedures in this section.

Before accessing internal components, position the E-24B so that it is resting on its right-hand side on a flat, anti-static surface.

Cover Removal

Side Cover for the E-24B

1. Remove the side cover [A].



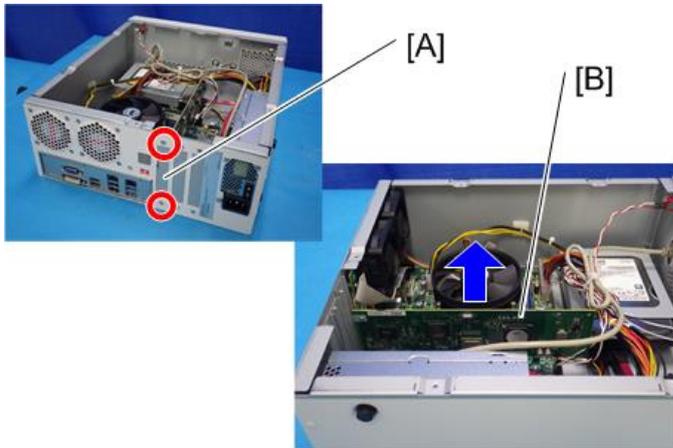
 x6

d3cda2007

Unit Removal

Video Board

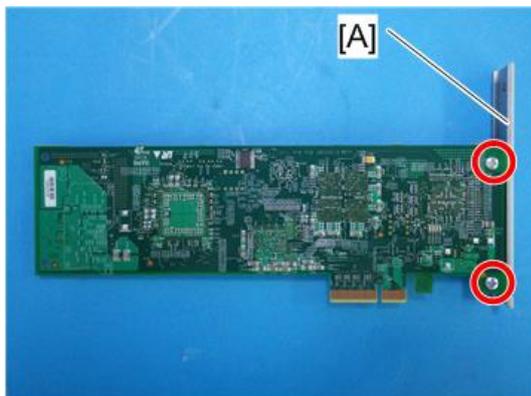
1. Remove the Video board with bracket [A].
2. Pull the Video board [B].



x2

d3cda2008

3. Remove the bracket [A].

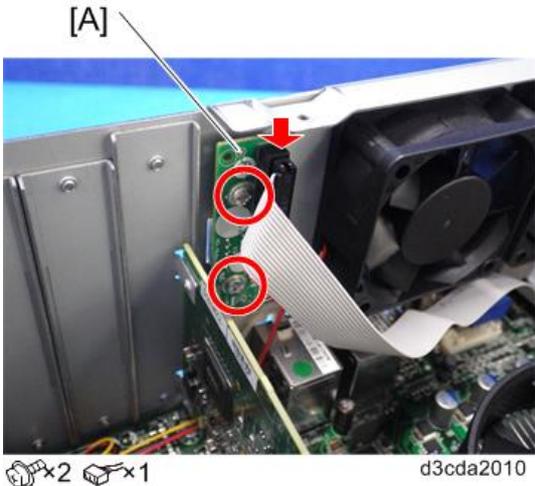


x2

d3cda2009

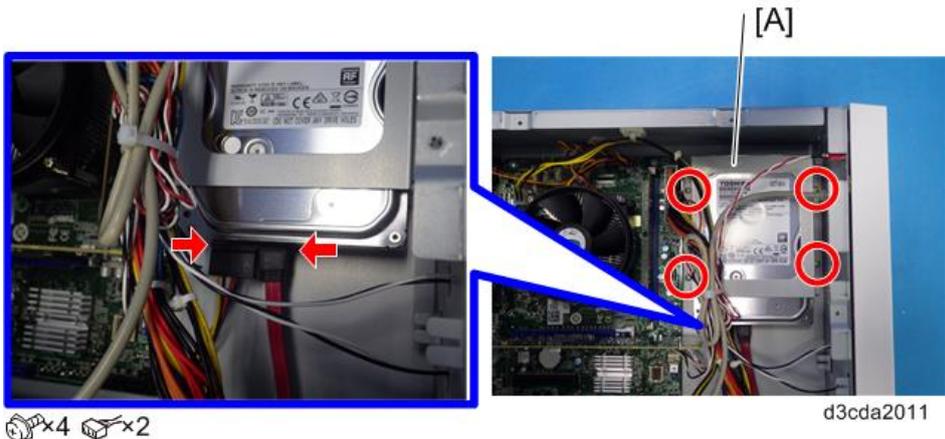
Diagnostic LED Board

- 1. Remove the diagnostic LED board [A].

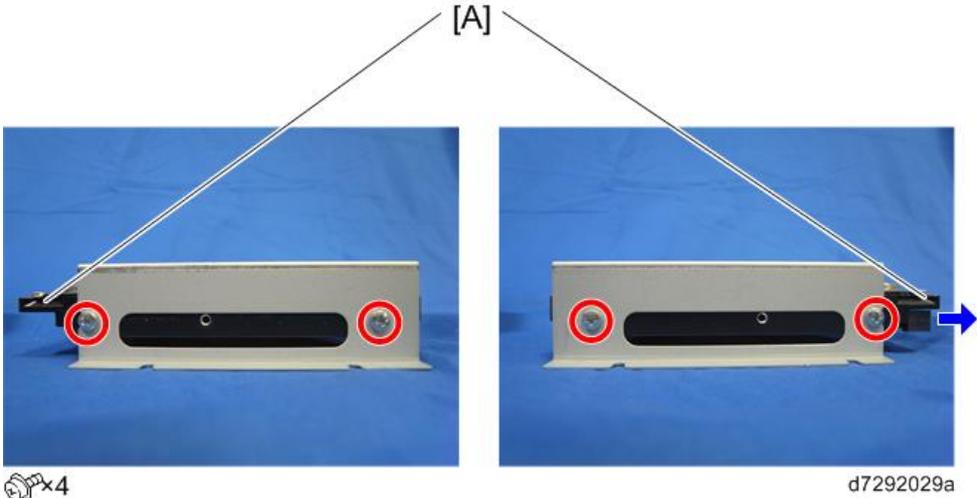


Hard Disk Drive (HDD)

- 1. Remove the HDD with bracket [A].



- 2. Remove the HDD [A].



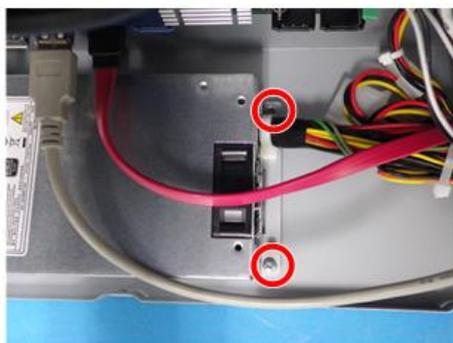
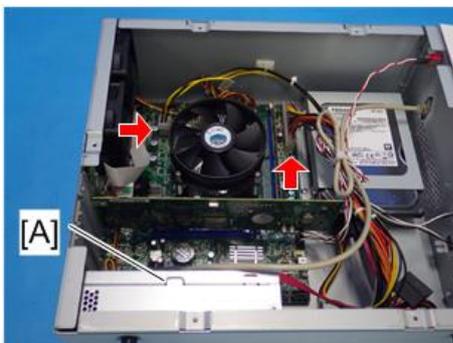
3.Replacement

Note

- System Software is not included on replacement HDDs. After installing a new HDD, be sure to install system software [Link to [System Software Installation Procedure](#)] and patches [Link to [Patch Installation Procedure](#)].
- If there is a backup file of the same E-24B unit which was formally created with the Fiery System Restore feature with bootable option or Fiery Clone Tool, it is possible to restore the backup file to the new HDD [Link to [Restoring the E-24B System Directly with a USB Device and Service Switch](#) or [Restore: Transferring Clone Image Files to E-24B](#)].

Power Supply Unit

1. Remove the power supply unit [A].



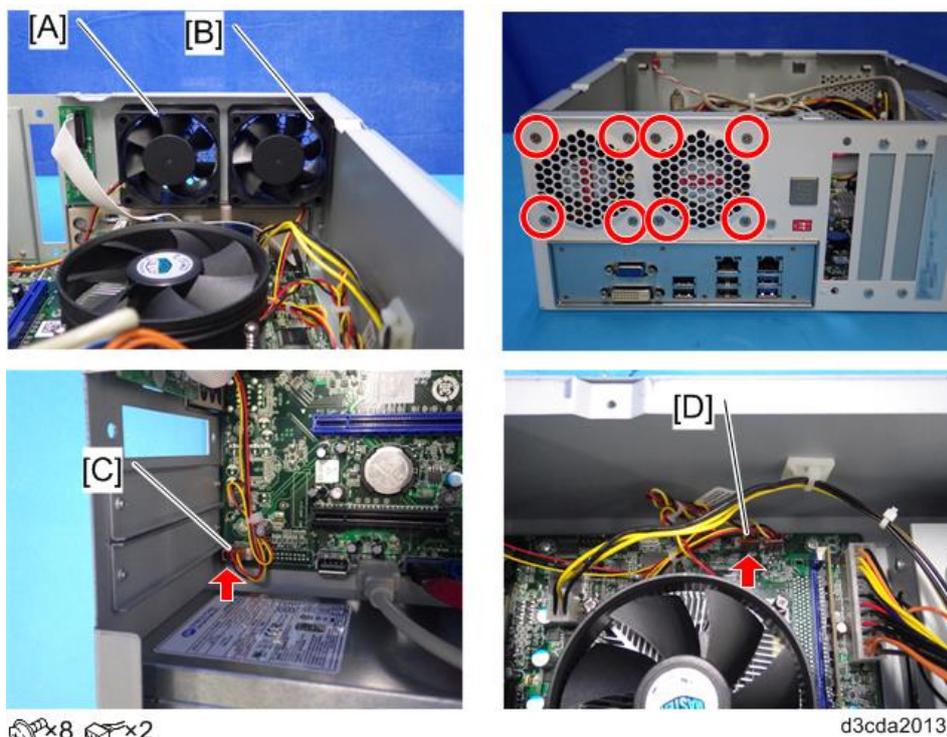
⚙️x5 📦x3

d3cda2012

Fans

1. Remove the video board. [Link to [Video Board](#)]
2. Remove the fan cables [C] and [D].
[C]: For fan [A]
[D]: For fan [B]

3. Remove the fans [A] and [B].



For reassembling:

- Connect [C] to the "REAR_FAN" connector on the motherboard.
- Connect [D] to the "SYS_FAN" connector on the motherboard.

Motherboard

★ Important

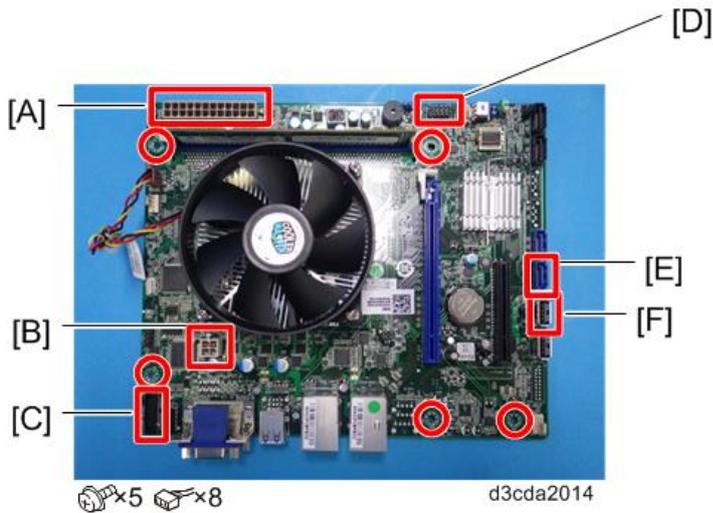
- The motherboard that you use as a spare part does not include the key chip. The Keychip contains the license information of the E-24B controller and the activated optional features, which is very expensive. When you replace the motherboard, do not forget to move the key chip from the old board to the new board.

You need to re-configure the system date, time, and time zone. [Link to [Adjusting the System Date and Time](#)]

1. Remove the video board [Link to [Video Board](#)]

3.Replacement

2. Remove the cables from the motherboard.



24-pin power connector from ATX24P [A].

4-pin power connector from ATX POWER [B].

DIAG cable from PORT80 HDR [C].

Front panel cable from J15 [D].

PIN1 & 3	HDD LED
PIN2 & 4	Power LED
PIN6 & 8	Soft Switch

SATA data cable from SATA 0 [E].

USB cable from USB A1 [F].

3. Remove the Motherboard.

4. Remove the Memory [Link to [Memory - 2GB DIMM \(E-24B\)](#)]

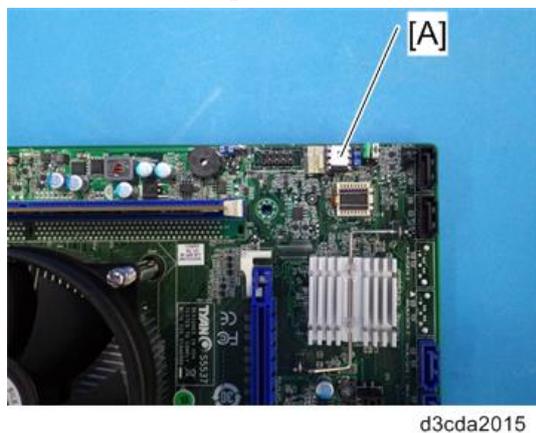
5. Remove the CPU Cooling Assembly [Link to [CPU and Cooling Assembly](#)]

6. Remove the CPU [Link to [CPU and Cooling Assembly](#)]

↓ Note

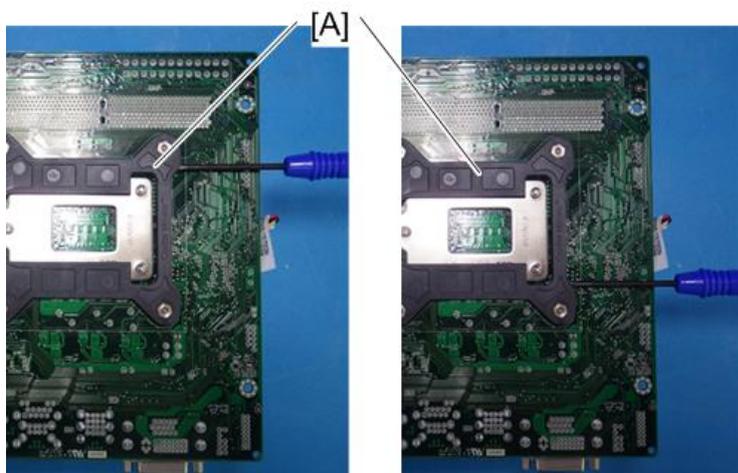
- When you replace the motherboard, remove the CPU and memory and attach them to the new motherboard [Link to [CPU and Cooling Assembly](#)].

7. Remove the Keychip [A].



8. Remove the CPU holder bracket (on the back side of the motherboard) [A]

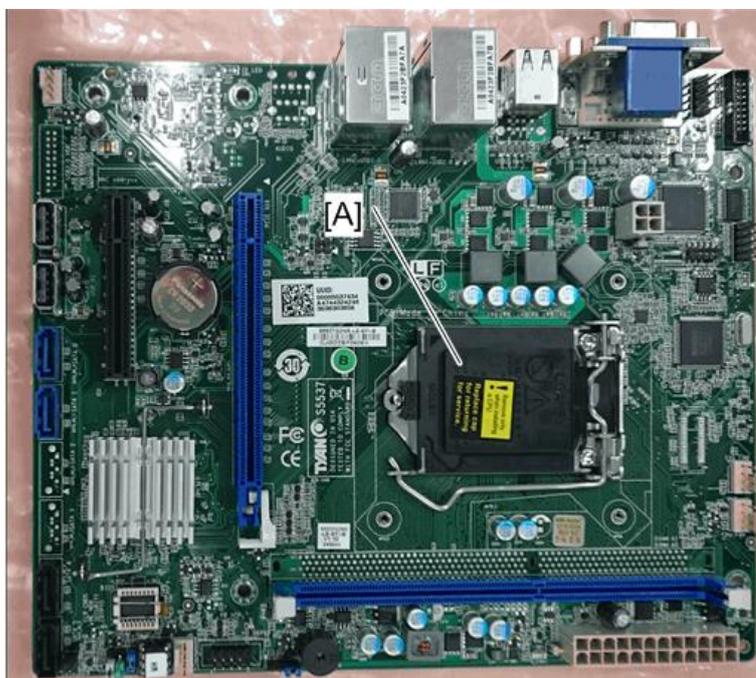
The CPU holder bracket is attached to the motherboard with two strips of double-sided tape. In order to prevent the motherboard from being damaged, put a small screwdriver between the bracket and the motherboard as shown below and twist the screwdriver to detach the CPU holder bracket.



d3cda2016

Note

- When you replace the motherboard, move the CPU, CPU cooling assembly, video board, Keychip, and the CPU holder bracket from the old board to the new board. The Keychip contains option upgrade information and licensing information for the E-24B.
- A new motherboard comes with a protective cover [A] on the CPU slot. Remove it before using the motherboard.



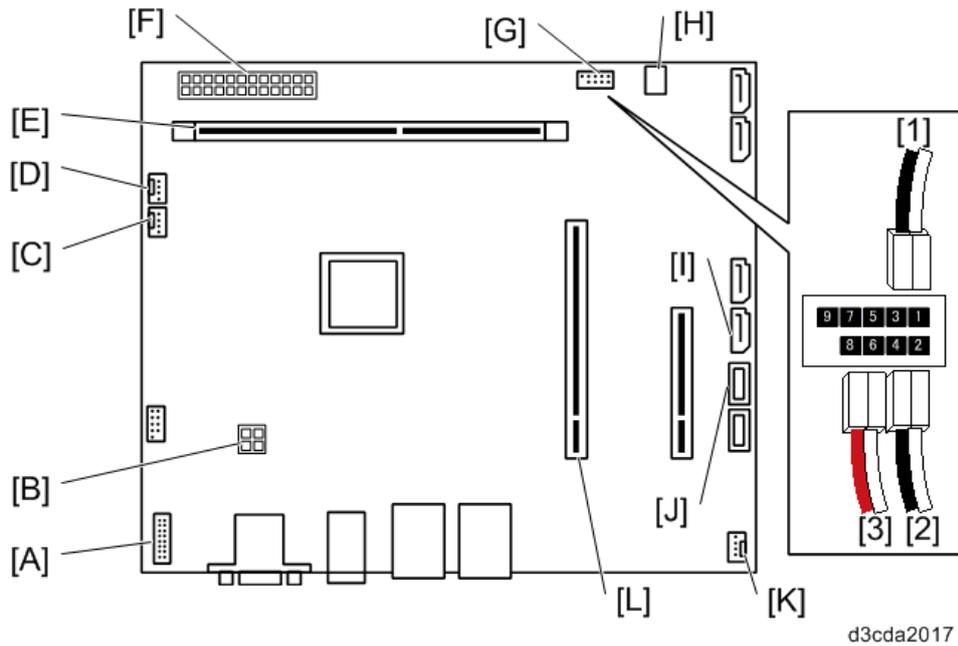
d3cda2028

For reassembling:

- Make sure of where to connect the connectors for each cable.

3.Replacement

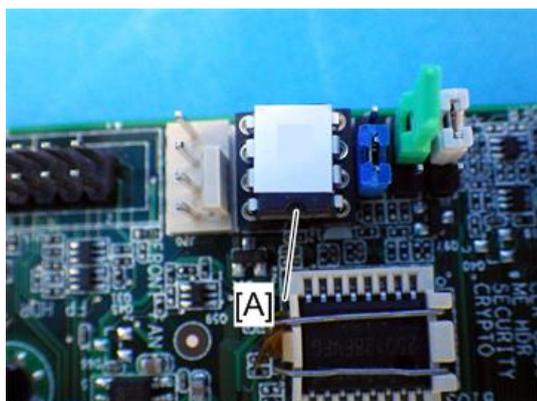
- Make sure that all connectors are inserted firmly in the sockets. Also, do not put the connectors in the sockets the wrong way around.



	Connector	Location		
[A]	DIAG cable	PORT80 HDR		
[B]	4-pin power	ATX POWER		
[C]	Top chassis fan	SYS_FAN		
[D]	CPU fan	CPU_FAN		
[E]	Memory	DIMM A0		
[F]	24-pin power	ATX24P		
[G]	Soft power button cable and activity LED cables	J15	1	For HDD LED
			2	For Power LED
			3	For Soft Switch
[H]	Keychip	J12		
[I]	SATA data cable	SATA 0		
[J]	Front panel USB port	USB A1		
[K]	Bottom chassis fan	REAR FAN		
[L]	Video interface board	PCIE_x16		

When Installing the Keychip

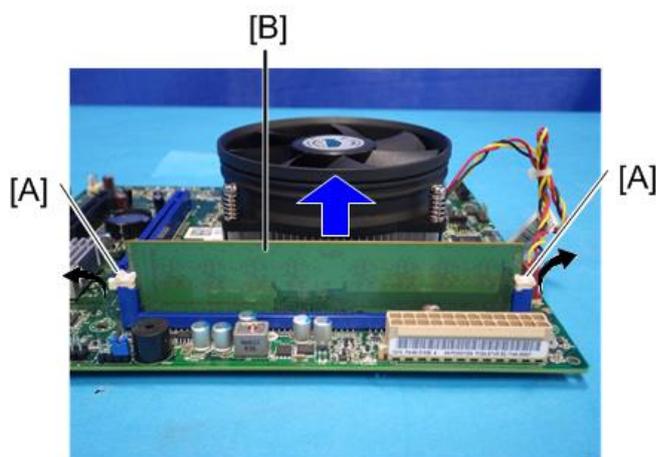
Make sure you install the Keychip in the correct direction. Installing it in the wrong direction may damage the pins. The cutout [A] must be facing toward the center of the motherboard.



d3cda2018

Memory - 2GB DIMM (E-24B)

- 1.** Push outward on the levers [A] on each side of the DIMM.
- 2.** Slide the DIMM [B] straight out of the socket.



d3cda2019

↓ Note

- Always attach the DIMM [B] to the DIMM A1 socket.
- Gently slide the DIMM straight down into the socket and press so that the levers lock the DIMM into place. Make sure that the levers close securely around the ends of the DIMM.
- DIMMs fit in the socket only one way.

CPU and Cooling Assembly

Overview

You can replace the following parts.

- Cooling Assembly only
- CPU and Cooling Assembly (as a set). If you replace the CPU, you must replace the cooling assembly also, as a set.

The cooling assembly consists of a fan with heat sink and a clip assembly.

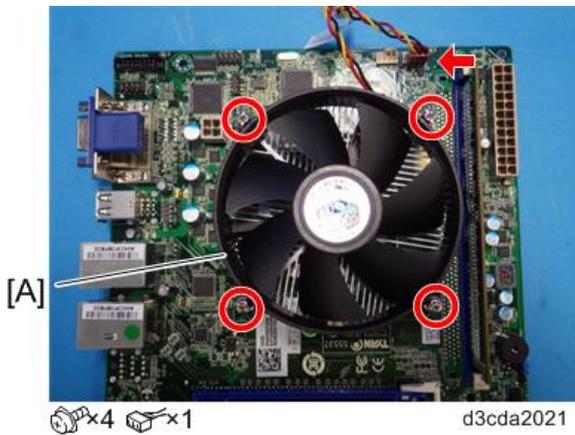
3.Replacement

Note

- Be careful not to damage the motherboard, the CPU, or the CPU socket when you replace the cooling assembly. Remove the memory before you remove the cooling assembly.
- When you want to replace the CPU, replace the CPU and the cooling assembly as a set. This is very important, because the thermal pad that is attached to a new heat sink will make a good contact between the CPU and the heat sink when heated. If you attach a used cooling assembly to a new CPU by mistake, the heat sink will not contact the CPU properly, and this will cause the CPU to overheat.
- When replacing the CPU holder bracket on the back side of the motherboard, remove the release paper from the double-sided tape on the new CPU holder bracket first. Then, attach the CPU holder bracket to the motherboard using the double-sided tape.

