Color Controller: E-25C
Machine Code:D3GF
Field Service Manual
Ver 1.0

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Important Safety Notices

Warnings, Cautions, Notes

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

↑ WARNING

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

CAUTION

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

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



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

General Safety Instructions

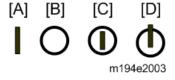
For your safety, please read this manual carefully before you use this product. Keep this manual handy for future reference.

Safety Information

Always obey the following safety precautions when using this product.

Safety During Operation

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



[A]: ON [B]: OFF

[C]: Push ON/Push OFF

[D]: Standby

Switches and Symbols

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

For Norway

This product is also designed for an IT power distribution system with phase-to-phase voltage 230V.

Safety

Prevention of Physical Injury

- 1. Before disassembling or assembling parts of the machine and peripherals, make sure that the machine and peripheral power cords are unplugged.
- 2. The plug should be near the machine and easily accessible.
- 3. Note that some components of the machine are supplied with electrical voltage even if the main power switch is turned off.
- 4. Always unplug the power cord from the power source before you move the product. Before you move the machine, arrange the power cord so it will not fall under the machine.
- 5. If any adjustment or operation check has to be made with exterior covers off or open while the main switch is turned on, keep hands away from electrified or mechanically driven components.
- 6. The machine drives some of its components when it completes the warm-up period. Be careful to keep hands away from the mechanical and electrical components as the machine starts operation.
- 7. To prevent a fire or explosion, keep the machine away from flammable liquids, gases, and aerosols.
- 8. Do not use flammable sprays or solvent in the vicinity of the machine. Also, avoid placing these items in the vicinity of the machine. Doing so could result in fire or electric shock.
- 9. To avoid fire or explosion, never use an organic cleaner near any part that generates heat.
- 10. Never remove any safety device unless it requires replacement. Always replace safety devices immediately.
- 11. Never do any procedure that defeats the function of any safety device.
- 12. Modification or removal of a safety device (switch, etc.) could lead to a fire and personal injury.

 Always test the operation of the machine to ensure that it is operating normally and safely after removal and replacement of any safety device.
- 13. For replacements use only the correct circuit breakers rated for use with the machine. Using replacement devices not designed for use with the machine could lead to a fire and personal injuries.
- 14. When using a vacuum cleaner around the machine, keep others away from the cleaner, especially small children.
- 15. NEVER touch the AC circuits on the PSU board to prevent electric shock caused by residual charge. Residual charge of about 100V-400V remains in the AC circuits on the PSU board for several months even when the board has been removed from the machine after turning off the machine power and unplugging the power cord.

Observance of Electrical Safety Standards

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

Safety and Ecological Notes for Disposal

- Dispose of replaced parts in accordance with local regulations.
- For machines using replaceable lithium batteries:
 When keeping used lithium batteries in order to dispose of them later, do not put more than 100 batteries per sealed box. Storing larger numbers or not sealing them apart may lead to chemical reactions and heat build-up.

CAUTION

The danger of explosion exists if a battery of this type is incorrectly replaced. Replace only with the same or an equivalent type recommended by the manufacturer. Discard used batteries in accordance with the manufacturer's instructions.

Batteries

ACAUTION

Always replace a battery with the same type of battery prescribed for use with the color controller unit. Replacing a battery with any type other than the one prescribed for use could cause an explosion.

- Never discard used batteries by mixing them with other batteries or other refuse.
- Always remove used batteries from the work site and dispose of them in accordance with local laws and regulations regarding the disposal of such items.

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Installation Requirements

Environment

1. Temperature Range:

10 °C to 40 °C (50 °F to 104 °F)

2. Humidity Range:

10% to 85% Relative Humidity (non-condensing)

3. Ambient Illumination:

Less than 1500 lux (do not expose to direct sunlight or strong light)

4. Ambient Dust:

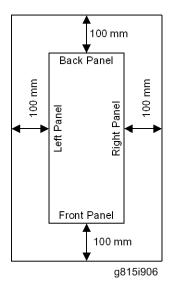
Less than 0.10 mg/m³

- 5. If the place of installation is air-conditioned or heated, do not place the machine where it will be:
 - 1) Subjected to sudden temperature changes
 - 2) Directly exposed to cool air from an air-conditioner
 - 3) Directly exposed to heat from a heater
- 6. Do not place the machine where it will be exposed to corrosive gases.
- 7. Do not install the machine at any location over 3,048 m (10,000 feet) above sea level.
- 8. Place the controller on a strong and level base.
- 9. Do not place the machine where it may be subjected to strong vibrations.
- 10. Do not connect the machine to a power source shared with another electrical appliance.
- 11. The machine can generate an electromagnetic field, which could interfere with radio or television reception.

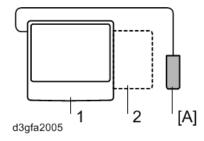
Machine Level

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

Minimum Space Requirements



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



- 1. Copier
- 2. Large Capacity Tray

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

Power Requirements

ACAUTION

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

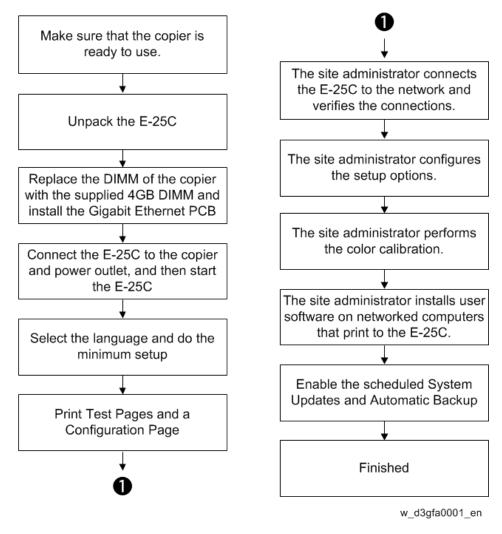
Network Requirements

• Make sure that the network is available at the time set for installation.

- Verify with the network administrator that the network is functioning before you attach the E-25C.
- Make sure that the configuration requirements specified in Configuration and Setup (part of the user documentation set) have been met for remote computers and the network.

Installation Flow Chart

Recommended installation steps are as follows:

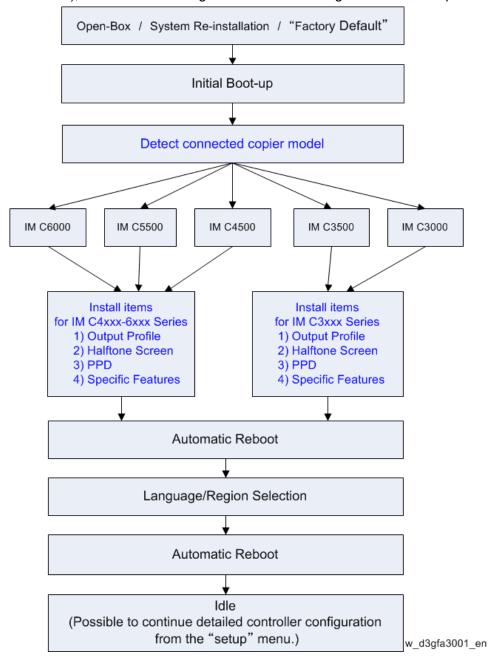


Machine Installation

Precautions for Installation

Important Notes on E-25C Installation

Once you install and connect the E-25C with the copier (IM C3000 / IM C3500 / IM C4500 / IM C5500 / IM C6000), E-25C will be configured as follows during the initial boot-up.



Compatibility table

S: Supported

NS: Not Supported. Execute "Factory Default" to support the copier.

Copier to be used with E-25C	IM C6000	IM C5500	IM C4500	IM C3500	IM C3000
Copier connected during the initial boot-up of E-25C					
IM C6000	s	s	s	NS	NS
IM C5500	s	s	s	NS	NS
IM C4500	S	S	S	NS	NS
IM C3500	NS	NS	NS	s	s
IM C3000	NS	NS	NS	S	S

w_d3gfa3002_en

Refer to the above compatibility table, if you plan to pre-install and pre-configure the E-25C before customer site installation, or if the copier model in use with the E-25C is to be changed.

For example, if the copier in use by the customer is C5500, E-25C needs to be pre-installed and preconfigured with C5500 or C6000 or C4500.

If the configured E-25C is connected to an incompatible copier model (= NS in the above table) at a later time, "Invalid engine configuration" error appears on the operation panel as shown below. Printing is not possible at this state.



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To enable printing, re-configure the E-25C with the copier in use, execute the "Factory Default" (Restoring the E-25C to Factory Defaults) and follow the installation procedure once again.

How to Identify the Copier Model Initially Connected with the E-25C

Check the Output Profile name in the printed PS Test Page, Command WorkStation, etc.



