

Model: <b>CH-C2 Pro Color Controller E-24B</b>		Date: 08-Dec-16	No.: RD3CD001
Subject: Patch (FIT101580082.ps) release notes for Color Controller E-24B System Software Version 1.0		Prepared by: Chisato Tsuji	
From: 1 <sup>st</sup> PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	

This RTB has been issued to announce the release notes on the patch “**FIT101580082.ps**” for the Color Controller E-24B **system software version 1.0**.

Patch File	Issue(s)
<b>FIT101580082.ps</b>	System Updates does not activate even if enabled.

**Before installing FIT101580082.ps:**

1. Known issues listed below, read before installing **FIT101580082.ps** patch:
  - **None**
2. The following prerequisite(s) must be installed in the order specified before installing **FIT101580082.ps**:
  - **None**
3. Do **NOT** install any of the following patch(es) after installing the **FIT101580082.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT101580082.ps** patch:
  - **None**
4. This patch is exclusive, it must be installed by itself, and the server must be rebooted or restarted once. After that, other patches can be applied to the server.
5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

**Patch installation instructions:**

- 1 Make sure that the Fiery controller has reached Idle.
- 2 Import the patch file FIT101580082.ps using Command WorkStation to the **Direct** queue.
- 3 You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
- 4 From Command WorkStation, choose **Server > Reboot Server**,  
or  
from the Fiery LCD, select **Restart Fiery > Restart System**.
- 5 Wait until the Fiery controller reaches Idle and print the configuration page.
- 6 Verify that the **Update Info** section contains the patch number **FIT101580082**.

Model: <b>CH-C2 Pro Color Controller E-24B</b>		Date: 12-Dec-16	No.: RD3CD002
Subject: Patch (FIT000247471.ps) release notes for Color Controller E-24B System Software Version 1.0		Prepared by: Chisato Tsuji	
From: 1 <sup>st</sup> PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	

This RTB has been issued to announce the release notes on the patch “**FIT000247471.ps**” for the Color Controller E-24B **system software version 1.0**.

Patch File	Issue(s)
<b>FIT000247471.ps</b>	Very rarely, executing the Factory Default function will disable the Fiery from printing jobs.

**Before installing FIT000247471.ps:**

1. Known issues listed below, read before installing **FIT000247471.ps** patch:
  - **None**
2. The following prerequisite(s) must be installed in the order specified before installing **FIT000247471.ps**:
  - **None**
3. Do NOT install any of the following patch(es) after installing the **FIT000247471.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT000247471.ps** patch:
  - **None**
4. This patch is exclusive, it must be installed by itself, and the server must be rebooted or restarted once. After that, other patches can be applied to the server.
5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

**Patch installation instructions:**

- 1 Make sure that the Fiery controller has reached Idle.
- 2 Import the patch file FIT000247471.ps using Command WorkStation to the **Direct** queue.
- 3 You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
- 4 From Command WorkStation, choose **Server > Reboot Server**,  
or  
from the Fiery LCD, select **Restart Fiery > Restart System**.
- 5 Wait until the Fiery controller reaches Idle and print the configuration page.
- 6 Verify that the **Update Info** section contains the patch number **FIT000247471**.

Model: CH-C2 Pro Color Controller E-24B		Date: 22-Dec-16	No.: RD3CD003
Subject: Important notes on installing the Color Controller E-24B		Prepared by: C.Tsuji	
From: 1st Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

This Technical Bulletin contains important notes on installation of the Color Controller E-24B for Model CH-C2 Pro.

<p><b>Table of Contents:</b></p> <ol style="list-style-type: none"> <li>1. SP Settings for the E-24B Controller</li> <li>2. Recommended Settings at Installation (System Updates / Automatic Backup)             <ol style="list-style-type: none"> <li>2-1. About System Updates</li> <li>2-2. About Scheduled Automatic System Backup</li> </ol> </li> </ol>
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**1. SP settings for the E-24B Controller**

As described in the service manual, change the following four SP values in Model Ch-C2 Pro when installing the E-24B.

**SP#: 5193-001**

Value: **1** (Default: 0)

The valid external controller will be specified as “Fiery controller”.

**SP#: 5895-001**

Value: **1** (Default: 0)

This setting disables the pre-installed GW printer features.

GW printer features must be disabled to use the E-24B.

Model: CH-C2 Pro Color Controller E-24B	Date: 22-Dec-16	No.: RD3CD003
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**2. Recommended Settings for System Updates/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.

This ensures a recent back up is available in case software update causes any problems.

- 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.
- System Updates and Automatic Backup will be activated at the scheduled time, only when the Fiery service is running.

Note: If the customer is setting the Weekly Timer, the main power should be programmed not to be off at the scheduled time of system updates and automatic backup.

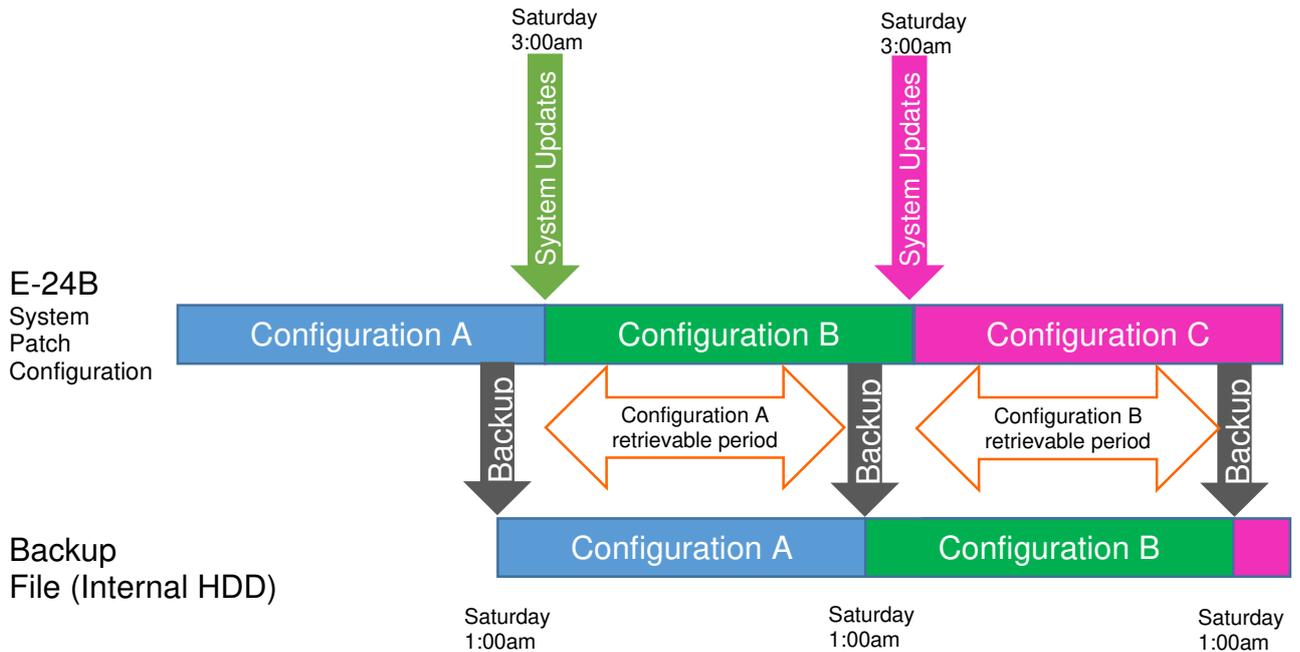
<b>Feature Name</b>	<b>System Updates</b>	<b>Automatic Backup</b>
Explanation of the feature	See page 4 “ <b>2.1 About Scheduled Full Automatic System Updates</b> ” in this document.	See page 5 “ <b>2.2 About Scheduled Automatic Backup</b> ” in this document.
Recommended Setting	Enabled - Once a Week, date and time when the E-24B is not in use.	Enabled - Once a Week, date and time when the E-42B is not in use.
<b>Important</b>	If the customer is using a proxy server for connecting to the internet, do not forget to setup the proxy server in the Configure menu.	<ul style="list-style-type: none"> <li>● If system updates are enabled and scheduled, make sure to schedule the system backups <b><u>at least two hours before the system updates</u></b></li> <li>● For the items that will be backed up, please refer to the service manual.</li> </ul>

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Example:

- Automatic Backup: Every Saturday 1:00 am
- System Updates: Every Saturday 3:00 am

If the latest patch configuration causes a problem with the customer's workflow, there is approximately one week to restore the previous patch configuration using the backup file on the E-24B HDD. (The restoration can be done from the WebTools menu.)



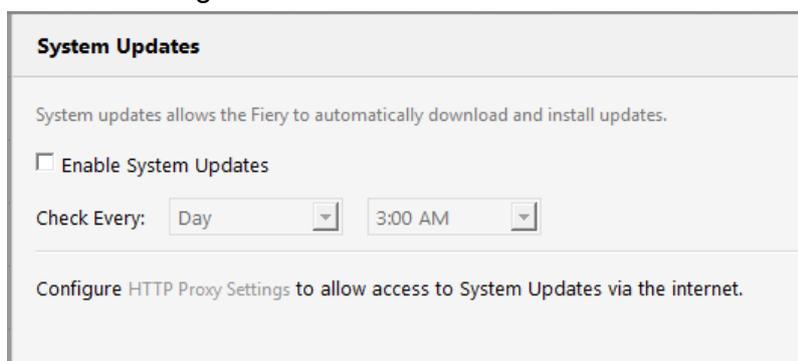
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**2-1. About Scheduled Full Automatic System Updates**

The System Updates feature is available for the Windows-based Fiery controllers. Patches can be downloaded and applied to the controller automatically at the scheduled date and time when the controller is connected to the internet.

Webtools > Configure > System Updates  
 Command WorkStation > Configure > System Updates

Default setting:



	<b>Default Settings</b>	<b>Recommended Settings</b>
Enable System Updates	Disabled	Enabled (*1)
Schedule	Every 3:00 AM	Weekly (For example, every Saturday 3:00 am) At least 2 hours after the automatic backup schedule.

- The default setting is disabled.
- System Updates works only periodically on a schedule basis, for example, every day or every week, and works silently in the background (full automatic).
- \*1: Make sure to configure the proxy settings if the customer’s internet access environment is configured with a Proxy server.

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

- 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.

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✧ If the controller is rebooted manually by a user during System Updates, the system software will corrupt.

## **2-2. About Scheduled Automatic System Backup**

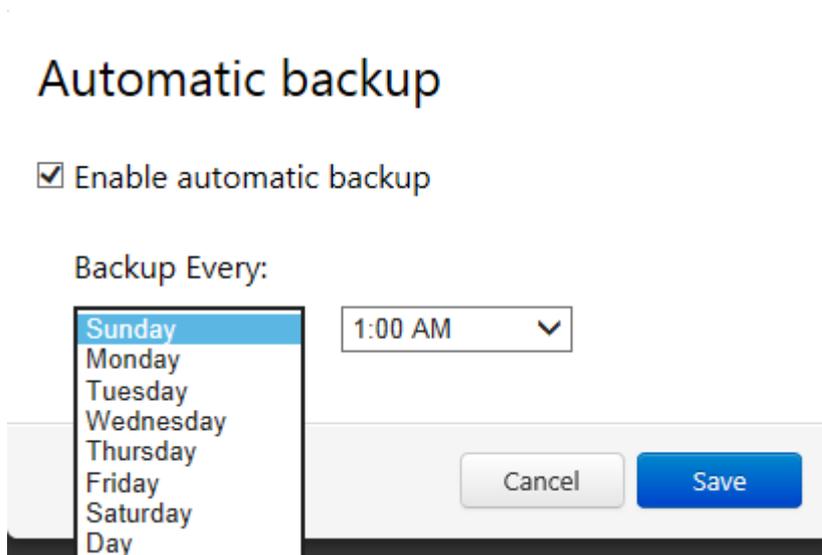
A new backup and restore feature called **Fiery System Restore (FRS)** can be used to backup the entire system, patches and settings on the Fiery hard disk, and later restore when necessary.



The menu can be accessed via WebTools, and backups of the E-24B can be created on the internal hard drive or an external USB storage device.

Among some options for the FRS, the Fiery administrator can enable automatic backups and specify a schedule for when the backup operation takes place (every day or every week).

**Default setting:** Disabled



When this option is enabled and scheduled, the controller stores only the latest auto backup on the internal hard drive.(\*1)

This feature can be useful for reducing downtime during the system recovery just in case the hard drive has no problem but the system settings and patches must be returned, etc.

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**Note :**

The new backup file created by the automatic backup feature will overwrite the old backup file on the E-24B internal HDD.

To keep a system backup file for a while, create the backup file to an external USB hard drive manually. (For details, refer to the service manual)

<b>Model:</b> Color Controller E-24B (CH-C2 Pro) <b>System Version:</b> 1.0	<b>Date:</b> April 25, 2017	<b>Revision:</b>
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## Patch File: FIT101614628.ps

### Issue(s) address to this Patch:

Composite Patch for Color Controller E-24B

- System Updates does not activate even if enabled. (FIT101580082)
- Very rarely, executing the Factory Default function will disable the Fiery from printing jobs. (FIT000247471)
- [Backup / Restore] Factory default image will be replaced with the "New Image" after restoring from a new bootable image.
- [Backup / Restore] Estimated size of the backup image is more precise.

### Before installing FIT101614628.ps:

1. Known issues listed below, read before installing **FIT101614628.ps** patch:
  - **None**
2. The following prerequisite(s) must be installed in the order specified before installing **FIT101614628.ps**:
  - **None**
3. Do **NOT** install any of the following patch(es) after installing the **FIT101614628.ps** patch. If you must install any of the patch(es) below, do so **before** installing the **FIT101614628.ps** patch:
  - **None**
4. This patch is exclusive, it must be installed by itself (no other patches should accompany this patch while installing), and the Fiery controller must be rebooted or restarted once. After that, other patches can be applied to the Fiery controller.  
  
**Note:** If you have installed other non-exclusive patches before this patch you must reboot the Fiery controller to apply those patches first.
5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

## Patch installation instructions:

- 1 Make sure that the Fiery controller has reached Idle.
- 2 Import the patch file **FIT101614628.ps** using Command WorkStation to the **Direct** queue.
- 3 You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
- 4 From Command WorkStation, choose **Server > Reboot Server**,  
or  
from the Fiery LCD, select **Restart Fiery > Restart System**.
- 5 Wait until the Fiery controller reaches Idle and print the configuration page.
- 6 Verify that the **Update Info** section contains the patch number **FIT101614628**.