Cooling Assembly Removal Procedure

1. Remove the cooling assembly [A].



CPU Removal Procedure

1. Push the lever [A] to release the loadplate [B].



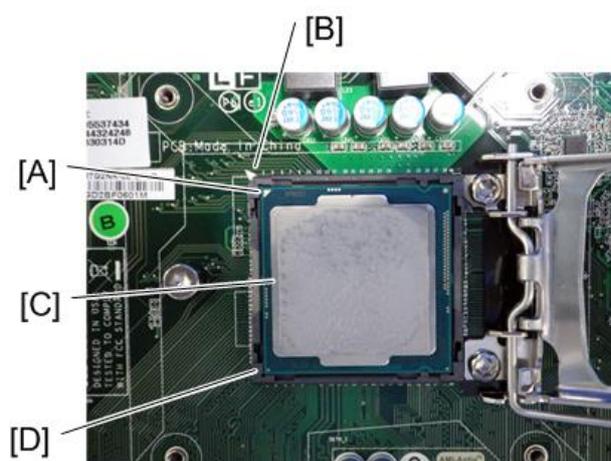
2. Grasp the CPU [A] by its edges and gently lift it from the socket.



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For Re-attaching:

- Check the location of the arrow [A] on the CPU [C] and align it with the arrow on the motherboard [B] when you insert the CPU into the socket [D]. (See the illustration below.)



d3cda2024

- Be careful not to bend the pins when you insert the CPU into the socket.
- Set the CPU in the socket completely and without forcing it.

Lithium Battery

⚠ CAUTION

- There is danger of explosion if the battery is replaced with the incorrect type. Replace with only with the same lithium battery supplied as a spare part.
- Discard the used motherboard battery in accordance with the manufacturer's instructions and local regulations.

3.Replacement

1. Remove the lithium battery [A].



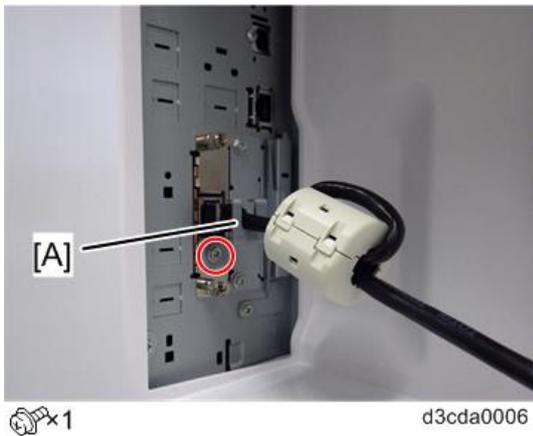
d3cda2020

For Re-assembling:

You need to re-configure the system date, time, and time zone. [Link to [Adjusting the System Date and Time](#)]

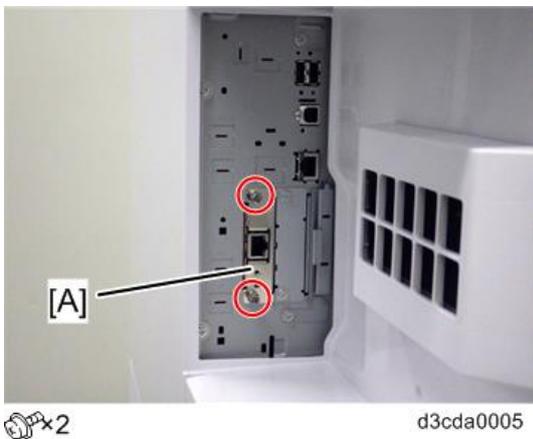
Gigabit Ethernet Controller

1. Remove the protection plate [A] and pull out the interface cable from the copier Gigabit Ethernet port [A].



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2. Remove the Gigabit Ethernet controller [A].



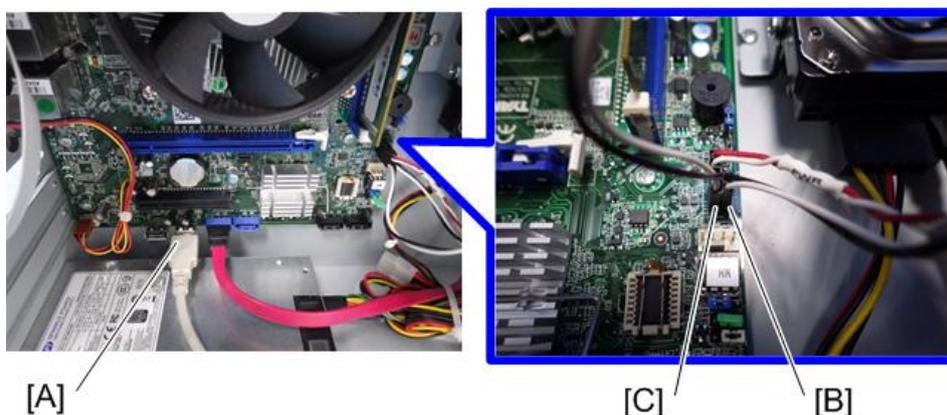
d3cda0005

For Re-assembling:

- Make sure that the Gigabit Ethernet controller is inserted straight.

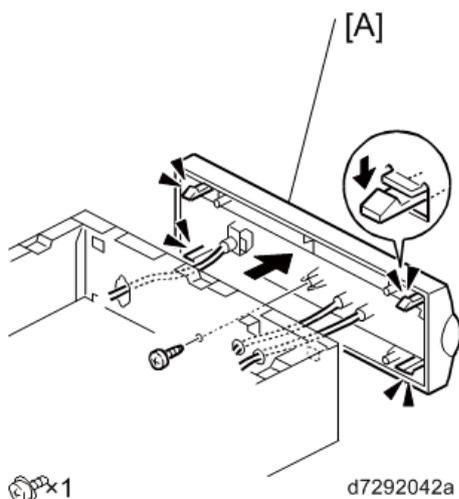
Cables Connected to the Front Panel

1. Remove the side cover. [Link to [Side Cover for the E-24B](#)]
2. Remove the video board. [Link to [Video Board](#)]
3. Remove the front panel USB port cable [A] from USB A1.
4. Remove the HDD LED cable [B] from J15.
5. Remove the Power LED cable [C] from J15.



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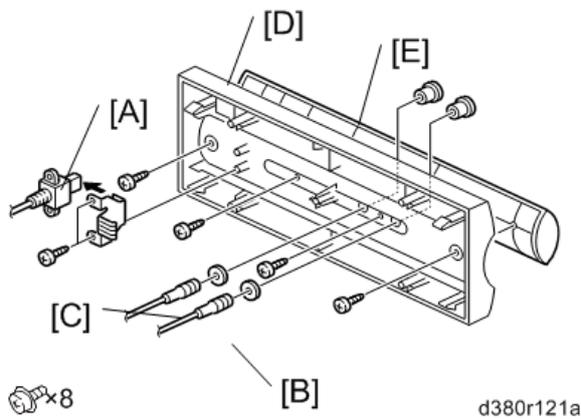
6. Remove the front panel [A].



7. Remove the front panel USB port cable [A] from front panel.
8. Remove the HDD LED cable [B] from front panel.
9. Remove the Power LED cable [C] from front panel.

3.Replacement

10. Remove the center panel [E] from the front panel [D].

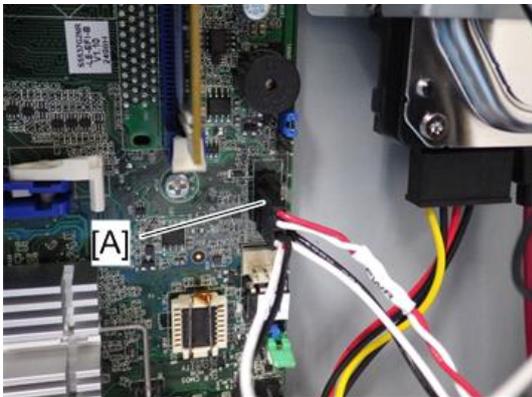


For Re-assembling:

- Make sure of where to connect the connectors for each cable.
- Make sure that all connectors are inserted firmly in the sockets. Also, do not put the connectors in the sockets the wrong way around.

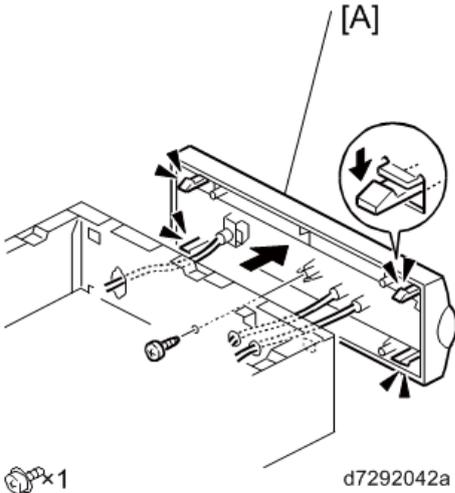
Soft Power Push Button

- 1.** Remove the side cover.
- 2.** Remove the video board [[Link to Video Board](#)]
- 3.** Remove the soft power push button cable [A] from J15.

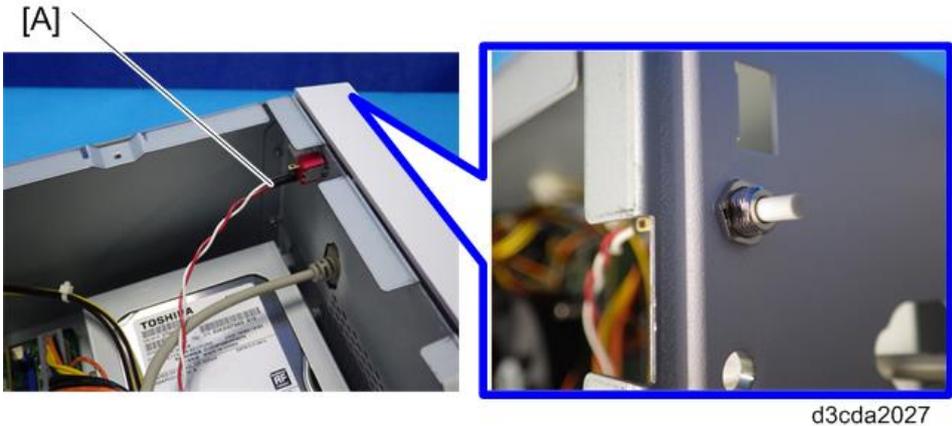


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4. Remove the front panel [A].



5. Remove the soft power button cable [A] from the front panel.



For Re-assembling:

- Make sure of where to connect the connectors for each cable.

4. System Maintenance

General Notes and Cautions

You may use one of the following when you have problems with the system software or the HDD.

Clear Server:

Deletes all queued print jobs from the E-24B.

Restore Default Fiery Settings (Configure) /Factory Defaults (Operation Panel):

Returns customized configuration settings to the default settings. System patches and items created and registered via Command WorkStation will remain.

Restore Factory Default Image:

Restores the E-24B factory default image using the image stored in the E-24B HDD. All Setup configurations as well as all custom files, jobs, logs, and templates stored on the E-24B hard disk drives are deleted.

System Software Reinstallation/Upgrade:

Reinstalls the E-24B system software either from the DVDs or from a USB device. All Setup configurations as well as all custom files, jobs, logs, and templates stored on the E-24B hard disk drives are deleted.

Backup/Restore:

Backs up the customized E-24B system image to the internal HDD or an external USB device and restores them as necessary. [Link to [Backup/Restore](#)]

The following table shows whether the data on the E-24B will remain or be deleted when each of these features are used.

	Clear Server	Restore Default Fiery Setting (Configure)	Factory Defaults (Operation Panel)	Restore Factory Default Image	System Software Reinstallation / Upgrade with DVD
Operation	Command WorkStation	Configure	Operation Panel	Service Switch Operation Or WebTools	Network Installation USB Installation
Instruction	[Link to Clearing the Queued Print Jobs in the E-24B]	Configuration and Setup Guide	[Link to Restoring the Default Fiery Settings (Operation Panel)]	[Link to Restoring the Factory Default System Image File from the E-24B HDD	[Link to System Software Installation Procedure]

	Clear Server	Restore Default Fiery Setting (Configure)	Factory Defaults (Operation Panel)	Restore Factory Default Image	System Software Reinstallation / Upgrade with DVD
				Recovery Folder]	
Server Option Activated Information	Not Deleted	Not Deleted	Not Deleted	Not Deleted	Not Deleted
Administrator Password	Unchanged	Return to Default	Return to Default	Return to Default	Return to Default
Patches (Fiery system)	Not Deleted	Not Deleted	Not Deleted	Deleted	Deleted
Patches (OS, Security)	Not Deleted	Not Deleted	Not Deleted	Deleted	Deleted
Sever Configuration	Unchanged	All settings return to default except for: Scan Settings	All settings return to default except for: Scan Settings	All settings return to default. You are prompted to select the language.	All settings return to default. You are prompted to select the language.
User & Groups and Access Rights	Unchanged	Return to Default	Return to Default	Return to Default	Return to Default
Active Jobs	Optional	Deleted	Deleted	Deleted	Deleted
Queued Jobs (Hold)	Optional	Deleted	Deleted	Deleted	Deleted
Queued Jobs (Printed)	Optional	Deleted	Deleted	Deleted	Deleted
Archived Jobs	Optional	Deleted	Deleted	Deleted	Deleted
Scanned Jobs (in Mailbox)	Optional	Not Deleted	Deleted	Deleted	Deleted
Job Log	Optional	Deleted	Deleted	Deleted	Deleted
FTP & Email Logs	Optional	Deleted	Deleted	Deleted	Deleted
FreeForm Masters	Optional	Not Deleted	Deleted	Deleted	Deleted

4. System Maintenance

	Clear Server	Restore Default Fiery Setting (Configure)	Factory Defaults (Operation Panel)	Restore Factory Default Image	System Software Reinstallation / Upgrade with DVD
Downloaded Fonts (PS)	Not Deleted	Not Deleted	Not Deleted	Deleted	Deleted
Added Custom Papers in the Paper Catalog	Retrieve from print engine	Retrieve from print engine	Retrieve from print engine	Retrieve from print engine	Retrieve from print engine
Other Settings / Registered items via CWS	Unchanged	Unchanged	Unchanged	Deleted or return to default	Deleted or return to default

Note

- **Upgrade** in “System Software Reinstallation/Upgrade” refers to the act of upgrading the software to newer versions and does not refer to application of patches. Applying patches will not delete any data.

Before you use any of the above features, make sure to inform the site administrator that the following data and settings will be deleted. Save the data in advance and reinstall after using the features.

Jobs:

To save jobs, ask the site administrator to save them to a removable media or a network location, so they can be re-imported to the E-24B after system software installation. For more information, see Command WorkStation Help.

Job Log:

The site administrator can use Command WorkStation to save a current list of jobs (not the actual jobs) from the Job Log.

Fonts:

When you reinstall system software or restore the factory default image file, all fonts on the hard disk drives are deleted. Resident fonts are reinstalled when you reinstall system software. Any customer-supplied fonts must be reinstalled by the site administrator (see Command WorkStation Help).

To determine which additional fonts were downloaded to the E-24B, print the Font List before you reinstall the system software and again after you complete the system software installation. Any fonts not listed after installation will need to be reinstalled. For more information about managing fonts, see Command WorkStation Help.

Configuration page:

Before you reinstall a new version of system software, print the Configuration page. The Configuration page provides a record of the customer’s current Setup configurations.

Backing up and restoring the configuration:

Always back up the current E-24B configuration before you reinstall system software. After the installation is complete, be sure to restore the configuration that you saved earlier.

Compatibility:

After you upgrade system software, remind the site administrator to upgrade user software on all computers connected to the E-24B. Using old user software with new system software may negatively affect the system.

Clearing the Queued Print Jobs in the E-24B

The "Clear Server" command allows you to clear all jobs in all server queues, as well as all jobs archived on the E-24B hard disk drive, the index of archived jobs (in the Archive window), all FreeForm masters, and the index of FreeForm masters (in the FreeForm window).

Consult with your administrator or operator before choosing Clear Server.

Note

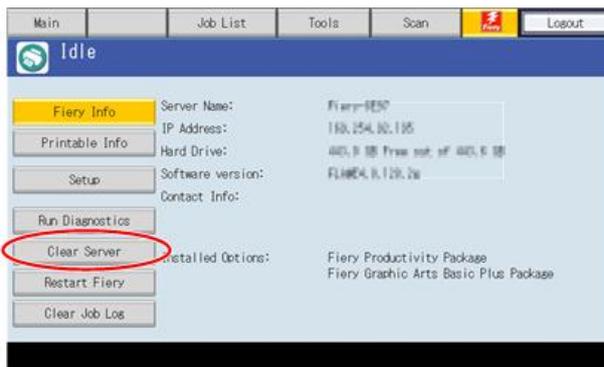
- Before using Clear Server, inform the site administrator that data on the E-24B HDD will be deleted.

1. Make sure the E-24B is not in use.
2. Press the Home button on the operation panel of the copier and then touch the Fiery icon to access the Fiery menu screen. [Link to [Running the E-24B Setup](#)]
3. Move to the Login tab.



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4. You are asked to enter an administrator password. (The default password is "Fiery.1".)
5. Move to Fiery tab.
6. Touch "Clear Server". Then touch "Clear Server" again.

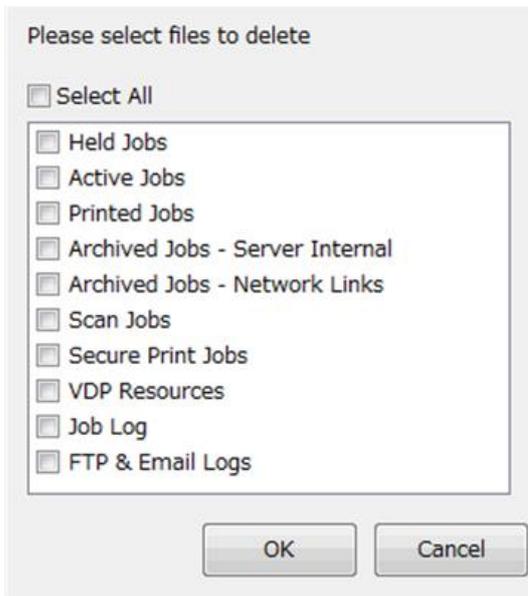


d7292020

7. When you are prompted "Clear all jobs from all queues?", touch "OK"
8. The Fiery menu screen will disappear and data will be cleared before the system restarts.
9. Press the Home button on the operation panel of the copier and then touch the Fiery icon. Check if the E-24B becomes idle.

Note

- The customer can clear the jobs in the E-24B with the "Clear Server" menu from the Command WorkStation. For details, refer to the Command WorkStation help.

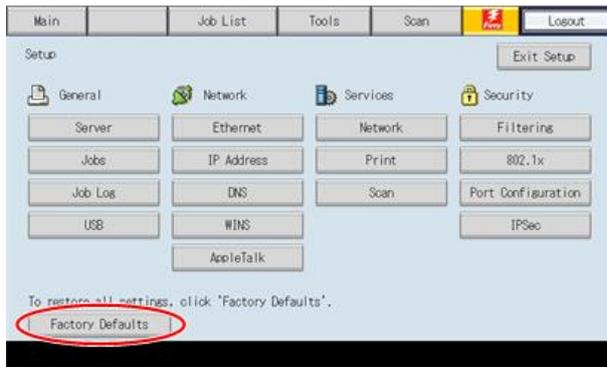


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Restoring the Default Fiery Settings (Operation Panel)

To restore the default configuration settings of E-24B, use the **Factory Defaults** feature.

1. Make sure the E-24B is not in use.
2. Print a configuration page (you may refer to this configuration page when you re-enter the setup options).
[Link to [Printing the Configuration Page or Test Sheets](#)]
3. Access the setup menu. [Link to [Running the E-24B Setup](#)]
4. Touch "Factory Defaults".



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5. When you are prompted "Change all settings (including network) back to Factory Defaults and Reboot?", touch "Continue".
6. Wait for the diagnostic LEDs on the E-24B to turn off.
7. Wait for 10-15 minutes. When the diagnostic LEDs remain at '00', go to the copier operation panel and press the Home button.

Note

- During the 10-15 minutes, the diagnostic LED may remain displaying 'FF' for several times, but this does not indicate an error.

8. Touch the Fiery icon. "Please Wait!" may be shown on the copier operation panel for a while.
9. Within a few minutes, the language selection screen is shown. If this screen is not shown, then press the Home button on the operation panel of the copier and then touch the Fiery icon again. Start to configure the E-24B. For details, go to step 29 of the system software installation procedure. [Link to [System Software Installation Procedure](#)]

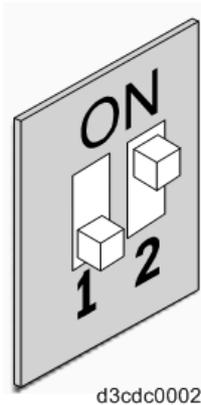
For the procedure of operating from the Configure menu, refer to the **Configuration and Setup Guide**.

Restoring the Factory Default System Image File from the E-24B HDD Recovery Folder

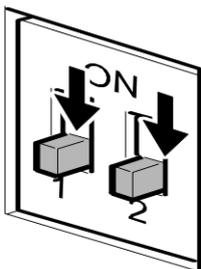
An image file of the E-24B system is stored in the recovery folder in the E-24B HDD when the system software is installed to the E-24B. You can retrieve the factory default system by restoring this image file using the service switch operation. When restored, the main folder, which stores all current data, is formatted and deleted of the data.



- 1.** Perform the shut down procedure from the copier operation panel [Link to [Shutting Down the E-24B Only](#)].
- 2.** When the E-24B power is down (that is when the diagnostic LEDs are off), turn the main power switch of the E-24B to OFF.
- 3.** Set the E-24B service switches as shown below. ("1" OFF, "2" ON)



- 4.** Turn the main power switch of the E-24B to ON, then press and release the soft power push button on the front of the E-24B.
- 5.** Wait until the diagnostic LEDs on the rear panel of the E-24B flash "EE" then "00" and repeats to indicate ready status.
- 6.** Set the service switches to the following position. ("1"OFF, "2" OFF)



- The diagnostic LEDs circulate "E1, E2, E3" while formatting the HDD for restoration.

4. System Maintenance

- 7.** Wait for 15-20 minutes. When the diagnostic LEDs stop flashing and light "00", go to the copier operation panel and press the Home button.

Note

- While waiting for 15-20 minutes, the diagnostic LEDs may display "FF" for several times, but this does not indicate an error.

- 8.** Start the initial setup of E-24B, by selecting the language on the operation panel.
- 9.** Optional: If a non-bootable customized image backup is available on a USB device, restore it from the WebTools. [Link to [Restoring the E-24B System with Fiery System Restore \(WebTools\)](#)]
- 10.** Optional: After restoring the E-24B, run System Updates to ensure the latest E-24B software version is installed.
- 11.** Optional: If a backup of the configuration settings is available, restore the configuration settings as described in this document [Link to [Restoring Backup Files](#)]

This can be useful if the backup of the configuration is more current than the backup of the system (for example, when restored to the factory default) or if the configuration backup includes the job log and VDP/FreeForm Resources.