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Copier connected during the initial boot-up of E-25C	Output Profile Name
IM C6000/IM C5500/IM C4500	Fiery IM C4500-C6000
	Normal v1F
IM C3500/IM C3000	Fiery IM C3000-C3500
	Normal v1F

Setting Customer Expectations

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

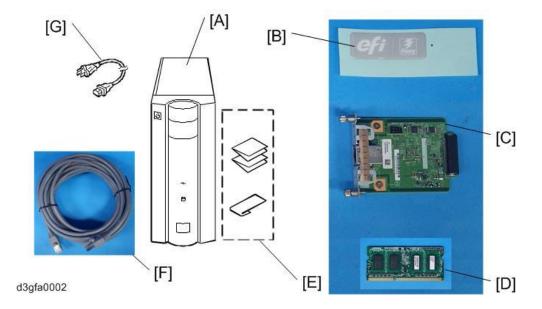
- Some nodes on the network may be unavailable for up to one hour.
- The copier may be unavailable for up to one hour
- The site administrator should be available during the installation for assistance with network connectivity issues.
- Equipment downtime and impact on the network can be minimized if the site administrator installs a network node for the E-25C and confirms network connection for the E-25C installation.
- The site administrator should have a networked computer available during the installation. The appropriate software should already be installed. Documentation for the networked computer and the network operating software should be available.
- The site administrator should install the user software onto the networked PCs and Mac OS
 computers that will print to the E-25C. The user software can be downloaded from WebTools or
 printer driver download site. For more information please refer to the "Utilities Guide"
 (http://help.efi.com/ricoh/docs/).



 This guide covers hardware installation and service. It provides general information on connecting the E-25C to the customer's network. For network setup and configuration information, refer the site administrator to the "Configuration and Setup" manual (http://help.efi.com/ricoh/docs/).

Unpacking the E-25C

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



[A]: E-25C	[E]: Instructions Package
[B]: Fiery Decal	[F]: Interface Cable
[C]: Gigabit Ethernet PCB	[G]: AC Power Cord
[D]: 4 GB DIMM	

3. Give the Instructions Package [E] to the site administrator.

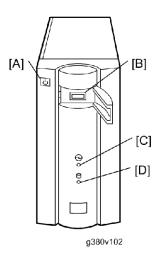


The instructions package contains a sheet describing the instructions on how and from where the customer can procure the user software, printer driver and user manuals.

- **<u>4.</u>** Take the remaining components out of the top container.
- **<u>5.</u>** Remove the top container and any packing materials.
- 6. Carefully lift the E-25C out of the box.

Front and Rear Panels

After unpacking the E-25C, familiarize yourself with the front and rear panels before you connect the E-25C to the Copier.



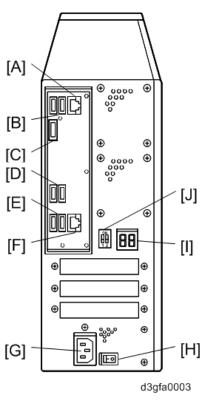
Front Panel

[A]: Soft Power Push Button

[B]: Front Panel USB Port

[C]: Power Indicator

[D]: HDD Access Indicator



Rear Panel

[A]: LAN Port (For customer use)

[B]: Rear Panel USB Ports (2.0)

[C]: Not used (monitor port)

[D]: Rear Panel USB Ports (2.0)

[E]: Rear Panel USB Ports (3.0)

[F]: Gigabit Ethernet Port

[G]: Power Connector

[H]: Main Power Switch

[I]: Diagnostic LEDs (For service use only)

[J]: Service Switches (For service use only)

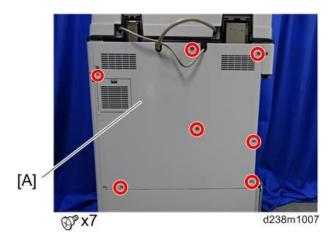
Connecting E-25C to the Copier

After you unpack the E-25C, connect the E-25C to the copier before you connect it to the network. This is to confirm that there are no problems with the hardware and controller itself.

Preparing the Copier

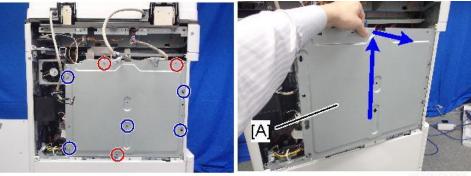
ACAUTION

- Before doing the following steps, turn OFF the controller main power switch and copier main power switch, and disconnect the power cords.
- 1. Remove the rear cover [A].



2. Remove the controller box cover [A].

Red Circle: Remove / Blue Circle: Loosen



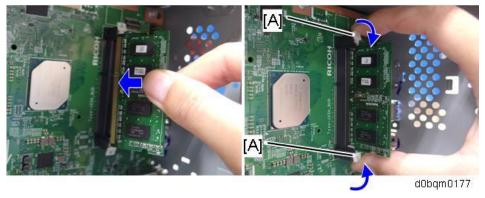
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3. Release the latches and remove the standard 2GB DIMM [A].



4. Insert the 4GB DIMM into SDRAM socket.

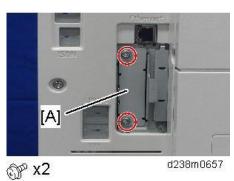
Push the release latches [A] until they slip into the notch on the edge of the SDRAM.



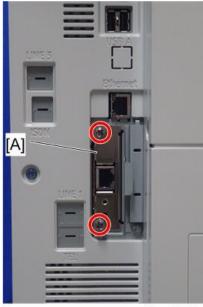
<u>5.</u> Reattach the controller box cover and rear cover.

Connecting the E-25C to Copier

1. Remove the slot cover [A].



<u>2.</u> Insert the Gigabit Ethernet controller [A] and fasten it (knob-screw x 2).



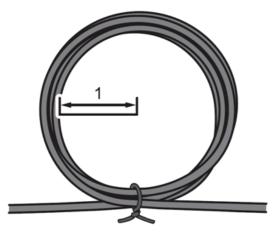
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<u>3.</u> Connect the interface cable to the copier Gigabit Ethernet connector.



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If the cable is too long, wind it into a circle. Make sure that the radius [1] is 100 mm or longer.



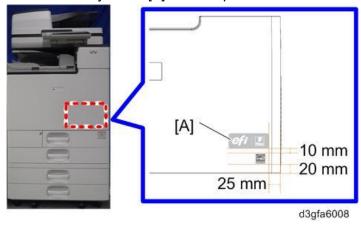
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- 4. Connect the power cord of the copier to a power outlet.
- 5. Connect the interface cable [A] to the lower Ethernet port of the E-25C.
- **<u>6.</u>** Connect the appropriate AC power cord [B] to the power connector at the rear of the E-25C.



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



Startup and Initial Setup

- **1.** Make sure that the power cord of the copier is connected to a power outlet and turn ON the copier main power switch.
- 2. Enter SP mode.
- 3. Change the setting of SP5193-001 from "0" to "1".

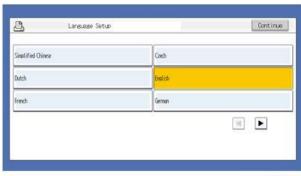
- 4. Change the setting of SP5895-001 from "0" to "1".
- 5. Change the setting of SP4201-003 from "11" to "15".
- **6.** Change the setting of SP4201-004 from "11" to "15".
- 7. Turn OFF the copier main power switch and wait until the main power indicator is off.
- **8.** Turn ON the copier main power switch.



- The copier must be turned ON before you turn ON the E-25C.
- Make sure that all firmware modules for the copier are updated to the newest versions. If they are not, update them before you turn ON the E-25C. (Copier Service Manual)
- **<u>9.</u>** Turn ON the main power switch on the E-25C rear panel.
- 10. Press and release the soft power push button on the front panel of the E-25C.
- **11.** Confirm that the diagnostic LED on the rear panel is lit and showing some digits.
- **12.** Wait for 10-15 minutes. When the diagnostic LEDs remain at '00', go to the copier operation panel and press the Home button.

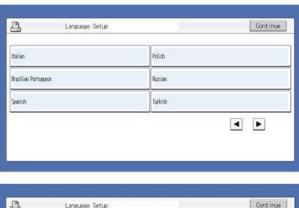


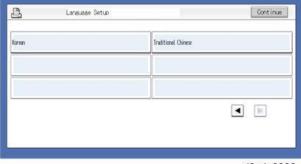
- During the 10-15 minutes, the diagnostic LED may remain displaying 'FF' for several times, but this does not indicate an error.
- 13. Touch the Fiery icon. "Please Wait!" may be shown on the copier operation panel for a while.
- **14.** Within a few minutes, the language selection screen is shown. (If this screen is not shown, then press the Home button on the operation panel of the copier and then touch the Fiery icon again.)
- **15.** Select the desired language button, and touch the "Continue" button.
 - Simplified Chinese
 - Czech
 - Dutch
 - English
 - French
 - German
 - Italian
 - Polish
 - Brazilian Portuguese
 - Russian
 - Spanish
 - Turkish
 - Korean
 - Traditional Chinese



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If the desired language is not displayed, switch screens using the $\blacktriangleleft \blacktriangleright$ buttons.