<b>Utility Name:</b> Fiery USB Setup Tool <b>Version:</b> 2.0.25	<b>Date:</b> June 16, 2017	<b>Revision:</b>
<b>File Name / File Size:</b> <ul style="list-style-type: none"><li>● File name/File size: Fiery USBSetupTool.exe / 64.8 MB</li></ul>		
<b>Supported Controller Models:</b> <ul style="list-style-type: none"><li>● Color Controller E-22B / E-22C / E-23C / E-24B</li></ul>		

## About USB Setup Tool

Use this Fiery USB Setup Tool in the following cases:

1. To install the Fiery system software to controller's hard disk via the USB flash drive.
2. To backup and restore the Fiery system software and settings with the "Fiery Clone Tools for Embedded Servers"

For how to use this tool, refer to the service manual of the controller model.

## **Update History**

- Ver.2.0.21→Ver.2.0.25  
Added E-24B as supported model.

<b>Utility Name:</b> Fiery Clone Tool for Embedded Server <b>Version:</b> 3.2	<b>Date:</b> June 16, 2017	<b>Revision:</b>
<b>File Name / File Size:</b> <ul style="list-style-type: none"><li>• File name/File size: FCTe-3.2.iso / 27, 876 KB</li></ul>		
<b>Supported Controller Models:</b> <ul style="list-style-type: none"><li>• Color Controller E-22B / E-22C / E-23C / E-24B</li></ul>		

## About Fiery Clone Tool

With the Fiery controller (embedded model), use this Fiery Clone Tool in the following cases:

1. To back up a customized system from a unit of Fiery controller to a USB flash drive.
2. To restore the backup file to the same Fiery controller unit mainly in the following cases:
  - 1) Restore on Fiery controller with a specific setup configuration  
Examples,
    - After HDD replacement.
    - Downgrade the system (=worth removing the latest patches).
  - 2) Remedy a system failure, such as software corruption or HDD failure.

## Update History

- Ver.2.1 → Ver.3.2  
FS200 products are supported since Ver.3.2. (E-24B is the only FS200 product as of the release of Ver.3.2.)

Notes for using Fiery Clone Tool on Color Controller E-24B:

- E-24B is equipped with another backup and restore feature called "Fiery System Restore."  
(WebTool > HomeTab)
- Fiery System Restore may be more suitable than the Fiery Clone Tool depending on the purpose.
- E-24B service manual contains a comparison table of backup features, including the "Fiery System Restore" and "Fiery Clone Tool."  
When using Fiery Clone Tool, refer to the E-24B service manual for detailed procedure and specs of the USB drive, etc.

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## Backup and Restore (E-22B/E-22C/E-23C)

### Overview

As a careful practice, **Backup and Restore** and **Fiery Clone Tool** can be used in combination to back up settings and files on the Fiery controller HDD and later restore when necessary.

- Backup / Restore (User Tool, also introduced in the User manual)
- Fiery Clone Tools (Service Tool)

Since the **Fiery Clone Tool** creates a clone image containing the system software and patches applied to the Fiery controller, using the Fiery Clone Tool regularly will help reduce workload and downtime when the system needs to be re-installed to recover from system software or HDD related problems.

#### ⬇ Note

- The explanations provided here are purposed for Backup and Restore performed on the **same unit**.
- As long as the key chip on the motherboard of Fiery controller is the same, the unit will be identified as the same Fiery controller unit even if certain components have been replaced. However, if the key chip has been replaced, the unit is no longer identified as the same Fiery controller unit.  
If restored to a different Fiery controller unit, customized settings and files will not be completely restored.

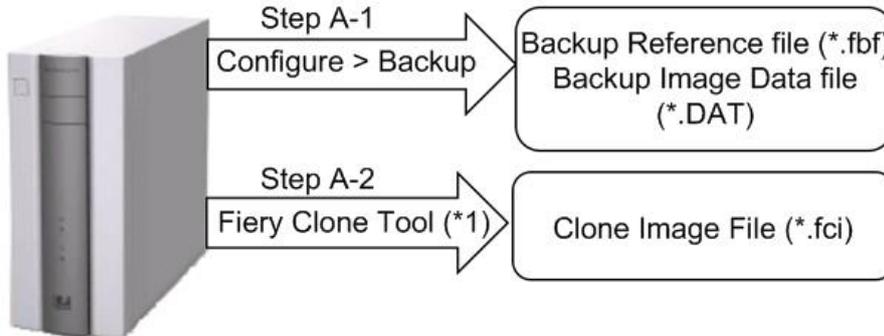
	Backup/Restore (User Tool)	Fiery Clone Tool (Service Tool)
Backup Items	<ul style="list-style-type: none"> <li>▪ Fiery System Settings</li> <li>▪ Color Settings</li> <li>▪ Preflight Presets</li> <li>▪ Scan Settings</li> <li>▪ Virtual Printers</li> <li>▪ Server Presets</li> <li>▪ Fonts</li> <li>▪ Job Log</li> </ul>	<ul style="list-style-type: none"> <li>▪ Everything in the Fiery controller HDD, except the contents of the jobs sitting in the queues.</li> <li>▪ The Backup file will contain the Fiery system software with patches applied.</li> </ul>

	Backup/Restore (User Tool)	Fiery Clone Tool (Service Tool)
Important Notice	For information on items that can be restored and workaround for items that cannot be restored when using only the Backup/Restore feature without the Fiery Clone Tool, refer to the Configuration and Setup manual ( <a href="http://help.efi.com/ricoh/docs/">http://help.efi.com/ricoh/docs/</a> ).	Since some of the Fiery system settings cannot be restored and will return to default, <b>it is recommended to use the Backup/Restore (User Tool) feature as a set.</b> (See next page.)
Tools and required items	Backup/Restore feature included in the "Configure" menu (Webtools or Command WorkStation)	<ul style="list-style-type: none"> <li>▪ Utilities for Windows PC (Provided via Firmware download site) <ul style="list-style-type: none"> <li>▪ Fiery Clone Tools</li> <li>▪ Fiery USB Setup Tool</li> </ul> </li> <li>▪ USB 2,0 flash drive (8GB-32GB)</li> <li>▪ Windows PC with USB port and 256MB available memories.</li> </ul>
Created Backup Files (required when Restore)	<ul style="list-style-type: none"> <li>▪ Backup Reference file (*.fbf)</li> <li>▪ Backup Image Data file (*.DAT)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Clone Image File (*.fci)</li> </ul>
Remarks	The current date and time are not restored, but time zone and time server settings are restored.	<ul style="list-style-type: none"> <li>▪ HDD will be formatted when the clone image is restored.</li> <li>▪ Some of the system setting will return to default when the clone image is restored.</li> </ul>

## A. Creating Backup Files

When.....

- Fiery controller is installed with patches.
- New patches and updates are installed.
- Fiery System Settings are changed from "Configure" or "Setup" menu.



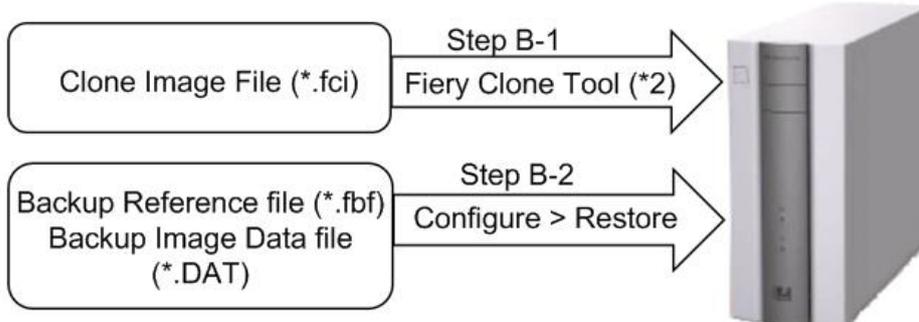
w\_d3bna0020

Note \*1: User data on the Hold/Printed queues will not be backed up.

## B. Restoring Backup Files

When....

- Restore an Fiery controller with a specific setup configuration.  
Examples,
  - after HDD replacement.
  - downgrade the system (= worth removing the latest patches).
- Remedy a system failure, such as software corruption or HDD failure.



w\_d3bna0021

Note \*2: The HDD of Fiery controller will be formatted before the clone image file is transferred to Fiery controller.

### ⬇ Note

- If the motherboard has been replaced, adjust the system date and time after Step B-2.

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## Using the "Backup / Restore" Feature

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You can back up and restore the entire Fiery controller 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

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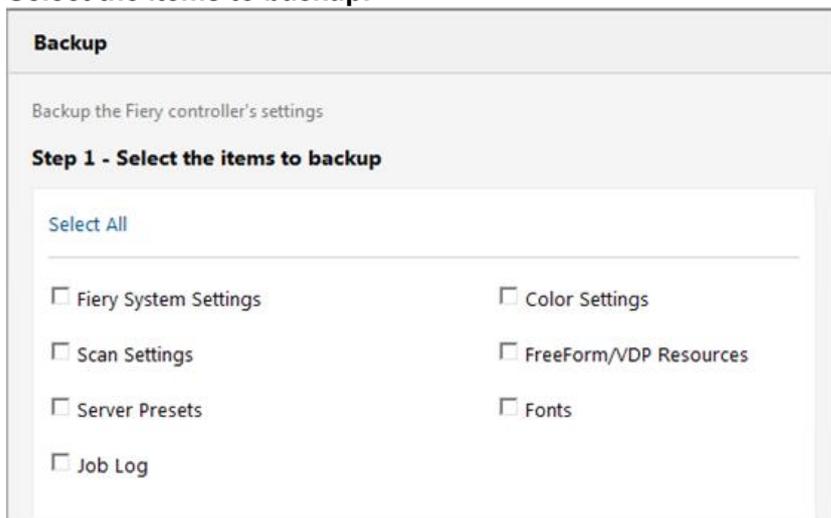
- Either from Webtools or Command WorkStation, go to Configure > Fiery Server > Backup or Restore.
- From the Command WorkStation, go to the Device Center tab > General > Tools > "Backup&Restore".

The following is the procedure when starting from Configure.

### Creating Backup files

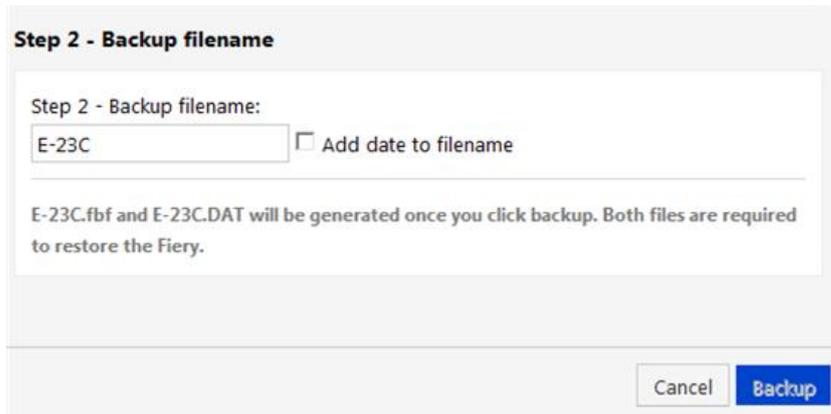
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- 1. Print a configuration sheet and confirm the date, time, and time zone are correct.**  
If not, correct the date and time.
- 2. Access to Configure.**
- 3. Choose Fiery Server.**
- 4. Click Backup.**
- 5. Select the items to backup.**



d3bna0022

- 6. Specify the backup filename.**  
It is recommended to specify the "Add date to filename" option.



d3bna0023

7. Click Backup.

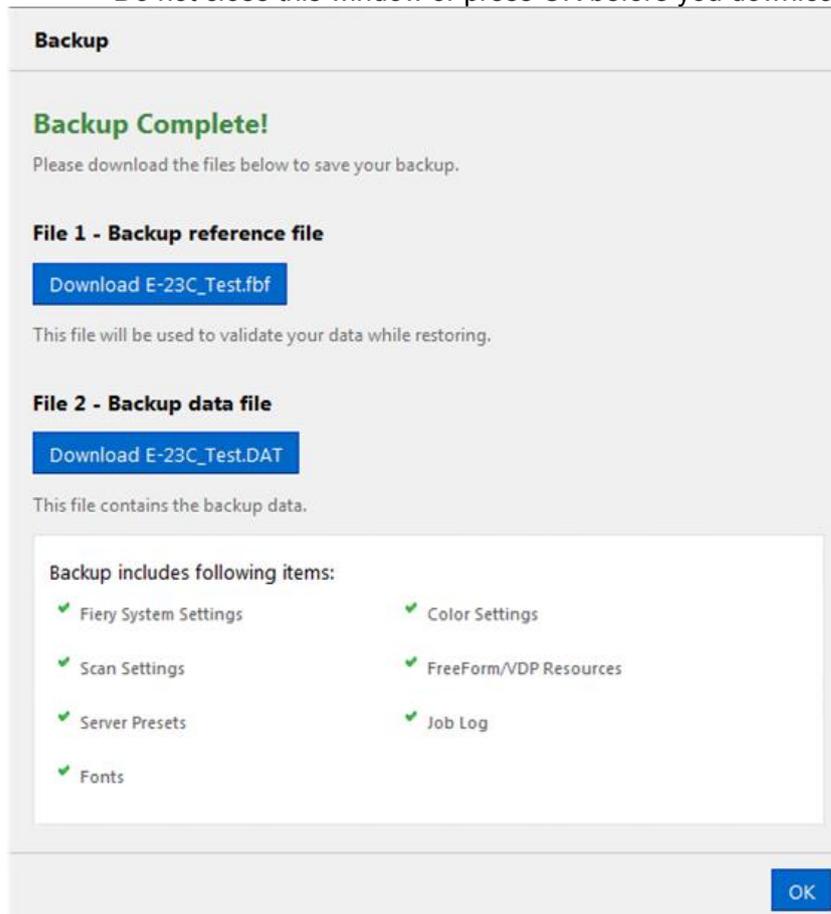


- Make sure that two files (\*.fbf and \*.DAT) are generated. Both files are required to restore the Fiery.

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



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



d3bna0024

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

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1. **Access to Configure.**
2. **Choose Fiery Server.**
3. **Click Restore.**

The screenshot shows a 'Restore' dialog box with the following content:

**Restore**

Restore the Fiery settings from backup. Please note that this will overwrite your existing settings.

**Step 1 - Select backup reference file**

[File selection field] [Browse...]

This file will have a ".fbf" extension.

**Step 2 - Select backup data file**

[File selection field] [Browse...]