System Software Installation Procedure

Overview

System software should be installed in the following cases:

- You replace the HDD with a new one (on which the System Software is not installed)
- You update to a more recent version of the system software (this is not necessary when you apply a patch; it is necessary when you install a major version change)
- You have trouble with the system software (e.g. software corruption) and the problem cannot be solved by performing "Factory Defaults", or restoring the backup files.

The system software is provided as follows:

- **System Software DVD:**
System software and an installation program for the network port method are included.
- **User Software DVD:**
For E-24B, User Software is also required at system software reinstallation/upgrade to load the driver/utility programs to the system.
- **USB Setup Tool:**
Windows application program for copying the image file on the system software DVD to the USB flash drive, and at the same time making the USB flash drive bootable.

There are two ways to install/reinstall system software on the E-24B:

- **Installing system software over the network port:**
Connect a PC to the E-24B directly, or through a hub using two network cables. Install the system software from the System Software DVD and the User Software DVD.
- **Installing system software by booting the E-24B from a USB flash drive:**
Use the USB Setup Tool program to install the USB Setup Tool Windows application on a PC. Then use the system software DVD, user software DVD, a USB flash drive, and the USB Setup Tool Windows application on the PC to make a bootable USB flash drive that includes E-24B system software. At the customer site, connect the USB port and turn the power ON. System installation will be done automatically.

Note

- Before you start system installation, give the site administrator the opportunity to print the Job Log and to save any custom simulations.
- Also, print the **Configuration Page** and **Font Lists**.
- Backup and Restore feature are sometimes useful in order to reduce the time to re-configure the E-24B system settings after the system installation [Link to [Backing Up/Restoring the System Configuration and Selected Settings Only](#)].

Installing System Software over the Network Port

Preparation

The system software DVD contains the system software and E-24B System Software Installer. To install system

4. System Maintenance

software using the LAN port on the E-24B, you need:

Either:

Two Ethernet cables and an isolated hub/switch

Cables must be 4-pair/8-wire, short-length Cat 5 (for 100BaseT) or Cat 5e (for 1000BaseT)

Or:

- For 100BaseTX: One Category 5 or higher Ethernet cross-over cable (4-pin/8-wire, short-length)
- For 1000BaseT: One Category 5e or higher Ethernet cross-over cable (4-pin/8-wire, short-length)

A Windows Vista/7/8/10 computer ("PC") with:

- CD/DVD drive, built in or attached
- Support for 100BaseTX or 1000BaseT

Note

- This procedure describes using one cross-over cable. Instead of using a cross-over cable, you may use two Ethernet cables and an isolated hub/switch. (Do not connect any other devices to the hub/switch. Do not put the hub/switch on the LAN. Do not use the hub's optical port or uplink switch.)
- If the print engine is 230V, use shielded network cables.

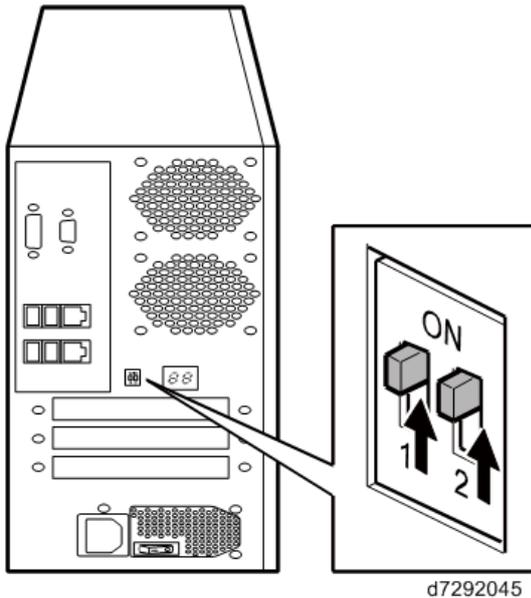
Installation Procedure

- 1.** Print the Configuration Page [Link to [Printing the Configuration Page or Test Sheets](#)].
- 2.** If possible, back up the system settings with the Backup/Restore feature [Link to [Backing Up/Restoring the System Configuration and Selected Settings Only](#)].
- 3.** Perform the shut down procedure from the copier operation panel [Link to [Shutting Down the E-24B Only](#)].
- 4.** When the E-24B power is down (that is when the diagnostic LEDs are off), turn the main power switch of the E-24B to OFF.
- 5.** Disconnect all cables from the E-24B connector panel.
- 6.** Connect the Ethernet cross-over cable to the LAN port and to the Windows Vista/7/8/10 PC.
- 7.** Turn ON the PC and do the following procedure:
 - Close all software applications.
 - Stop all File Transfer Protocol (FTP) and Trivial FileTransfer Protocol (TFTP) services.
 - Disable all anti-virus and anti-spyware programs.
 - Make sure that the PC is configured to obtain its IP address automatically (DHCP).
 - Remove any network cables between the PC and the customer network.
 - Disable all wireless network connections.
 - It is also recommended to disable the network adapter(s) on the client PC that will not be used for the connection to the E-24B in the following steps. (For the procedure on how to disable/enable the network adapter, refer to the Windows help.)
 - Turn off the Windows Firewall.
 - Disable all power-save and hibernation settings.
- 8.** Insert the system software DVD into the PC's CD/DVD drive.
- 9.** Navigate to the CD/DVD drive and click the icon for the Installer.vbs file, if it does not start automatically.

- 10.** Click Next at the Welcome screen. Read the Software License Agreement and click the "I Agree" checkbox if you wish to continue the installation process, then click Next.
- 11.** At the Connection Type screen, make sure Ethernet is selected. Click Next to advance to the Confirmation screen.
- 12.** Set the E-24B service switches to the service mode position: ON.

Note

- Ignore the steps shown on the PC screen because they may be confusing at this stage of the procedure. Please continue to follow the steps of this procedure.



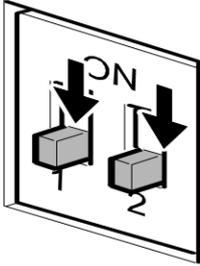
- 13.** Turn the main power switch of the E-24B to ON, then press and release the soft power push button on the front of the E-24B.
- 14.** Wait 10 seconds, then click Next on the PC screen.
- 15.** At the Installation screen, click Next to start the installation. Wait while the files are copied and installed.
 - The progress is slow at first.
For most computers, you must wait 10-15 minutes. Do not click Cancel.
 - **If you do click Cancel:** Click **Finish** then turn the main power switch of the E-24B to OFF. Wait 10 seconds, and then repeat this procedure from the beginning. If the installation terminates abnormally, you may need to reboot the PC also.

Note

- If Windows detects more than one NIC card in the PC, Windows will prompt you to choose the NIC card that is connected to the E-24B. The NIC card to choose may be a card that is associated with IP Address 0.0.0.0.
- 16.** When “Please Insert Disk 2 and Press OK to Continue.” appears, remove the System Software DVD, insert the User Software DVD, and then click OK.
 - 17.** Click Next when installation is completed. Installation will take approximately 5 minutes.
 - 18.** Click Exit and close the installer
 - 19.** Turn the main power switch of the E-24B to OFF.

4. System Maintenance

- 20.** Set the service switches in the normal position (not ON).



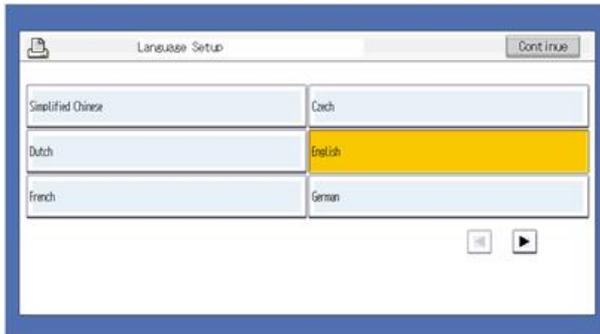
g815r021

- 21.** Disconnect the cross-over cable from the LAN port and the Windows Vista/7/8/10 PC.
- 22.** Return all the settings made on the PC in Step 7 and reconnect all cables that you removed earlier from the E-24B rear panel.
- 23.** Turn ON the copier main power switch.
- 24.** Turn the main power switch on the E-24B rear panel to ON.
- 25.** Press and release the soft power push button on the front panel of the E-24B.
- 26.** Wait for 10-15 minutes. When the diagnostic LEDs remain at '00', go to the copier operation panel and press the Home button.

Note

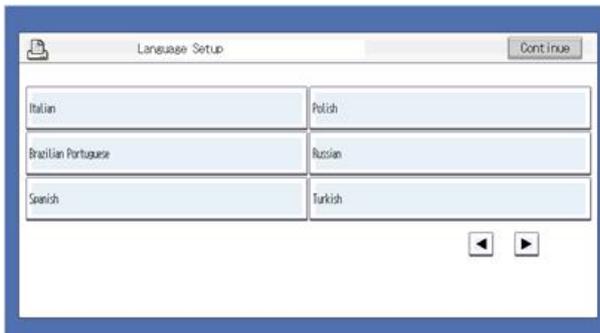
- During the 10-15 minutes, the diagnostic LED may remain displaying 'FF' for several times, but this does not indicate an error.

- 27.** Touch the Fiery icon. "Please Wait!" may be shown on the copier operation panel for a while.
- 28.** Within a few minutes, the language selection screen is shown. (If this screen is not shown, then press the Home button on the operation panel of the copier and then touch the Fiery icon again.)
- 29.** Select the desired language, and touch "Continue".
- Simplified Chinese
 - Czech
 - Dutch
 - English
 - French
 - German
 - Italian
 - Polish
 - Brazilian Portuguese
 - Russian
 - Spanish
 - Turkish
 - Korean
 - Traditional Chinese



d3bna0004

If the desired language is not displayed, switch screens using the ◀ ▶ buttons.



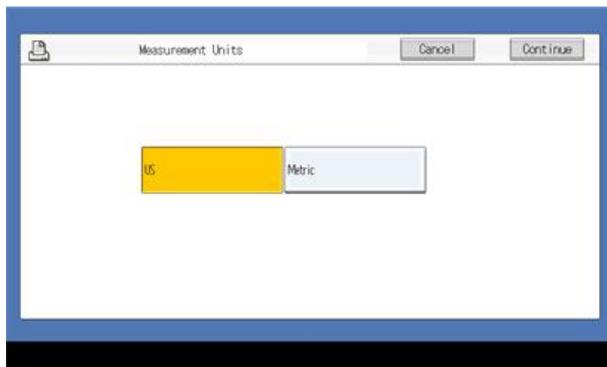
d3cda0008

The default settings for the E-24B depend on the language selection as follows:

		Selected Language & Measurement Unit	
		English - US	English - Metric / Simplified Chinese / Czech / Dutch / French / German / Italian / Polish / Brazilian Portuguese / Russian / Spanish / Turkish / Korean / Traditional Chinese
PS Setting	Default Paper Sizes	US	Metric
PCL Setting	Paper Size	Letter	A4
	Paper Size System Pages	US	Metric

If you selected "**English**" at the language selection screen, you are prompted to select the Measurement Unit. Select either "**US**" or "**Metric**", and then touch "**Continue**".

4. System Maintenance



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- 30.** The system will reboot. Press the Home button on the copier operation panel and wait for 5-10 minutes until the Fiery icon appears on the Home screen.

Note

- During the 5-10 minutes, the diagnostic LED may remain displaying 'FF' for several times, but this does not indicate an error.

- 31.** Touch the Fiery icon and wait about a few minutes until the Fiery menu screen appears.

- 32.** Press the Fiery tab to access Setup, and press Setup at the Fiery menu screen.

- 33.** You are asked to enter the administrator password. (The default password is "Fiery.1".)

- 34.** Input the customer's settings from the Configuration pages that you printed earlier. If there exists some backup file created from the same E-24B unit, restore it after the network configuration is completed. [Link to [Backup/Restore](#)]

Note

- Ask the site administrator for the other settings that are not on the Configuration pages, You must reboot the E-24B to apply the settings. For more information, see the "Configuration and Setup" manual ([変換できませんでした\(ulink\)_http://help.efi.com/ricoh/docs/_](#) ★).

- 35.** If you have been given any patches (system update files) for the version of system software you have just installed, install the patches now. See the instructions provided with each patch.

Installing System Software Using a USB Flash Drive

Preparation

To prepare a USB flash drive, which is bootable and includes system software, the following items should be prepared:

- E-24B System Software DVD
- E-24B User Software DVD
- USB Setup Tool program Ver. 2.0.25 or later
- USB 3.0 or 2.0 flash drive, at least 16 GB capacity (Max. 32GB)

Note

- It is recommended to prepare a USB 3.0 flash drive for this model when installing the system from a USB flash drive. The system software size of the E-24B has been increased from previous Fiery

embedded type controllers.

Time required for installation (file transfer phase):

USB 3.0

USB2.0

E-24B (This model)

About 10 minutes

About 20 minutes

E-22B (Previous model)

Not supported

About 10 minutes

- Note: If a USB 3.0 flash drive is unintentionally attached to the USB 2.0 port, the time required will be the same as for a USB 2.0 flash drive.
- Windows 7/8/10 computer ("PC") with:
 - DVD drive, built-in or attached
A DVD drive is not required if image files (*.ISO) of the system software and user software are provided.
 - Minimum 500MB of available memory.
If preparing from the image files (*.ISO), an additional 8GB memory is required (internal or external disk)
 - USB port (support for USB 2.0 or later is recommended)

↓ Note

- USB1.x can also be used, but it will take more time to copy the system software.

Installation Procedure

1. Install the USB Setup Tool application on the PC, if is not already installed.

1. Download the USB Setup Tool from the firmware download site and extract it.
2. Double-click the Fiery_USBSetupTool.exe to start the installer.
3. When the setup wizard is launched, click Next.
4. Accept the terms of the license agreement and then click Next.

Wait while the installer verifies the installation requirements.

↓ Note

- If the PC does not already have .Net framework installed, click Accept to accept the terms of the license agreement that appears on the screen. Wait up to 10 minutes as the .Net framework files are installed.
5. At the next screen, accept or change the destination location, and then click Next.
 6. When prompted, click Install to begin the installation.
Wait while the application is installed on the PC.
 7. At the InstallShield Wizard Complete screen, click Finish.

4. System Maintenance

Note

- The version information is displayed on the top-right corner of the Fiery USB Setup Tool main window. More information about the Fiery USB Setup Tool version can be found in Control Panel > Add or Remove Programs. In Windows 7, click Control Panel > Programs and Features.

2. Prepare a bootable USB flash drive with system software included.

1. Start the USB Setup Tool application by clicking Start and choosing All Programs > EFI > Fiery USB Setup Tool.
2. Attach the USB flash drive to the PC. All data on the USB flash drive is lost when the drive is reformatted during the preparation procedure. Make sure that no valuable data resides on the USB flash drive.
3. Insert the System Software DVD into the media drive of the PC. (If you have image files of the system software and user software (*.ISO), skip this step.)
4. Drag the system software contents and drop it onto the Fiery USB Setup Tool window in the following way.
 - A. If preparing with the System Software DVD:
Open My Computer and select the DVD drive (for example, DVD-RW drive E:), and drag and drop the drive onto the Fiery USB Setup Tool window.
 - B. If preparing with the image file (*.ISO) of the system software.
From the Windows Explorer, select the image (*.ISO) file, drag and drop the file onto the Fiery USB Setup Tool window.
5. When you are prompted "Please drag and drop the next ISO/folder/DVD", repeat step 4 with the User Software DVD or User Software image file (*.ISO).
6. On the Disk Info screen, confirm the Fiery Product and Fiery Version are shown as desired. Then, select the drive letter for the USB flash drive, and click Next.

The USB will be formatted in a special way, and then data on the DVD (or image file) will be transferred to the USB flash drive.

Note

- If preparing with the System Software DVD, insert DVD 1 when prompted by the message. Insert DVD 2 at the similar message that will appear approximately 5 minutes after inserting DVD 1.

The progress bar and time remaining show that the files are being copied. Copying the file usually takes 15-20 minutes, but may take considerably longer depending on your PC, USB version (3.0/2.0) and the specifications of the USB flash drive (USB 3.0/2.0). It may take an extra 1-3 minutes to complete even after the progress bar reaches 100%. Do not cancel.

7. When a message appears indicating that the USB flash drive is prepared, click Close to exit the Fiery USB Setup Tool.
8. Remove the USB flash drive in a safe way from the PC.
(For example, with Windows 7, use "Safely Remove Hardware and Eject Media" menu.)

⚠ CAUTION

- Do not leave the prepared USB flash drive attached to the PC. If the drive is still attached when the PC starts up or reboots, system corruption may result.

9. If needed, remove the DVD from the media drive of the PC.

10. Label the prepared USB flash drive with identifying information.

3. Turn ON the copier and the E-24B and print the configuration page.

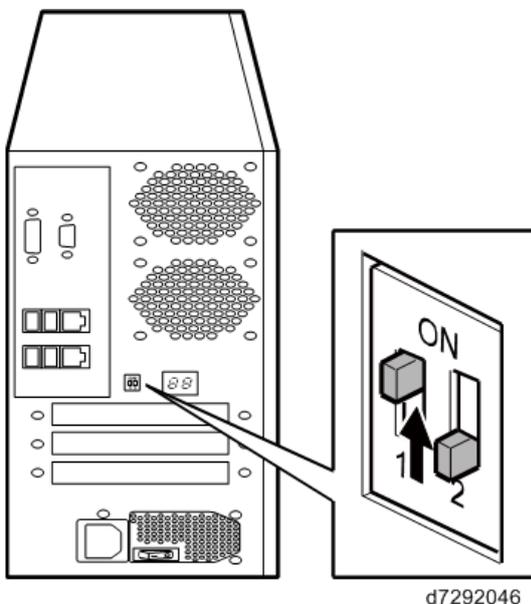
4. If possible, back up the system settings to a configuration settings file with the backup feature [[Link to Backing Up/Restoring the System Configuration and Selected Settings Only](#)].

5. Perform the shut down procedure from the copier operation panel [[Link to Shutting Down the E-24B Only](#)].

6. When the E-24B power is down (that is when the diagnostic LEDs are off), turn the main power switch of the E-24B to OFF.

7. Disconnect all cables from the E-24B connector panel.

8. Set the E-24B service switches as shown below. ("1" ON, "2" OFF)

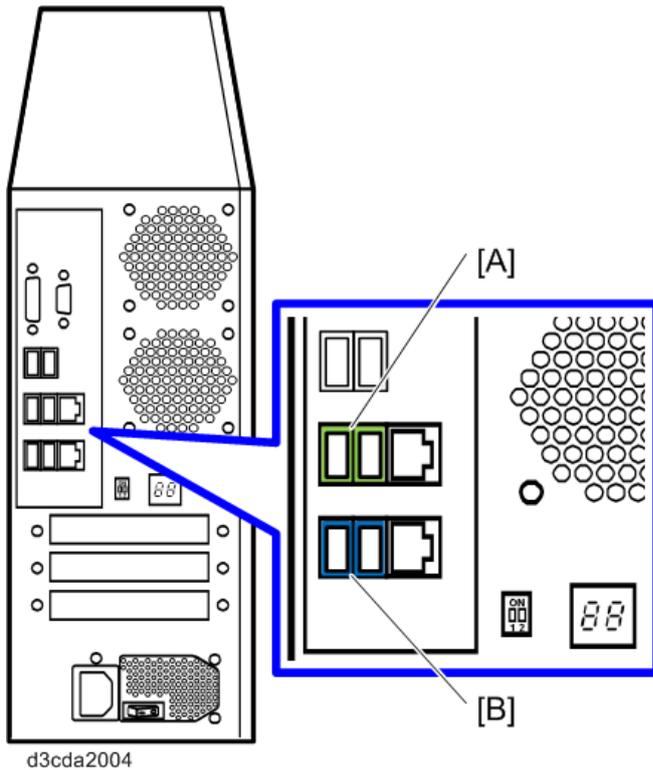


9. Attach the prepared USB flash drive to one of the USB ports on the E-24B.

Note

- If dust covers are attached to the USB Type A ports, remove one dust cover using needle-nosed pliers.
- When using a USB 3.0 flash drive, make sure to attach the USB flash drive to one of the USB 3.0 ports, which are located on the rear of the E-24B. Otherwise installation time will take considerably longer than expected.

4. System Maintenance



[A] USB 2.0 ports

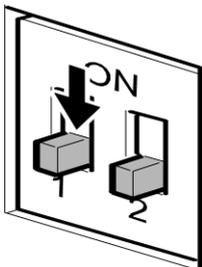
[B] USB 3.0 ports

- 10.** Turn the main power switch of the E-24B to ON, then press and release the soft power push button on the front of the E-24B and wait until installation is complete. (The E-24B shuts down automatically after installation is complete.)

The diagnostic LEDs increment quickly to initialize, then the diagnostic LEDs display C1, C2, C3 continuously, showing that installation (file transfer phase) is under progress.

Installation (file transfer phase) takes approximately 10 minutes. The LED on the USB flash drive should show that files are being transferred.

- 11.** Turn the main power switch of the E-24B to OFF and remove the USB flash drive from the E-24B.
- 12.** Reconnect all cables that you removed earlier from the E-24B rear panel.
- 13.** Set the service switches in the normal position. (Not ON)



- 14.** Turn ON the copier main power switch.
- 15.** Turn the main power switch on the E-24B rear panel to ON.
- 16.** Press and release the soft power push button on the front panel of the E-24B.

17. Wait for about 10-15 minutes. When the diagnostic LEDs remain at '00', go to the copier operation panel and press the Home button.

Note

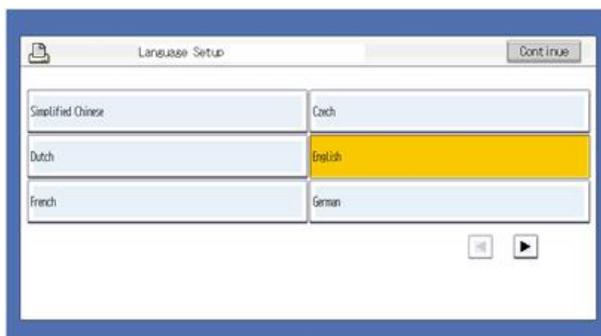
- During the 10-15 minutes, the diagnostic LED may remain displaying 'FF' for several times, but this does not indicate an error.

18. Touch the Fiery icon. "Please Wait!" may be shown on the copier operation panel for a while.

19. Within a few minutes, the language selection screen is shown. (If this screen is not shown, then press the Home button on the operation panel of the copier and then touch the Fiery icon again.)

20. Select the desired language, and touch "Continue".

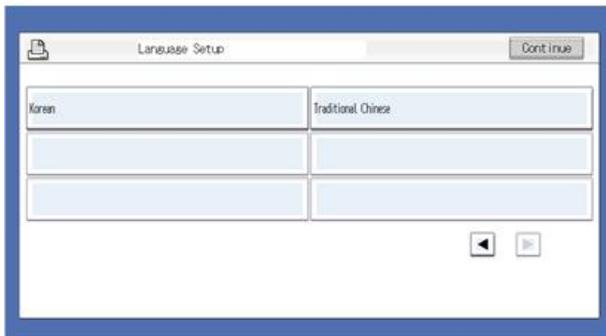
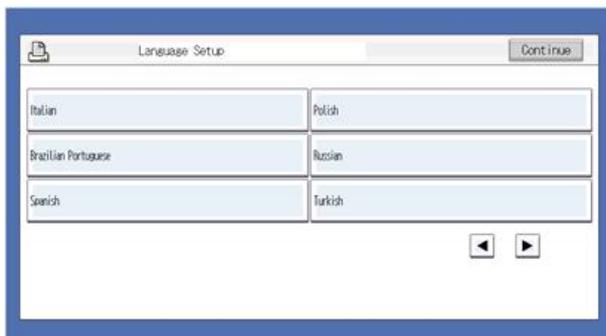
- Simplified Chinese
- Czech
- Dutch
- English
- French
- German
- Italian
- Polish
- Brazilian Portuguese
- Russian
- Spanish
- Turkish
- Korean
- Traditional Chinese



d3bna0004

If the desired language is not displayed, switch screens using the ◀ ▶ buttons.