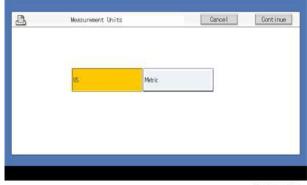


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The default settings for the E-25C depend on the language selection as follows:

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

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



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



- During the 5-10 minutes, the diagnostic LED may remain displaying 'FF' for several times, but this does not indicate an error.
- 17. Touch the Fiery icon and wait about a few minutes until the Fiery menu screen appears.
- 18. To confirm that the reboot was successful, press the Fiery tab.
- 19. Now the E-25C can be used with the default settings (minimum setup).



- The E-25C setup options should be configured later by the site administrator.
- Make sure that the system date and time, and the time zone have been adjusted before leaving the customer site. The system date, time, and time zone can be adjusted from the Configure menu. [Link to Adjusting the System Date and Time]

Disabling the GW Scanner (Customization)

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

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

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

Verifying the Connection (Local Test Print)

After you connect the E-25C to the copier, print the Test Page and the Configuration Page to verify that the connection between the E-25C and the copier is good.

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

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

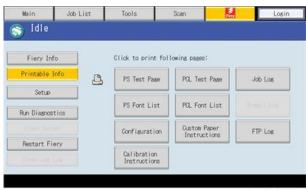
Configuration Page	Letter	A4	-	-
requires				
PS Test Page requires	Letter	A4	-	-
PCL Test Page requires	-	-	Letter	A4

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



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6. Touch the "Printable Info" button.



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

Verifying Connection to the Network

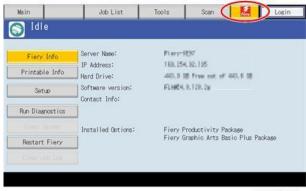
The E-25C provides twisted pair connectivity to an Ethernet network.

Cable requirements:

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



- If the print engine is 230V, use a shielded network cable.
- Before connecting the cable, ground yourself by touching a metal object.
- 1. Turn OFF the E-25C power before connecting the E-25C to any network device.
- 2. Connect the end of the network cable with the core attached to the LAN port on the E-25C.
- 3. Connect the other end of the cable to the customer's network, such as hub connector.
- **<u>4.</u>** Make sure that the copier power is switched on.
- 5. Turn ON the power switch on the E-25C rear panel.
- 6. Press and release the soft power push button on the front panel of the E-25C.
- <u>7.</u> Allow startup to proceed without interruption, while you watch the diagnostic LED on the rear panel of the E-25C. When the diagnostic LEDs show '00', go to the copier operation panel.
- **8.** Press the Home button on the operation panel of the copier and wait for a few minutes until the Fiery icon appears on the Home screen.
- 9. Touch the Fiery icon and wait about a few minutes until the Fiery menu screen appears.
- 10. Move to the Fiery tab.
- **11.** Touch the "Setup" button.



d7292011

- 12. Enter an administrator password. (The default is "Fiery .1")
- 13. Ask the site administrator to configure the Setup options.



• It is the site administrator's responsibility to configure the correct setup options for the network and user environment. The default settings in the setup may be adequate, but they may not be optimal for the user's environment. Refer the site administrator to the "Configuration and Setup" manual for setup information.

- **14.** After configuring the Setup options, verify the network connection.
- <u>15.</u> Print the configuration page and backup the initial configuration settings by going to WebTools > Configure > Fiery Server > Backup. [Link to Backing Up/Restoring the System Configuration and Selected Settings Only]
- **16.** Make sure that the system date and time, and the time zone have been adjusted before leaving the customer site. [Link to Adjusting the System Date and Time]
- <u>17.</u> Ask the site administrator to install the printer driver and utility software on a client PC, and make a test print from that PC.

Enabling System Updates and Automatic Backup

At the end of the E-25C installation, it is highly recommended to set up System Updates and Automatic Backup as a set.

Make sure to obtain agreement from your customer in advance, as the E-25C must not be rebooted or powered off while these functions operate.

Feature Name	System Updates	Automatic Backup
Detailed	[Link to Enabling the System Updates]	[Link to Scheduled Automatic Backups
Information		with Fiery System Restore]
Description	Patches are downloaded and applied	System Software on the E-25C with
	to the controller automatically at the	patches are backed up to the HDD
	scheduled date and time.	automatically at the scheduled date and
		time.
Recommended	Enabled - Once a Week, date and	Enabled - Once a Week, date and time
Setting	time when the E-25C is not in use.	when the E-25C is not in use.
Important	If the customer is using proxy server	If the system updates is enabled and
	for connecting to the internet, do not	scheduled, make sure to schedule the
	forget to setup the proxy server in the	system backups at least two hours
	Configure menu.	before the system updates.

Installing Optional Features

Optional Features for E-25C

The following options can be purchased and installed on the E-25C:

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

Required Action:

A: Needs additional software installation.

[Link to Installing Software for EFI Impose/Compose]

B: Needs activation with a license code.

[Link to Activate Optional Features]

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

Please refer to the manual included in the software package

Installing Software for EFI Impose/Compose

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

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

Activate Optional Features

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

Optional Features Which Require Activation.

Server Options:

The license file is stored in the key chip on the motherboard of E-25C.

- Fiery Graphic Arts Basic Plus Package
- Productivity Package
- Spot-On
- Auto Trapping
- Hot Folders & Virtual Printers

Client Options:

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

- Fiery Impose
- Fiery Compose

Preparation: Requirements for Activation

• LAC (License Activation Code)

A unique code of 25 digits that is printed on a sheet when open the optional feature box/envelope.

- An installed E-25C.
- A PC with a web browser installed.
 - When using Internet Explorer, version 11 or later.
- Command WorkStation (Must be installed for Client Options)
- Internet Access Environment



• If the customer has already a USB dongle for a Client Option (purchased for previous models, etc.), it can be used with E-25C

Important Notes for Activation

- 1. If you have multiple Fiery options to activate, you must activate them one at a time. It is not possible to activate several options at once.
- 2. If the keychip (Server Options) or PC (Client Options) becomes defective, the following's are needed as evidence in order to get recovered.
 - Defective key chip
 - LAC
 - Option Name
 - Serial Number of E-25C
 - OS on the client PC where the software was installed.
 - The configuration page that shows that the defective key chip had the optional feature license installed.

Therefore, please be sure that you always print a configuration page and note the above information and keep them together when you activate a new optional feature on the E-25C.

Automatic Activation and Manual Activation

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

Required Environment for Automatic Activation:

<Server Options>

1. The E-25C must be connected to the Internet.



- If the E-25C is not connected to the Internet directly, you can configure a proxy server for the connection.
- 2. At the same time, a PC that can access to E-25C with the web browser is needed.



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

<Client Options>

- 1. The PC where the optional feature will be installed and used must be connected to the Internet.
- 2. At the same time, the same PC needs to access to E-25C with Command WorkStation and web browser.

Required Environment for Manual Activation:

<Server Options>

If the E-25C is not connected to the Internet, manual steps are required to transfer data between the E-25C and the EFI licensing website using another PC that is connected to the Internet.

- 1. A PC that can access to the E-25C with web browser.
- 2. Another PC that can connect to the internet with web browser is needed.



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

<Client Options>

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

- 1. A PC where the optional feature will be installed, must be connected to E-25C with the Command WorkStation.
- 2. Another PC that can access to the Internet is needed.



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

Confirming the Activated Options

<Server Options>

There are three ways to confirm the activated options for a particular unit of E-25C.

1. Print the configuration sheet.

[Link to Printing the Configuration Page or Test Sheets]

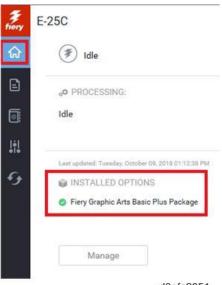
2. Confirm from WebTools.

> Launch the web browser and enter the IP address of E-25C in the URL column to execute the Web Tools.



If a message about untrusted connections appears, or you are asked whether you want to proceed, you can safely ignore the message and proceed anyway. For more information about these messages, see Configuration and Setup (http://help.efi.com/ricoh/docs/).

Click the Home tab and confirm the installed options.



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3. Confirm from Command WorkStation.

Launch Command WorkStation and click Server > Device Center > GENERAL > General Info > Options/Packages to confirm.



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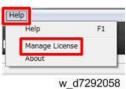
<Client Options>

Activated options for the client can be confirmed by accessing the License Activation window in the Command WorkStation.