This file will have a ".DAT" extension.

d3bna0025

4. **Select backup reference (\*.fbf) file and backup data (\*.DAT) file from your client PC, and click Next.**

The screenshot shows the 'Restore' dialog box with the following content:

**Restore**

**Select the items to restore**

Clear All

<input checked="" type="checkbox"/> Fiery System Settings	<input checked="" type="checkbox"/> Color Settings
<input checked="" type="checkbox"/> Scan Settings	<input checked="" type="checkbox"/> FreeForm/VDP Resources
<input checked="" type="checkbox"/> Server Presets	<input checked="" type="checkbox"/> Fonts
<input checked="" type="checkbox"/> Job Log	

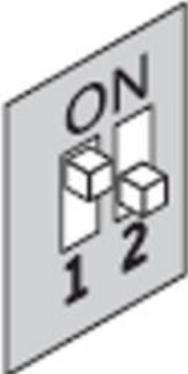
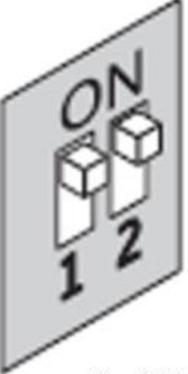
d3bna0026

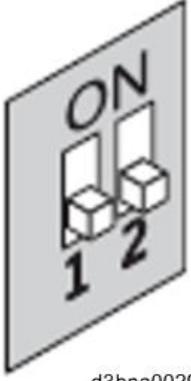
5. **Select the items to restore and click Restore.**
6. **After a while, the following screen will appear. Click Reboot.**

## Using the Fiery Clone Tool

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 Fiery controller. You can restore the image file to the same Fiery controller (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 back panel of the Fiery controller 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
<p>Boot</p>  <p>d3bna0027</p>	AA, 00	<ul style="list-style-type: none"> <li>▪ To boot the Fiery controller from the USB flash drive.</li> <li>▪ The diagnostic LEDs flash "AA" then "00" and repeats to indicate boot status.</li> </ul> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>▪ This setting must be performed before you start and using the Fiery Clone Tool.</li> </ul>
<p>Backup</p>  <p>d3bna0028</p>	b0	<ul style="list-style-type: none"> <li>▪ To back up the Fiery controller by creating an image file.</li> <li>▪ 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.</li> <li>▪ 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.</li> </ul>

Service switch position	LED status code	Description
Restore 	C0	<ul style="list-style-type: none"> <li>▪ To restore the Fiery controller with the image file.</li> <li>▪ 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.</li> <li>▪ 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.</li> </ul>

## 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 2.0.25 or later.

### Items to Prepare:

- Fiery USB Setup Tool (\*1)
- Fiery Clone Tool for Embedded Servers (\*1)
- Windows PC with the following specification.
  - OS: Windows 7 or later
  - Supports USB 2.0
  - 256MB of available memory
- USB 2.0 flash drive, at least 8GB 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:

1. **Download the Fiery Clone Tool from the firmware download site and extract it.**  
The Fiery Clone Tool file is provided in \*.ISO format.
2. **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.

- At the InstallShield Wizard Complete screen, click Finish.

**Note**

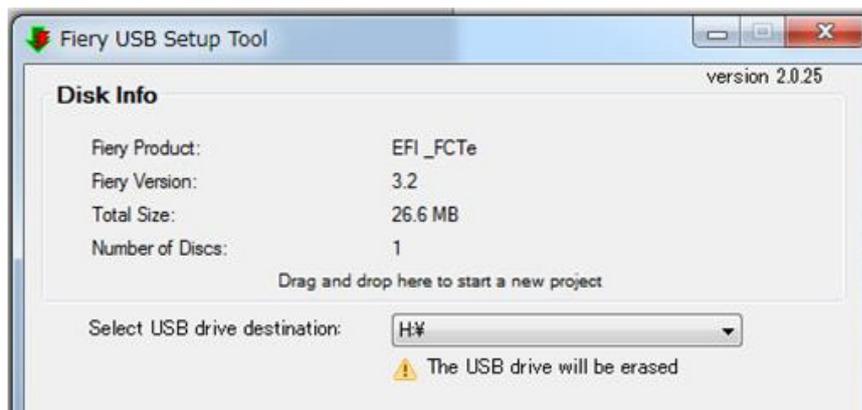
- The version information is displayed on the top-right corner of the Fiery USB Setup Tool main window. More information about the Fiery USB Setup Tool version can be found in Control Panel > Add or Remove Programs. In Windows 7, click Control Panel > Programs and Features.

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

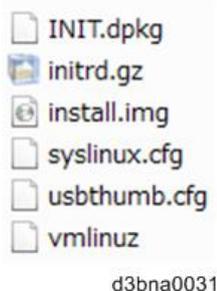
- Start the USB setup tool application by clicking Start and choosing All Programs > EFI > Fiery USB Setup Tool.
- Insert the USB flash drive into a USB port of the Windows PC.

**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.
- 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.
- 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.

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

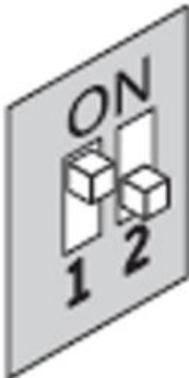
**Important**

- 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.
- 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 Clone Image Files from Fiery controller

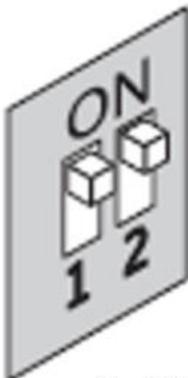
**Note**

- Before creating the clone image, make sure you have created the two Backup files "\*.frf" and "\*.DAT" using the Backup / Restore feature on the Fiery controller. (page 5 "Creating Backup Files")
- Print a configuration sheet and confirm the date, time, and time zone are correct.**  
If not, adjust the date and time.
  - Shut down the Fiery controller.**
  - 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 Fiery controller.**
  - Set the service switches as shown below ("1": ON, "2": OFF).**



d3bna0027

- Power on the Fiery controller.**
- Allow the Fiery controller to boot from the USB flash drive to start Fiery Clone Tool.**
- Wait until the diagnostic LEDs on the back panel of the Fiery controller flash "AA" then "00" repeatedly to indicate ready status.**
- Set the service switches to the following position ("1": ON, "2": ON).**



d3bna0028

- The diagnostic LEDs flash "b0" to indicate that the Fiery controller 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.

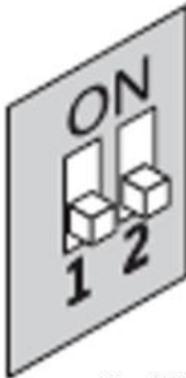
**9. Wait for the Fiery Clone Tool to create the image file.**

- 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 Fiery controller, 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. (The USB port of Fiery controller supports only USB 2.0)

**Note**

- If an error occurs during the backup process, the diagnostic LEDs flash "EE", then the error code in half-second intervals. To troubleshoot the error, see page 15 "".

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



d3bna0029

**11. Remove the USB flash drive from the USB port.**

**12. Press and release the power switch on the front panel of Fiery controller.**

The controller will automatically move to the shutdown procedure.

**13. Insert the USB flash drive to a USB port on the Windows PC.**

**14. 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.



d3bna0032

**Important**

- NEVER rename or delete the filename and the extension of the clone image file (\*.fci), or restoration will fail.
- The folder and file created are named with a pre-fix "RICOH MTSC2\_L30B" 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.

**15. 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\_Fiery\_controller\_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.

**16. 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 Fiery controller

---

**Note**

- If you will be replacing hardware components of the Fiery controller, 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 Fiery controller 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 Fiery controller 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.

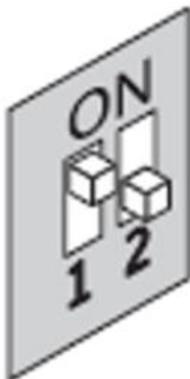
**2. Remove the USB flash drive in a safe way from the PC.**

**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 Fiery controller.**

**4. Set the service switches as show below. ("1": ON, "2": OFF).**



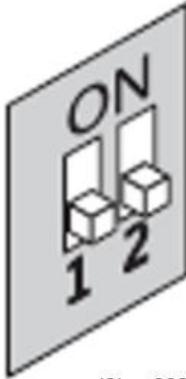
d3bna0027

**5. Power on the Fiery controller.**

**6. Allow the Fiery controller to boot from the USB flash drive to start Fiery Clone Tool.**

**7. Wait until the diagnostic LEDs on the back panel of the Fiery controller 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.
10. If an error occurs during the restore process, the diagnostic LEDs flashes "EE", then the error code in half-second intervals. To troubleshoot the error, see page 15 "Remove the USB flash drive from the USB port.
11. **Press and release the power switch on the front panel of Fiery controller.**  
Fiery controller will automatically move to the shutdown procedure.
12. **Reboot the Fiery controller.**
13. **Restore the backup reference file (\*.frf) and backup image data file (\*Dat). (page 7 "Restoring Backup files").**

**★ Important**

- If this step is skipped, some of the settings may not be restored.

## LED Error Codes Related To the Fiery Clone Tools

LED error code	Operation type	Description	Suggested action
11	-	Failed to retrieve product information.	<ul style="list-style-type: none"> <li>▪ It is not a Fiery Controller.</li> <li>▪ If the Fiery Controller is found, the hardware might not have initialized properly to retrieve the product name.</li> </ul>
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"> <li>1. Run Windows Disk Error Check on the USB flash drive.</li> <li>2. Prepare the USB flash drive again using the Fiery USB Setup Tool.</li> </ol>
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"> <li>1. Run Windows Disk Error Check on the USB flash drive.</li> <li>2. Prepare the USB flash drive again using the Fiery USB Setup Tool.</li> <li>3. Check the HDD if USB flash drive is working properly, then try again.</li> </ol>
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	<p>The Fiery Controller is not properly installed. Reinstall the Fiery Controller.</p> <p> <b>Note</b></p> <ul style="list-style-type: none"> <li>▪ If Fiery Clone Tool cannot read the HDD partition, then the backup procedure cannot be performed.</li> </ul>
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.

LED error code	Operation type	Description	Suggested action
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"> <li>1. Run Windows Disk Error Check on the USB flash drive.</li> <li>2. Prepare the USB flash drive again using the Fiery USB Setup Tool.</li> <li>3. Use another computer with an external connection to format the HDD, if Fiery Clone Tool cannot write to the HDD.</li> <li>4. If the above actions do not work, replace the HDD.</li> </ol>
45	-	Failed to install bootloader	<ol style="list-style-type: none"> <li>1. Use another computer with an external connection to format the HDD, if Fiery Clone Tool cannot write to the HDD.</li> <li>2. If the above actions do not work, replace the HDD.</li> </ol>

 **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, 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.
-

<b>Model:</b> Color Controller E-24B (CH-C2 Pro) <b>System Version:</b> 1.0	<b>Date:</b> August 8, 2017	<b>Revision:</b>
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## Patch File: FIT101670677.ps

### Issue(s) address to this Patch:

- The controller falsely responds to a communication targeted to a different IP address (192.168.1.10).

<b>Uninstallation Capability</b>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
<b>Uninstaller Patch File</b>	uninstall_sp.ps

## Table of Contents

- Before installing **FIT101670677.ps**
- Patch installation instructions
- About Uninstaller Patch
- Notes for uninstalling **FIT101670677.ps**
- Uninstaller Patch installation instructions

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### Before installing FIT101670677.ps:

1. Known issues listed below, read before installing **FIT101670677.ps** patch:
  - **None**
2. The following prerequisite(s) must be installed in the order specified before installing **FIT101670677.ps**:
  - **FIT101614628.ps**
3. Do **NOT** install any of the following patch(es) after installing the **FIT101670677.ps** patch. If you must install any of the patch(es) below, do so **before** installing the **FIT101670677.ps** patch:
  - **None**
4. This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
5. This patch is not exclusive if installed manually. One server Reboot is sufficient for all patches to take effect on the system. System Updates may require an exclusive install if this patch becomes a prerequisite for a future patch.
6. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

## **Patch installation instructions:**

- 1 Make sure that the Fiery controller has reached Idle.
- 2 Import the patch file **FIT101670677.ps** using Command WorkStation to the **Direct** queue.
- 3 You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
- 4 From Command WorkStation, choose **Server > Reboot Server**,  
or  
from the Fiery LCD, select **Restart Fiery > Restart System**.
- 5 Wait until the Fiery controller reaches Idle and print the configuration page.
- 6 Verify that the **Update Info** section contains the patch number **FIT101670677**.

## **About the Uninstaller Patch:**

1. The uninstaller patch (**uninstall\_sp.ps**) uninstalls the last patch applied to the system.
2. The uninstaller patch can only be used when the patch you intend to uninstall has the uninstallation capability.
3. The uninstaller patch uninstalls one patch at a time. Once the server reaches idle after uninstallation of the patch, the server will return to the state before the patch was first installed.
4. The uninstaller patch is exclusive and must be installed independently. Reboot the server, to install other patches.

## **Notes for uninstalling the FIT101670677.ps:**

1. This **FIT101670677.ps** patch has the uninstaller capability.

To uninstall this patch, make sure to use the uninstaller patch (**uninstall sp.ps**) that is provided with **FIT101670677.ps** patch.

2. If **FIT101670677.ps** is not the last patch applied to the system, every patch installed after **FIT101670677.ps** must be uninstalled one by one before uninstalling **FIT101670677.ps**.
3. Important notes for uninstalling **FIT101670677.ps** patch with the uninstaller patch:
  - **None**

## Uninstaller Patch installation instructions:

1. Make sure that the Fiery controller has reached Idle.
2. Import the patch file **uninstall\_sp.ps** using Command WorkStation to the **Direct** queue.
3. You must wait until the file finishes processing and Command WorkStation or the LCD show Idle.  
This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
4. From Command WorkStation, choose **Server-> Reboot Server**,  
or  
from the Fiery LCD, select **Restart Fiery -> Restart System**.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. **Verify that the Update Info section does NOT contain the patch number FIT101670677.**

<b>Model:</b> Color Controller E-24B (CH-C2 Pro) <b>System Version:</b> 1.0	<b>Date:</b> November 2, 2017	<b>Revision:</b>
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<b>Patch File:</b> FIT101640279.ps <b>Issue(s) address to this Patch:</b> <ul style="list-style-type: none"><li>• “Black point compensation” does not appear in Device Center &gt; Color Settings &gt; Color Management &gt; Expert Settings &gt; Color Input. (Command WorkStation).</li></ul>
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<b>Uninstallation Capability</b>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
<b>Uninstaller Patch File</b>	uninstall_sp.ps

## Table of Contents

- Before installing **FIT101640279.ps**
- Patch installation instructions
- About Uninstaller Patch
- Notes for uninstalling **FIT101640279.ps**
- Uninstaller Patch installation instructions

---

### **Before installing FIT101640279.ps:**

1. Known issues listed below, read before installing **FIT101640279.ps** patch:
  - **None**
2. The following prerequisite(s) must be installed in the order specified before installing **FIT101640279.ps**:
  - **FIT101614628.ps**
3. Do **NOT** install any of the following patch(es) after installing the **FIT101640279.ps** patch. If you must install any of the patch(es) below, do so **before** installing the **FIT101640279.ps** patch:
  - **None**
4. This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
5. This patch is not exclusive if installed manually. One server Reboot is sufficient for all patches to take effect on the system. System Updates may require an exclusive install if this patch becomes a prerequisite for a future patch.
6. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

## Patch installation instructions:

- 1 Make sure that the Fiery controller has reached Idle.
- 2 Import the patch file **FIT101640279.ps** using Command WorkStation to the **Direct** queue.
- 3 You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
- 4 From Command WorkStation, choose **Server > Reboot Server**,  
or  
from the Fiery LCD, select **Restart Fiery > Restart System**.
- 5 Wait until the Fiery controller reaches Idle and print the configuration page.
- 6 Verify that the **Update Info** section contains the patch number **FIT101640279**.