4. System Maintenance

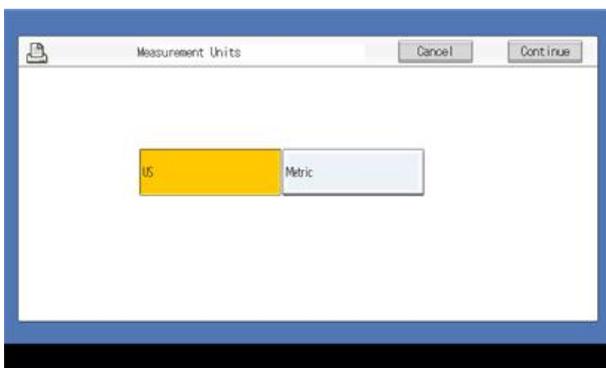


d3cda0008

The default settings for the E-24B depend on the language selection as follows:

		Selected Language & Measurement Unit	
		English - US	English - Metric / Simplified Chinese / Czech / Dutch / French / German / Italian / Polish / Brazilian Portuguese / Russian / Spanish / Turkish / Korean / Traditional Chinese
PS Setting	Default Paper Sizes	US	Metric
PCL Setting	Paper Size	Letter	A4
	Paper Size System Pages	US	Metric

If you selected "**English**" at the language selection screen, you are prompted to select the Measurement Unit. Select either "**US**" or "**Metric**", and then touch "**Continue**".



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21. The system will reboot. Press the Home button on the copier operation panel and wait for 5-10 minutes until

the Fiery icon appears on the Home screen.

Note

- During the 5-10 minutes, the diagnostic LED may remain displaying 'FF' for several times, but this does not indicate an error.

22. Touch the Fiery icon and wait about a few minutes until the Fiery menu screen appears.

23. Press the Fiery tab to access Setup, and press Setup at the Fiery menu screen.

24. You are asked to enter the administrator password. (The default password is "Fiery.1".)

25. Input the customer's settings from the Configuration pages that you printed earlier. If there exists some backup file created from the same E-24B unit, restore it after the network configuration is completed. [Link to [Backup/Restore](#)]

Note

- Ask the site administrator for the other settings that are not on the Configuration pages. You must reboot the E-24B to apply the settings. For more information, see the "Configuration and Setup" manual ([変換できませんでした\(ulink\)_http://help.efi.com/ricoh/docs/_](#) ★).

26. If you have been any patches (system update files) for the version of system software you have just installed, installed the patches now. See the instructions provided with each patch.

Patch Installation Procedure

When a software bug is found and fixed, or a new feature is added, a patch file (*.ps file) may be additionally released.

There are two ways to update the system with the patch files as below:

- Using the System Updates (Automatic Update) feature.
- Applying the patches manually.

Enabling the System Updates

With the "System Updates" feature, the following things are possible.

- Patches are downloaded and applied to the controller automatically at the scheduled date and time when the controller is connected to the internet.
- The controller checks for and downloads only the items that have not been applied yet. (There is no need to manually search for unapplied patches.)
- This feature automatically checks for prerequisite patches. (There is no need to determine the patch installation order.)

Notes and limitations:

- The default setting is disabled.
The feature can be enabled from the Configure menu by the site administrator.
- System Updates works only periodically on a schedule basis, for example, every day or every week, and works silently in the background (full automatic).
- Time can be set on an hourly basis only.
It is not possible to set the feature to work immediately.
- For the following reasons, it is recommended to schedule the updates when the controller will not be in use, for example, at midnight and during weekends.
 - During the installation process, the controller will be automatically rebooted one or more time(s).
 - Printing/scanning is not possible during System Updates.
 - There are no notifications of start and completion of System Updates.
 - If the controller is rebooted manually by a user during System Updates, the system software will corrupt.
- There is no method to check the System Updates results.
- If "Start page" is set to ON, the page will be printed when the controller is started by the user. However, it will also be printed when the controller automatically reboots during System Updates.

- Patch installations performed by System Updates are logged in the Job Log as below.

Status	Document	User	Notes 01
OK	PS Test Page	Guest	
Canceled	Configuration	Guest	
OK	Configuration	Guest	
OK	Startup	Administrator	
OK	TEST_000.ps	System_Update	
OK	TEST_000.ps	System_Update	
OK	TEST_000.ps	System_Update	
OK	Startup	Administrator	
OK	TEST_000.ps	System_Update	
OK	TEST_000.ps	System_Update	
OK	Startup	Administrator	
OK	Startup	Administrator	
OK	Configuration	Guest	

d3bna0014

Note

- The following URL allows you to access the Update Server to view all available updates for E-24B.
★変換できませんでした
(ulink)_https://liveupdate.efi.com/webupdater/default.aspx?sid=6747a6724f0dc92898269368f5bd43d9EF956161.PPD_ ★
- Items marked with "Criticality: Critical" and "Criticality: Recommended" will be downloaded and applied automatically to the controller, when the System Updates feature is enabled. "Criticality: Optional" will not be applied via the System Updates feature.

Setup Procedure for Scheduled Automatic Updates

1. Make sure that the clock (date and time) of the controller is correctly set with the controller.
 - Date and time can be confirmed by printing a configuration sheet.
 - Date and time can be adjusted from Configure > Fiery Server > Regional Settings
2. Access the Configure menu. [Link to [Accessing Configure](#)]
3. Choose Configure > Fiery Server > System Updates.
4. Check "Enable System Updates".

System Updates

System updates allows the Fiery to automatically download and install updates.

Enable System Updates

Check Every:

Configure HTTP Proxy Settings to allow access to System Updates via the internet.

d3bna0015

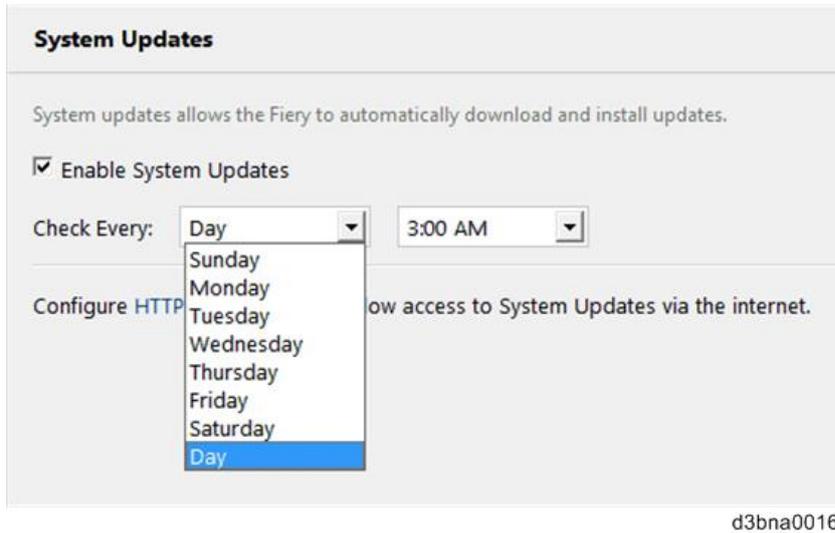
5. Select the desired day and time.
The interval can be set as daily or weekly.

4. System Maintenance

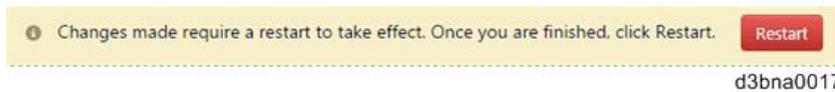
The default day and time settings are "Every Day" + "3:00AM".

Note

- Make sure to schedule the updates when the E-24B will not be in use. (Midnights or weekends, for example.)



6. When a proxy server is used for internet connection, click "HTTP proxy Settings" and set up information for the proxy server authentication.
7. Click Save.
8. Click Restart on the upper bar to make the changes take effect.



Manual Update Procedure

Patches are provided via the firmware download site.

The patch installation procedure may vary depending on the patch; the download destination queue or system rebooting procedure may be different.

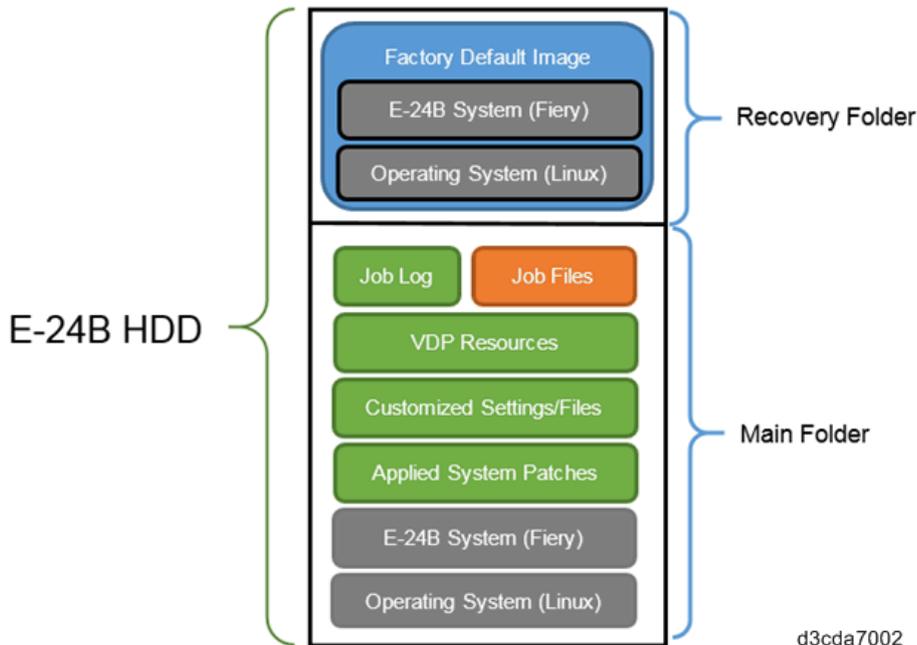
Some patches may require prerequisite patches.

Therefore, when you install a patch, make sure to carefully read the attached release note and follow the instructions.

Backup/Restore

Overview

In addition to the factory default image file stored on the E-24B HDD, you can create a separate backup to retrieve customized settings and job information. Backup can be created using Command WorkStation, WebTools (including Fiery System Restore), or Fiery Clone Tool.

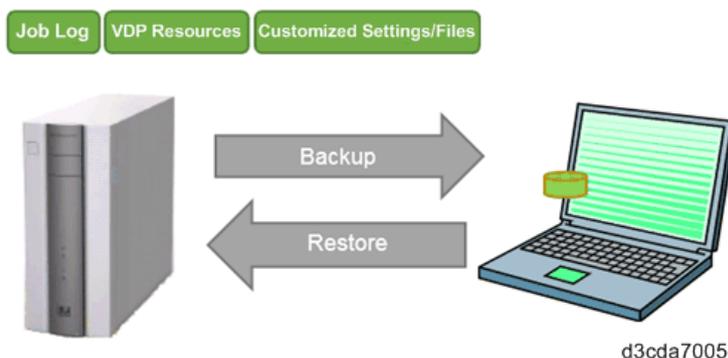


Marks used in this section:

User	<p>The procedure is also described in the user manual.</p> <p>The administrator at the customer site may operate this function from WebTools or Command WorkStation.</p>
CE	<p>For service technician only. The procedure requires service switch operation. The E-24B HDD will be reformatted before restoring the image file.</p>

1. Backing up/Restoring the System Settings and Selected Options Only User

You can backup/restore the system settings and the selected options with a single backup file from WebTools or Command WorkStation. [Link to [Backing Up/Restoring the System Configuration and Selected Settings Only](#)]



2. Backing up/Restoring the System Image File with Fiery System Restore

4. System Maintenance

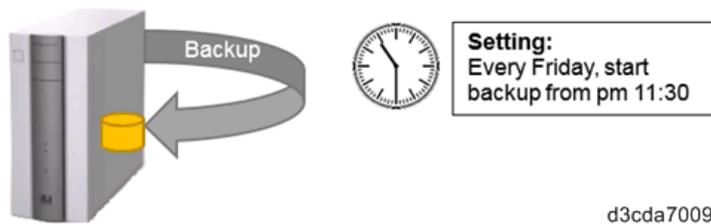
You can back up and restore the system image from WebTools.

Factory Default Image and bootable files	Customized System Image	Customized System Image and bootable files
<div style="border: 1px dashed black; padding: 5px; margin-bottom: 10px;">Bootable Files (optional)</div> <div style="border: 1px solid blue; padding: 5px; margin-bottom: 5px;">Factory Default Image</div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;">E-24B System (Fiery)</div> <div style="border: 1px solid gray; padding: 2px;">Operating System (Linux)</div> <p style="text-align: center;">d3cda7006</p>	<div style="border: 1px solid green; padding: 2px; margin-bottom: 5px;">Customized Settings/Files</div> <div style="border: 1px solid green; padding: 2px; margin-bottom: 5px;">Applied System Patches</div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;">E-24B System (Fiery)</div> <div style="border: 1px solid gray; padding: 2px;">Operating System (Linux)</div> <p style="text-align: center;">d3cda7007</p>	<div style="border: 1px dashed black; padding: 5px; margin-bottom: 10px;">Bootable Files (optional)</div> <div style="border: 1px solid blue; padding: 5px; margin-bottom: 5px;">Factory Default Image</div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;">E-24B System (Fiery)</div> <div style="border: 1px solid gray; padding: 2px;">Operating System (Linux)</div> <div style="border: 1px solid green; padding: 2px; margin-bottom: 5px;">Customized Settings/Files</div> <div style="border: 1px solid green; padding: 2px; margin-bottom: 5px;">Applied System Patches</div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;">E-24B System (Fiery)</div> <div style="border: 1px solid gray; padding: 2px;">Operating System (Linux)</div> <p style="text-align: center;">d3cda7008</p>

Schedule Automatic Backup [Link to [Scheduled Automatic Backups with Fiery System Restore](#)]

User

Periodically backs up the customized system image and stores it on the internal HDD at the scheduled date/time.



Backup

Backs up the current customized system image and stores on the internal HDD or external USB devices. You can also create a backup of the factory default image and store it on the internal HDD or external USB devices.

Creating a backup on the internal HDD [Link to [Backing Up the E-24B System with Fiery System Restore \(WebTools\)](#)]

User

- Customized System Image File



Creating a backup on USB devices via WebTools [Link to [Backing Up the E-24B System with Fiery System Restore \(WebTools\)](#)]

User

- Customized System Image File
- Factory Default Image File



Restore

Restores the backup of the custom system image file or the factory default image file created on the internal HDD or external USB devices.

Restoring a backup created on the internal HDD via WebTools [[Link to Restoring the E-24B System with Fiery System Restore \(WebTools\)](#)] User

- Customized System Image File
- Factory Default Image File



Restoring a backup created on a USB device via WebTools [[Link to Restoring the E-24B System with Fiery System Restore \(WebTools\)](#)] User

- Customized System Image File
- Factory Default Image File



Restoring a backup created on the internal HDD [[Link to Restoring the E-24B System Directly with a USB Device and Service Switch](#)] CE

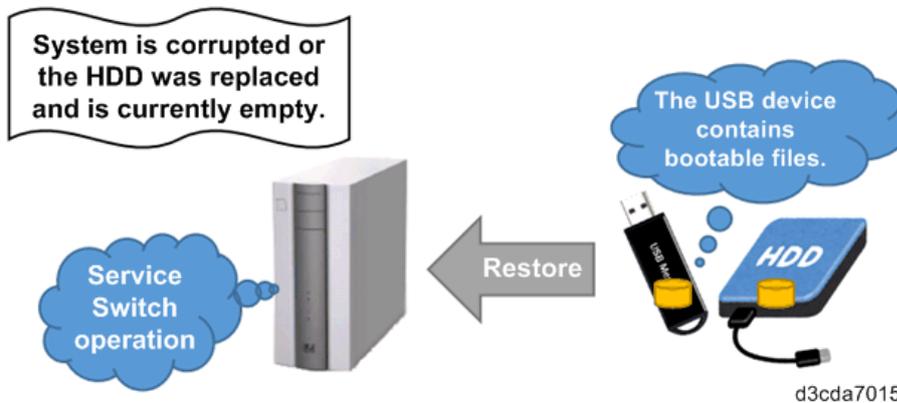
- Factory Default Image File

4. System Maintenance



Directly restoring a backup created on a bootable USB devices [Link to [Restoring the E-24B System Directly with a USB Device and Service Switch](#)] CE

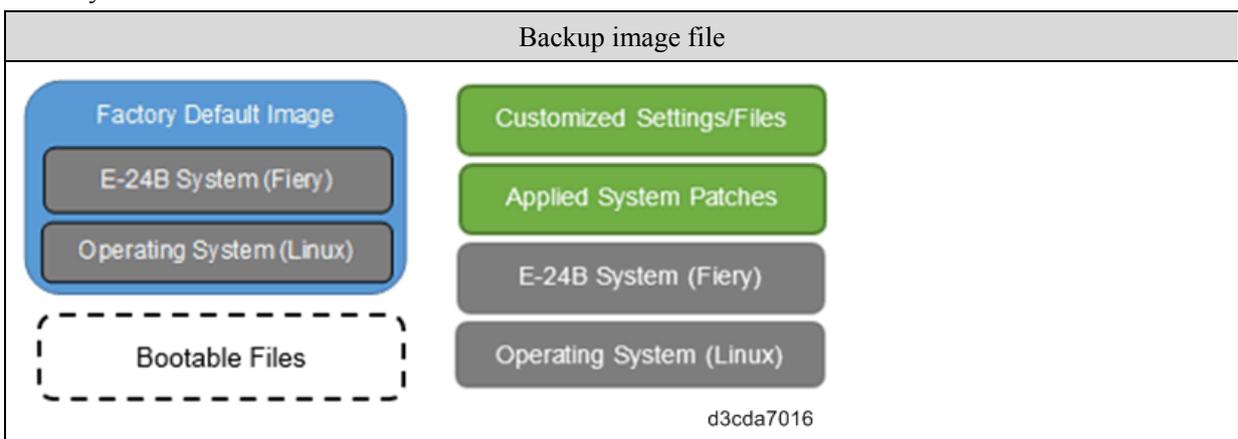
- Customized System Image File
- Factory Default Image File

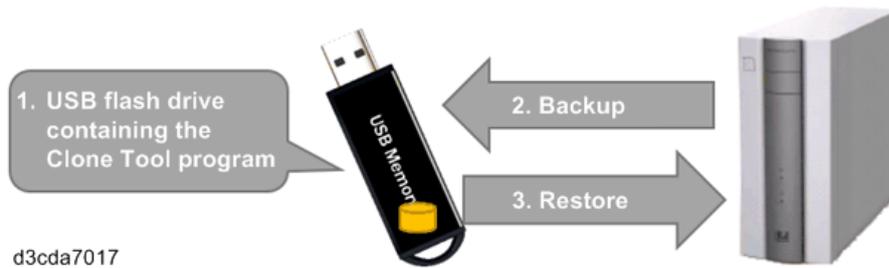


3. Backing up/Restoring the System Image File with Fiery Clone Tool [Link to [Backing Up/Restoring E-24B System with Fiery Clone Tools](#)] CE

Backs up the customized image file and the factory default image file and stores it on a USB flash drive.

When restored, the customized image file is written to the main folder and the factory default image to the recovery folder.





Recommended Backup Options for E-24B

★ Important

- When creating a backup of the system image, you have the option to create a bootable backup image on an external USB device. This is recommended, as the external USB device directly boots the E-24B, enabling recovery from crucial situations such as when the software has corrupted, HDD has been replaced and is currently empty, etc.
- Restoring the E-24B system image reformats the hard disk and overwrites any customizations and data created since the backup image was last created. All print jobs are lost when the system image is restored.

- 1.** After installing all system patches and configuring the E-24B according to the customer requirements, back up the customized E-24B system image onto an external USB device with the “create bootable files” option selected from the WebTools menu. [Link to [Backing Up the E-24B System with Fiery System Restore \(WebTools\)](#)]

⬇ Note

- Back up the configuration settings, as Fiery System Restore (WebTools) does not back up job logs and VDP/FreeForm resources. [Link to [Backing Up/Restoring the System Configuration and Selected Settings Only](#)]

A bootable image on an external device allows recovery in case the Fiery System Restore menu (WebTools) cannot be accessed due to system corruption or an empty HDD after replacement, etc. If the E-24B needs to be restored using a bootable image in such cases, the site administrator must contact service.

- 2.** Schedule a regular and automatic backup of the customized system image, which is created on the internal HDD. Only one backup image can be saved on the internal HDD. The previous image is overwritten whenever a new backup is created automatically or manually. [Link to [Scheduled Automatic Backups with Fiery System Restore](#)]

It is recommended to set up the **Automatic System Updates** [Link to [Enabling the System Updates](#)] and the **Automatic System Backups** [Link to [Scheduled Automatic Backups with Fiery System Restore](#)] as a set and schedule the backup at least two hours before the update. This ensures a recent back up is available in case software update causes any problems.

⬇ Note

- Both of these automatic features activate provided that the Fiery Service is running. Auto backup activates only when the E-24B is Idle.

- 3.** Ask the site administrator to back up the customized configuration settings as a separate standalone file, to

4. System Maintenance

enable restoration of the configuration settings without having to restore the entire system image. [[Link to Backing Up/Restoring the System Configuration and Selected Settings Only](#)] or Configuration and Setup Guide)

4. Optional: If you wish to capture recent changes to the system before the next scheduled backup and do not want to create a bootable backup, create a non-bootable backup of the customized E-24B system image on either the internal HDD (overwrites the latest scheduled backup) or on a USB device and restore with Fiery System Restore (WebTools). [[Link to Backing Up the E-24B System with Fiery System Restore \(WebTools\)](#)]

Backup/Restore Feature Comparison

Backup Method	Configure > Backup	Fiery System Restore (WebTools > HomeTab)			Fiery Clone Tool
		Automatic Backup ----- Backup > "Internal HDD"	Backup > USB > "Factory Image"	Backup > USB > "New Image"	
Operation	[Link to Backing Up/Restoring the System Configuration and Selected Settings Only]	[Link to Scheduled Automatic Backups with Fiery System Restore] [Link to Backing Up the E-24B System with Fiery System Restore (WebTools)]	[Link to Backing Up the E-24B System with Fiery System Restore (WebTools)]	[Link to Backing Up the E-24B System with Fiery System Restore (WebTools)]	[Link to Backing Up/Restoring E-24B System with Fiery Clone Tools]
Backup destination	Client PC	✓	-	-	-
	Internal HDD	-	✓	-	-
	USB Flash Drive	-	-	✓	✓
	External USB HDD	-	-	✓	✓
Jobs in the Queues	Jobs in the Queues	-	-	-	-
	Archived	-	-	-	-

Backup Method	Configure > Backup	Fiery System Restore (WebTools > HomeTab)			Fiery Clone Tool
		Automatic Backup ----- Backup > "Internal HDD"	Backup > USB > "Factory Image"	Backup > USB > "New Image"	
Backup items	Jobs				
	Job Logs	✓(*1)	-	-	-
	VDP Resources / FreeForm	✓(*1)	-	-	-
	Fiery System Settings	✓(*1)	✓	-	✓(*3)
	Color Settings	✓(*1)	✓	-	✓
	Scan Settings	✓(*1)	✓	-	✓
	Paper Catalog	✓(*1)	-	-	-
	Virtual Printers	✓(*1)	✓	-	✓
	Server Presets	✓(*1)	✓	-	✓
	Fonts	✓(*1)	✓	-	✓
	Operating System (Linux)	-	✓	✓	✓
	E-24B Software with System Patch(es) applied (*2)	-	✓	-	✓
	E-24B Software with	-	-	✓	✓

4.System Maintenance

Backup Method	Configure > Backup	Fiery System Restore (WebTools > HomeTab)			Fiery Clone Tool
		Automatic Backup ----- Backup > "Internal HDD"	Backup > USB > "Factory Image"	Backup > USB > "New Image"	
Factory Default Image					
Bootable Files (*3)	-	-	✓	✓(*1)	✓
Restore Method (*4)	A	B	B, C	B, C	D
Restore to another E-24B unit	*5	-	✓	Prohibited	Prohibited

*1: Optional

*2: When restored, timestamps that indicate the date/time the system patches were installed that appear on the configuration sheet will change to the date/time of the restoration. The original timestamp data will be deleted.