There are two ways to access to the License Activation window after you launch the Command WorkStation.

1. Access from Fiery Preview's Help. Right-click a job and select Preview, and then select Help > Manage License.

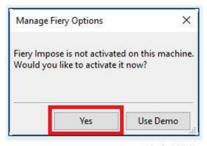




2. Access from Impose/Compose menu.

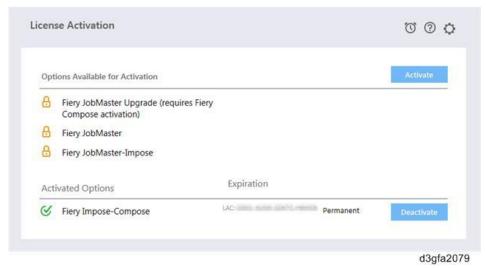
Right-click a job and select Impose or Compose. If you are prompted to activate or not, click Yes. Activation Procedure





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The License Activation window opens.



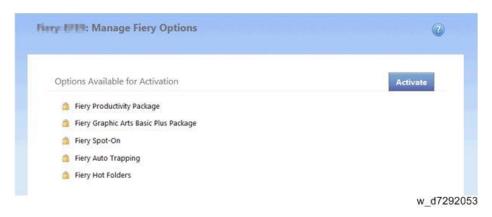
Access to the Manage Fiery Options/License Activation Window (Auto/Manual Activation)

Activation will be done from the Manage Fiery Options/License Activation window.



 The names of options shown on the following screen samples may differ from the names of options for E-25C.

<Manage Fiery Options window for Server Options>



<License Activation window for Client Options>



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

Server Options' procedure

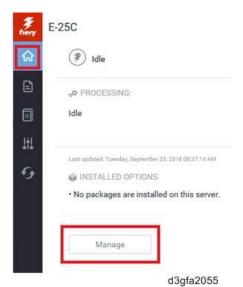
There are two ways to access to the Manage Fiery Options window.

Access from the WebTools.
 Launch the web browser and enter the IP address of E-25C in the URL column to execute the Web Tools.



If a message about untrusted connections appears, or you are asked whether you want to proceed, you can safely ignore the message and proceed anyway. For more information about these messages, see Configuration and Setup (http://help.efi.com/ricoh/docs/).

Click the Home tab and then click Manage.



2. Access from the Command WorkStation.

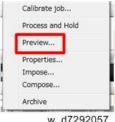
Launch Command WorkStation and click Server > Device Center > GENERAL > General Info > Options/Packages and click Manage.



Client Options' procedure

There are two ways to access to the License Activation window after you launch the Command WorkStation.

1. Access from Fiery Preview's Help. Right-click a job and select Preview, and then select Help > Manage License.



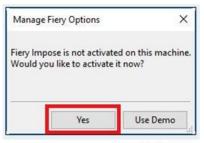
w_d7292057



2. Access from Impose/Compose menu.

Right-click a job and select Impose or Compose. If you are prompted to activate or not, click Yes.



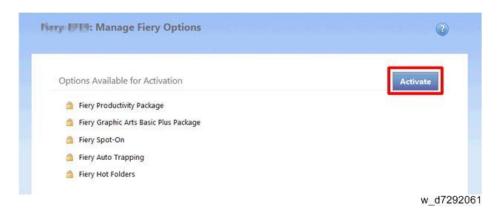


d3gfa2060

Activation Procedure

< Automatic Activation Procedure>

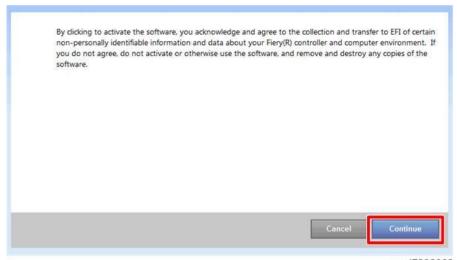
In the Manage Fiery Options window, click Activate.<Manage Fiery Options window for Server Options>



<License Activation window for Client Options>



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



w_d7292063

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

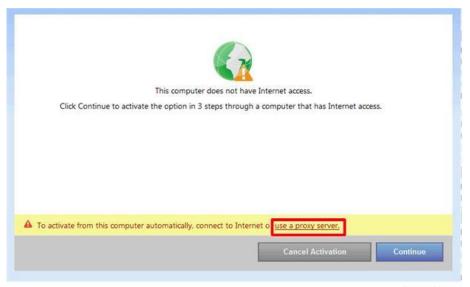


Server Options: click Activate. Client Options: click Continue.



If the E-25C needs a proxy server to connect to Internet, the following screen may appear.
 In such case, click the link of "use a proxy server" and fill in the necessary information for proxy server, then click Apply. Then click Continue.

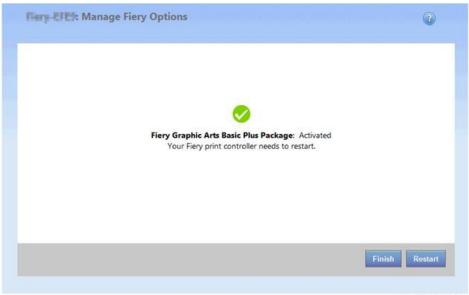
1.Installation



w_d7292065

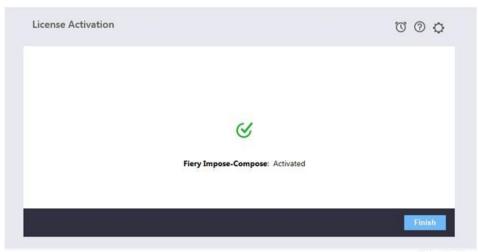
- **<u>4.</u>** If the Fiery option name is correct, click Activate.
- **<u>5.</u>** The Fiery option is activated.

<Server Option>



w_d7292075

<Client Option>



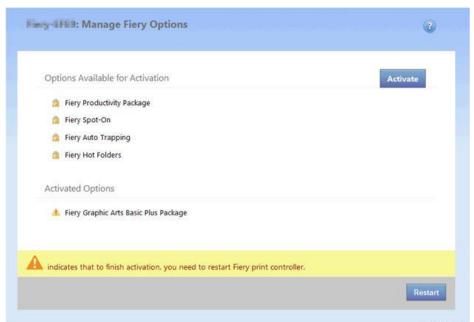
d3gfa2076

<u>6.</u> If the activation requires a restart of the E-25C, click Restart to restart now, or click Finish to activate more options before restarting.

If the activation does not require a restart of the E-25C, just click Finish.

If activation requires a restart:

<Server Option>

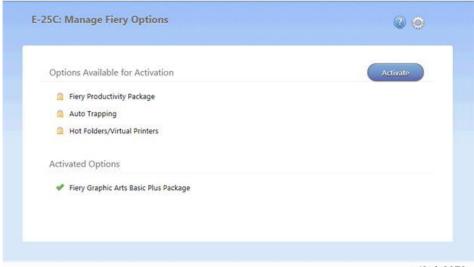


w_d7292077

If activation does not require a restart:

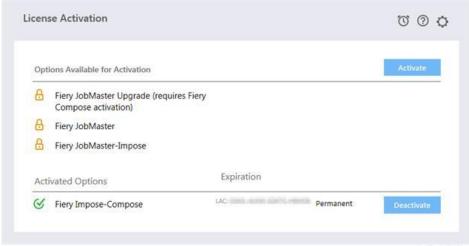
<Server Option>

1.Installation



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<Client Option>

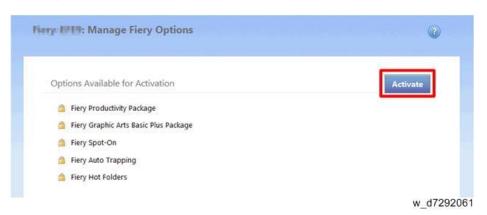


d3gfa2079

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

<Manual Activation Procedure>

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

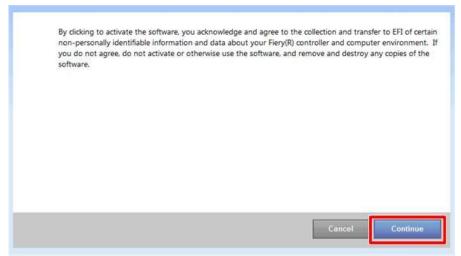


<License Activation window for Client Options>



d3gfa2062

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



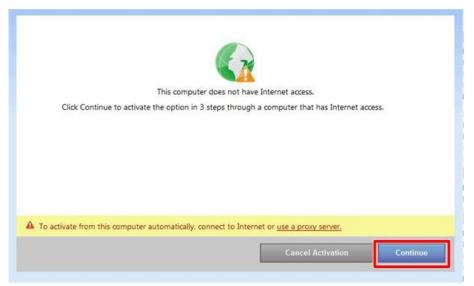
w d7292063

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



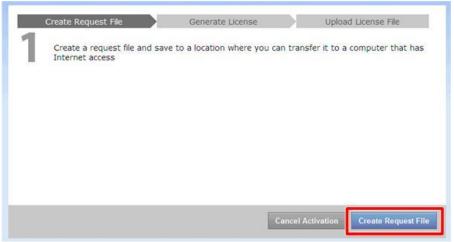
w_d7292064

Server Options: click Activate. Client Options: click Continue. **4.** Click Continue to proceed with the manual process.