## About the Uninstaller Patch:

1. The uninstaller patch (**uninstall\_sp.ps**) uninstalls the last patch applied to the system.
2. The uninstaller patch can only be used when the patch you intend to uninstall has the uninstallation capability.
3. The uninstaller patch uninstalls one patch at a time. Once the server reaches idle after uninstallation of the patch, the server will return to the state before the patch was first installed.
4. The uninstaller patch is exclusive and must be installed independently. Reboot the server, to install other patches.

## Notes for uninstalling the FIT101640279.ps:

1. This **FIT101640279.ps** patch has the uninstaller capability.

To uninstall this patch, make sure to use the uninstaller patch (**uninstall sp.ps**) that is provided with **FIT101640279.ps** patch.

2. If **FIT101640279.ps** is not the last patch applied to the system, every patch installed after **FIT101640279.ps** must be uninstalled one by one before uninstalling **FIT101640279.ps**.
3. Important notes for uninstalling **FIT101640279.ps** patch with the uninstaller patch:
  - **None**

## Uninstaller Patch installation instructions:

1. Make sure that the Fiery controller has reached Idle.
2. Import the patch file **uninstall\_sp.ps** using Command WorkStation to the **Direct** queue.
3. You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
4. From Command WorkStation, choose **Server-> Reboot Server**,

or

from the Fiery LCD, select **Restart Fiery -> Restart System**.

5. Wait until the Fiery controller reaches Idle and print the Configuration page.

6. **Verify that the Update Info section does NOT contain the patch number FIT101640279.**

<b>Model:</b> Color Controller E-24B (CH-C2 Pro) <b>System Version:</b> 1.0	<b>Date:</b> November 2, 2017	<b>Revision:</b>
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## Patch File: FIT101642747.ps

### Issue(s) address to this Patch:

- Auto Tray Selection can falsely be specified in Configure.  
(This setting is supposed to be specified from Operation Panel > Apply Auto Paper Select.)

<b>Uninstallation Capability</b>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
<b>Uninstaller Patch File</b>	uninstall_sp.ps

## Table of Contents

- Before installing **FIT101642747.ps**
- Patch installation instructions
- About Uninstaller Patch
- Notes for uninstalling **FIT101642747.ps**
- Uninstaller Patch installation instructions

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### Before installing FIT101642747.ps:

1. Known issues listed below, read before installing **FIT101642747.ps** patch:
  - **None**
2. The following prerequisite(s) must be installed in the order specified before installing **FIT101642747.ps**:
  - **FIT101614628.ps**
3. Do **NOT** install any of the following patch(es) after installing the **FIT101642747.ps** patch. If you must install any of the patch(es) below, do so **before** installing the **FIT101642747.ps** patch:
  - **None**
4. This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
5. This patch is not exclusive if installed manually. One server Reboot is sufficient for all patches to take effect on the system. System Updates may require an exclusive install if this patch becomes a prerequisite for a future patch.
6. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

## Patch installation instructions:

- 1 Make sure that the Fiery controller has reached Idle.
- 2 Import the patch file **FIT101642747.ps** using Command WorkStation to the **Direct** queue.
- 3 You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
- 4 From Command WorkStation, choose **Server > Reboot Server**,  
or  
from the Fiery LCD, select **Restart Fiery > Restart System**.
- 5 Wait until the Fiery controller reaches Idle and print the configuration page.
- 6 Verify that the **Update Info** section contains the patch number **FIT101642747**.

## About the Uninstaller Patch:

1. The uninstaller patch (**uninstall\_sp.ps**) uninstalls the last patch applied to the system.
2. The uninstaller patch can only be used when the patch you intend to uninstall has the uninstallation capability.
3. The uninstaller patch uninstalls one patch at a time. Once the server reaches idle after uninstallation of the patch, the server will return to the state before the patch was first installed.
4. The uninstaller patch is exclusive and must be installed independently. Reboot the server, to install other patches.

## Notes for uninstalling the FIT101642747.ps:

1. This **FIT101642747.ps** patch has the uninstaller capability.

To uninstall this patch, make sure to use the uninstaller patch (**uninstall sp.ps**) that is provided with **FIT101642747.ps** patch.

2. If **FIT101642747.ps** is not the last patch applied to the system, every patch installed after **FIT101642747.ps** must be uninstalled one by one before uninstalling **FIT101642747.ps**.
3. Important notes for uninstalling **FIT101642747.ps** patch with the uninstaller patch:
  - **None**

## Uninstaller Patch installation instructions:

1. Make sure that the Fiery controller has reached Idle.
2. Import the patch file **uninstall\_sp.ps** using Command WorkStation to the **Direct** queue.
3. You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
4. From Command WorkStation, choose **Server-> Reboot Server**,

or

from the Fiery LCD, select **Restart Fiery -> Restart System**.

5. Wait until the Fiery controller reaches Idle and print the Configuration page.

6. **Verify that the Update Info section does NOT contain the patch number FIT101642747.**

<b>Model:</b> Color Controller E-24B (CH-C2 Pro) <b>System Version:</b> 1.0	<b>Date:</b> November 2, 2017	<b>Revision:</b>
--	-------------------------------	------------------

<b>Patch File:</b> FIT101662931.ps <b>Issue(s) address to this Patch:</b> <ul style="list-style-type: none"><li>● SC 899-00 may occur when rebooting the E-24B following a restoration of a backup file that contains paper catalog data..</li></ul>
---

<b>Uninstallation Capability</b>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
<b>Uninstaller Patch File</b>	uninstall_sp.ps

## Table of Contents

- Before installing **FIT101662931.ps**
- Patch installation instructions
- About Uninstaller Patch
- Notes for uninstalling **FIT101662931.ps**
- Uninstaller Patch installation instructions

---

### Before installing FIT101662931.ps:

1. Known issues listed below, read before installing **FIT101662931.ps** patch:
  - **None**
2. The following prerequisite(s) must be installed in the order specified before installing **FIT101662931.ps**:
  - **FIT101614628.ps**
3. Do **NOT** install any of the following patch(es) after installing the **FIT101662931.ps** patch. If you must install any of the patch(es) below, do so **before** installing the **FIT101662931.ps** patch:
  - **None**
4. This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
5. This patch is not exclusive if installed manually. One server Reboot is sufficient for all patches to take effect on the system. System Updates may require an exclusive install if this patch becomes a prerequisite for a future patch.
6. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

## Patch installation instructions:

- 1 Make sure that the Fiery controller has reached Idle.
- 2 Import the patch file **FIT101662931.ps** using Command WorkStation to the **Direct** queue.
- 3 You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
- 4 From Command WorkStation, choose **Server > Reboot Server**,  
or  
from the Fiery LCD, select **Restart Fiery > Restart System**.
- 5 Wait until the Fiery controller reaches Idle and print the configuration page.
- 6 Verify that the **Update Info** section contains the patch number **FIT101662931**.

## About the Uninstaller Patch:

1. The uninstaller patch (**uninstall\_sp.ps**) uninstalls the last patch applied to the system.
2. The uninstaller patch can only be used when the patch you intend to uninstall has the uninstallation capability.
3. The uninstaller patch uninstalls one patch at a time. Once the server reaches idle after uninstallation of the patch, the server will return to the state before the patch was first installed.
4. The uninstaller patch is exclusive and must be installed independently. Reboot the server, to install other patches.

## Notes for uninstalling the FIT101662931.ps:

1. This **FIT101662931.ps** patch has the uninstaller capability.

To uninstall this patch, make sure to use the uninstaller patch (**uninstall sp.ps**) that is provided with **FIT101662931.ps** patch.

2. If **FIT101662931.ps** is not the last patch applied to the system, every patch installed after **FIT101662931.ps** must be uninstalled one by one before uninstalling **FIT101662931.ps**.
3. Important notes for uninstalling **FIT101662931.ps** patch with the uninstaller patch:
  - **None**

## Uninstaller Patch installation instructions:

1. Make sure that the Fiery controller has reached Idle.
2. Import the patch file **uninstall\_sp.ps** using Command WorkStation to the **Direct** queue.
3. You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
4. From Command WorkStation, choose **Server-> Reboot Server**,

or

from the Fiery LCD, select **Restart Fiery -> Restart System**.

5. Wait until the Fiery controller reaches Idle and print the Configuration page.

6. **Verify that the Update Info section does NOT contain the patch number FIT101662931.**

<b>Model:</b> Color Controller E-24B (CH-C2 Pro) <b>System Version:</b> 1.0	<b>Date:</b> November 2, 2017	<b>Revision:</b>
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<b>Patch File:</b> FIT101721960.ps <b>Issue(s) address to this Patch:</b> <ul style="list-style-type: none"><li>• The engine does not recognize the paper size.</li><li>• Paper mismatch error occurs when A4 SEF printing specifies paper tray for slip sheet.</li></ul>
--

<b>Uninstallation Capability</b>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
<b>Uninstaller Patch File</b>	uninstall_sp.ps

## Table of Contents

- Before installing **FIT101721960.ps**
- Patch installation instructions
- About Uninstaller Patch
- Notes for uninstalling **FIT101721960.ps**
- Uninstaller Patch installation instructions

---

### Before installing FIT101721960.ps:

1. Known issues listed below, read before installing **FIT101721960.ps** patch:
  - **None**
2. The following prerequisite(s) must be installed in the order specified before installing **FIT101721960.ps**:
  - **FIT101614628.ps**
3. Do **NOT** install any of the following patch(es) after installing the **FIT101721960.ps** patch. If you must install any of the patch(es) below, do so **before** installing the **FIT101721960.ps** patch:
  - **FIT101662931.ps**
4. This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
5. This patch is not exclusive if installed manually. One server Reboot is sufficient for all patches to take effect on the system. System Updates may require an exclusive install if this patch becomes a prerequisite for a future patch.
6. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

## Patch installation instructions:

- 1 Make sure that the Fiery controller has reached Idle.
- 2 Import the patch file **FIT101721960.ps** using Command WorkStation to the **Direct** queue.
- 3 You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
- 4 From Command WorkStation, choose **Server > Reboot Server**,  
or  
from the Fiery LCD, select **Restart Fiery > Restart System**.
- 5 Wait until the Fiery controller reaches Idle and print the configuration page.
- 6 Verify that the **Update Info** section contains the patch number **FIT101721960**.

## About the Uninstaller Patch:

1. The uninstaller patch (**uninstall\_sp.ps**) uninstalls the last patch applied to the system.
2. The uninstaller patch can only be used when the patch you intend to uninstall has the uninstallation capability.
3. The uninstaller patch uninstalls one patch at a time. Once the server reaches idle after uninstallation of the patch, the server will return to the state before the patch was first installed.
4. The uninstaller patch is exclusive and must be installed independently. Reboot the server, to install other patches.

## Notes for uninstalling the FIT101721960.ps:

1. This **FIT101721960.ps** patch has the uninstaller capability.

To uninstall this patch, make sure to use the uninstaller patch (**uninstall sp.ps**) that is provided with **FIT101721960.ps** patch.

2. If **FIT101721960.ps** is not the last patch applied to the system, every patch installed after **FIT101721960.ps** must be uninstalled one by one before uninstalling **FIT101721960.ps**.
3. Important notes for uninstalling **FIT101721960.ps** patch with the uninstaller patch:
  - **None**

## Uninstaller Patch installation instructions:

1. Make sure that the Fiery controller has reached Idle.
2. Import the patch file **uninstall\_sp.ps** using Command WorkStation to the **Direct** queue.
3. You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
4. From Command WorkStation, choose **Server-> Reboot Server**,

or

from the Fiery LCD, select **Restart Fiery -> Restart System**.

5. Wait until the Fiery controller reaches Idle and print the Configuration page.

6. **Verify that the Update Info section does NOT contain the patch number FIT101721960.**

# Fiery Patch Release Notes

PAGE: 1/4

<b>Model:</b> Color Controller E-24B (CH-C2 Pro) <b>System Version:</b> 1.0	<b>Date:</b> Feb. 6th, 2018 <a href="#">Revised on March 20, 2018</a>	<b>Rank:</b> C	<b>Revision:</b> <b>A</b>
<b>Patch file:</b> <ul style="list-style-type: none"><li>● Color_Controller_E-24B_SP1.ps (Service Pack 01)</li><li>● uninstall_sp.ps (uninstaller)</li></ul>			

[Revision A: Description for uninstaller patch has been revised.](#)

<b>Uninstallation Capability</b>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
<b>Uninstaller Patch File</b>	uninstall_sp.ps

## Table of Contents

- Issues addressed with this release
- Patch configuration
- Before installing Color\_Controller\_E-24B\_SP1.ps (Service Pack 01)
- Patch installation instructions
- About Service Pack 01
- About the uninstaller (uninstall\_sp.ps)
- Notes for uninstalling Service Pack 01
- Uninstaller patch installation instruction

## Issues addressed with this release

**Service Pack 01** contains the following fixes:

Patch ID	Description
FIT101580082 FIT101614628	System Updates does not activate even if enabled
FIT000247471 FIT101614628	Very rarely, executing the Factory Default function will disable the Fiery from printing jobs.
FIT101614628	[Backup / Restore] Factory default image will be replaced with the "New Image" after restoring from a new bootable image.
FIT101614628	[Backup / Restore] Estimated size of the backup image is more precise
–	A patch to change terminology (from "Sheet size" to "Paper size") for the Scale To Fit related feature.
–	Fiery goes to unresponsive state while duplicating huge number of jobs when printer is in STR mode.
FIT101670677	The controller falsely responds to a communication targeted to a different IP address (192.168.1.10).
FIT101640279	"Black point compensation" does not appear in Device Center > Color Settings > Color Management > Expert Settings > Color Input. (Command WorkStation)
FIT101662931	SC 899-00 may occur when rebooting the E-24B following a restoration of a backup file that contains paper catalog data.

FIT101642747	Auto Tray Selection can falsely be specified in Configure. (This setting is supposed to be specified from Operation Panel > Apply Auto Paper Select.)
FIT101721960	The engine does not recognize the paper size.
–	Paper mismatch error occurs when A4 SEF printing specifies paper tray for slip sheet.
–	Renamed job name is not honored and does not appear in Job Properties of the printer operation panel.
–	Control Bar information does not match with Job settings.
–	If a pre-requisite is not installed and the pre-requisite instruction page gets printed, it is falsely printed on 8.5 x 11 size paper and the B/w counter counts up.
–	If the filename includes "%", Fiery service may exit before printing the job result in a disconnection error (SC919).