*3: When bootable files (option) are selected, the backed up files can be directly restored on a newly replaced empty HDD or on an HDD affected of the Fiery system.

*4: Available methods to restore the backup files:

(A) Command WorkStation/ Webtools > Configure > Restore

or Command WorkStation > General Tab > Tool > Restore [Link to [Restoring Backup Files](#)]

(B) Restoring the E-24B system with Fiery System Restore (WebTools) [Link to [Restoring the E-24B System with Fiery System Restore \(WebTools\)](#)]

(C) Restoring the E-24B system directly from the USB device with service switch [Link to [Restoring the E-24B System Directly with a USB Device and Service Switch](#)]

(D) Restoring the E-24B system with Fiery Clone Tool [Link to [Restore: Transferring Clone Image Files to E-24B](#)]

5: The backup reference file (.fbf) and Backup data file (*.DAT) are restored, however the following items are reset to default.

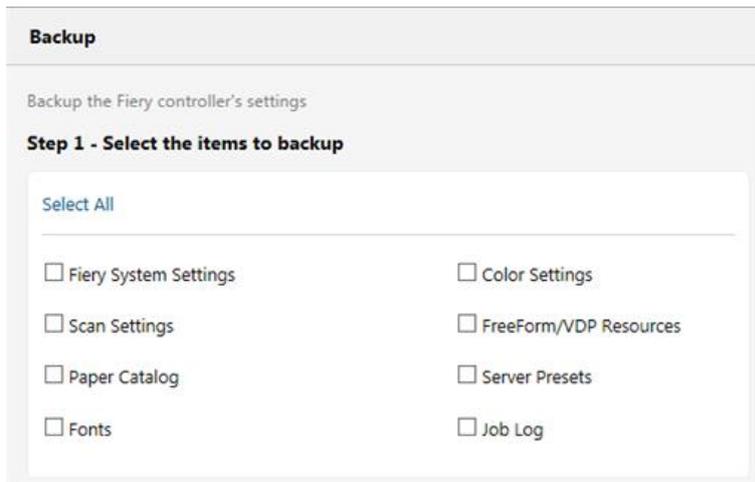
- All IPv4 and IPv6 Network settings
- WINS and DNS settings
- Server Name
- Server Domain

Backing Up/Restoring the System Configuration and Selected Settings Only

You can back up and restore the entire E-24B configuration or selected settings. Backing up the settings creates a configuration file containing the current settings. Restoring the settings does not require reinstallation of any software.

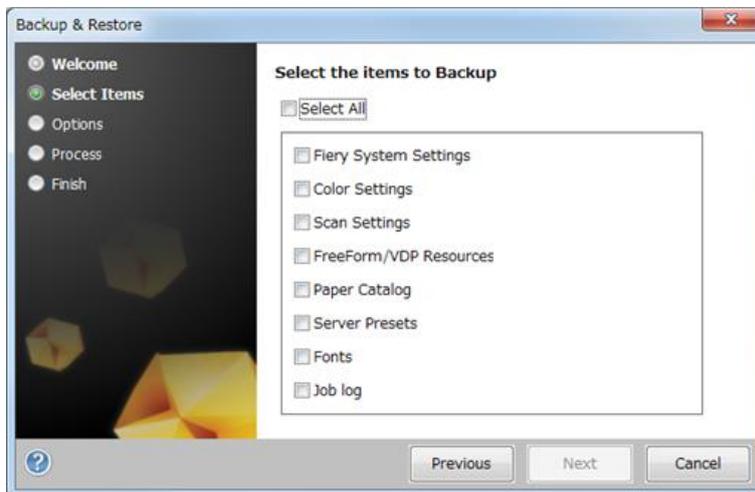
Accessing the Backup/Restore feature

- Either from Webtools or Command WorkStation, go to Configure > Fiery Server > Backup or Restore.



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- From Command WorkStation, go to Device Center tab > General > Tools > "Backup & Restore".



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The following is the procedure when starting from Configure.

Creating Backup Files

- 1.** Print a configuration sheet and confirm the date, time, and time zone are correct.
If not, correct the date and time. [Link to [Adjusting the System Date and Time](#)]
- 2.** Go to Configure. [Link to [Accessing Configure](#)]
- 3.** Choose Fiery Server.
- 4.** Click Backup.
- 5.** Select the items to backup.

4. System Maintenance

6. Specify the backup filename.

It is recommended to specify the "Add date to filename" option.

7. Click Backup.

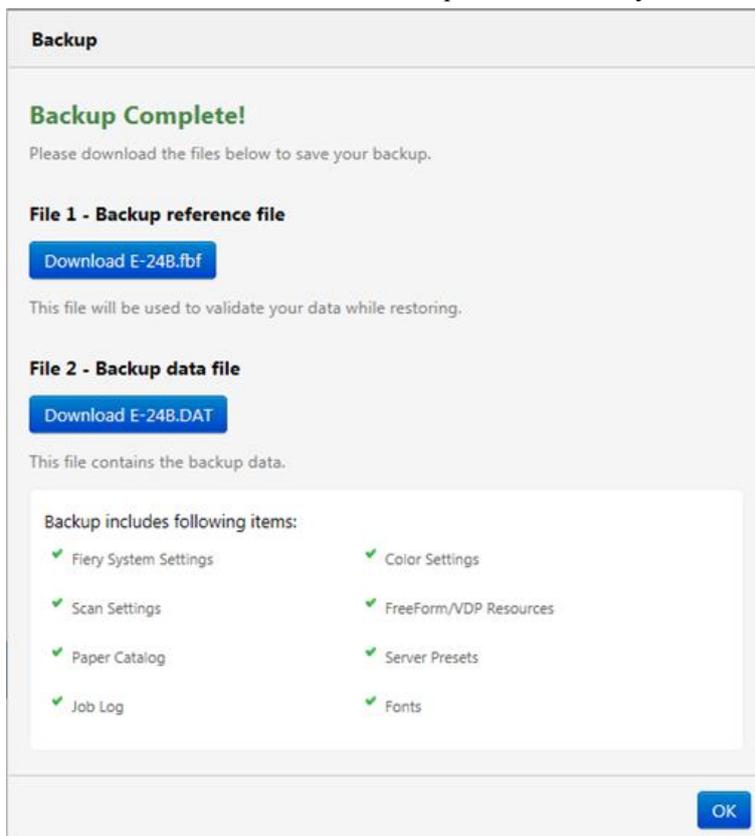


- Make sure that two files (*.fbf and *.DAT) are generated. Both files are required to restore the Fiery.

8. Backup will start. When completed, the following screen appears.

⚠ CAUTION

- Do not close this window or press OK before you download the two files.



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9. Download the Backup reference file (*.fbf) and Backup data file (*.DAT) by clicking the "Download" buttons and save them to the HDD on the client PC.

Restoring Backup Files

- 1.** Go to Configure. [Link to [Accessing Configure](#)]
- 2.** Choose Fiery Server.
- 3.** Click Restore.
- 4.** Select backup reference (*.fbf) file and backup data (*.DAT) file from your client PC, and click Next.
- 5.** Select the items to restore and click Restore.
- 6.** After a while, the following screen will appear. Click Reboot.

Backing Up/Restoring the E-24B System with Fiery System Restore

Fiery System Restore allows you to create a backup of the E-24B system from WebTools for quick recovery from problems. The E24B system includes the operating system, E-24B software, and the E-24B configuration settings.

- You can restore the E-24B either from image files stored on the internal HDD or on a USB device such as USB flash drive or USB HDD.
- Fiery System Restore also provides the scheduled automatic backup feature.

You must log in to the system as a system administrator to use the Fiery System Restore features.

Fiery System Restore

Fiery System Restore allows you to backup your Fiery server for quick recovery later. The Fiery server can be restored either from images stored on the local hard disk, or from a bootable USB drive.



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Note

- The storage capacity required for a backup image varies depending on the system. Check the field “Estimated Size” displayed in the dialog box “Create USB Backup” by selecting WebTools Home > Create Backup.

Items to Prepare:

To create a backup of the image file of the system on an external USB storage device, prepare one of the following:

	USB Flash Drive	USB HDD
Factory Default (bootable)	Min: 8GB Max: 64GB	Min: 80GB Max: 2TB
New Image (bootable)	Min: 16GB Max: 64GB	Min: 80GB Max: 2TB
New Image (non-bootable)	Min: 8GB Max: 256GB	Min: 80GB Max: 2TB

For the fastest backup, use a USB 3.0 device and connect it to the USB 3.0 port on the E-24B.

Scheduled Automatic Backups with Fiery System Restore

To minimize the impact on the E-24B performance, schedule the backups so that it is run when the E-24B is Idle. The files from the automatic backup are saved on the internal HDD and can be accessed only through Fiery System Restore. Only one automatic backup file is retained (each new automatic backup overwrites the previous backup.).

Note

- Ensure that the E-24B remains powered up during the scheduled backup times, allowing enough time for the backup to complete.

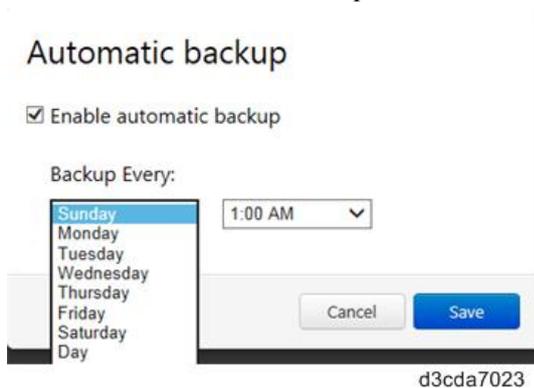
1. Enter the IP address of the E-24B into the web browser.

4. System Maintenance

2. Confirm the E-24B is in Idle.
3. From the Home tab in WebTools, select Schedule Automatic Backup under Fiery System Restore.



4. If you are prompted to log in, enter "admin" in the first line, and then the password (Default password is "Fiery.1").
5. Select Enable automatic backup.



6. Select the desired day and time for the backup and click Save.

Note

- Make sure to schedule the backups when the E-24B will not be in use, for example, midnights and weekends. If the system updates is enabled and scheduled, make sure to schedule the system backups at least two hours before the system updates.

Backing Up the E-24B System with Fiery System Restore (WebTools)

Important

- It is recommended to save the system backup on an external USB device. This ensures that the backup image is available even if the E-24B HDD fails.
- If you create a system backup with the "create bootable images" option selected, the Fiery System Restore automatically reads the USB devices as a bootable (*1) drive. The USB device will be formatted (FAT32) and any existing data on the device will be deleted.
*1: Bootable means that the E-24B can boot or start up from the USB drive. This is essential for recovery in case of a system corruption or failure or if the HDD has been replaced and is currently empty.

Note

- When creating a backup on the internal HDD, only one backup is retained, as every new backup overwrites the previous backup. Also, automatic scheduled backup overwrites manually created backup.

1. If you wish to create the backup on a USB device, connect the USB device to the port on the E-24B. For faster backup, it is recommended to use USB 3.0.
2. Enter the IP address of the E-24B into a web browser.

3. Confirm the E-24B is in Idle.
4. From the Home tab in WebTools, select Create Backup under Fiery System Restore.
5. If you are prompted to login, enter "admin" in the first line and then the password. (Default password is "Fiery.1".)
6. Select the backup destination (USB or Internal hard drive).
7. For backup on the USB device, select the desired options and click Continue.

Create USB Backup

Creating recovery media on a USB drive:

Please ensure one USB drive is connected.

New image

This image is used to restore the Fiery server to the current state.

Estimated size: 11GB

Fiery factory image

This image is used to restore the Fiery server to the factory default settings.

Estimated size: 5GB

Note: These images can be used for any Fiery server of the same model and type.

Create bootable image

Bootable means that the Fiery server can boot or startup from this drive. This is essential for recovery in case of a system corruption or failure, or a new hard disk is detected.



- To create a bootable image with all the factory default versions of software and settings, select **Fiery factory image**. Fiery System Restore automatically creates the factory image as bootable image. (Non-bootable factory image cannot be created with the Fiery System Restore feature.)
 - To create a bootable customized image, select **New image** with the "**create bootable image**" option checked. This creates a bootable image that contains the current software updates and settings, including any customizations made to the E-24B configuration.
 - To create a non-bootable customized image, select **New image**. This creates a non-bootable image that contains the current software updates and settings, including any customizations made to the E-24B configuration.
8. Follow the on-screen prompts to complete the backup.
For a backup using USB 3.0, it will take 10-20 minutes to complete the backup. When the backup is complete, the E-24B will automatically reboot and enter Idle.

Restoring the E-24B System with Fiery System Restore (WebTools)

★ Important

- If the HDD does not boot, the system must be restored with a bootable backup. If it becomes necessary to restore the E-24B with a bootable image, the site administrator must contact the service representative as mentioned in the User manual (Configuration and Setup guide).
- The User manual also recommends site administrators to ask technical support in advance if the

4. System Maintenance

restoration will be necessary.

- This procedure overwrites all data, customizations and software updates applied to the E-24B including any backup images stored locally. Restoring a factory default image will delete all data.
- A customized image can only be restored to the same E-24B unit from which it was created.

- 1.** Connect the external USB device containing the image to the port on the E-24B.
- 2.** From the Home tab in WebTools, select Restore under Fiery System Restore.
- 3.** If you are prompted to login, enter "admin" in the first line, and then the password (Default password is "Fiery.1".)
- 4.** Select the location of the backup file to restore.

Restore options

Restore the Fiery using one of the following backup images:

- Restore from a local image**
Restore the Fiery server from a backup image on the internal hard drive.
- Restore from a USB storage device**
Restore the Fiery server from a backup image on the connected USB storage device.
- Restore from the factory default image**
Restore the Fiery server to its original state.



Note

- If there is no backup created on the internal HDD, Restore from local image will not appear on the list.
- If more than one backup files exists on the USB device, you will be prompted to choose either file after you click Continue.

- 5.** Follow the on-screen prompts to complete the restoration.
For restoration using USB 3.0, it will take 10-20 minutes to complete the restoration. When the restoration is complete, the E-24B will automatically reboot and enter Idle.
- 6.** Optional: After restoring the E-24B, run System Updates to ensure the latest E-24B software version is installed.
- 7.** Optional: If a backup of the configuration settings is available, restore the configuration settings as described in this document. [Link to [Restoring Backup Files](#)]
This can be useful if the configuration backup is more current than the system image backup (for example, when restored to the factory default) or if the configuration backup includes the job log and VDP/FreeForm Resources.

Restoring the E-24B System Directly with a USB Device and Service Switch

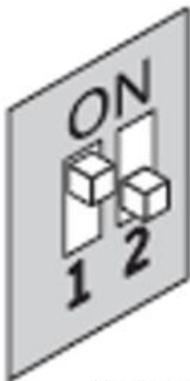
If a backup was created with Fiery System Restore in the following method, the backup contained in the USB

device can be restored directly with the USB device and the service switch on the E-24B. This will be useful when having to recover from a system corruption or failure, or if the HDD had been replaced and is currently empty.

Note

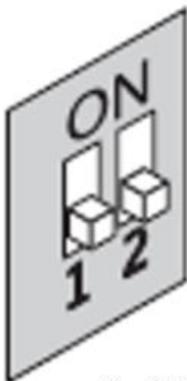
- If more than one customized backup files are included in the USB device, the newer one will be restored.
- The following procedure is applicable only if the backup was created on a USB device with the “create bootable image” option selected.

- 1.** Perform the shut down procedure from the copier operation panel [Link to [Shutting Down the E-24B Only](#)].
- 2.** When the E-24B power is down (that is when the diagnostic LEDs are off), turn the main power switch of the E-24B to OFF.
- 3.** Set the E-24B service switches as shown below. (“1” ON, “2” OFF)



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- 4.** Connect the USB device to a port on the E-24B.
For the fastest restoration, use a USB 3.0 flash drive. Make sure to connect the flash drive to the USB 3.0 port at the rear side of the E-24B.
- 5.** Turn the main power switch of the E-24B to ON, then press and release the soft power push button on the front of the E-24B.
- 6.** Allow the E-24B to boot from the USB device.
- 7.** Wait until the diagnostic LEDs on the rear panel of the E-24B flash “AA” then “00” repeatedly to indicate ready status.
- 8.** Set the service switches to the following position. (“1”OFF, “2” OFF)



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- The diagnostic LEDs display "C0" to indicate that the E-24B is ready to be restored.

4. System Maintenance

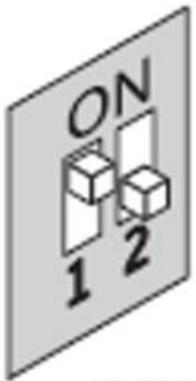
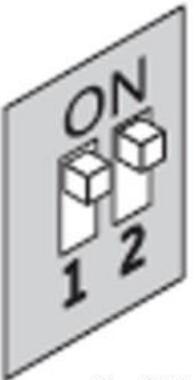
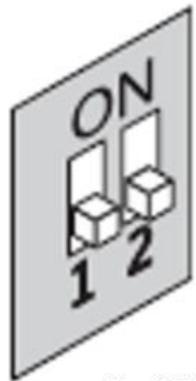
- After setting the service switch positions, you have 10 seconds to revert to ready status (service switch back to "1": ON, "2": OFF) before Fiery Clone Tool begins restoring the image file.
- 9.** Wait for the program on the USB device to format the E-24B HDD and restore the image file.
 - The diagnostic LEDs circulate "C1, C2, C3" to indicate format and restore is in progress.
 - When restore process is complete, the diagnostic LEDs flash "CC", then "00" in one second intervals and repeats to indicate completion status.
 - If an error occurs during the restore process, the diagnostic LEDs flash "EE", then the error code in half-second intervals. [Link to [LED Error Codes Related To the Fiery Clone Tools / Fiery System Restore](#)]
 - 10.** Remove the USB device from the USB port.
 - 11.** Press and release the power switch on the front panel of E-24B.
E-24B will automatically enter the shutdown procedure.
 - 12.** When the E-24B power is down (that is when the diagnostic LEDs are off), turn the main power switch of the E-24B to OFF.
 - 13.** Reboot the E-24B.
 - 14.** Optional: After restoring the E-24B, run System Updates to ensure the latest E-24B software version is installed.
 - 15.** Optional: If a backup of the configuration settings is available, restore the configuration settings as described in this document [Link to [Restoring Backup Files](#)]
This can be useful if the configuration backup is more current than the system image backup (for example, when restored to the factory default) or if the configuration backup includes the job log and VDP/FreeForm Resources.

Backing Up/Restoring E-24B System with Fiery Clone Tools

The Fiery Clone Tool allows you to clone the entire Fiery system to an image file and save it in a folder on a USB flash drive connected to the E-24B. You can restore the image file to the same E-24B (with same key chip) in order to restore the system to a previous configuration.

The Fiery Clone Tool functions with the service switches and the diagnostic LEDs of the rear panel of the E-24B to communicate the status, error, progress and actions required. The service switches are used to apply an action. The diagnostic LEDs flash codes in one second intervals to prompt required actions and to indicate progress and completion of a process, and in half-second intervals to indicate error statuses.

Service switch position	LED status code	Description
Boot	AA, 00	<ul style="list-style-type: none"> • To boot the E-24B from the USB flash drive. • The diagnostic LEDs flash "AA" then "00" and repeats to indicate boot status. <div style="border: 1px solid blue; border-radius: 10px; padding: 2px; display: inline-block; margin-bottom: 5px;"> ↓ Note </div> <ul style="list-style-type: none"> • This setting must be performed before you start and using the Fiery

Service switch position	LED status code	Description
 <p>d3bna0027</p>		Clone Tool.
<p>Backup</p>  <p>d3bna0028</p>	b0	<ul style="list-style-type: none"> To back up the E-24B by creating an image file. When you start the backup process, the diagnostic LEDs flash "b1", "b2", "b3" in one second intervals, and repeats the cycle to indicate backup is in progress. When the backup process is complete, the diagnostic LEDs cycle "bC", "00" in one second intervals and repeats to indicate completion status. Remove the USB flash drive at backup completion.
<p>Restore</p>  <p>d3bna0029</p>	C0	<ul style="list-style-type: none"> To restore the E-24B with the image file. When you start the restore process, the diagnostic LEDs flash "C1", "C2", "C3" in one second intervals, and repeats the cycle to indicate restore is in progress. When the restore process is complete, the diagnostic LEDs cycle "CC", "00" in one second intervals and repeats to indicate completion status. Remove the USB flash drive at restore completion.

Preparation

Before using Fiery Clone Tool, you must prepare a bootable USB flash drive for backing up and restoring from image files. This can be done with the **Fiery USB Setup Tool**, version 2.x.x or later.

Items to Prepare:

- Fiery USB Setup Tool Ver.2.0.25 or later (*1)
- Fiery Clone Tool for Embedded Servers Ver.3.2 or later (*1)

4. System Maintenance

- Windows PC with the following specification.
 - OS: Windows 7 or later
 - Supports USB 3.0/2.0
 - 256MB of available memory
- USB 3.0/2.0 flash drive, at least 16GB capacity (Max: 32GB)

*1: The tools can be downloaded via the firmware download site.

Creating a bootable USB flash drive installed with the Fiery Clone Tool:

Download the Fiery Clone Tool from the firmware download site and extract it.

The Fiery Clone Tool file is provided in *.ISO format.

Install the USB Setup Tool on your client PC, if is not already installed.

1. Download the USB Setup Tool from the firmware download site and extract it.
2. Double-click the Fiery_USBSetupTool.exe to start the installer.
3. When the setup wizard is launched, click Next.
4. Accept the terms of the license agreement and then click Next.

Wait while the installer verifies the installation requirements.

Note

- If the PC does not already have .Net framework installed, click Accept to accept the terms of the license agreement that appears on the screen. Wait up to 10 minutes as the .Net framework files are installed.

5. At the next screen, accept or change the destination location, and then click Next.

6. When prompted, click Install to begin the installation.

Wait while the application is installed on the PC.

7. At the InstallShield Wizard Complete screen, click Finish.

Note

- The version information is displayed on the top-right corner of the Fiery USB Setup Tool main window. More information about the Fiery USB Setup Tool version can be found in Control Panel > Add or Remove Programs. In Windows 7, click Control Panel > Programs and Features.

Create a bootable USB flash drive with the Fiery Clone Tool program included.