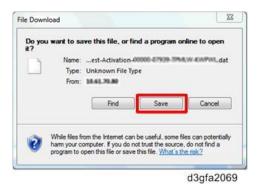


w_d7292067

5. Click Create Request File and save the file.

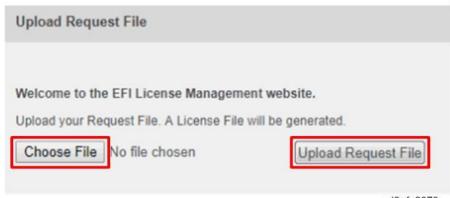


w d7292068



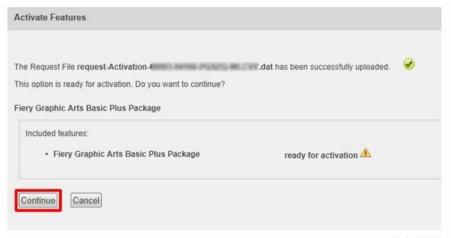
- 6. Copy the request file to a PC that is connected to the Internet.It is also possible that you use the same PC by changing the location/connection.
- <u>7.</u> On the PC that is connected to the Internet, open a browser and go to licensing.efi.com.

Click Choose File, select the request file, and then click Upload Request File.



d3gfa2070

If the Fiery option name is correct, click Continue.



d3gfa2071

A license file is generated.

10. Click Download License File and save the file.



d3gfa2072

- 11. Copy the license file to the PC where you first entered the License Activation Code.
- 12. Return to the Generate License window and click Yes.

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

1.Installation



w_d7292073

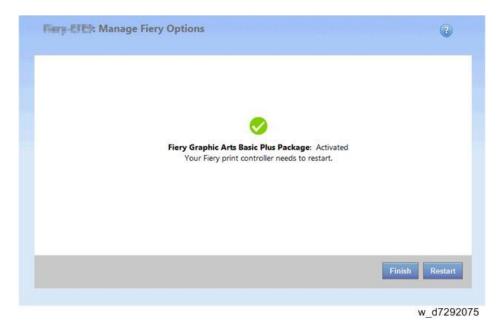
13. Click Browse, select and open the license file, and then click Activate.



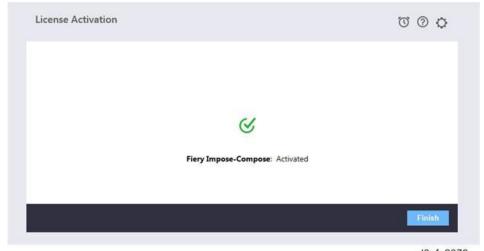
w_d7292074

14. The Fiery option is activated.

<Server Option>



<Client Option>



d3gfa2076

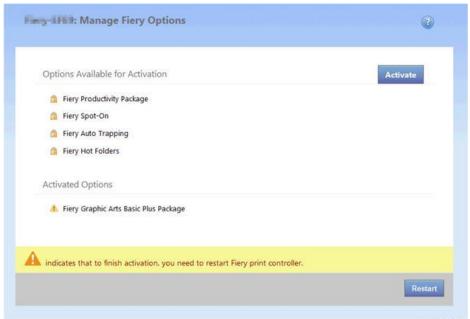
15. If the activation requires a restart of the Fiery print controller, click Restart to restart now, or click Finish to activate more options before restarting.

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

If activation requires a restart:

<Server Option>

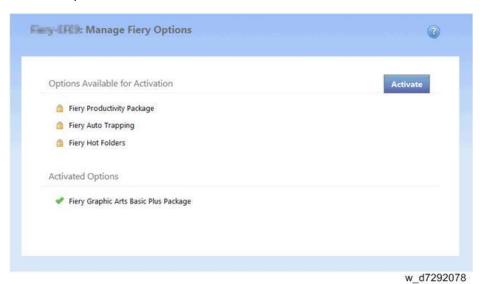
1.Installation



w_d7292077

If activation does not require a restart:

<Server Option>



<Client Option>



d3gfa2079

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

Deactivation of Client Options

If you want to transfer the license for a Client Option from one PC to another, you must first deactivate the option.

Deactivation makes the License Activation Code (LAC) for the option available again. You can activate the license on another PC using the LAC.

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

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

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



d3gfa2080

< Automatic Deactivation Procedure>

1. In the License Activation window, under Activated Options, click Deactivate next to the option that

1.Installation

you want to deactivate.



d3gfa2081

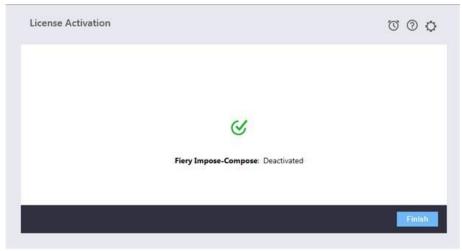
- **U** Note
 - If there is no Deactivate button next to the option, the option is activated by a dongle.
- **<u>2.</u>** Click Deactivate to confirm the deactivation.



d3gfa2082

The Client Option is deactivated.

The LAC is available for reuse.



d3gfa2083

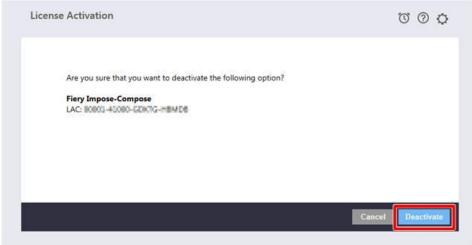
<Manual Deactivation Procedure>

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



d3gfa2081

- **U**Note
 - If there is no Deactivate button next to the option, the option is activated by a dongle.
- 2. Click Deactivate to confirm the deactivation.



d3gfa2082

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

View Deactivation Status and LAC

1. In the License Activation window, click the deactivation history icon.



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

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

See Manual deactivation for more information.

Reactivation of Client Options

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

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

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

< Automatic Reactivation Procedure >

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

The Client Option is activated.

2. Click Finish.

<Manual Reactivation Procedure>

- **1.** In the License Activation window, under Activated Options, click Reactivate next to the option that you want to reactivate.
- 2. Click Continue to proceed with the manual process.
- 3. Click Create Request File and save the file.
- **4.** Copy the file to a PC that is connected to the Internet. (It is also possible to use the same PC by changing the location/connection.)
- <u>5.</u> On the PC that is connected to the Internet, open a browser and go to licensing.efi.com.
- 6. Click Choose File, select the request file, and then click Upload Request File. License file is generated.
- 7. Click Download License File and save the file.
- **8.** Copy the license file to the PC where you are reactivating the license.
- 9. Return to the Generate License window and click Yes.
- 10. Click Browse, select and open the license file, and then click Activate.
- **11.** The Client Option is reactivated.
- 12. Click Finish.

Restoring Activated Client Options

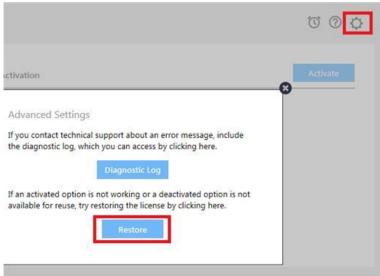
If the licensing record for Client Options is not available (because you reinstalled the system software on your PC, for example) previously activated options do not appear to be activated. When your PC starts, it attempts to restore the licensing record by contacting the licensing server. If the restore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

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

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

< Automatic Restore Procedure>

1. In the License Activation window, click the Advanced Settings icon > Restore.
The Client Options are restored.



d3gfa2084

2. If you have no additional options to activate, click OK. Otherwise, to activate additional options, click Continue.

<Manual Restore Procedure>

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

The Client Options are restored.