## Patch configuration

- If you wish to reinstall the system, install the patches as follows:

System Software Version 1.0  
+ **Service Pack 01**

## Before installing Color\_Controller\_E-24B\_SP1.ps

1. Known issues listed below, read before installing **Color\_Controller\_E-24B\_SP1.ps** patch:
  - None.
2. The following prerequisite(s) must be installed in the order specified before applying the **Color\_Controller\_E-24B\_SP1.ps** patch:
  - None
3. Do **NOT** install any of the following patch(es) after installing the **Color\_Controller\_E-24B\_SP1.ps** patch. If you must install any of the patch(es) below, do so before installing the **Color\_Controller\_E-24B\_SP1.ps** patch:
  - None.
4. This patch is exclusive, it must be installed by itself (no other patches should accompany this patch while installing), and the server must be rebooted or restarted once. After that, other patches can be applied to the server.  
  
Note: If you have installed other non-exclusive patches before this patch you must reboot the server to apply those patches first.
5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

## Patch installation instructions

1. Make sure that the Fiery controller has reached Idle.
2. Import the patch file **Color\_Controller\_E-24B\_SP1.ps** using Command WorkStation to the **Direct queue**.
3. You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.

4. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
5. Wait until the Fiery controller reaches Idle and print the configuration page.
6. Verify that the Update Info section contains the patch number **SP1\_FIT101776090**.

## About Service Pack 01

The service pack installer package is distributed as an PS file, and is named **Color\_Controller\_E-24B\_SP1.ps**. When the service pack is installed on the controller, you can observe the below mentioned changes to confirm the service pack patch effectiveness:

- Latest version of the service pack will be listed in WebTools, Engine LCD panel, General tab of Command WorkStation & Fiery Configuration Page.

The service pack features are as follows.

- Uninstaller:
  - Uninstaller reverts back the changes made by the service pack. Uninstaller works by uninstalling the last installed service pack on the Fiery server.
  - The uninstaller would check the backup binaries and replace them. After the reboot the server would be back in the pre service pack state.
  - Uninstaller can be run multiple times to uninstall multiple service pack patches, one patch at a time.
- Prerequisite checking:
  - Service packs will run pre-requisite checks upon patch installation to ensure all dependent service packs/patches are installed.
  - Service pack installation will only succeed if pre-requisite patches are installed on server, otherwise the installation will fail.
- Versioning:
  - Service pack has versioning system where incremental version of each service pack would list on server
    - On Printer LCD for example SP1, SP2, SP3 etc.
    - On Configuration page → System Update log section → SP1\_FIT100000, SP2\_FIT20000

The Version information will appear as follows after installing Service Pack 01.

Version	: 1.0_SP1
---------	-----------

## About the Uninstaller Patch

1. The uninstaller patch (**uninstall\_sp.ps**) uninstalls the last patch applied to the system.
2. The uninstaller patch can only be used when the patch you intend to uninstall has the uninstallation capability.
3. The uninstaller patch uninstalls one patch at a time. Once the server reaches idle after uninstallation of the patch, the server will return to the state before the patch was first installed.
4. The uninstaller patch is exclusive and must be installed independently. Reboot the server, to install other patches.

## Notes for uninstalling the **Color\_Controller\_E-24B\_SP1.ps**

1. This **Color\_Controller\_E-24B\_SP1.ps** patch has the uninstaller capability.

To uninstall this patch, make sure to use the uninstaller patch (**uninstall\_sp.ps**) that is provided with **Color\_Controller\_E-24B\_SP1.ps** patch.

2. If **Color\_Controller\_E-24B\_SP1.ps** is not the last patch applied to the system, every patch installed after **Color\_Controller\_E-24B\_SP1.ps** must be uninstalled one by one before uninstalling **Color\_Controller\_E-24B\_SP1.ps**.
3. Important notes for uninstalling **Color\_Controller\_E-24B\_SP1.ps** patch with the uninstaller patch:
  - None

## Uninstaller Patch installation instructions

1. Make sure that the Fiery controller has reached Idle.
2. Import the patch file **uninstall\_sp.ps** using Command WorkStation to the **Direct** queue.
3. You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
4. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
5. Wait until the Fiery controller reaches Idle and print the configuration page.
6. Verify that the Update Info section does not contain the last patch number installed.

# Fiery Patch Release Notes

<b>Model:</b> Color Controller E-24B (CH-C2 Pro) <b>System Version:</b> 1.0	<b>Date:</b> March 23, 2018	<b>Rank:</b> C	<b>Revision:</b>
<b>Patch file:</b> <ul style="list-style-type: none"><li>● FIT101654845.ps (Security patch 001)</li><li>● uninstall_sp.exe (uninstaller)</li></ul>			

<b>Uninstallation Capability</b>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
<b>Uninstaller Patch File</b>	uninstall_sp.exe

## Table of Contents

- Issues addressed with this release
- Before installing FIT101654845.ps
- Patch installation instructions
- About the uninstaller (uninstall\_sp.ps)
- Notes for uninstalling FIT101654845.ps
- Uninstaller patch installation instruction

## Issues addressed with this release

Patch ID	Description
FIT101654845	<b>Patch to update the following components of the Fiery to the versions listed:</b> <ul style="list-style-type: none"><li>● Apache: 2.2.31</li><li>● PHP: 5.6.27</li><li>● OpenSSL: 1.0.2j</li><li>● Samba: 4.4.6</li><li>● SMB client: 4.1.17</li></ul>

## Before installing FIT101654845.ps

1. Known issues listed below, read before installing **FIT101654845.ps** patch:
  - None
2. The following prerequisite(s) must be installed in the order specified before applying the FIT101654845.ps patch:
  - SP1\_FIT101776090
3. Do **NOT** install any of the following patch(es) after installing the **FIT101654845.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT101654845.ps** patch:
  - None.
4. This patch is exclusive, it must be installed by itself (no other patches should accompany this patch while installing), and the server must be rebooted or restarted once. After that, other patches can be applied to the server.

**Note:** If you have installed other non-exclusive patches before this patch you must reboot the server to apply those patches first.

5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

## Patch installation instructions

1. Make sure that the Fiery controller has reached Idle.
2. Import the patch file **FIT101654845.ps** using Command WorkStation to the **Direct** queue.
3. You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
4. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
5. Wait until the Fiery controller reaches Idle and print the configuration page.
6. Verify that the Update Info section contains the patch number **FIT101654845**.

## About the Uninstaller Patch

1. The uninstaller patch (**uninstall\_sp.exe**) uninstalls the last patch applied to the system.
2. The uninstaller patch can only be used when the patch you intend to uninstall has the uninstallation capability.
3. The uninstaller patch uninstalls one patch at a time. Once the server reaches idle after uninstallation of the patch, the server will return to the state before the patch was first installed.
4. The uninstaller patch is exclusive and must be installed independently. Reboot the server, to install other patches.

## Notes for uninstalling the FIT101654845.ps

This **FIT101654845.ps** patch has the uninstaller capability.

To uninstall this patch, make sure to use the uninstaller patch (**uninstall sp.exe**) that is provided with **FIT101654845.ps patch**.

1. If **FIT101654845.ps** is not the last patch applied to the system, every patch installed after **FIT101654845.ps** must be uninstalled one by one before uninstalling **FIT101654845.ps**.
2. Important notes for uninstalling **FIT101654845.ps** patch with the uninstaller patch:
  - None

## Uninstaller Patch installation instructions

1. Make sure that the Fiery controller has reached Idle.
2. Import the patch file `uninstall_sp.ps` using Command WorkStation to the Direct queue.
3. You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
4. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
5. Wait until the Fiery controller reaches Idle and print the configuration page.
6. Verify that the Update Info section does not contain the last patch number installed.

Model: <b>CH-C2 Pro Color Controller E-24B</b>		Date: 20-Apr-18	No.: RD3CD004
Subject: New Feature Information: <b>Fiery Updates</b>		Prepared by: Chisato Tsuji	
From: 1st CP Business Department CP Business Center			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

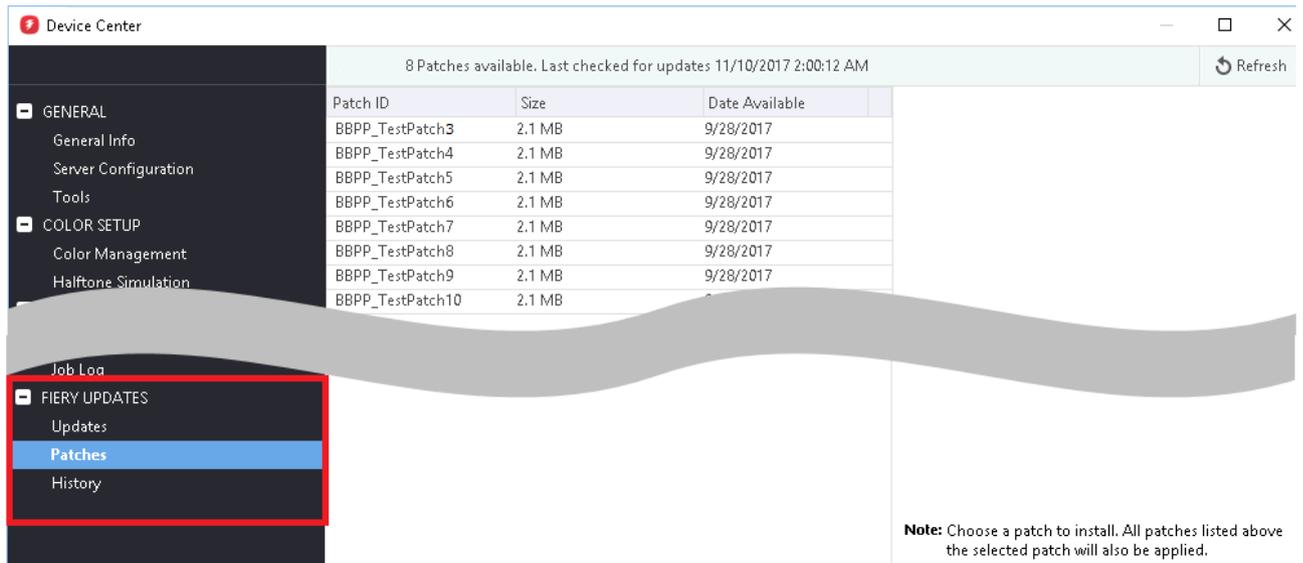
**Introduction:**

**Fiery Updates** is a new feature allowing Administrators to install patches on Fiery servers from *Command Workstation 6.x*.

Notifications of updates are displayed in the Job Center and Home screens.

Please introduce your customers of this new feature as this will be beneficial in allowing them to update their Fiery controllers on their own at the desired time (on-demand) and in reducing service visits/cost.

**Note:** This feature is unnecessary for customers who have the Fiery System Updates set to [Automatically download and install updates.]



**Table of contents:**

1. Schedule
2. Target Models
3. About Fiery Updates
4. Merit of using Fiery Updates
5. Notes
6. Activating the Fiery Update feature.
7. "Update" Menu
8. "Patches" Menu
9. "History" Menu
10. Updates Available badges

**1. Schedule**

Fiery Updates will become available from May 7th, 2018 (PDST)

For upcoming models, the feature will be available from launch.

**2. Target Models**

FS100 or later models enabled of the System Updates feature

On the above indicated date, EFI enables the following models to have access to the Fiery updates feature through the Update server on the internet.

The feature will be available with Command WorkStation 6.x

**Windows model**

- Color Controller E-42/82 (Aries-VerUp)
- Color Controller E-43/83 (Andromeda-P1)
- Color Controller E-43A/83A (Leo-C1/P1)
- Color Controller E-45A/85A (Leo-C2/P2)
- Color Controller E-42B (CH-C1)
- Color Controller E-44B (CH-C2)
- Printer Controller EB-32 (BR-C1/P1)
- Printer Controller EB-34 (BR--C2/P2)

**Linux model**

- Color Controller E-23C (MET-C2)
- Color Controller E-24B (CH-C2)

For models that are not supported of the Fiery Updates feature, the following message will appear when attempted to open the Fiery Updates menu via Command WorkStation.



Fiery Updates is not supported for this Fiery Server model.

Model: CH-C2 Pro Color Controller E-24B	Date: 20-Apr-18	No.: RD3CD004
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**3. About "Fiery Updates"**

Command WorkStation Ver. 6.x includes the Fiery Updates feature for installing Fiery system software and Fiery API updates and patches.

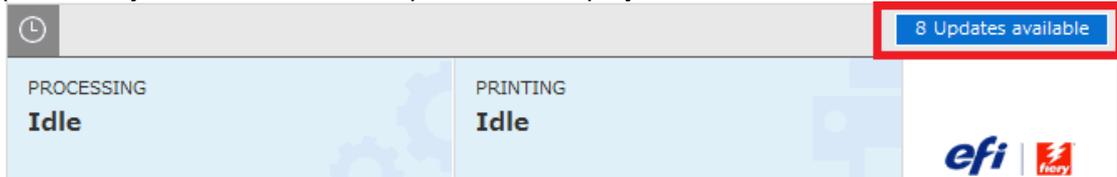
This allows system software updates to be installed from either the Fiery controller or remote (client) computers.

**Fiery API:** Fiery API is an Application Programming Interface, used by many newer Fiery features to communicate with the Fiery (instead of harmony). It is already used by Fiery Go, Fiery Ticker, new black Fiery bar, and other features like Fiery updates.

**Patches:** Patches downloaded with Fiery Updates is no different to those downloaded with the conventional System Updates feature.

**4. Merit of using the Fiery Updates**

- Once this feature is enabled, while Command WorkStation is launched, updates are searched periodically and notifications of updates are displayed in the Job Center and Home screens.