1. Start the USB setup tool application by clicking Start and choosing All Programs > EFI > Fiery USB Setup Tool.

2. Insert the USB flash drive into a USB port of the Windows PC.

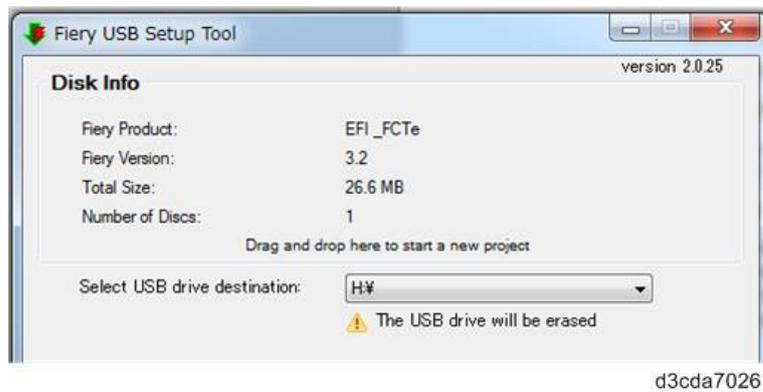
CAUTION

- All data on the USB flash drive will be erased when the drive is reformatted during the preparation procedure. Make sure that no valuable data resides on the USB flash drive.

3. Follow the on-screen prompts.

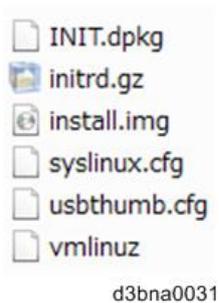
- Start screen - Specify the location from which to copy the Fiery Clone Tool software (the drive letter of the media drive). Specify the drive to copy to (the drive letter of the USB flash drive). Proceed when the

Proceed button appears. Click OK to begin formatting the USB flash drive and make the USB flash drive bootable.



- Prepare screen - The progress bar shows that the contents of the software are being copied. Do not cancel. After all of the contents have been copied, click the Proceed button when it appears to continue.
- Finish screen - Confirm that the contents of the software are being copied. Click Finish to exit Fiery USB Setup Tool.

4. Confirm on the Windows PC that the USB flash drive has now the following files included.



Note

- Copying these files to an empty USB flash drive will not substitute Steps 3-1 through 3-3. Always do Steps 3-1 through 3-3 for the bootable USB flash drive containing the Fiery Clone Tool to work properly.

5. Remove the USB flash drive in a safe way from the PC.

★ Important

- Do not leave the USB flash drive connected to the Windows PC. If the Windows PC starts up or reboots with the USB flash drive connected, system corruption may occur.

6. Attach a label to the USB flash drive with a description of identification, for example, "Fiery Clone Tool." The USB flash drive is now ready and can be used to enable the option.

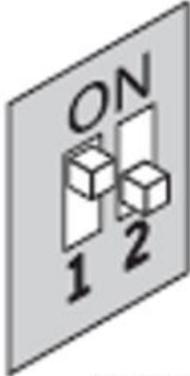
Backup: Creating the Clone Image Files from E-24B

- 1.** Print a configuration sheet and confirm the date, time, and time zone are correct. If not, adjust the date and time. [Link to [Adjusting the System Date and Time](#)]
- 2.** Perform the shut down procedure from the copier operation panel [Link to [Shutting Down the E-24B Only](#)].
- 3.** When the E-24B power is down (that is when the diagnostic LEDs are off), turn the main power switch of the

4. System Maintenance

E-24B to OFF.

- 4.** Connect the bootable USB flash drive created with the Fiery USB Setup Tool containing the Fiery Clone Tools, to an available USB port on the E-24B.
- 5.** Set the service switches as shown below ("1": ON, "2": OFF).



d3bna0027

- 6.** Turn the main power switch of the E-24B to ON, then press and release the soft power push button on the front of the E-24B.
- 7.** Allow the E-24B to boot from the USB flash drive to start Fiery Clone Tool.
- 8.** Wait until the diagnostic LEDs on the rear panel of the E-24B flash "AA" then "00" repeatedly to indicate ready status.
- 9.** Set the service switches to the following position ("1": ON, "2": ON).



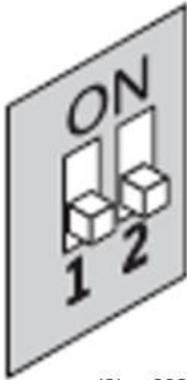
d3bna0028

- The diagnostic LEDs flash "b0" to indicate that the E-24B is ready to be backed up.
 - After setting the service switch positions, you have 10 seconds to revert to ready status (service switch back to "1": ON, "2": OFF) before Fiery Clone Tool begins creating an image file.
- 10.** Wait for the Fiery Clone Tool to create the image file.
 - The diagnostic LEDs circulate "b1, b2, b3" to indicate backup is in progress.
 - When the backup process is complete, the diagnostic LEDs flash "bC", then "00" in one second intervals and repeats to indicate completion status.
 - With E-24B, it will take about 12-20 minutes to complete the backup process. The duration will vary depending on the model and the specification of the USB flash drive models, caused by the transfer speed specification of the USB flash drive.

Note

- If an error occurs during the backup process, the diagnostic LEDs flash "EE", then the error code in half-second intervals. [Link to [LED Error Codes Related To the Fiery Clone Tools / Fiery System Restore](#)]

- 11.** While the diagnostic LEDs are flashing "bc" then "00" repeatedly, return the service switches to the normal position ("1": OFF, "2": OFF).

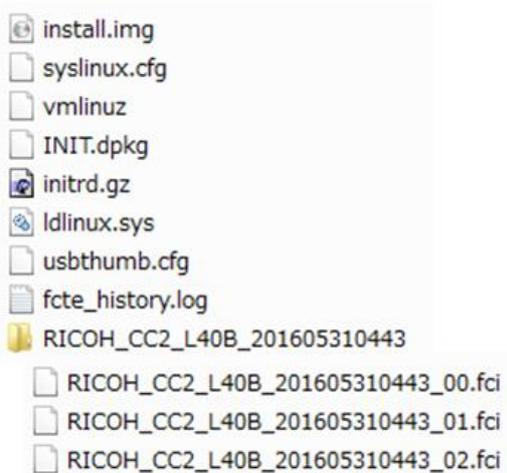


d3bna0029

- 12.** Remove the USB flash drive from the USB port.
- 13.** Press and release the power switch on the front panel of E-24B.
The controller will automatically move to the shutdown procedure.
- 14.** When the E-24B power is down (that is when the diagnostic LEDs are off), turn the main power switch of the E-24B to OFF.
- 15.** Insert the USB flash drive to a USB port on the Windows PC.
- 16.** In Windows Explorer, open the USB flash drive to check the files.

When a backup is created with the Fiery Clone Tool, a new folder is created on the USB flash drive, containing the created clone image file (*.fci).

Also, history log is saved on the USB flash drive as fcte_history.log.



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Important

- NEVER rename or delete the filename and the extension of the clone image file (*.fci), or restoration will fail.

4. System Maintenance

- The folder and file created are named with a pre-fix "RICOH CC2_L40B" followed by the date and time the clone image was created.
- Multiple clone image files of the same product can be saved on the same USB flash drive. Every clone image file will have a different date and time stamp.

17. Rename the folder to enable easy identification of the clone image file, for example, as shown in below:

CustomerName_ModelName_Version_SerialNumber_Date

e.g.: Susie_E-24B_V1_SN00000000111_201603030857

- You can rename the folders, and move the folders anywhere on the USB drive, or on any other storage location. Make sure to keep the *.fci file in the folder.
- Use a descriptive and consistent approach when renaming folder names.

18. Remove the USB flash drive in a safe way from the PC.

★ Important

- Do not leave the USB flash drive connected to the Windows PC. If the Windows PC starts up or reboots with the USB flash drive connected, system corruption may occur.

Restore: Transferring Clone Image Files to E-24B

↓ Note

- If you will be replacing hardware components of the E-24B, it is best to complete the replacements before using the Fiery Clone Tool.
- The Fiery Clone Tool cannot restore an image to a smaller capacity replacement HDD.
- If the USB flash drive used for the restoration process is different from the one used to create the backup or has been reformatted or have been deleted or transferred of then files, recreate a bootable USB flash drive installed with the Fiery Clone Tool. Then drag and drop the entire folder containing the clone image file to the USB flash drive.

1. On a Windows PC, verify that the USB flash drive has the correct clone image file.

- Insert the USB flash drive to a USB port on the Windows PC.
- From Windows Explorer, open the USB flash drive and verify the clone image file.

★ Important

- When restoring the E-24B with a USB flash drive that contains multiple clone image files, the Fiery Clone Tool selects the most recently created file. To restore with an older file, make sure to remove the newer file(s) from the USB flash drive in advance.
- If the USB flash drive contains clone image file(s) created on a different E-24B unit, the Fiery Clone Tool selects the most recently created file among all files regardless of the unit. The Fiery Clone Tool does not distinguish the units on which the clone images were created. To prevent restoration with the wrong file, make sure the USB flash drive contains clone images created on the same unit.

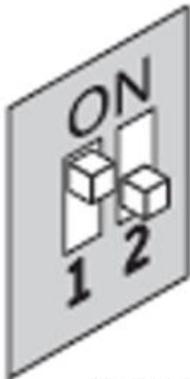
2. Remove the USB flash drive in a safe way from the PC.

★ Important

- Do not leave the USB flash drive connected to the Windows PC. If the Windows PC starts up or

reboots with the USB flash drive connected, system corruption may occur.

- 3.** Insert the USB flash drive to a USB port on the E-24B.
- 4.** Set the service switches as show below. ("1": ON, "2": OFF).



d3bna0027

- 5.** Power on the E-24B.
- 6.** Allow the E-24B to boot from the USB flash drive to start Fiery Clone Tool.
- 7.** Wait until the diagnostic LEDs on the rear panel of the E-24B flash "AA" then "00" repeatedly to indicate ready status.
- 8.** Set the service switches as show below ("1": OFF, "2": OFF).



d3bna0029

- The diagnostic LEDs display "C0" to indicate that the Fiery Server is ready to be restored.
 - After setting the service switch positions, you have 10 seconds to revert to ready status (service switch back to "1": ON, "2": OFF) before Fiery Clone Tool begins restoring from the image file.
- 9.** Wait for the Fiery Clone Tool to format the HDD and restores the image file.
 - The diagnostic LEDs circulate "C1, C2, C3" to indicate the format and restore procedure is in progress.
 - When the restore process is complete, the diagnostic LEDs flashes "CC", then "00" in one second intervals and repeats to indicate completion status.
 - If an error occurs during the restore process, the diagnostic LEDs flashes "EE", then the error code in half-second intervals. [Link to [LED Error Codes Related To the Fiery Clone Tools / Fiery System Restore](#)]
 - 10.** Remove the USB flash drive from the USB port.
 - 11.** Press and release the power switch on the front panel of E-24B.
E-24B will automatically move to the shutdown procedure.

4. System Maintenance

- 12.** When the E-24B power is down (that is when the diagnostic LEDs are off), turn the main power switch of the E-24B to OFF.
- 13.** Reboot the E-24B.
- 14.** Optional: After restoring the E-24B, run System Updates to ensure the latest E-24B software version is installed.
- 15.** Optional: If a backup of the configuration settings is available, restore the configuration settings as described in this document [Link to [Restoring Backup Files](#)]
 This can be useful if the configuration backup is more current than the system image backup (for example, when restored to the factory default) or if the configuration backup includes the job log and VDP/FreeForm Resources.

LED Error Codes Related To the Fiery Clone Tools / Fiery System Restore

The LED error codes flash "EE", then the error code and repeats when an error occurs.

LED error code	Operation type	Description	Suggested action
11	-	Failed to retrieve product information.	<ul style="list-style-type: none"> It is not a Fiery Controller. If the Fiery Controller is found, the hardware might not have initialized properly to retrieve the product name.
02	-	Unsupported Fiery Controller	Product information is found, but Fiery Clone Tool does not support this product.
03	-	Incorrect number of disks detected.	Check the Fiery Controller to verify HDD installation. An incorrect disk configuration was detected, which is not supported by Fiery Clone Tools for Embedded Servers.
05	Backup	Insufficient USB flash disk space	Make sure that the USB flash drive has enough space for the cloned image when you back up the Fiery Controller.
08	Backup	File operation error. I/O error when writing to the USB.	<ol style="list-style-type: none"> Run Windows Disk Error Check on the USB flash drive. Prepare the USB flash drive again using the Fiery USB Setup Tool.
09	-	Missing HDD	Check the Fiery Controller to verify HDD installation.
0F	Backup	Failed to write to USB flash drive, or error reading from HDD.	<ol style="list-style-type: none"> Run Windows Disk Error Check on the USB flash drive. Prepare the USB flash drive again using the Fiery USB Setup Tool.

LED error code	Operation type	Description	Suggested action
			3. Check the HDD if USB flash drive is working properly, then try again.
10	-	Failed to read service switch position	Check if the service switch cable is connected properly to the motherboard.
20	Backup	Encountered an unsupported file system on the Fiery Controller	The Fiery Controller is not properly installed. Reinstall the Fiery Controller. <div style="border: 1px solid blue; border-radius: 10px; padding: 2px; display: inline-block;"> ⬇ Note </div> <ul style="list-style-type: none"> • If Fiery Clone Tool cannot read the HDD partition, then the backup procedure cannot be performed.
21	Backup and restore	Failed to mount HDD partition	The Fiery Controller is not properly installed. Reinstall the Fiery Controller. If Fiery Clone Tool cannot mount the HDD partition, then the backup procedure cannot be performed.
30	Backup	Some Fiery files are missing (corrupt installation).	The Fiery Controller might not be running properly. Reinstall the Fiery Controller.
31	Backup	Detected multiple USB drives (only allow one USB flash drive to be inserted).	Remove all USB flash drives that are connected to the Fiery Controller, and insert only the bootable USB flash drive for the backup or restore process.
40	Restore	No valid image(s) to restore	Check the USB flash drive to verify that you have the correct cloned image file for the Fiery Controller.
41	Restore	Cloned image file is for the correct product, but feature set does not match.	Check the USB flash drive to verify that you have the correct cloned image file that match the same feature set for the Fiery Controller.
42	Restore	Cloned image file is for the correct product, but HDD is too small.	Make sure to install the HDD that has the default factory size for storage (meets the minimum HDD space requirement for Fiery Clone Tool), or greater.
43	Restore	Failed to format HDD	Replace the HDD.
44	Restore	The USB flash drive may have a corrupted cloned image file, or your HDD cannot be accessed.	<ol style="list-style-type: none"> 1. Run Windows Disk Error Check on the USB flash drive. 2. Prepare the USB flash drive again using the Fiery USB Setup Tool. 3. Use another computer with an external connection to format the HDD, if Fiery Clone Tool cannot write to the HDD. 4. If the above actions do not work, replace the

4. System Maintenance

LED error code	Operation type	Description	Suggested action
			HDD.
45	-	Failed to install bootloader	<ol style="list-style-type: none">1. Use another computer with an external connection to format the HDD, if Fiery Clone Tool cannot write to the HDD.2. If the above actions do not work, replace the HDD.

Note

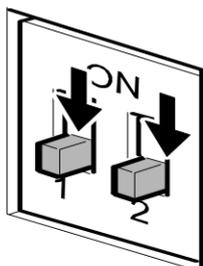
- If you must log a support request, please include the History Log, which contains details on the backup or restore performed, such as the image file used, duration, and error codes. The History Log helps EFI identify the source of the error and may lead to a quicker problem resolution.
- The History Log is saved on the USB flash drive as fcte_history.log and can be viewed with a text reader, for example, the WordPad.

5. Troubleshooting

Overview

When a problem occurs during normal operation, check in the following order.

1. Verify that the service switches are in normal operation mode, not in a service mode. (The switches should be in the lower position.)



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2. Check that the Fiery menu appears on the copier's operation panel.
3. Verify that the network is functioning, no unauthorized software or hardware is installed on the E-24B, and there are no problems with a particular print job or application. The site administrator can help you to verify these issues.
4. Verify that the E-24B and its connection with the copier has no problem by printing test pages. [[Link to Printing the Configuration Page or Test Sheets](#)]
5. If the E-24B can boot, check if the diagnostic LEDs on the rear panel of E-24B stop on a particular diagnostic code. [[Link to Errors and Suggested Actions](#)]
6. Check that all cables, connectors, and replacements are present, appear undamaged and are correctly installed and connected. [[Link to Replacement](#)]
7. Try to solve the problem by performing "Clear Server" or "Factory Defaults". Inform the site administrator that the data stored in the HDD will be deleted. [[Link to Clearing the Queued Print Jobs in the E-24B and Restoring the Default Fiery Settings \(Operation Panel\)](#)]
8. Check if a newer version of system software, firmware, or patch for the E-24B and copier has been released. If so, install it. [[Link to System Software Installation Procedure](#)]
9. If the problem will not disappear, reinstall the system software. [[Link to System Software Installation Procedure](#)]
10. If the problem will still not disappear, you may need to replace parts of the hardware. [[Link to Errors and Suggested Actions](#)]

Errors and Suggested Actions

For various problems and possible actions, see the following tables. To learn possible causes and solutions for a specific error condition, find the symptom in the tables and perform the appropriate suggested actions in the order listed in the numbered steps. Verify functionality after each numbered step. Proceed to the next numbered step only if the problem persists. For example, in the steps:

1. Check and reseal the copier interface cable.
2. Replace the copier interface cable.

Perform step 1, and then verify functionality. If the problem is resolved, do not perform step 2.

LED Codes

If the E-24B is turned ON and hanging on a diagnostic code, first perform the following actions to see if they fix the problem:

- 1.** Press the power switch to set to the OFF (0) position.
- 2.** Wait another 30 seconds.
- 3.** Turn ON the E-24B using the power switch.
- 4.** Wait approximately five minutes to see if the E-24B reaches Idle.
- 5.** If the problem persists, make sure that you have reseated internal cable connections and verified system components.
- 6.** If the problem persists, see the code/symptom and suggested actions in the following pages.

LED code: 00
<p>Possible cause:</p> <p>When the E-24B is Idle and in Operational mode, the LED display shows 00.</p> <p>If the LED display shows 00, but the system is not functioning properly, one or more of the following may be the cause of the problem:</p> <ul style="list-style-type: none"> • Faulty connection between the E-24B and the copier • Service switches are set to an incorrect mode • Incorrect Diagnostic LED board cable connection • Corrupted system software • Missing, faulty, or dead battery • Corrupted BIOS settings on the motherboard • Missing or faulty chassis fan • Faulty CPU and/or CPU cooling assembly • Faulty HDD or HDD connection • Faulty motherboard
<p>Suggested action:</p> <ol style="list-style-type: none"> 1. Check and reseal all cable connections between the E-24B and copier. 2. Make sure that the E-24B service switches are set to OFF (both away from ON). 3. If the Controller date/time cannot be set or responds slowly, replace the battery on the motherboard [Link

LED code: 00

to [Lithium Battery](#)], and then update the date/time in E-24B Setup [Link to [Running the E-24B Setup](#)].

4. Shut down and open the E-24B, and do the following:
 - Reseat the power and data cables to the HDD. Make sure that the data cable is connected to the proper connector on the motherboard.
5. Reinstall system software [Link to [System Software Installation Procedure](#)]. If no airflow or fan noise is evident at the vent holes of the chassis where the chassis fan is located, replace the chassis fan [Link to [Fans](#)].
6. Replace external cables, one at a time.
7. Check and reseat the CPU cooling assembly.
8. Replace the CPU cooling assembly [Link to [CPU and Cooling Assembly](#)].
9. Replace the CPU [Link to [CPU and Cooling Assembly](#)].
10. Replace the HDD data cable.
11. Replace the HDD [Link to [Hard Disk Drive \(HDD\)](#)].
12. Replace the motherboard [Link to [Motherboard](#)].

LED code: A7, A8

Possible cause:

Possibly one of the following:

- Faulty motherboard
- Faulty or missing CPU

Suggested action:

1. Replace the motherboard [Link to [Motherboard](#)].
2. Replace the CPU [Link to [CPU and Cooling Assembly](#)].

LED code: 3b, 50, 52, E1

Possible cause:

Possibly one of the following:

- Missing or faulty DIMM
- Faulty motherboard

Suggested action:

Replace the motherboard [Link to [Motherboard](#)].

LED code: 55

Possible cause:

Possibly one of the following:

- Missing or faulty DIMM
- Faulty motherboard

5. Troubleshooting

LED code: 55
Suggested action: <ol style="list-style-type: none">1. Check and reseat the DIMM.2. Replace the DIMM [Link to Memory - 2GB DIMM (E-24B)].3. Replace the motherboard [Link to Motherboard].

LED code: 90
Possible cause: Faulty motherboard
Suggested action: Replace the motherboard [Link to Motherboard].

LED code: FF (during the startup, E-24B hangs displaying FF)
Possible cause: Possibly one of the following: <ul style="list-style-type: none">• Faulty motherboard• Faulty or missing CPU
Suggested action: <ol style="list-style-type: none">1. Replace the motherboard [Link to Motherboard].2. Replace the CPU [Link to CPU and Cooling Assembly].
Note <ul style="list-style-type: none">• FF shown after the E-24B becomes Idle or shortly at the startup does not indicate an error status.

LED code: Any other code that the system hangs on before reaching the idle state
Possible cause: Faulty motherboard
Suggested action: <ol style="list-style-type: none">1. Make sure that you resealed the internal cable connections and verified system components.2. Replace the motherboard [Link to Motherboard].

Start-Up Problems

Start-Up Problem-1
Symptom: E-24B starts up and then shuts down.
Possible cause: One of the following: <ul style="list-style-type: none">• Faulty connection between E-24B and copier• Corrupted keychip on the motherboard

Start-Up Problem-1

- Faulty power supply
- Faulty motherboard
- Faulty CPU
- Faulty Gigabit Ethernet PCB

Suggested action:

1. Check and reseal the copier interface cable between the E-24B and the copier.
2. Replace the copier interface cable.
3. Listen for the power supply fan and feel for airflow.
4. If you do not feel air from the power supply fan, you may need to replace a faulty power supply.
5. Replace the motherboard. [Link to [Motherboard](#)]
6. Replace the CPU. [Link to [CPU and Cooling Assembly](#)]
7. Replace the Gigabit Ethernet PCB. [Link to [Gigabit Ethernet Controller](#)]

Start-Up Problem-2**Symptom:**

E-24B starts up, but the Fiery screens on the copier operation panel are unavailable for more than 10 minutes.

Possible cause:

One of the following:

- Copier system and/or engine firmware has been upgraded and a system reboot is required
- Faulty connection between the E-24B and the copier

Suggested action:

1. Reboot the copier and wait for the copier and the E-24B to start up and reach Idle.
2. Verify that the E-24B and the copier have the same time and date information. If the time and date information do not match on both devices, the Fiery icon may fail to appear.
For information on how to check and set the time and date on the E-24B, see p.74 Adjusting the System Date and Time. For information on how to check and set the time and date on the copier, see the copier documentation.
3. Reboot the E-24B.
4. Check and reseal the cable connections between the E-24B and the copier.
5. Replace the external cables one by one.