Troubleshooting for Activation

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

Symptom	Action Taken
Activation generates an error	Check Error Messages for Activation [Link to Error
message	Messages for Activation] for more information about the error.
	 If the message says to contact technical support, 2-1. Click the Advanced Settings icon in the License Activation window.
	2-2. Click Diagnostic Log to generate a diagnostic log file.
	Provide the following information to your technical support.
	Serial Number of the controller
	2) Name of optional feature
	3) License Activation Code (LAC)
	4) Diagnostic Log file
	5) OS of the PC
Activated options do not appear	The licensing record for Fiery options might not be
activated or accessible	available. This can happen when reinstalling the system
	software on the PC or revert to an earlier system state.
	To restore licenses from the EFI licensing server,
	1. Click the Advanced Settings icon in the License
	Activation window.
	2. Click Restore.
A license was deactivated manually,	If uploading a deactivation request file at licensing.efi.com
but licensing.efi.com does not make	to complete the deactivation, but the request is denied, the
the LAC available	license is not available for reuse.
	To restore licenses from the EFI licensing server,
	1. Click the Advanced Settings icon Din the License
	Activation window.
	2. Click Restore.
	3. Retry the deactivation.
	If the license cannot be restored, contact your technical
	support.
No Internet connection is detected, but	If the time setting on the system clock is extremely off, your
the client PC is connected to the	PC may not connect with the EFI licensing server.

Symptom	Action Taken
Internet	If the date and time are incorrect, reset your PC's clock.

Error Messages for Activation



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

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

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

1.Installation

Message ID	Error message	Action
	corrupted and Fiery system software must be	the message.
OFA0070	reinstalled. Error <number> The license activation software module is corrupted. Reinstall Command WorkStation and try again.</number>	Reinstall Command WorkStation and try again. On Windows, go to Control Panel > Add or Remove Programs and start Fiery User Software in maintenance mode. Select the Repair option and then select Command WorkStation. On Mac OS, use Fiery Software Uninstaller to uninstall Command WorkStation, and then reinstall Command WorkStation.
OFA0050	Sorry we cannot deactivate the option requested. Please contact support for more information.	Try to restore Fiery options and deactivate again. If the error still occurs, contact technical support.
OFA0040	Sorry we cannot reactivate the option requested. Contact support for more information.	Try to restore Fiery options and reactivate again. If the error still occurs, contact technical support.
OFA00115	None of the options could be restored.	No previously activated licenses were found for this computer. If you had licenses that were previously activated, contact technical support.

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

Message	Error message	Action
ID		
EBIS0004	The LAC is not recognized. Check	The LAC is not recognized. Check that you entered
	that you entered the correct LAC.	the correct LAC. Refer to the LAC card if you have
	Refer to the LAC card if you have	one.
	one.	
EBIS0007	This option is already activated.	Check that the LAC is correct for the option that
		you want to activate.
EBIS0016	The license has already been	The license has already been activated for another
	activated for another computer.	computer.
		You can deactivate the license on the other
		computer and then activate it on this one.
EBIS0018	You must first choose the Request	You submitted the wrong request file or the request

Message ID	Error message	Action
	File to upload.	file is corrupted. Try submitting a different request file. If the error occurs again, try regenerating the request file.
EBIS0025	Unable to activate license: Error Code <number></number>	An error occurred on the EFI licensing server. Contact technical support and provide the error code shown in the message, the LAC, and the serial number of your Fiery Controller.
EBIS0002	The EFI licensing service is unavailable. Try again later.	The EFI licensing service is unavailable. Try again later.
EBIS0006	The License Activation Code (LAC) cannot be activated. Check that the feature(s) activated by the LAC are correct for your product.	Check that the feature(s) activated by the LAC are correct for your Fiery controller model.
EBIS0011	Your system does not support some of the features included in this option. Do you want to continue?	The LAC activates multiple features and one or more features is not supported, as shown in the list. Obtain a new LAC that has only features that are supported. If you continue, you will not be able to use any unsupported features and you cannot use the LAC again.
EBIS0008	Some features of this option are already activated. Do you want to continue?	The LAC activates multiple features and one or more features is already activated, as shown in the list. Obtain a new LAC that has only features that are not already activated. If you continue, you will be paying twice for the same feature.
EBIS0026	Unable to deactivate license: Error Code <number></number>	Try to restore Fiery options and deactivate again. If the error still occurs, contact technical support and provide the error code shown in the message.
EBIS0024	Unable to re-activate license: Error Code <number></number>	Try to restore Fiery options and reactivate again. If the error still occurs, contact technical support and provide the error code shown in the message.
EBIS0027	No licenses have been previously activated on this computer, so you cannot restore any licenses.	No licenses have been previously activated on this computer, so you cannot restore any licenses.

2. General Operations For Servicing

Start-Up, Shut-Down, and Reboot

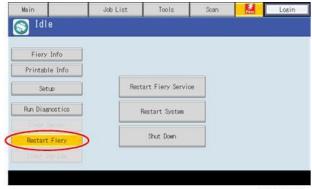
The copier and the E-25C have separate main power switches. During normal operation, you can leave the E-25C main power switch in the ON (I) position.

Starting the Copier and the E-25C

- 1. Turn ON the main power switch of the copier.
- 2. If the main power switch of the E-25C is OFF (O), turn ON the main power switch of the E-25C.
- <u>3.</u> Press and release the soft power push button on the front of the E-25C. The controller enters into the boot-up sequence.
- 4. After the E-25C and the copier become idle, press the Home button on the operation panel of the copier and then touch the Fiery icon. The Fiery menu screen will appear on the copier operation panel.

Shutting Down the Copier and the E-25C

- Make sure that the E-25C is not receiving, processing, or printing any jobs.
 If "Printing" appears on the operation panel, the E-25C is processing. You must wait until the system finishes and reaches Idle before restarting or shutting down.
 - If the system has just finished processing, wait at least five seconds after the system reaches Idle before beginning the shutdown procedure.
- **2.** Press the Home button on the operation panel of the copier and then touch the Fiery icon. The fiery menu screen appears.
- **3.** Move to the Fiery tab.
- 4. Touch "Restart Fiery".

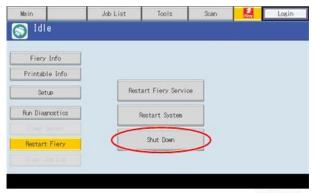


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5. Touch "Shut Down", then touch "OK".

The E-25C enters into the shut down sequence.

The diagnostic LEDs on the rear panel of the E-25C will turn off.



d7292014

- **6.** Turn OFF the copier main power switch.
- <u>7.</u> If the E-25C is being taken out of service, turn OFF the E-25C using its main power switch. (For example, if someone needs to move the E-25C, disconnect cables, or open the chassis.)

Shutting Down the E-25C Only

- Make sure that the E-25C is not receiving, processing, or printing any jobs.
 If "Printing" appears on the operation panel, the E-25C is processing. You must wait until the system finishes and reaches Idle before restarting or shutting down.
 If the system has just finished processing, wait at least five seconds after the system reaches Idle before beginning the shutdown procedure.
- **2.** Press the Home button on the operation panel of the copier and then touch the Fiery icon. The Fiery menu screen appears.
- 3. Move to the Fiery tab.
- 4. Touch "Restart Fiery".
- 5. Touch "Shut Down", then touch "OK".The E-25C enters into the shut down sequence.
 - The diagnostic LEDs on the rear panel of the E-25C will turn off.
- **6.** If the E-25C is being taken out of service, turn OFF the E-25C using its main power switch. (For example, if someone needs to move the E-25C, disconnect cables, or open the chassis.)

Restarting the E-25C

When restarting the E-25C to recover from a problem, try this procedure first. However, this procedure will only restart the E-25C application software that is now running on the system OS. To reboot the system OS (for example, after downloading a patch), see the next section "Rebooting the E-25C [Link to Rebooting the E-25C]".

- 1. Make sure that the E-25C is not in use.
- **2.** Press the Home button on the operation panel of the copier and then touch the Fiery icon. The Fiery menu screen appears.
- **3.** Move to the Fiery tab.

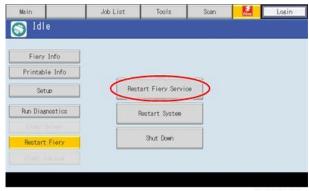
2.General Operations For Servicing

4. Touch "Restart Fiery".



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5. Touch "Restart Fiery Service"



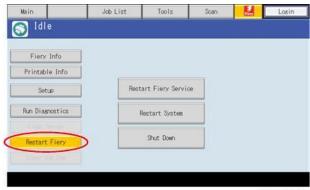
d7292015

6. Wait until the E-25C restarts and becomes idle.

Rebooting the E-25C

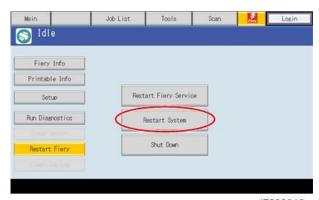
Use this procedure to reboot the system OS (for example, after downloading a patch).

- 1. Make sure that the E-25C is not in use.
- **2.** Press the Home button on the operation panel of the copier and then touch the Fiery icon. The Fiery menu screen appears.
- 3. Move to the Fiery tab.
- 4. Touch "Restart Fiery".