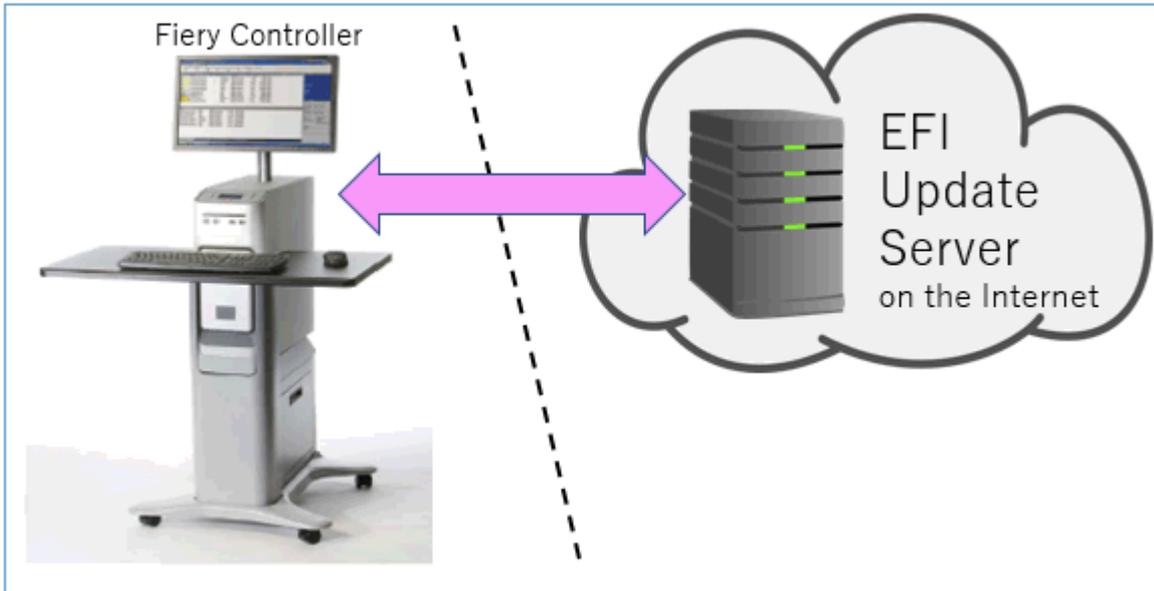
- User Friendly Interface for operation (via Command WorkStation with Administrator privileges)
- Updates and patch installation is possible from Client PC with internet connection.
- (In this case, the Fiery controller does not have to be connected to the internet.)
- Identically to System Updates, only patches that are not applied to the system appear on the list.
- Identically to System Updates, selecting a patch from the list will automatically select its pre-requisite, if any.

Model: CH-C2 Pro Color Controller E-24B	Date: 20-Apr-18	No.: RD3CD004
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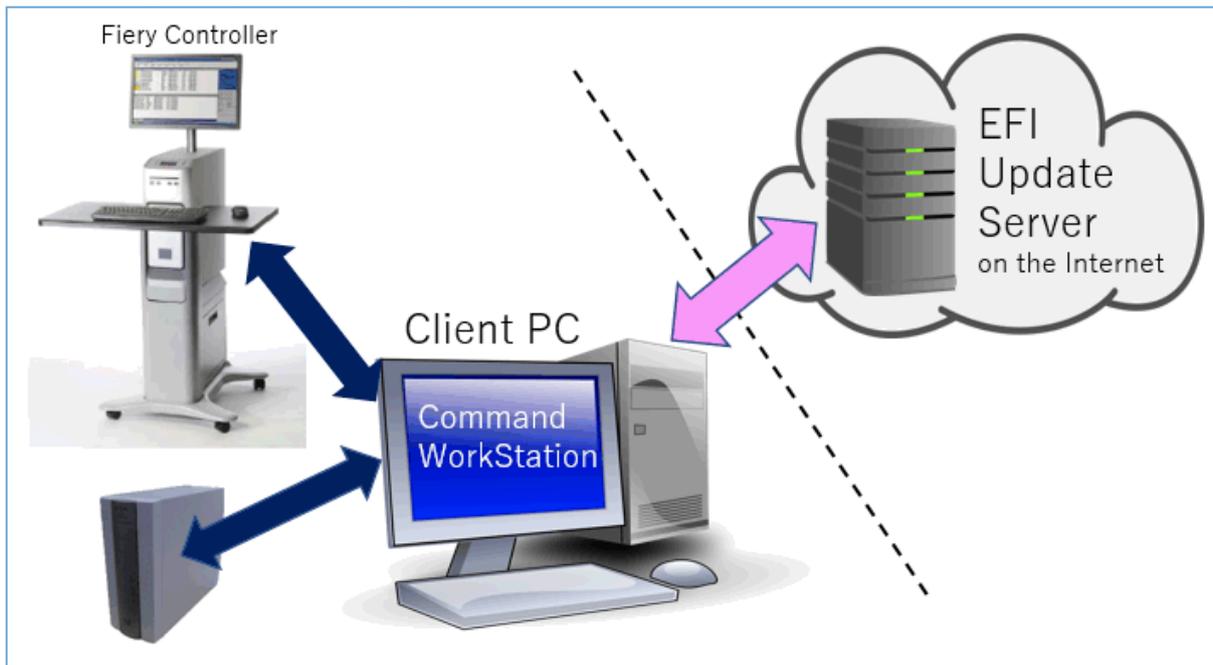
**5. Notes**

- To use this feature, System Updates must be disabled.
- The computer running Command WorkStation must:
  - Be connected to the Internet
  - Be able to communicate with Fiery controller via LAN.

[Command WorkStation on Fiery controller (Windows model only)] --- (Internet) -- [EFI Update Server]



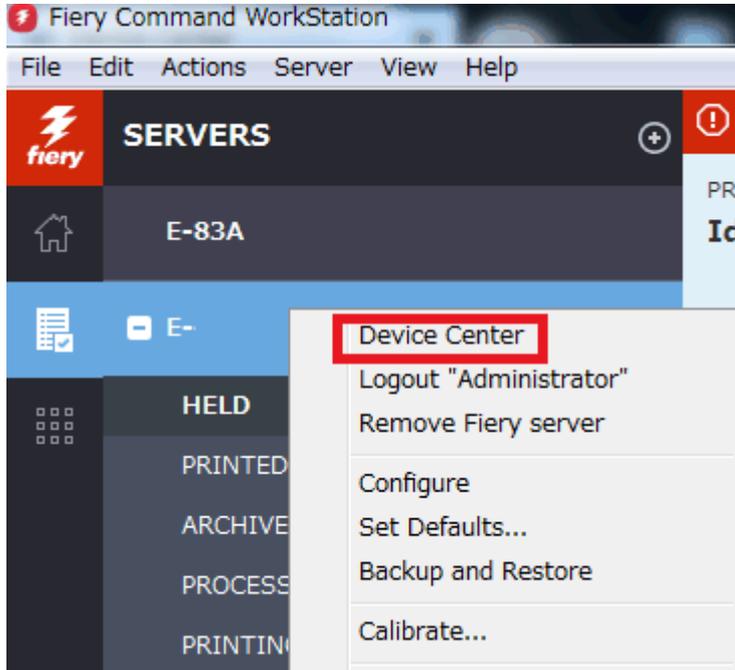
[Fiery controller (Windows or Linux model)] --(local LAN)-- [Command WorkStation on Client PC] --- (Internet) -- [EFI Update Server]



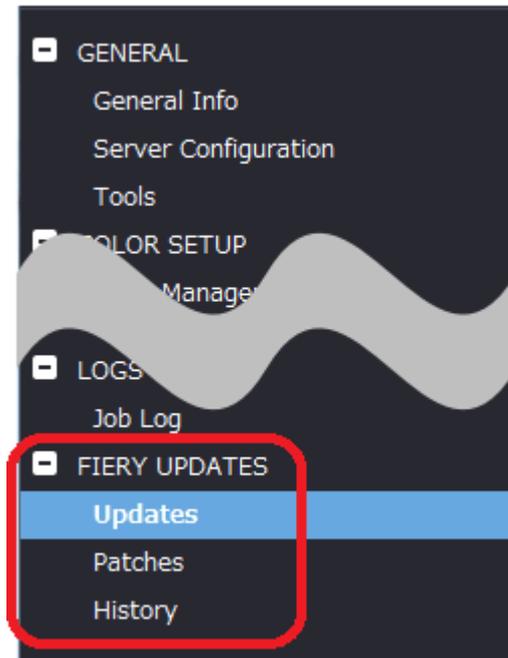
Model: CH-C2 Pro Color Controller E-24B	Date: 20-Apr-18	No.: RD3CD004
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**6. Activating the Fiery Update feature**

1. Right-click the Fiery controller name in the controllers column list and click **Device Center**.

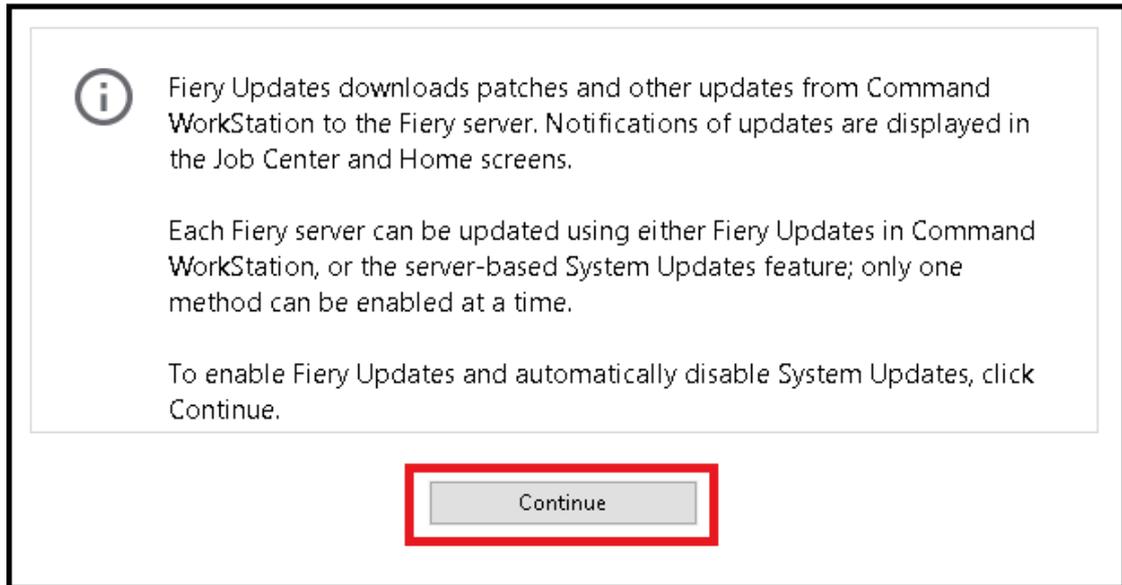


2. Select **Updates** or **Patches** under Fiery Updates



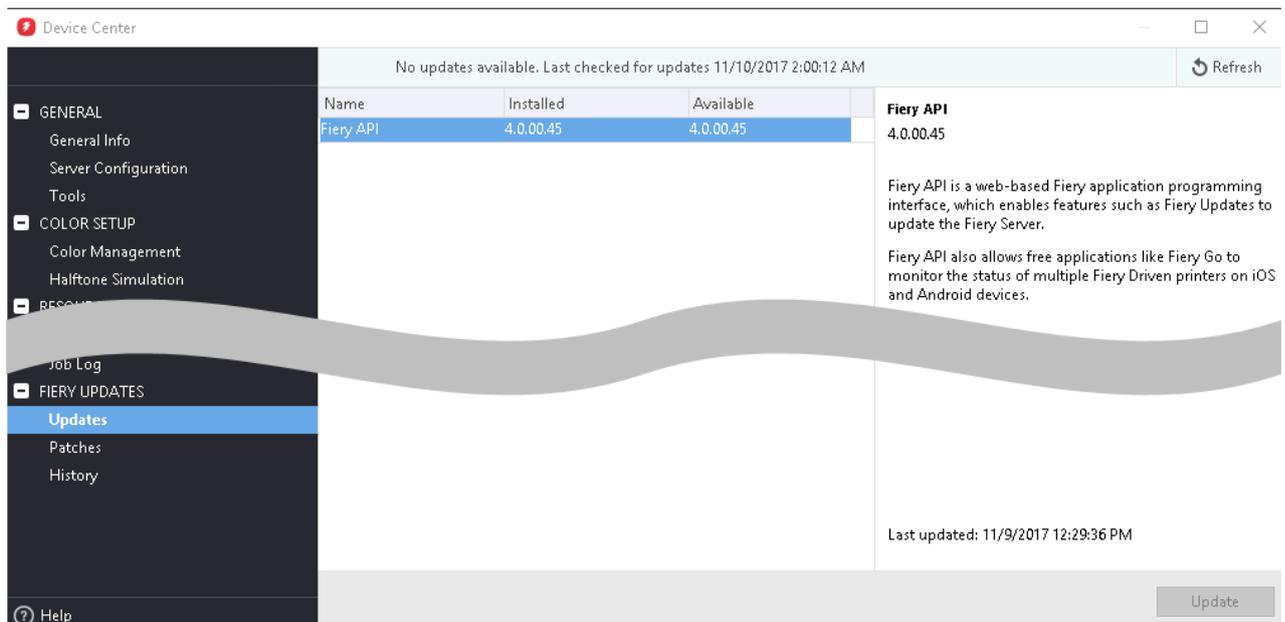
Model: CH-C2 Pro Color Controller E-24B	Date: 20-Apr-18	No.: RD3CD004
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3. On the message screen below, click Continue. This will automatically disable System Updates.



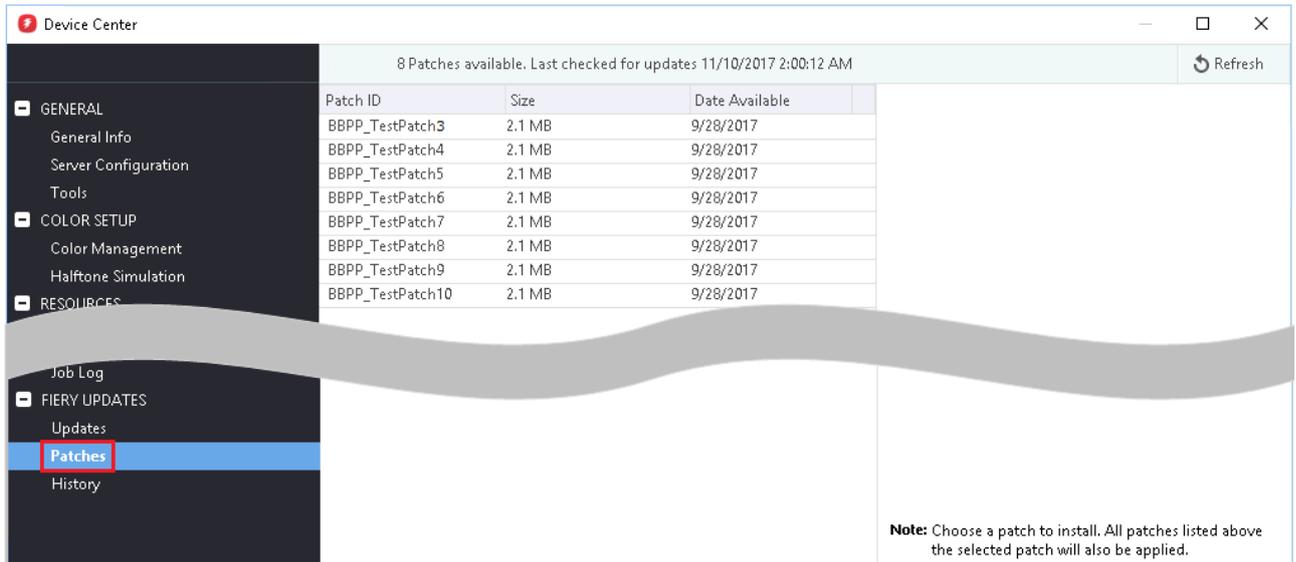
## 7. "Update" Menu

To view and install the available updates, click Updates under Fiery Updates, then click Update in the right pane for each update you choose to install.