Start-Up Problem-3**Symptom:**

E-24B starts up, and stays ON, but does not reach Idle

Possible cause:

One of the following:

- Service switches are not set for Normal operation
- System software is corrupt

5. Troubleshooting

Start-Up Problem-3
<ul style="list-style-type: none">• Hard disk drive is faulty• Missing or faulty DIMM(s), or faulty DIMM connections• Motherboard is faulty• CPU missing or faulty
<p>Suggested action:</p> <ol style="list-style-type: none">1. Make sure that the E-24B service switches are both set to OFF for Normal operation (away from “ON”).2. Turn OFF the E-24B, wait 10 seconds, and then turn it ON again.3. Reinstall system software. [Link to System Software Installation Procedure]4. Reseat the cables to the hard disk drive.5. Replace the hard disk drive cable.6. Replace the hard disk drive. [Link to Hard Disk Drive (HDD)]7. Check the DIMM(s) and reseat them to remove any oxidation on the connectors.8. Replace the motherboard. [Link to Motherboard]9. Replace the CPU. [Link to CPU and Cooling Assembly]

Start-Up Problem-4
<p>Symptom:</p> <p>User authentication feature of the copier does not work</p>
<p>Possible cause:</p> <p>Faulty copier interface connections</p>
<p>Suggested action:</p> <p>Check connections of the Gigabit Ethernet PCB and replace associated cables or the Gigabit Ethernet PCB, if necessary.</p>

System Problems

System Problem-1
<p>Symptom:</p> <p>Clock is slow; time listed on Configuration page is earlier or later than the actual time</p>
<p>Possible cause:</p> <p>One of the following:</p> <ul style="list-style-type: none">• Missing or dead battery on the motherboard• Faulty motherboard
<p>Suggested action:</p> <ol style="list-style-type: none">1. Replace the battery on the motherboard, and then update the time in E-24B Setup. For information on how to check and set the time and date on the E-24B, see “Adjusting the System Date and Time”.2. Replace the motherboard. [Link to Motherboard]

System Problem-2
<p>Symptom: System performs slowly or hangs periodically.</p>
<p>Possible cause:</p> <ul style="list-style-type: none"> • Missing or faulty DIMM(s), DIMM installed in wrong slot, or faulty DIMM connections • Faulty hard disk drive • Overheated or faulty CPU • Faulty motherboard
<p>Suggested action:</p> <ol style="list-style-type: none"> 1. Check that the DIMM is installed in the correct slot. 2. Reseat to remove any oxidation on the connector. 3. Reseat the cables to the hard disk drive. 4. Replace the hard disk drive cable. 5. Replace the hard disk drive. [Link to Hard Disk Drive (HDD)] 6. Make sure that the CPU on the motherboard is present and firmly seated and that the fan cable is connected. 7. Replace the CPU. [Link to CPU and Cooling Assembly] 8. Replace the motherboard. [Link to Motherboard]

System Problem-3
<p>Symptom: Chassis fan is noisy, or is not spinning.</p>
<p>Possible cause: Fan is faulty</p>
<p>Suggested action: Replace the chassis fan.</p>

System Software Installation (Network Port Method)

System Software Installation (Network Port Method)-1
<p>Symptom: One of the following:</p> <ul style="list-style-type: none"> • Installer screen hangs up when waiting for E-24B to be ready, FTP/TFTP Setup, or Transferring boot file for longer than 15 minutes. • Installation fails repeatedly.
<p>Possible cause:</p> <ul style="list-style-type: none"> • There is a conflict between the installer or the security settings on the PC. • Incorrect or defective RJ-45 cable

5. Troubleshooting

System Software Installation (Network Port Method)-1

- The installer is not compatible with the PC.

Suggested action:

1. Check again that you have disabled all software programs and network and security settings on the PC. Then retry the installation. Before you retry the installation, turn OFF the E-24B power using its dedicated AC power switch and wait 10 seconds.
2. Make sure you use a cross-over RJ-45 cable. As an alternative, you can use two straight-through RJ-45 cables and a network hub. Connect only the PC and the E-24B to the hub. If the cable appears damaged, replace it.
3. If the problem persists, retry the installation using a different PC.

System Software Installation (Network Port Method)-2

Symptom:

Installation stalls for 5 minutes (or longer) while downloading.

Possible cause:

- The service switches are set to normal mode
- Incorrect or defective RJ-45 cable
- Motherboard defective

Suggested action:

1. Make sure the E-24B service switches are set to service mode (toward "ON").
2. Make sure you use a cross-over RJ-45 cable. As an alternative, you can use two straight-through RJ-45 cables and a network hub. Connect only the PC and the E-24B to the hub. If the cable appears damaged, replace it.
3. Replace the motherboard.

System Software Installation (USB Method)

System Software Installation (USB Method)-1

Symptom:

E-24B remains ON for 30 minutes (or longer) after beginning installation.

Possible cause:

One of the following:

- Service switches are set to the wrong mode
- E-24B must be reset
- Faulty USB flash drive
- Faulty hard disk drive cable or hard disk drive
- Corrupted CMOS
- Faulty motherboard
- Faulty CPU

System Software Installation (USB Method)-1

Suggested action:

1. Make sure that the E-24B service switch 1 is set to ON and service switch 2 is set to OFF.
If the service switches are in the wrong position, turn OFF the E-24B, set the switches correctly, turn ON the power, and allow the installation to resume.
2. Turn OFF the E-24B, wait 10 seconds, and then turn it ON again.
3. Check the LED on the USB flash drive.
If the LED is not blinking (remains OFF or solid), the USB flash drive may be improperly seated. Turn OFF the E-24B, reseal the USB flash drive, turn ON the power, and then allow the installation to resume.
4. Retry the installation using a different USB flash drive.
5. Reseat the cables to the hard disk drive.
6. Replace the hard disk drive cable.
7. Replace the hard disk drive. [Link to [Hard Disk Drive \(HDD\)](#)]
8. Replace the motherboard. [Link to [Motherboard](#)]
9. Replace the CPU. [Link to [CPU and Cooling Assembly](#)]

System Software Installation (USB Method)-2

Symptom:

During installation, the LED on the USB flash drive remains OFF or solid (not blinking).

Possible cause:

One of the following:

- Faulty or improperly seated USB flash drive
- Faulty motherboard
- Faulty hard disk drive

Suggested action:

1. Turn OFF the E-24B, reseal the USB flash drive, turn ON the power, and then allow the installation to resume.
2. Retry the installation using a different USB flash drive.
3. Replace the motherboard. [Link to [Motherboard](#)]
4. Reseat the cables to the hard disk drive.
5. Replace the hard disk drive cable.
6. Replace the hard disk drive. [Link to [Hard Disk Drive \(HDD\)](#)]

System Software Installation (USB Method)-3

Symptom:

The LED on the E-24B shows error codes EE → 11. → EE → 11....

Possible cause:

Failed to retrieve product information. It is not E-24B.

Suggested action:

System Software Installation (USB Method)-3
If the E-24B is found, the hardware might not have initialized properly to retrieve the product name.

System Software Installation (USB Method)-4
Symptom: The LED on the E-24B shows error codes EE → 02. → EE → 02....
Possible cause: This is not a supported Controller.
Suggested action: Product information is found, but the installer does not support this product.

System Software Installation (USB Method)-5
Symptom: The LED on the E-24B shows error codes EE → 09. → EE → 09....
Possible cause: Hard disk drive is missing.
Suggested action: Check the E-24B to verify the hard disk drive installation.

System Software Installation (USB Method)-6
Symptom: The LED on the E-24B shows error codes EE → 43. → EE → 43....
Possible cause: Failed to format the hard disk drive.
Suggested action: Replace the hard disk drive.

System Software Installation (USB Method)-7
Symptom: The LED on the E-24B shows error codes EE → 44. → EE → 44....
Possible cause: The USB device may have a corrupted image file, or your hard disk drive cannot be accessed.
Suggested action: <ol style="list-style-type: none"> 1. Run Windows Disk Error Check on the USB device. 2. Prepare the USB device again using the Fiery USB Setup Tool. 3. Use another computer with an external connection to format the hard disk drive, if the installer cannot write to the hard disk drive. 4. If the above actions do not work, replace the hard disk drive.

System Software Installation (USB Method)-8

Symptom:

The LED on the E-24B shows error codes EE → 45. → EE → 45....

Possible cause:

Failed to install bootloader.

Suggested action:

1. Use another computer with an external connection to format the hard disk drive, if the installer cannot write to the hard disk drive.
2. If the above actions do not work, replace the hard disk drive. [Link to [Hard Disk Drive \(HDD\)](#)]

Backup and Restore

Backup and Restore-1

Symptom:

The LED on the E-24B shows error codes EE → 21. → EE → 21....

Possible cause:

Failed to mount hard disk drive partition.

Suggested action:

The E-24B is not properly installed. Reinstall the E-24B.

Backup and Restore-2

Symptom:

The LED on the E-24B shows error codes EE → 43. → EE → 43....

Possible cause:

Failed to format the hard disk drive.

Suggested action:

Replace the hard disk drive. [Link to [Hard Disk Drive \(HDD\)](#)]

Backup and Restore-3

Symptom:

The LED on the E-24B shows error codes EE → 44. → EE → 44....

Possible cause:

The USB device may have a corrupted image file, or your hard disk drive cannot be accessed.

Suggested action:

1. Run Windows Disk Error Check on the USB device.
2. Prepare the USB device again using the Fiery USB Setup Tool.
3. Use another computer with an external connection to format the hard disk drive, if the installer cannot write to the hard disk drive.

Backup and Restore-3
4. If the above actions do not work, replace the hard disk drive. [Link to Hard Disk Drive (HDD)]

Network

If you suspect a network problem, keep in mind the following:

- If the E-24B does not appear in the list of printers on the network, there may be another device on the network with the same Ethernet hardware address.
- Conflicting network settings may be set in Setup and on the customer's workstation.
- Inappropriate Setup options may cause printing problems.
- Missing or incorrectly placed printer description files may cause application-specific printing errors.

For additional information, see Configuration and Setup, which is part of the user documentation set.

Network-1
<p>Symptom: Unable to connect to the network; or neither LED on the 10/100/1000BaseT network port is lit.</p>
<p>Possible cause: One of the following:</p> <ul style="list-style-type: none"> • Wrong cable. Do not use a crossover cable. • Wrong port. Do not use the printer port. The printer port is reserved for the copier and for installing system software from a PC. • Faulty network cable or connection • Faulty network • Faulty Ethernet port on the motherboard
<p>Suggested action:</p> <ol style="list-style-type: none"> 1. Make sure that the network cable is the correct type and connected to the designated LAN port on the E-24B connector panel. 2. Check the cable connection to the network. 3. Replace the cable with a new or tested cable. 4. Request that the network administrator check Network Setup. 5. Request that the network administrator check other devices on the network. If other devices are not functioning, there could be a problem with the network. 6. If the rest of the network is functioning properly and the problem persists, replace the motherboard. [Link to Motherboard]

Network-2
<p>Symptom: System starts up slowly (seems to hang) and the Configuration page displays an error on the "IPAddress" line under "Network Setup".</p>
<p>Possible cause:</p>

Network-2

One of the following:

- Normal behavior
System is searching for a nonexistent DHCP server.
DHCP is enabled by default on the E-24B, but the customer's network is not using DHCP.
- If the customer's network is using DHCP:
 - Network cable or connection faulty
 - Network is faulty
 - Faulty Ethernet port on the motherboard

Suggested action:

1. Request that the network administrator change the default in E-24B Network Setup.
2. If neither LED on the designated network port is lit on the E-24B, check the cable connection to the E-24B and the network. Make sure that the cable is the correct type.
3. If the network cable is the correct type and is properly connected to the E-24B, connect a new network cable to the E-24B.
4. Request that the network administrator check other devices on the network.
If other devices are not functioning, there could be a problem with the network.
5. Replace the motherboard.

Scanning

Scanning

Symptom:

Problems with scanning or sending files

Possible cause:

- Loose, incorrect, or missing connection between the E-24B and copier
- The copier does not have an IP address

Suggested action:

1. Check and reseat the copier interface cable between the E-24B and the copier.
2. Turn the copier OFF then ON.
3. Replace the copier interface cable.

Printing

Note

- Intermittent print quality problems are difficult to trace. Before you try to troubleshoot print quality problems, print a test page to make sure that the copier itself does not need servicing or adjusting.

Printing-1

Symptom:

Test page fails to print.

5. Troubleshooting

Printing-1
Possible cause: Print engine is not ready to print.
Suggested action: <ol style="list-style-type: none">1. Make sure that the copier is turned ON and ready to print.2. Check the copier operation panel for indications or messages about the copier status.

Printing-2
Symptom: Test page fails to print.
Possible cause: There is a problem with the connection between the E-24B and the copier
Suggested action: <ol style="list-style-type: none">1. Make sure that the E-24B LED is lit. If not, press the power switch to turn ON the E-24B.2. Turn the copier OFF then ON.3. Make sure the network and scanning options are available from the copier operation panel.4. Check again that the copier interface cable is present and properly connected to the E-24B and the copier.5. Check again that the Gigabit Ethernet PCB is present and properly connected to the motherboard.6. Replace the copier interface cable.7. Replace the Gigabit Ethernet PCB. [Link to Gigabit Ethernet Controller]8. If the problem persists, you may need to service the copier.

Printing-3
Symptom: Test page fails to print.
Possible cause: Corrupted system software
Suggested action: Reinstall system software.

Printing-4
Symptom: Test page fails to print.
Possible cause: Faulty hard disk drive
Suggested action: Replace the hard disk drive. [Link to Hard Disk Drive (HDD)] If replacing the hard disk drive does not correct the problem, make sure you install the old hard disk drive back

Printing-4

into the E-24B.

Printing-5**Symptom:**

E-24B appears in the list of printers on the customer's workstation, but certain jobs do not print.

Possible cause:

PostScript error

Suggested action:

Make sure that Print to PostScript Error in Setup is set to Yes. Check for error messages on the E-24B output.

Printing-6**Symptom:**

E-24B appears in the list of printers on the customer's workstation, but certain jobs do not print.

Possible cause:

Application problem

Suggested action:

1. Print a job from a different application to determine if the problem is associated with a particular application.
2. Make sure that the connection between the E-24B and the workstation is working by downloading a test page from the workstation or printing a simple file, such as a text file.
3. Resend the problem file.

Printing-7**Symptom:**

Configuration page is completely or mostly blank.

Possible cause:

- Missing, incorrect, or faulty DIMM(s)
- Corrupted system software

Suggested action:

1. Check the DIMM(s) and reseal them to remove any oxidation on the connectors.
2. Reinstall system software.
3. Replace the motherboard.

Printing-8**Symptom:**

A print job stalls or stops after one or a few pages.

Possible cause:

5. Troubleshooting

Printing-8
PostScript or application error
Suggested action: <ol style="list-style-type: none">1. Cancel the E-24B print job.2. If this fails to clear the problem, turn the copier OFF then ON.

Printing-9
Symptom: A print job stalls or stops after one or a few pages.
Possible cause: Missing, incorrect, or faulty DIMM(s), or faulty DIMM connections
Suggested action: <ol style="list-style-type: none">1. Turn OFF the E-24B; check for missing DIMMs and reseal the DIMMs to remove any oxidation on the connectors.2. Replace the motherboard.

Printing-10
Symptom: Color quality is not consistent
Possible cause: Problem with the copier
Suggested action: Test the copier and service, if necessary (see the service documentation that accompanies the copier).

Printing-11
Symptom: Color quality is not consistent
Possible cause: File or application problem
Suggested action: <ol style="list-style-type: none">1. Print a different color test page from another application.2. If the quality of the test page is good, there may be a file or application problem.

Printing-12
Symptom: Color quality is not consistent
Possible cause: Out of calibration or calibration information/curves on the active partition are corrupted

Printing-12

Suggested action:

1. If you suspect that a custom calibration setting is causing the problem, reset the calibration setting to its default measurements:
 In Command WorkStation > Device Center > General > Tools, click Manage.
 Calibrator opens.
 In Calibrator, select the calibration setting that you suspect is causing the problem, and then click View Measurements.
 Click Reset to Default Measurements, and then click Yes to confirm.
 If resetting to default calibration does not solve the problem, you may need to service the copier.
2. If restoring default measurements fixes the color quality, the custom calibration may have been the cause of the problem.
 Request that the site administrator recalibrate the E-24B. For details, see Color Printing, which is part of the user documentation set.
3. If the problem persists after recalibration, the calibration information on the hard disk drive may be corrupt. Reinstall system software.
4. If the problem persists, the hard disk drive may be corrupt. Verify that all hard disk drive cabling is correct.
5. If hard disk drive cabling is correct, you may need to replace the hard disk drive.

Printing-13

Symptom:

Print quality is poor

Possible cause:

Missing or outdated printer description file

Suggested action:

Make sure that the appropriate printer description file is installed.

For information about printer files, see Printing, which is part of the user documentation set.

Printing-14

Symptom:

Print quality is poor

Possible cause:

Application cannot find the appropriate printer description file.

Suggested action:

Make sure that the appropriate printer description file is installed.

For information about printer files, see Printing, which is part of the user documentation set.

5. Troubleshooting

Printing-15
Symptom: Print quality is poor
Possible cause: Problem with the copier
Suggested action: Test the copier and service, if necessary (see the service documentation that accompanies the copier).

Printing-16
Symptom: Print quality is poor
Possible cause: Out of calibration or calibration information/curves on the active partition are corrupted
Suggested action: <ol style="list-style-type: none">1. If you suspect that a custom calibration setting is causing the problem, reset the calibration setting to its default measurements: In Command WorkStation > Device Center > General > Tools, click Manage. Calibrator opens. In Calibrator, select the calibration setting that you suspect is causing the problem, and then click View Measurements. Click Reset to Default Measurements, and then click Yes to confirm. If resetting to default calibration does not solve the problem, you may need to service the copier.2. If restoring default measurements fixes the color quality, the custom calibration may have been the cause of the problem. Request that the site administrator recalibrate the E-24B. For details, see Color Printing, which is part of the user documentation set.3. If the problem persists after recalibration, the calibration information on the hard disk drive may be corrupt. Reinstall system software.4. If the problem persists, the hard disk drive may be corrupt. Verify that all hard disk drive cabling is correct.5. If hard disk drive cabling is correct, you may need to replace the hard disk drive.

Printing-17
Symptom: Pages come out blank, or tinted with green or some other color.
Possible cause: Loose cable connection between the E-24B and the copier
Suggested action: <ol style="list-style-type: none">1. Check the copier interface cable and connection at the E-24B and the copier.

Printing-17

2. Turn the copier OFF then ON.
3. Replace the copier interface cable.

Printing-18**Symptom:**

Pages come out blank, or tinted with green or some other color.

Possible cause:

Problem with the copier

Suggested action:

Test the copier and service it, if necessary (see the service documentation that accompanies the copier).

If the user can print the Configuration page from the copier operation panel but cannot print a job from a computer on the network, request that the site administrator do the following:

- Check all components of the network, including cables, connectors, terminators, network adapter boards, and network drivers.
- Activate the network and use it to communicate with other copiers.
- Confirm that the applicable network settings in Setup (such as AppleTalk zone, IP address, subnet mask, and gateway address) match the settings used in the network.

Note

- EPS file generation is not completely standardized among applications. Some users may encounter problems while printing certain EPS files.

Checking the Network

Printing problems may arise if the network hardware or software is not set up properly or does not match network settings on the E-24B. Problems may also arise when printing from a specific application or printing a particular file.

Most of these problems show up as printing problems and do not necessarily indicate a E-24B malfunction. The customer's site administrator can eliminate many printing problems without requiring you to make a service call.

The site administrator deals with:

- Error conditions on the copier
- Network connection problems that result in the copier not appearing in the list of printers on the customer's computers

Note

- If the copier does not appear in the list of printers on the network, there may be another device on the network with the same IP address.
- Conflicting network settings in Setup and on the customer's computers
- Printing problems caused by inappropriate Setup options
- Application-specific printing errors caused by missing or incorrectly installed printer description files

Printing to the E-24B

If the customer can print the E-24B Test Page but cannot print a job from a computer on the network, you may have to make a service call. However, first make sure that the site administrator has done the following:

- Checked all components of the network, including cables, connectors, terminators, network adapter boards, and network drivers.
- Activated the network and used it to communicate with other printers.
- Confirmed that the applicable network settings in Setup (such as AppleTalk zone, IP address, subnet mask, and gateway address) match the settings used in the network.

When you make a service call, check the E-24B connector panel to make sure that the appropriate network connection is in place. Print quality problems are difficult to trace. Before you try to troubleshoot print quality problems, print a Test Page to make sure that the copier does not need servicing or adjusting. Also, make sure that the correct paper is being used in the copier.

Note

- EPS file generation is not completely standardized among applications. Some users may encounter problems while printing certain EPS files.

If the Copier Does Not Print

The following table lists possible causes and solutions when the copier does not print.

Table 1: Causes and solutions when copier does not print

Possible Cause	Solution
Is the power ON?	Turn ON the E-24B using the power switch and the copier power switch.
Are the cables between the E-24B and the copier connected?	Make sure that the copier interface cables are completely and correctly connected to the copier and the E-24B.
Is the specified paper loaded?	Load the specified paper in any of the input trays.
Can you print a Test Page from the printer driver?	If you cannot print the Test Page, the copier may be out of order. You may need to service the copier.
Is the chassis fan present and functioning?	Verify that the chassis fan is present, oriented correctly, and functioning.

Other Printing Problems

The following table lists other printing problems and what to do about them.

Table 2: Other printing problems

Problem	Solution
An image is printed on the reverse side of the paper.	Reload the paper in the paper tray upside down.
Multiple pages are fed	Remove all the pages from the paper tray and fan them gently before

Problem	Solution
through the copier at once.	reloading.
Paper misfeeds occur frequently.	Check the paper size settings. Use the recommended paper. Avoid using curled, folded, wrinkled, perforated, or glossy paper.
It takes too long to complete the print job.	The data is so large or complex that it takes additional time to process. If the Data indicator is blinking, data is being processed. Wait until it is finished.

Test the Voltage Supplies

To check if the power supply is working, use a multimeter at the following locations on the power supply unit.

Test the voltages on the ends of the connectors coming from the power supply unit. The following table lists the power connectors.

REF. D.	PIN NO.	SIGNAL	WIRE COLOR
P1	1	+3.3V	ORANGE
	2	+3.3V	ORANGE
	3	COM	BLACK
	4	+5V	RED
	5	COM	BLACK
	6	+5V	RED
	7	COM	BLACK
	8	PW-OK	GRAY
	9	+5Vab	PURPLE
	10	+12V	YELLOW
	11	+12V	YELLOW
	12	+3.3V	ORANGE
	13	+3.3V	ORANGE
		+3.3VS	BROWN
	14	-12V	BLUE
	15	COM	BLACK
	16	PS-ON	GREEN
	17	COM	BLACK
	18	COM	BLACK
	19	COM	BLACK
	20	-	-
	21	+5V	RED
	22	+5V	RED
	23	+5V	RED
24	COM	BLACK	
P2	1	COM	BLACK
	2	COM	BLACK
	3	+12V	YELLOW
	4	+12V	YELLOW

Collecting Troubleshooting Information

When there is a job error, system fault, or unexpected output while printing a job, collecting the following information can help technical support to provide efficient solutions:

- Explanation of the symptom
 - If unexpected output is observed, indicate the problem area with a circle on the output sample.
- Steps needed to reproduce the problem
- Expected result and actual (unexpected or defective) result
- Error messages / codes (if applicable)
- Frequency of occurrence
- Information as listed below:
 - If the error occurs only when printing a specific file.
 - If the error occurs only when printing the job in a particular way.
 - For instance,
 - a) When printing from an application with a printer driver
 - b) When importing jobs to and printing from Command WorkStation
 - c) When changing settings from Command WorkStation
 - If the customer is using more than two E-24B units, whether or not the same symptom can be observed with more than one unit.
- Environmental information
 - Client OS version
 - Printer Driver version (if applicable)
 - Command WorkStation version (if applicable)
 - Application software version (if applicable)
- Configuration sheets of E-24B
 - Note**
 - The configuration sheet will be automatically included when the Job Error Report is created.
- SMC (Configuration sheets of the copier)
 - SP5-992-001 (Import all to SD card) or SP5-990-001 (Print all)
 - Note**
 - The SMC can be included (optional) when obtaining the Device Logs [[Link to Obtaining the Device Logs \(Copier\)](#)]
 - Important**
 - Make sure to shut down and reboot the copier once before importing or printing the SMC. Otherwise, the latest settings on the copier side may not be collected when the SMC is imported or printed.
- Screenshot/picture/movie that shows the steps, symptom or error message/code.
- Archived file, if the symptom occurs with a specific file.