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5. Touch "Restart System"



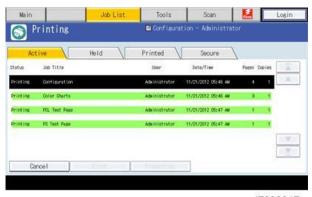
d7292016

<u>6.</u> Wait until the E-25C reboots and becomes idle.

Cancelling the Current Print Job

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

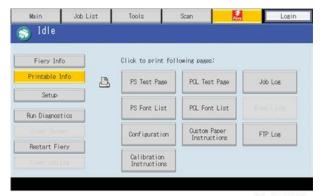
- **1.** Press the Home button on the operation panel of the copier and then touch the Fiery icon to access the Fiery menu screen.
- 2. Move to the Job list tab.



- d7292017
- **3.** From the Job List, touch the job that you want to cancel.
- 4. Touch "Cancel".

Printing the Configuration Page or Test Sheets

- 1. Make sure that the E-25C is not in use.
- **2.** Press the Home button on the operation panel of the copier and then touch the Fiery icon to access the Fiery menu screen.
- **3.** Move to the Fiery tab.
- 4. Touch "Printable Info", then touch the desired key.
 - Configuration Page
 - PS Test Page
 - PCL Test Page



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

Running the E-25C Setup

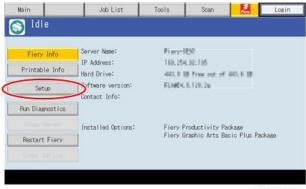
The following procedures show how to access the Setup menu from the Fiery menu screen.



- When the network settings (protocol, IP Address, etc.) are already configured and the "Enable Web Service" option is set to ON, you can also configure the E-25C setup from Configure tab in WebTools [Link to Accessing Configure].
- When you try to get access to the Setup menu, you are always asked to input an administrator password. (The default password is "Fiery.1") Ask the site administrator to input the administrator password when you must get access to the Setup menu.

To Access the Setup Menu

- **1.** Make sure that the E-25C is not in use.
- **2.** Press the Home button on the operation panel of the copier and then touch the Fiery icon to access the Fiery menu screen.
- 3. Move to the Fiery tab.
- 4. Touch "Setup".



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- <u>5.</u> You may be asked to enter an administrator password. (Ask the site administrator to enter the password. The default password is "Fiery.1")
- **6.** The main setup screen appears. For the details of each setup option value, refer to the "Configuration and Setup" manual (http://help.efi.com/ricoh/docs/).

To Exit from the Setup Menu

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

Accessing Configure

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

- WebTools (with a supported Internet browser)
- Command WorkStation (utility software)

Accessing Configure from WebTools



- The network settings (protocol, IP Address, etc) and the "Enable Web Service" option should be set to ON (default) in order to access Configure from WebTools.
- 1. Open an Internet browser and type the IP address of the controller.
 - Supported Internet browsers:
 - Windows: Internet Explorer 11 or later, Firefox 31.0 or later, Chrome 37.0 or later
 In addition, Microsoft Edge is supported for client computers that are running Windows 10 (not supported for other versions of Windows)
 - Mac OS: Safari 7 or later, Firefox 31.0 or later, Chrome 37.0 or later



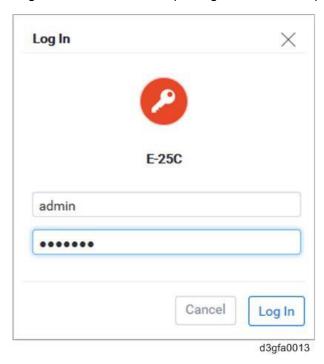
- Microsoft releases frequent updates to Internet Explorer. Because support cannot be guaranteed for all versions, use the specified version for best results. On Mac OS, some versions of Firefox may not allow you to enter passwords into Configure. If this occurs, use Safari instead.
- **2.** In WebTools,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



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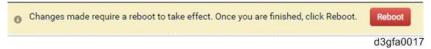
If a message about untrusted connections appears, or you are asked whether you want to
proceed, you can safely ignore the message and proceed anyway. For more information
about these messages, see Configuration and Setup (http://help.efi.com/ricoh/docs/).

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





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



Stop untrusted connection messages from appearing in WebTools

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



- The following procedure is an example using the IP address. If the server name is to be used instead of the IP address, replace the term 'IP address' with 'server name' in the procedure.
- Either the IP address or the server name (hostname) can be used, not both. Please consult with your customer in deciding which to use.
- 1. Start an Internet browser and type the IP address of the E-25C.
- 2. Click Continue to this website (not recommended).
- 3. Click the Configure tab.
- 4. If prompted, log on with Administrator privileges: Enter the password, scroll down, and click Login. The default Administrator password is Fiery.1 (case-sensitive).
- 5. In Configure, click Security > Server Certificate.
- 6. Click the Create Self Signed Certificate button.
- 7. In the Self Signed Certificate dialog box:
 - a) In the Common Name field, enter the IP address.

- b) In the Organization field, enter the name of your organization.
- c) In the Country field, enter the name of your country (for example, use a two-letter country code).
- d) Click Save.
- e) Reboot the E-25C.
- 8. On the computer where you want to prevent untrusted connection messages, open Internet Explorer and enter the IP address of the E-25C.
- 9. Click Continue to this website (not recommended).
- 10. At the top of the browser, click Certificate error then click View certificates.
- 11. In the Certificate dialog box, on the General tab, click the Install Certificate button.
- 12. In the Certificate Import Wizard dialog box, click Next and then do the following:
 - a) Select Place all certificates in the following store and click Browse.
 - b) In the Select Certificate Store dialog box, select Trusted Root Certification Authorities then click OK.
- 13. Click Next.
- 14. When a pop-up indicates the completion of the certificate import wizard, click Finish.
- 15. If a security warning displays, click Yes.
- 16. When a pop-up indicates the import was successful, click OK.
- 17. To confirm, reopen WebTools using the IP address of the E-25C.
 The URL now begins with https, the lock icon is green rather than red, and the lock icon is not crossed out.

Accessing Configure from Command WorkStation

- 1. Make sure that Command WorkStation is installed in the client PC.
- 2. Launch Command WorkStation.
- 3. Connect to the E-25C and log in as Administrator.
- **<u>4.</u>** Do one of the following to start Configure:
 - Click Server > Device Center > GENERAL and then click Configure at the lower right corner.
 - Click Server > Configure.
- **<u>5.</u>** If the Fiery Setup dialog box displays, click Configure.

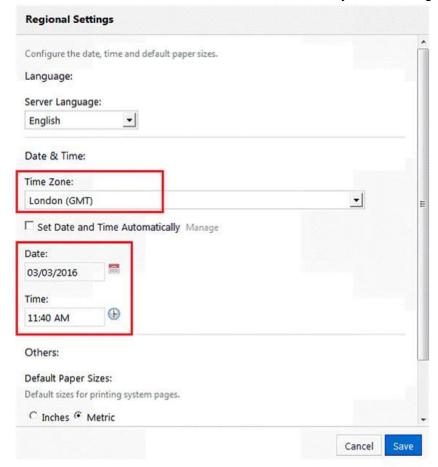
U Note

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

Adjusting the System Date and Time

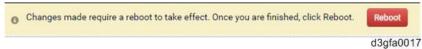
The system date and time should be adjusted by the field technician in the following cases, before leaving the customer site. Also, confirm that the E-25C is set to the correct time zone.

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



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4. Click Reboot on the bar at the top for the changes to take effect.



3. Replacement

Precautions

This section includes information about how to safely operate and service the E-25C and how to avoid damage to E-25C components.

Report shipping damage

If there is evidence of shipping damage, save the shipping boxes and damaged parts. Call the shipper immediately to file a claim and notify your authorized service/support center.

Handling boards

When handling a printed circuit board, do not bend it. Hold it by opposing edges, rather than by the corners.

Handling the HDD

To ensure that you do not damage the HDD, do the following:

- Follow electrostatic discharge (ESD) precautions.
- Keep magnets and magnetic-sensitive objects away from the HDD.
- Do not loosen or remove the screws on the top of the HDD. Doing so voids the warranty.
- Handle the HDD by its sides and avoid touching the printed circuit board.
- Do not drop, jar, or bump the HDD.
- Before you remove or install an HDD, allow it to reach room temperature.

Avoid magnets

Keep magnets and magnetic-sensitive objects away from electronic components, especially the HDD.

Electrostatic discharge

When you work with electronic components, electrostatic discharge is a concern since it can destroy circuits, or damage them, reducing their life span. The area around the printer is most likely not static-free, and electrostatic discharge could occur.

Do the following to avoid damage due to electrostatic discharge:

- Work on a grounded antistatic mat.
- Wear an antistatic wristband, attached to the same location as the antistatic mat.
- Before you remove an electronic component from the shipping box, touch a metal area of the printer to discharge static from your body.
- After you remove an electronic component from the shipping box, place it face up on a grounded antistatic surface.
- Leave electronic components in antistatic bags until you are ready to use them.
 Do not walk on carpet or vinyl while carrying an electronic component, unless it is in an antistatic

3.Replacement

bag.