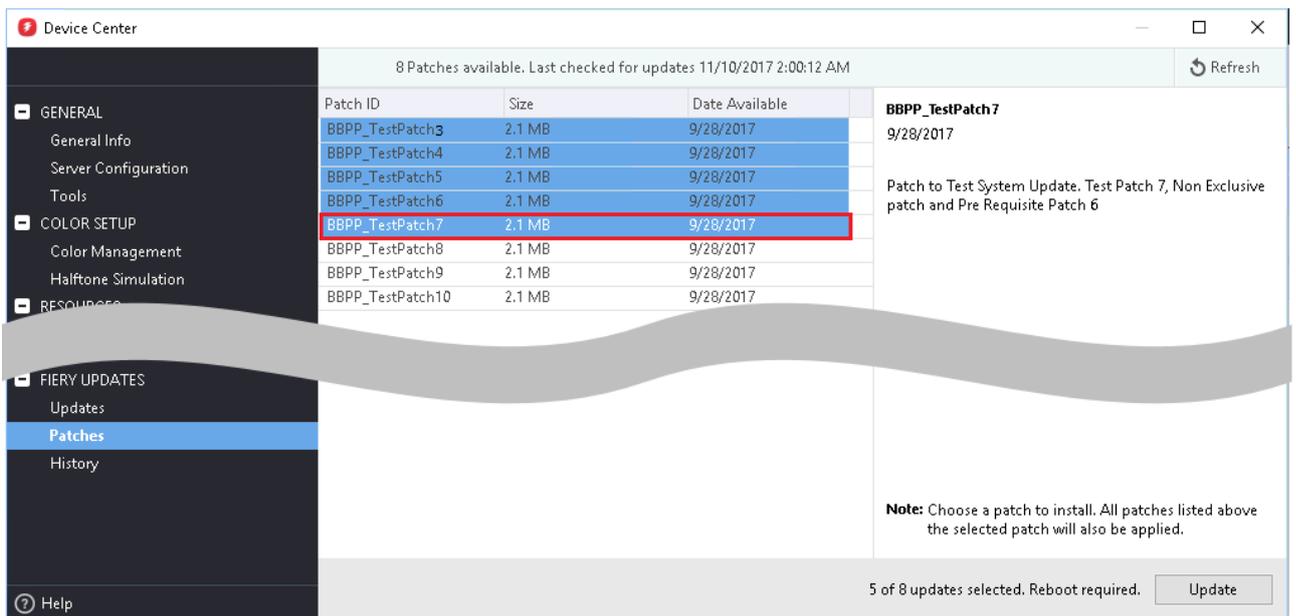


### 8. "Patches" Menu

1. To view the available patches, click Patches under Fiery Updates.

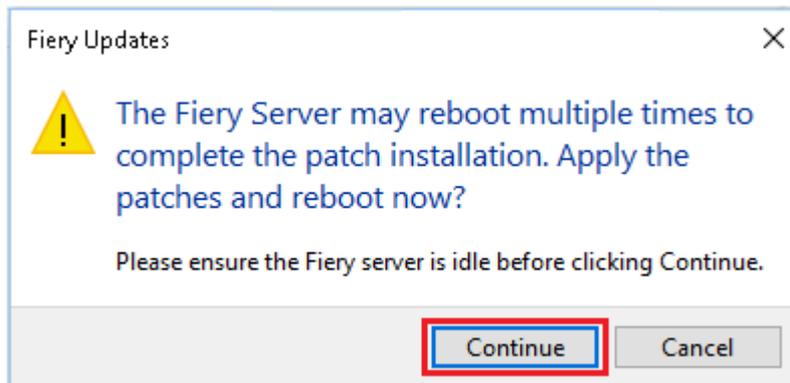


2. When you select a patch the pre-requisite patches are also automatically selected, if any. For example, selecting Patch #7 will automatically select its pre-requisite Patches #3-6. Click Update.



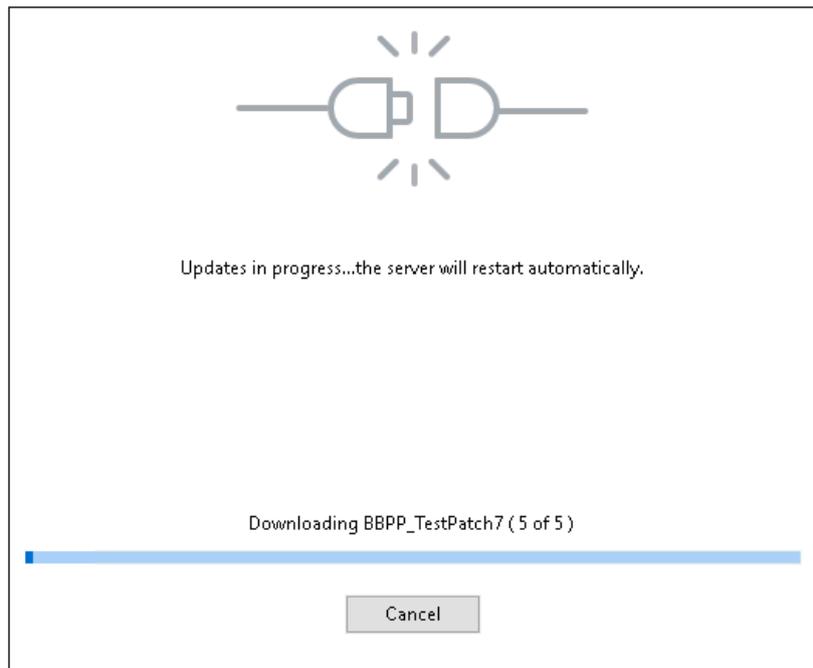
Model: CH-C2 Pro Color Controller E-24B	Date: 20-Apr-18	No.: RD3CD004
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3. Click Continue in the confirmation message screen below.



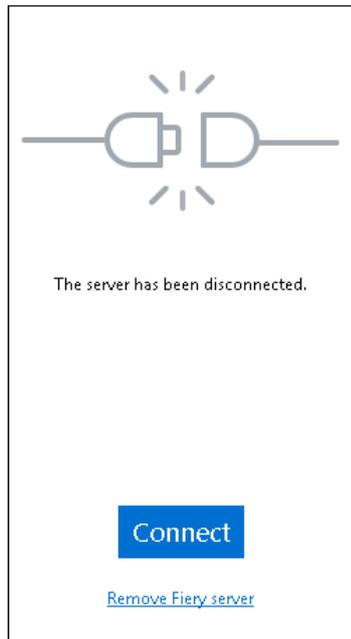
Various stages of the update process and a progress bar appear in the Disconnect screen as follows:

- Initializing
- Downloading Updates
- Transferring
- Installing



Model: CH-C2 Pro Color Controller E-24B	Date: 20-Apr-18	No.: RD3CD004
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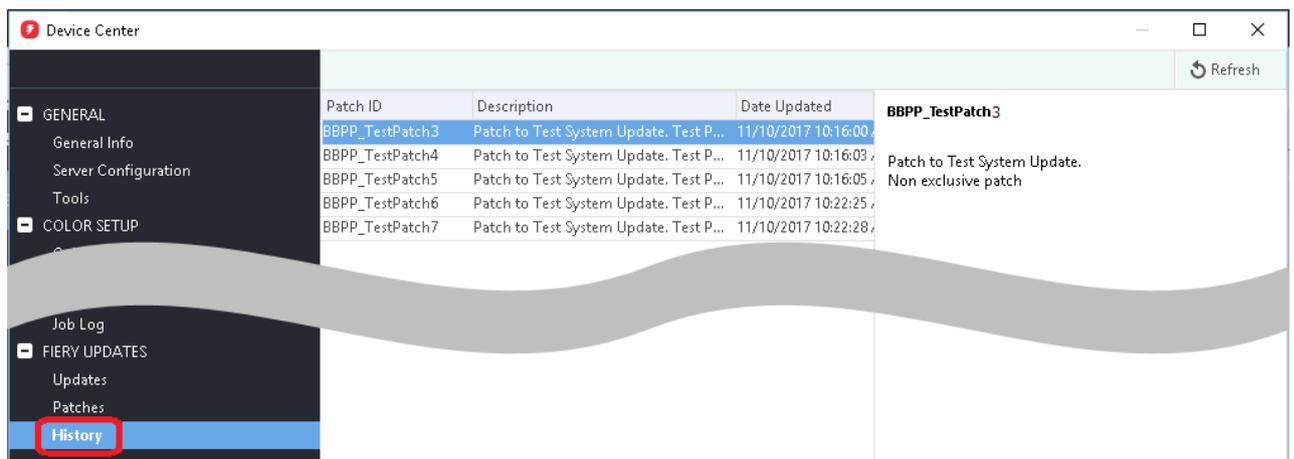
The Fiery controller will reboot as necessary between exclusive patches.  
(If five patches are being installed, then up to five reboots may occur).



**Note:** After the Fiery controller reboots, Command WorkStation will not automatically reconnect. The Administrator must click Connect in order to reconnect to the Fiery controller.

## 9. "History" Menu

After the system reboots automatically for a number of times necessary according to the updates installed, reconnect to your Fiery controller via Command WorkStation and confirm the update history in the History menu.

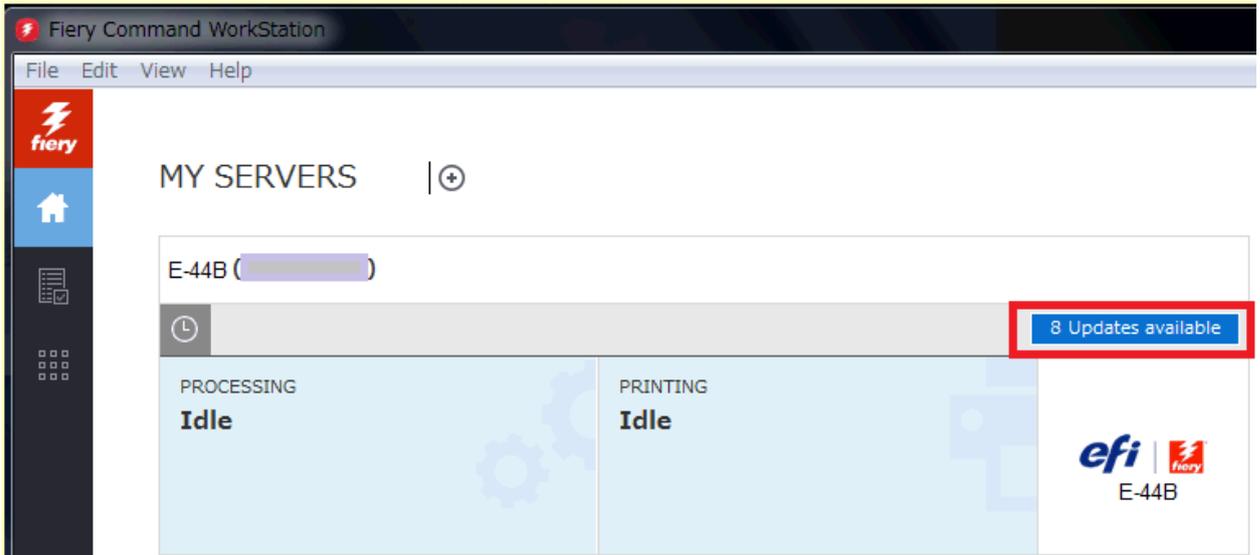


Model: CH-C2 Pro Color Controller E-24B	Date: 20-Apr-18	No.: RD3CD004
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**10. Updates Available badges**

When Fiery Updates is enabled for the Fiery server model and patches are available, the badges will display in the Job Center and the Home Screen. These badges include the number of patches available in the patch tab. The count does not include any Fiery API updates in the Updates tab.

The user can click on this “Updates available” badge to be taken directly to the Device Center > Fiery Updates > Patches tab.



# Fiery Patch Release Notes

<b>Model:</b> Color Controller E-24B (CH-C2 Pro) <b>System Version:</b> 1.0	<b>Date:</b> Nov. 15, 2018	<b>Rank:</b> C	<b>Revision:</b>
<b>Patch file:</b> <ul style="list-style-type: none"><li>● FIT101815770.ps (Security patch 001)</li></ul>			

<b>Uninstallation Capability</b>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
<b>Uninstaller Patch File</b>	uninstall_sp.exe

## Table of Contents

- Issues addressed with this release
- Before installing FIT101815770.ps
- Patch installation instructions
- About the uninstaller (uninstall\_sp.ps)
- Notes for uninstalling FIT101815770.ps
- Uninstaller patch installation instruction

## Issues addressed with this release

Patch ID	Description
FIT101815770	Patch to update the following components of the Fiery to the versions listed: <ul style="list-style-type: none"><li>- Apache 2.2.34</li><li>- OpenSSL 1.0.2n</li><li>- Php 5.6.33</li><li>- Samba 4.7.3</li><li>- Smb Client 4.1.17</li></ul>

## Before installing FIT101815770.ps

1. Known issues listed below, read before installing **FIT101815770.ps** patch:
  - Server will reboot twice automatically after applying this patch for successful installation.
2. The following prerequisite(s) must be installed in the order specified before applying the **FIT101815770.ps** patch:
  - None.
3. Do **NOT** install any of the following patch(es) after installing the **FIT101815770.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT101815770.ps** patch:
  - FIT101654845.exe
4. This patch is exclusive, it must be installed by itself (no other patches should accompany this patch while installing), and the server must be rebooted or restarted once. After that, other patches can be applied to the server.
5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.
6. The Fiery patch and release note has been scanned with antivirus software and believed to be virus free.

## Patch installation instructions

1. Make sure that the Fiery controller has reached Idle.
2. Import the patch file **FIT101815770.ps** using Command WorkStation to the **Direct** queue.
3. You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
4. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
5. Wait until the Fiery controller reaches Idle and print the configuration page.
6. Verify that the Update Info section contains the patch number **FIT101815770**.

## About the Uninstaller Patch

1. The uninstaller patch (**uninstall\_sp.exe**) uninstalls the last patch applied to the system.
2. The uninstaller patch can only be used when the patch you intend to uninstall has the uninstallation capability.
3. The uninstaller patch uninstalls one patch at a time. Once the server reaches idle after uninstallation of the patch, the server will return to the state before the patch was first installed.
4. The uninstaller patch is exclusive and must be installed independently. Reboot the server, to install other patches.