Note

- The archived file will be automatically included when the Job Error Report is created.

5. Troubleshooting

- Original Source file

Note

- The original source file can be included (optional) when the Job Error Report is created.

- A set of following 4 items:

- Job Error Report (E-24B)

For the procedure of how to create a Job Error report: [Link to [Creating a Job Error Report \(E-24B\)](#)]

- System Logs (E-24B)

For the procedure of how to capture the system logs from the E-24B: [Link to [Obtaining the System Logs \(E-24B\)](#)]

- Device logs (Copier)

For the procedure of how to capture the Device logs: [Link to [Obtaining the Device Logs \(Copier\)](#)]

- Date and time that the error/symptom occurred

Important

- The Job Error Report and the Device Logs must be collected at the same time, to improve the possibility of successful problem diagnosis.
- The error log entries included in the Job Error Report and Device Logs are overwritten after a period of time. To ensure the error logs contain the relevant information, capture these items as soon as possible after the error is observed.
- Also for smooth and efficient investigation, make sure to provide the technical support with the 3 items as a set.

- Action already taken at the customer site
- Others (comments / requirements / conditions / findings, etc.)

Creating a Job Error Report (E-24B)

Overview

When you create a job error report, Command WorkStation creates a zip file of the current job files, logs and information about the E-24B. You can generate an error report even if the print job is not in an error state.



Items that will be generated

	Explanation	Items To be included	Notes
Basic	The file size is kept down to a reasonable size.	Fiery Archived Job (folder)	Even if a RIPped job is selected, the raster data will not be included.
		Configuration Sheet	

	Explanation	Items To be included	Notes
		(PDF)	
		Fiery job log (CSV)	
		E-mail log and FTP logs	
		'Steps.txt' Text File	With the information typed in the text box.
		Engineering logs	Encrypted, for EFI use only. The maximum size: 128MB. When the data gets over 128MB, the older data is deleted.
Advanced (Optional)	Caution: File size may greatly be increased by selecting these options.	Raster data	This menu is selectable only for RIPPed jobs
		Color Profiles used in the job saved as ICC files	This menu is selectable only for RIPPed jobs
		Original source files	Files formatted in the original application, such as a Word doc or InDesign file. Any file format can be attached, and multiple files can be attached.

★ Important

- The Engineering log entries are overwritten after a period of time. To ensure the Engineering logs contain the relevant information, create the Job Error Report as soon as possible after the error is observed. Create the Job Error Report before rebooting the E-24B and if possible, before any additional print jobs are processed or printed.
- The maximum size of the zip file is 2GB.

Procedure for Creating the Job Error Report

You can create a job error report for any jobs in the Held or Printed lists.

- 1.** In Command WorkStation, select a job in the Printed or Held list.
 - Only one job error report can be created at a time. If multiple jobs are selected in Job Center, the Create Error Report button is not available.
 - If a print job is affected, select the particular job from the Printed or Held list.
 - If the affected print job cannot be found in the list (because an error occurred during processing, etc), select another job in the list. Creating the Job Error Report by selecting another job will also store the latest logs in the zip file, except for Fiery Archived Job (folder).
- 2.** If using a Windows computer, press Ctrl and right-click the job. If using a Mac computer, press Command and right-click the job.
- 3.** In the shortcut menu, click Create Error Report.

5. Troubleshooting

4. Enter information about the job error.

Create Error Report

Add/select the information you want to include in the error report.

Comments:

Error Date and Time: March 14, 2017
Error code: None
Expected Result: Image orientation should...

Original file attachments:

A4_1Page_Test.docx

Rasters
 Color Profiles
 Email log

Save Cancel

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a.	<p>Enter any comments and additional details in the “Comments” field.</p> <p>If possible, write in English.</p> <p>It is recommended to include the following information:</p> <ul style="list-style-type: none">• Date and time error occurred• Observed error codes, if any• Description of expected result• Description of incorrect result• Steps for how error occurred• Frequency of error (Such as single event, rarely, sometimes, frequently, always)• Whether the error has occurred with more than one file• Whether the file selected for the report is the same file that had the error.
b.	<p>Optional: To include the raster data of the processed file in the report, select Rasters.</p> <ul style="list-style-type: none">• Normally when creating the Job Error Report without selecting the Raster option, regardless of whether the selected job on the Command WorkStation is RIPped data or not, the data will be automatically archived without the Raster data.• The raster data can be useful to include if the file is not processed correctly. However, it may exceed the allowed size of the report. In this case, it may be useful to provide the Raster file separately. <p>To provide the Raster data separately:</p> <ol style="list-style-type: none">1. In Command WorkStation, look for the file that caused the problem. If it is already RIPped, it will be in the held job list and will have an icon with an arrow.

If the job is not yet RIPPed (no arrow in the icon), select the job and right-click, and from the short-cut menu, select "Process and Hold". The job is RIPPed and an arrow is added to the icon.

2. Right-click on the job, and from the short-cut menu, select Archive (do not select 'Server Internal').



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c. **Optional: To include the specific color profile, select Color Profile.**

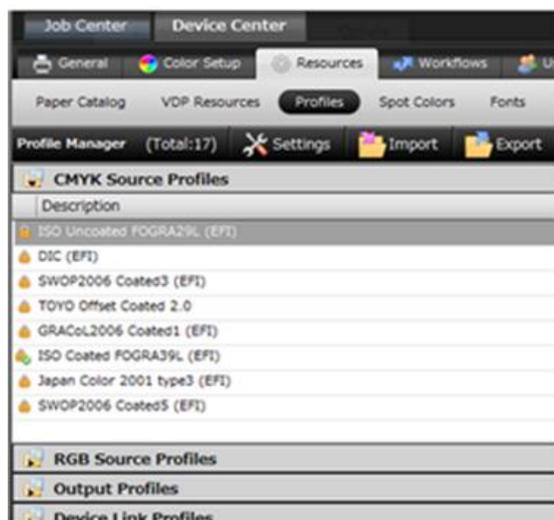
- When the color profiles are included in the Job Error Report, there is also a 'report.txt' file created and included. This shows the names of the profiles that were used for the job.
- The color profile may be useful to include if the issue occurs only with a custom color profile. However, it may exceed the allowed size of the report. In this case, it may be useful to provide the Color Profile file separately.

To provide the color profile(s) separately:

If using standard profiles (not custom profiles), there is no need to attach them. If using custom or edited profiles, then they can be exported from the Command WorkStation.

From the Device Center tab, select Resources > Profiles.

Just select the particular profile from the list and Export it.



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d. **Optional: To include the email log in the report, select Email log.**

The email log can be useful to include if the file was submitted by email.

e. **Optional: To include the original source file in the report, click Add+.**

The original source file can be useful to include if the job does not process or print. However, it may exceed the allowed size of the report. In this case, it may be useful to provide the original source file separately.

5. Troubleshooting

5. Attach any additional related files to the report.

The job error report has a maximum file size of 2GB. If the selections and attachment result in a report larger than 2GB, the report size must be reduced, such as by deselecting options or removing additional files.

6. If the customer considers any print jobs to be confidential, remove the job files before sending the zip file to technical support.

- If the customer does not wish to provide the original file, then the original file should not be selected or should be removed from the zip file.
- If the customer does not wish to provide the print job, then the archived job (automatically saved when creating the JER) must be removed.
- If the customer does not wish to provide the Job Log (which usually contains the Job title and the User name), it should be removed.

7. Save the Job Error Report.

Obtaining the System Logs (E-24B)

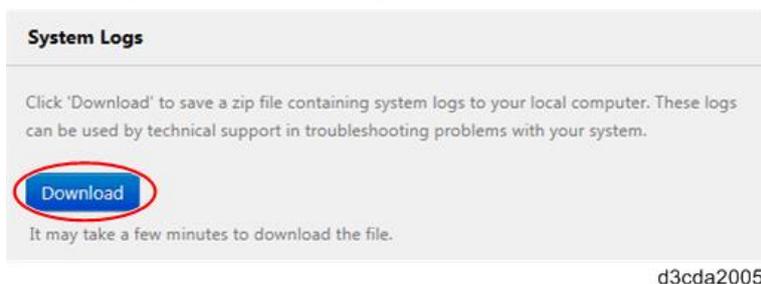
The E-24B provides the ability to download system logs that can be sent to technical support for diagnostic purposes.

The logs are combined into a single encrypted zip file, which does not contain any original job files.

To download the system logs

1. Access Configure. [Link to [Accessing Configure](#)]

2. Select Fiery Server > System Logs > Download.



3. Specify the location and save the system log file.

Obtaining the Device Logs (Copier)

★ Important

- This section only covers the procedure of what to collect from the copier side, when a job error, system fault, or unexpected output while printing a job occurs with E-24B.
- For the overall explanation and procedure of collecting the device logs from the copier, please refer to the copier service manual.

Overview

As a default setting, the device logs are stored in the HDD of the copier.

With the SP settings, you can obtain the stored logs from the HDD and have them copied to an SD card.

For investigating the E-24B issues, please collect at least the following logs as a set with the Job Error Report.

Items that is recommended to collect from the copier HDD for E-24B issues

Type	Storage Timing to HDD (*1)	Destination (maximum storage capacity)
Controller device log including operation log	Saved at all times	When the data gets over 4.0 GB, the older data is deleted.
Engine device log	When an engine SC occurs When paper feeding/output stops because of a jam When the machine doors are opened during normal operation	The maximum data that can be stored is 300. When the data is stored over 300 times, the oldest data is deleted.

*1 The following setting is the factory default.

- SP5-858-001 (Save Device Log): 1 (Enable)
- SP5-858-002 (Target): 0 (HDDw)

If the settings on the copier have been changed at the customer site, the SP values should be changed back to the defaults and you must wait for the issue to be reproduced again, before you start the procedure of copying the logs to the SD card.

For details, refer to the copier service manual.

Note

- Device logs are not saved in the following conditions:
 - While erasing all memory
 - While data encryption equipment is installed
 - While changing the firmware configuration
 - Forced power OFF (accidentally disconnecting the outlet)
 - While the copier is shutting down
 - When the power supply to the HDD is off because of energy saving (engine OFF mode/STR mode)
 - When one of the following SCs occurs: SC672, SC816, SC819, SC878, SC899, SC859, SC860, SC861, SC863, or SC864

Note

- The following logs are not saved:
 - Logs related to the energy saver mode (Engine-off, suspend-mode, or other cases)
 - Network communication log
 - Logs related to NRS
 - Access log for unauthorized users (guests)
- HTTP session timeout log
- Auto log-out log

5. Troubleshooting

Obtaining the Device Logs (and SMC) with an SD card

Preparation

1. Check the date and time that the issue occurred.

Later, when providing the device logs to your technical support, inform the date and time, so that the engineers can find the area of the logs to investigate.

2. Prepare an SD card and format it.

For the recommended SD card, please refer to the copier service manual.

If the SD card is used for the first time for log retrieval, format it by using SD Formatter from Panasonic:
https://www.sdcard.org/downloads/formatter_3/ (free software)

Procedures for obtaining the logs

1. Turn OFF the main power of the copier.

★ Important

- Make sure to turn OFF the copier before proceeding the following steps.
- Otherwise, the latest settings on the copier side may not be collected when the SMC is exported to the SD card.

2. Insert the SD card into the slot on the side of the operation panel or the service slot.

3. Turn ON the main power.

4. Enter SP mode.

5. Specify the date that the issue occurred in SP5-858-101 (Start Date).

The setting must be entered in year-month-day calendar format.

e.g.: March 14, 2017, input “20170314” (yyyymmdd)

6. Specify the number of days to collect the logs in SP5-858-102 (Days of Tracing).

e.g.: SP5-858-101: “20170314” + SP5-858-102: “2 (default)”

Result: The logs of March 13, 2017 through March 14, 2017 will be obtained.

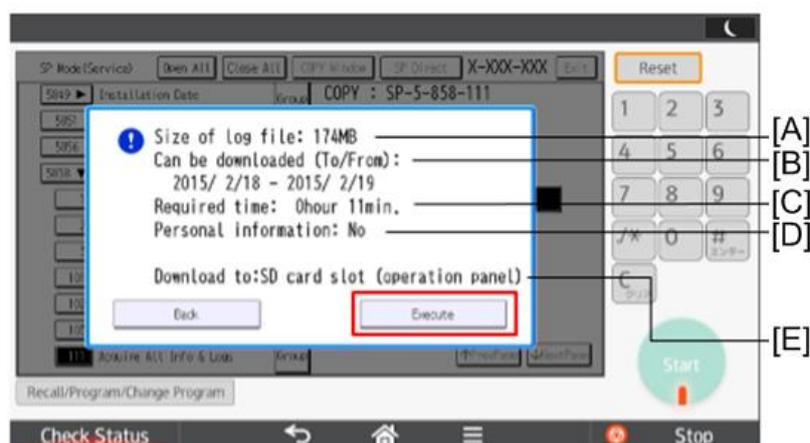
7. Execute SP5-858-111 or SP5-858-141 to copy all of the device logs from the HDD and create an SMC file on the SD card.

SP	Collectable Information and/or Logs
SP5-858-111	All of the device information and device logs that are collected by executing the SPs from SP5-858-121 to SP5-858-145, and SMC.
SP5-858-121	Configuration page *2
SP5-858-122	Font page *2
SP5-858-123	Print settings list *2
SP5-858-124	Error log *2
SP5-858-	Fax information (whether the fax destinations are included or not depends on the setting of

SP	Collectable Information and/or Logs
131	SP5-858-103.)
SP5-858-141	All of the following: Controller log, engine log, operation panel log, FCU log, and SMC.
SP5-858-142	Controller log
SP5-858-143	Engine log
SP5-858-144	Operation panel log
SP5-858-145	FCU log

*2 Applicable for Ricoh printers only. These items cannot be obtained when the E-24B is connected to a copier.

8. After executing the SP for copying the logs (and SMC), wait for a confirmation screen to appear.



d3bna0038

[A]: File size

[B]: Period to copy

[C]: Estimated time to copy

[D]: If "Fax Contact" is displayed, it means that the fax destinations will be included in the fax information

[E]: Where the data will be copied

Note

- The approximate time it takes to transfer the device log is as follows. Transfer time may be affected by the type or format of the SD card.
- Controller device log (GW device log): 2 - 20 minutes
- Engine device log: 2 minutes
- Operation panel device log: 2 - 20 minutes

If the estimated time is not calculated due to an error, an error code will be displayed.

5. Troubleshooting

Error Code	Description
-1	Other.
-2	No SD card is inserted in the service slot or in the SD slot on the side of the operation panel. In this case, insert an SD card into either of the SD slots.
-3	The SD card is locked and is not possible to write any data. In this case, unlock the SD card.

- 9.** Wait for the information and/or logs to be copied to the SD card.
- 10.** After a message stating that the process has completed appears on the operation panel, confirm that the LED light next to the SD card slot is not flashing and then remove the SD card.
- 11.** Make sure that the SD card access LED is off, then remove the SD card.

Note

- The process of retrieving logs fails in the following cases:
- When the size of the logs to obtain exceeds the amount of space available on the SD card.
- When the SD card is removed while the logs are being copied to it.
- When the SD card is not formatted.
- If 'failed' appears on the touch panel display, turn the power OFF, and then recover from step 1 again.

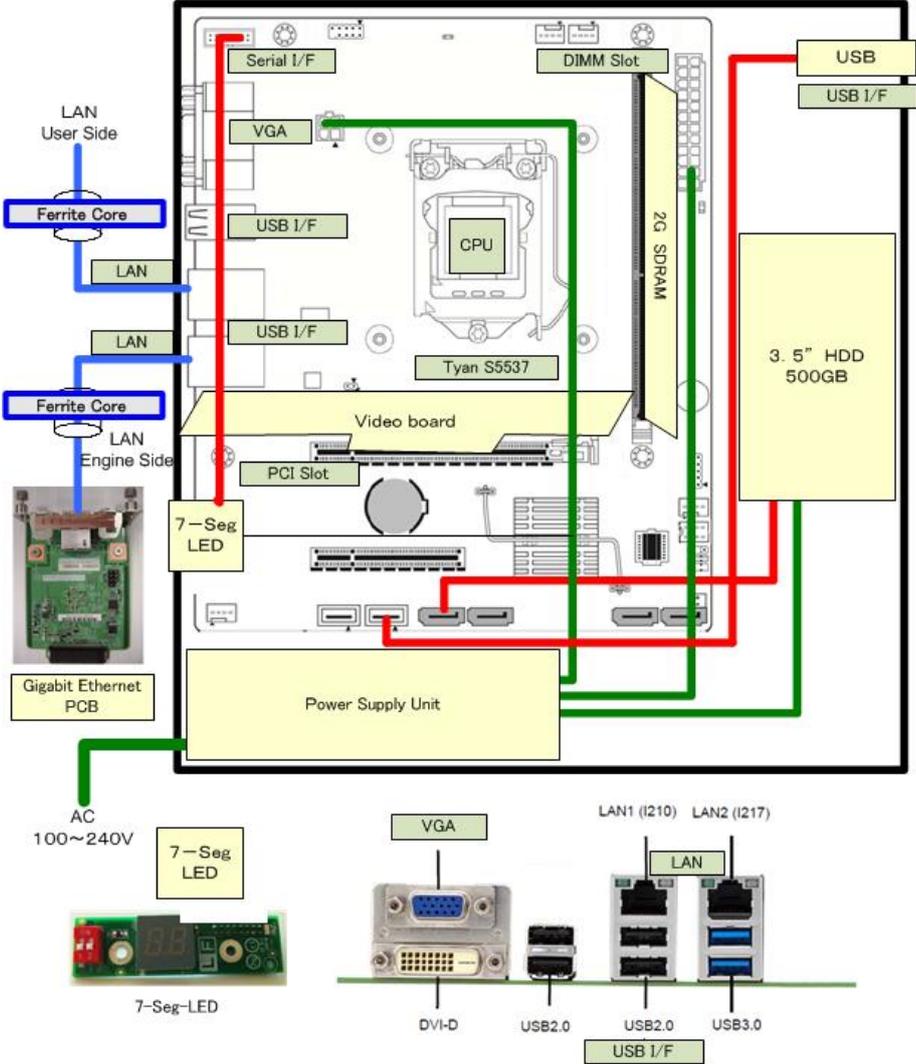
- 12.** Confirm that the "LogTrace" folder is created in the SD card with sub folders with the following names.



- 13.** Zip the LogTrace folder to provide it to your technical support.

6. Detailed Section Descriptions

Block Diagram and Functions



d3cda2006

Components

Component	Type	Configuration
Processor	Intel Pentium Processor G1820	2.7GHz
HDD	Serial ATA	500GB
SDRAM	PC3-10600	2GB, 240 pin
BIOS ROM	Flash	8MB
EEPROM	EEPROM	1Kbit

Networking

Cable requirements:

- 10BaseT (Ethernet): Unshielded Twisted Pair (UTP), Category 3 or higher
- 100BaseTX (Fast Ethernet): UTP, Category 5 or higher (4-pair/8-wire, short length)

6.Detailed Section Descriptions

- 1000BaseT (Gigabit Ethernet): UTP, Category 5e or higher (4-pair/8-wire, short-length)

Note

- If the print engine is 230V, use a shielded network cable.

Video Board

The Video Board functions include:

- High speed data transmission
- High speed data decompression
- Engine output at maximum rated output speed

The video interface controls such aspects of the print job as:

- Hardware decompression
- Print quality enhancement technologies

HDD

The HDD is used to optimize many parts of the printing system as well as improving throughput and ease-of-use.

The HDD stores the following information:

- System software
- Non-volatile spooled print jobs
- Additional storage for compressed pages
- Non-volatile record of printed jobs (Job Log)
- Resource storage space for downloaded fonts

Non-Volatile Memory

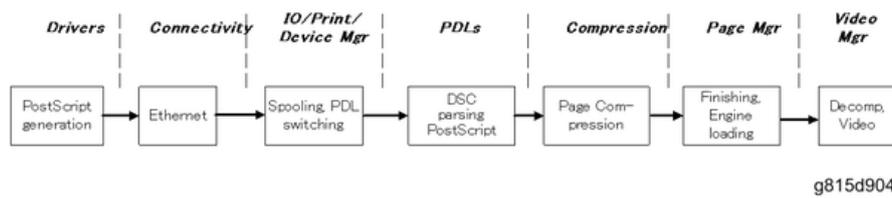
- The 8MB Flash Memory contains the BIOS, etc.
- The 1Kbit EEPROM holds the MAC address data.

Volatile Memory

- SDRAM is one 2GB, PC3-10600, Double Data Rate 3 (DDR3), 240-pin.

Print Data Processing

Flow Chart



The key roles of each part of the print system are outlined below.

- The drivers are responsible for generating the page description on the host system and for transmitting data to the printer.
- The I/O manager mediates the connection with the network interface and establishes a device or print manager connection.
- The print manager is responsible for spooling the job (if appropriate) and for feeding jobs to the correct PDL interpreter.
- The PDL interpreters are responsible for turning page descriptions into rendered pages and for parsing job management comments.
- The compression subsystem manages compressed pages in memory.
- The page manager coordinates pages for sending to the engine for the most efficient printing, finishing, and accessory handling.
- The video subsystem is responsible for decompressing pages and feeding the engine with appropriate engine signals. The video subsystem also handles certain print quality processing functions.

7. Specifications

General Specifications

Configuration:	External Type Printer Controller Unit
Motherboard:	CPU: Intel® Pentium® Processor G850 2.9GHz Network Interface: RJ-45 Network port (1000-Base/100-Base/10-BaseT)
Memory:	2GB x 1 (DDR3-1333-999) PC3-10600
HDD:	Internal HDD: 500GB
Operating System:	Linux
Network Protocols:	AppleTalk (for downloading fonts) TCP/IP (IPv4/IPv6) SMB
Printer Description Languages:	Adobe PostScript3 (Standard), PCL6/5c (Standard)
Supported Driver Language:	English, Simplified Chinese, Czech, Dutch, French, German, Italian, Polish, Brazilian Portuguese, Russian, Spanish, Turkish, Korean, Traditional Chinese
Print Resolution:	1200 dpi / 2 bit (600 dpi in PCL5)
Gradation:	1 bit/pixel, 4 bits/pixel
Scan Resolution:	Max. 600 dpi
Scan Source:	ADF / Exposure Glass
Scan Sides:	Simplex / Duplex
Scan Destination:	Hold Queue / MailBox / Email / FTP Server/ Windows SMB Client PC Disk (E-24B Remote Scan only)
Scan Format:	PDF/ TIFF/ JPEG
Printing Speed:	Pro C5200S + E-24B: 65 ppm Pro C5210S + E-24B: 80 ppm
Resident Fonts:	PostScript: 138 fonts PCL: 80 AGFA fonts
Power Consumption:	Rated: 80W
Noise Emission: (Sound Power Level)	Sound Power Level: Less than 51db(A) Sound Pressure Level: Less than 41db(A)
Dimensions (W x D x H):	124.3mm x 362.5mm x 294.6mm, 4.9" x 14.3" x 11.6"
Weight:	5.5 kg (12.2 lb)