## Notes for uninstalling the FIT101815770.ps

This **FIT101815770.ps** patch has the uninstaller capability.

To uninstall this patch, make sure to use the uninstaller patch (**uninstall sp.exe**) that is provided with **FIT101815770.ps patch**.

1. If **FIT101815770.ps** is not the last patch applied to the system, every patch installed after **FIT101815770.ps** must be uninstalled one by one before uninstalling **FIT101815770.ps**.
2. Important notes for uninstalling **FIT101815770.ps** patch with the uninstaller patch:
  - None

## Uninstaller Patch installation instructions

1. Make sure that the Fiery controller has reached Idle.
2. Import the patch file `uninstall_sp.ps` using Command WorkStation to the Direct queue.
3. You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
4. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
5. Wait until the Fiery controller reaches Idle and print the configuration page.
6. Verify that the Update Info section does NOT contain the last patch number installed.

# Fiery Patch Release Notes

<b>Model:</b> Color Controller E-24B (CH-C2 Pro)	<b>Date:</b> Nov. 15, 2018	<b>Rank:</b> C	<b>Revision:</b>
<b>System Version:</b> 1.0			
<b>Patch file:</b> <ul style="list-style-type: none"><li>● Color_Controller_E-24B_SP2.ps (Service Pack 02)</li></ul>			

<b>Uninstallation Capability</b>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
<b>Uninstaller Patch File</b>	uninstall_sp.ps

## Table of Contents

- Issues addressed with this release
- Patch configuration
- Before installing Color\_Controller\_E-24B\_SP2.ps (Service Pack 02)
- Patch installation instructions
- About Service Pack 02
- About the uninstaller (uninstall\_sp.ps)
- Notes for uninstalling Service Pack 02
- Uninstaller patch installation instruction

## Issues addressed with this release

**Service Pack 02** contains the following fixes:

Description
- Printing cannot resume, if the job is suspended with the emergency button on the Booklet Finisher SR5080.
- Enhanced media support:  1) Textured paper can be selected and fed from the printer trays (Tray 1, 2, and 3) and Large Capacity Tray and Cover Interposer Tray.  2) Finisher SR4120, Booklet Finisher SR4130 only:  2-1) Support of Envelope and Paper Thickness 6 by the proof tray 2-2) Support of Half Fold and Booklet Stapling of Thickness 2 "Coated Paper - Glossy" and "Coated Paper - Matte"  3) Finisher SR5070, Booklet Finisher SR5080 only:  3-1) Max allowable sheets for stapling was changed from 20 to 25. 3-2) Support of the following sizes by the shift tray: A6SEF, B6SEF, Com10, C6, DL Env, Japanese Env. #3, Yoh Chou #3 Envelope, Yoh #4 Envelope, Post card, Post card : Standard 3-3) The minimum width of custom sizes supported by the shift tray was changed from 139.7mm/5.50inch to 100.0mm/3.94inch.  Note: For the above changes to take effect, the printer firmware(System/Copy: 1.16) and printer driver(Ver.1.0.4) must also be updated as a set, or the system will behave accordingly to the spec before the modification or show an Invalid Paper error.
- The server name and IP address are falsely overwritten when backed up and restored from CWS/Configure between different units.

- A minor change was made to the terminology used in the UI.
- Color inversion may occur with jobs printed with Composite Overprinted enabled.
- Tray associated with Paper Catalog is not automatically selected.
- Paper is not fed from the assigned tray, if the job applies Impose and Mixed Media settings with slip sheet insertion.
- The preview of the job in the document server is incorrect when the job is sent via PCL 5c driver.
- The job is not printed to the specified output tray, if the job contains stapled and non-stapled pages.

## Patch configuration

- If you wish to reinstall the system, install the patches as follows:

System Software Version 1.0  
+ **Service Pack 01**  
+ **Service Pack 02**

## Before installing Color\_Controller\_E-24B\_SP2.ps

1. Known issues listed below, read before installing **Color\_Controller\_E-24B\_SP2.ps** patch:
  - None.
2. The following prerequisite(s) must be installed in the order specified before applying the **Color\_Controller\_E-24B\_SP2.ps** patch:
  - SP1\_FIT101776090
3. Do NOT install any of the following patch(es) after installing the **Color\_Controller\_E 24B\_SP2.ps** patch. If you must install any of the patch(es) below, do so before installing the **Color\_Controller\_E-24B\_SP2.ps** patch:
  - None.
4. This patch is exclusive, it must be installed by itself (no other patches should accompany this patch while installing), and the server must be rebooted or restarted once. After that, other patches can be applied to the server.
5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.
6. The Fiery patch and release note has been scanned with antivirus software and believed to be virus free.

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## Patch installation instructions

1. Make sure that the Fiery controller has reached Idle.
2. Import the patch file **Color\_Controller\_E-24B\_SP2.ps** using Command WorkStation to the Direct connection.
3. You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
4. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
5. Wait until the Fiery controller reaches Idle and print the configuration page.
6. Verify that the Update Info section contains the patch number **SP2\_ FIT101865839**.

## About Service Pack 02

The service pack installer package is distributed as an PS file and is named **Color\_Controller\_E-24B\_SP2.ps**. When the service pack is installed on the controller, you can observe the below mentioned changes to confirm the service pack patch effectiveness:

- Latest version of the service pack will be listed in WebTools, Engine LCD panel, General tab of Command WorkStation & Fiery Configuration Page.

The service pack features are as follows.

- Uninstaller:
  - Uninstaller reverts back the changes made by the service pack. Uninstaller works by uninstalling the last installed service pack on the Fiery server.
  - The uninstaller would check the backup binaries and replace them. After the reboot the server would be back in the pre-service pack state.
  - Uninstaller can be run multiple times to uninstall multiple service pack patches, one patch at a time.
- Prerequisite checking:
  - Service packs will run pre-requisite checks upon patch installation to ensure all dependent service packs/patches are installed.
  - Service pack installation will only succeed if pre-requisite patches are installed on server, otherwise the installation will fail.
- Versioning:
  - Service pack has versioning system where incremental version of each service pack would list on server
    - On Printer LCD for example SP1, SP2, SP3 etc.
    - On Configuration page → System Update log section → SP1\_FIT100000, SP2\_FIT20000

The Version information will appear as follows after installing Service Pack 02.

Version	: 1.0_SP2
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## About the Uninstaller Patch

1. The uninstaller patch (**uninstall\_sp.ps**) uninstalls the last patch applied to the system.
2. The uninstaller patch can only be used when the patch you intend to uninstall has the uninstallation capability.
3. The uninstaller patch uninstalls one patch at a time. Once the server reaches idle after uninstallation of the patch, the server will return to the state before the patch was first installed.
4. The uninstaller patch is exclusive and must be installed independently. Reboot the server, to install other patches.

## Notes for uninstalling the **Color\_Controller\_E-24B\_SP2.ps**

1. This **Color\_Controller\_E-24B\_SP2.ps** patch has the uninstaller capability.

To uninstall this patch, make sure to use the uninstaller patch (**uninstall\_sp.ps**) that is provided with **Color\_Controller\_E-24B\_SP2.ps** patch.

2. If **Color\_Controller\_E-24B\_SP2.ps** is not the last patch applied to the system, every patch installed after **Color\_Controller\_E-24B\_SP2.ps** must be uninstalled one by one before uninstalling **Color\_Controller\_E-24B\_SP2.ps**.
3. Important notes for uninstalling **Color\_Controller\_E-24B\_SP2.ps** patch with the uninstaller patch:
  - None

## Uninstaller Patch installation instructions

1. Make sure that the Fiery controller has reached Idle.
2. Import the patch file **uninstall\_sp.ps** using Command WorkStation to the **Direct** queue.
3. You must wait until the file finishes processing and Command WorkStation or the LCD show Idle. This ensures the patch file is completely processed. User should wait approx 60 seconds for complete installation of patch.
4. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
5. Wait until the Fiery controller reaches Idle and print the configuration page.
6. Verify that the Update Info section does NOT contain the last patch number installed.

# Fiery Patch Release Notes

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<b>Model:</b> Color Controller E-24B (Charis-C2) <b>System Version:</b> 1.0	<b>Date:</b> April. 02, 2020	<b>Rank :</b> C	<b>Revision:</b>
<b>Patch file:</b> <ul style="list-style-type: none"><li>● Color_Controller_E-24B_SP3 (Service Pack 03)</li><li>● uninstall_linux_v1.ps (uninstaller)</li></ul>			

## Table of Contents

- Issues addressed with this release
- Before installing Color\_Controller\_E-24B\_SP3.exe
- Patch installation instructions
- About this Service Pack
- About the uninstaller
- Notes for uninstalling Color\_Controller\_E-24B\_SP3.exe
- Uninstaller patch installation instruction

## Issues addressed with this release

This **Service Pack** contains the following fixes:

Patch ID	Description
FIT101887794	● Fiery icon does not appear on the home screen after swapping the HDD or motherboard from another E-24B.
FIT101844063	● Specifying a page range in a RIPped job causes to re-RIP the pages.
FIT101942723	● Printing does not resume even when the correct Paper Catalog entry is selected after a paper mismatch error.
FIT101965333	● When a paper catalog specified job is sent from a Fiery to another Fiery, the paper catalog entry is duplicated on the Fiery that received the job.
FIT101988362	● CMYK source settings are not reflected as set in Virtual Printer.
FIT101993479	● For a specific job, calibration settings are not retained with particular settings.
FIT101993472	● Output is not good when RIP particular job with Cache PDF and PS objects ON. ● When processing specific data, the position of the text or graphic shifts.
FIT101965323	● Rich Black (pure black) setting is not honored when [Composite overprint], [Pure Black On] and [Cache PDF and PS objects] are enabled.
FIT101994131	● Fiery exits when a specific job is printed with B4 size paper. ● Slip sheet functionality is not working as expected in particular scenario.
FIT102012120	● Jobs specified of the Slip sheet setting are not printed as expected.
FIT102018356	● Cannot uninstall patches as expected.
FIT102009701	● Some fonts rotate 90 degrees when printed with PCL driver.
FIT102013844	● Some texts are missing when RIPping particular files.

## Before installing Color\_Controller\_E-24B\_SP3.exe

1. Known issues listed below, read before installing **Color\_Controller\_E-24B\_SP3.exe** patch:
  - None.

2. The following prerequisite(s) must be installed in the order specified before applying the **Color\_Controller\_E-24B\_SP3.exe** patch:
  - SP1\_FIT101776090
  - SP2\_FIT101865839
3. Do NOT install any of the following patch(es) after installing the **Color\_Controller\_E-24B\_SP3.exe** patch. If you must install any of the patch(es) below, do so before installing the **Color\_Controller\_E-24B\_SP3.exe** patch:
  - None.
4. This patch is exclusive, it must be installed by itself (no other patches should accompany this patch while installing), and the server must be rebooted or restarted once. After that, other patches can be applied to the server.

Note: If you have installed other non-exclusive patches before this patch you must reboot the server to apply those patches first.
5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

## Patch installation instructions

1. Make sure that the Fiery printer controller reaches Idle.
2. Execute **Color\_Controller\_E-24B\_SP3.exe** and follow the instructions in the Fiery Patch Downloader.
3. Notes about the Fiery Patch Downloader
  - a. Logon must be admin. This is fixed and cannot be modified.
  - b. Password is the Fiery administrator login password.
  - c. Hostname can be the IP address or the Fiery server name.
4. After the patch is downloaded, and when prompted by the Fiery Patch Downloader, choose Reboot.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. If the controller does not eventually reach Idle, please manually start the Fiery service.
7. Verify that the **System Updates Log** section lists the patch number **SP3\_FIT102028019**.

## About this Service Pack

The service pack installer package is distributed as an EXE file, and is named **Color\_Controller\_E-24B\_SP3.exe**. When the service pack is installed on the controller, you can observe the below mentioned changes to confirm the service pack patch effectiveness:

- Latest version of the service pack will be listed in WebTools, Engine LCD panel, General tab of Command WorkStation & Fiery Configuration Page.

The service pack features are as follows.

- Uninstaller:
  - Uninstaller reverts back the changes made by the service pack. Uninstaller works by uninstalling the last installed service pack on the Fiery server.
  - The uninstaller would check the backup binaries and replace them. After the reboot the server would be back in the pre service pack state.
  - Uninstaller can be run multiple times to uninstall multiple service pack patches, one patch at a time.

- Prerequisite checking:
  - Service packs will run pre-requisite checks upon patch installation to ensure all dependent service packs/patches are installed.
  - Service pack installation will only succeed if pre-requisite patches are installed on server, otherwise the installation will fail.
- Versioning:
  - Service pack has versioning system where incremental version of each service pack would list on server
    - On LCD for example SP1, SP2, SP3 etc.
    - On Configuration page → System Update log section → SP1\_FIT100000, SP2\_FIT20000

## About the Uninstaller Patch

1. The uninstaller patch (**uninstall\_linux\_v1.ps**) uninstalls the last patch applied to the system.
2. The uninstaller patch can only be used when the patch you intend to uninstall has the uninstallation capability.
3. The uninstaller patch uninstalls one patch at a time. Once the server reaches idle after uninstallation of the patch, the server will return to the state before the patch was first installed.
4. The uninstaller patch is exclusive and must be installed independently. Reboot the server, to install other patches.

## Notes for uninstalling the Color\_Controller\_E-24B\_SP3.exe

1. This **Color\_Controller\_E-24B\_SP3.exe** patch has the uninstaller capability.

To uninstall this patch, make sure to use the uninstaller patch (**uninstall\_linux\_v1.ps**) that is provided with **Color\_Controller\_E-24B\_SP3.exe** patch.

2. If **Color\_Controller\_E-24B\_SP3.exe** is not the last patch applied to the system, every patch installed after **Color\_Controller\_E-24B\_SP3.exe** must be uninstalled one by one before uninstalling **Color\_Controller\_E-24B\_SP3.exe**.
3. Important notes for uninstalling **Color\_Controller\_E-24B\_SP3.exe** patch with the uninstaller patch:
  - None

## Uninstaller Patch installation instructions

1. Make sure that the Fiery printer controller reaches Idle.
2. Execute **uninstall\_linux\_v1.ps** and follow the instructions in the Fiery Patch Downloader.
3. Notes about the Fiery Patch Downloader
  - a. Logon must be admin. This is fixed and cannot be modified.
  - b. Password is the Fiery administrator login password.
  - c. Hostname can be the IP address or the Fiery server name.
4. After the patch is downloaded, and when prompted by the Fiery Patch Downloader, choose Reboot. (If you choose to Restart later, make sure you manually reboot the server for the changes to take effect)
5. Wait until the Fiery controller reaches Idle and print the Configuration page.

6. Verify that the System Updates Log section **not** lists the patch number **SP3\_FIT102028019**.