• If you remove an electronic component from the printer, immediately place it in an antistatic bag.

Power cable

Observe the following guidelines:

- Only use the power cable that shipped with the E-25C or an appropriate replacement power cable. For replacement parts, see your authorized service support center.
- Before you open the E-25C, unplug the E-25C.
- Keep the power cable away from foot traffic.
- Do not place objects on the power cable.
- Do not plug the E-25C into a 2-hole, ungrounded power outlet by means of a 3-prong adapter.
- Do not plug the E-25C into a circuit connected to heating or refrigeration equipment (including a water dispenser).
- Do not plug the E-25C into a switchable power outlet.
- Do not pull the cable to unplug the E-25C. Instead, pull the plug.
- Do not tamper with or disable the power cable grounding plug.
- Do not use an extension cord.

Tools you will need

To install or service the E-25C, you will need the following tools and parts:

- ESD wrist grounding strap and antistatic mat
- Flathead screwdriver
- #0, #1, and #2 Phillips head screwdrivers
- Needlenose pliers
- E-25C documentation, including the customer media pack and any related service bulletins.

⚠WARNING

The E-25C contains hazardous moving parts. When servicing the Fiery Color Server, keep away from moving fan blades.

(Important

Avoid touching magnetic tools to storage media such as HDDs. Contact between magnetic tools and magnetic storage media may result in data corruption.

General Caution

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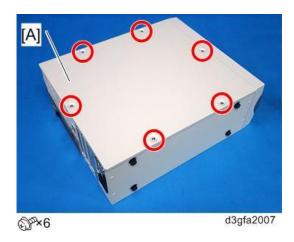
• Turn OFF the main power switch and unplug E-25C power supply cable before attempting any of the procedures in this section.

Before accessing internal components, position the E-25C so that it is resting on its right-hand side on a flat, anti-static surface.

Cover Removal

Side Cover for the E-25C

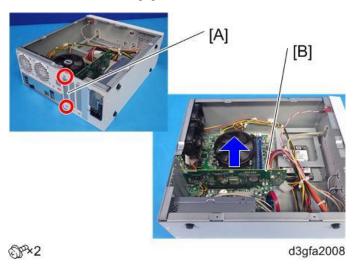
1. Remove the side cover [A].



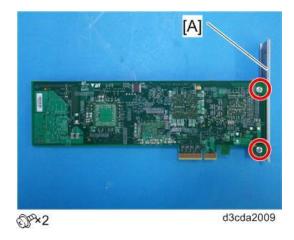
Unit Removal

Video Board

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



3. Remove the bracket [A].



Diagnostic LED Board

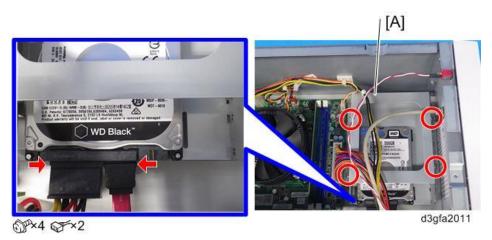
1. Remove the diagnostic LED board [A].



Hard Disk Drive (HDD)

If you are replacing the HDD with a new HDD, allow the site administrator to print the Job Log and save any custom simulation and output profiles. If possible, print the following:

- Configuration pages: Provide records of any installed options and the customer's current Setup configuration.
- Font List: Lists the fonts currently on the HDD. Along with the fonts provided, the customer may have installed additional fonts.
- 1. Remove the video board. [Link to Video Board]
- 2. Remove the HDD with bracket [A].



3. Remove the HDD [A].







- Do not loosen or remove the screws on the HDD covers. Loosening or removing these screws will break the seal and void the HDD warranty.
- Do not touch the HDD with magnetic objects (such as magnetic screwdrivers), and avoid placing magnetic sensitive items, such as credit cards and employee ID cards, near the HDD.
- Place the HDD in an antistatic bag.

For reassembling:

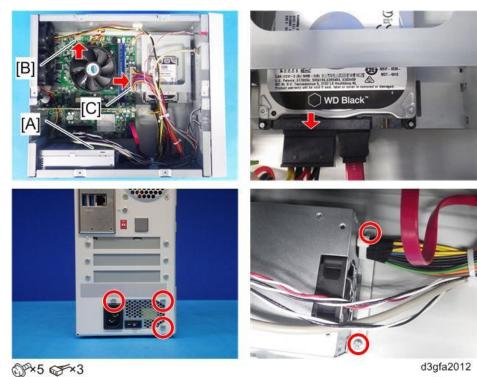
Connect the SATA cable to the "SATA0" connector on the motherboard.



- System Software is not included on replacement HDDs. After installing a new HDD, be sure to install system software [Link to System Software Installation Procedure] and patches [Link to Updates and Patches Installation Procedure].
- If there is a backup file of the same E-25C unit which was formally created with the Fiery System Restore feature with bootable option or Fiery Clone Tool, it is possible to restore the backup file to the new HDD [Link to Restoring the E-25C System Directly with a USB Flash Drive and Service Switch or Restore: Transferring Clone Image Files to E-25C].

Power Supply Unit

1. Remove the power supply unit [A].



For reassembling:

- Connect [B] to the "PWRCONN1" connector on the motherboard.
- Connect [C] to the "PWR" connector on the motherboard.

Fans

- 1. Remove the video board. [Link to Video Board]
- 2. Remove the fan cables [C] and [D].

[C]: For fan [A]

[D]: For fan [B]

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







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For reassembling:

- Connect [C] to the "REAR FAN" connector on the motherboard.
- Connect [D] to the "FRONT FAN" connector on the motherboard.

Motherboard

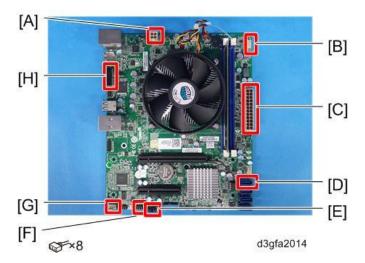


- When you replace the motherboard, move the CPU, CPU cooling assembly, video board, memory (DIMM), Keychip, and the CPU holder bracket from the old board to the new board.
- The Keychip contains the license information of the E-25C controller and the activated optional features, which is very expensive. When you replace the motherboard, do not forget to move the key chip from the old board to the new board.

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

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

2. Remove the cables from the motherboard.



4-pin power connector: PWRCONN1 [A].

Top chassis fan cable connector: FRONT FAN [B].

24-pin power connector: PWR [C].

SATA data cable connector: SATA0 [D].

USB cable: J13 [E].

Front panel connector: J11 [F].

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

Bottom chassis fan cable connector: REAR FAN [G].

DIAG connector: EFI GPIO Header [H].

3. Remove the Motherboard.



- 4. Remove the Memory [Link to Memory 4 GB DIMM (E-25C)]
- 5. Remove the CPU Cooling Assembly [Link to CPU and Cooling Assembly]
- **<u>6.</u>** Remove the CPU [Link to CPU and Cooling Assembly]
- 7. Remove the Keychip [A] from socket J23 on the old motherboard.Pull the chip straight out of the socket. Make sure not to put stress on surrounding components.



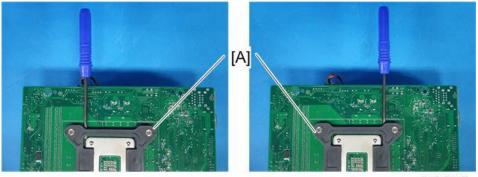
- Do not rock the chip from side to side when removing it from the socket. Doing so may result in permanent damage to the Keychip.
- Inspect the Keychip and carefully straighten any bent pins with needlenose pliers.



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

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



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U Note

• A new motherboard comes with a protective cover [A] on the CPU slot. Remove it before using the motherboard. When returning the motherboard (for failure analysis purpose), make sure to

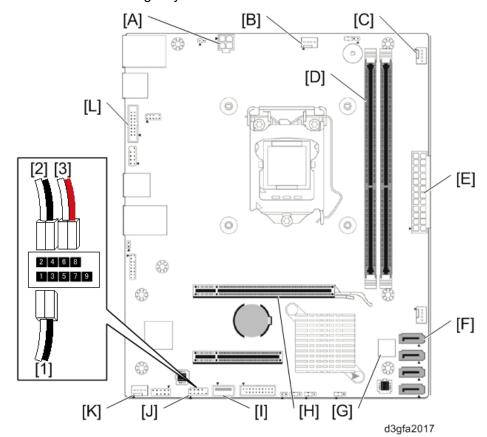
transfer the protective cover to the old motherboard.



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For reassembling:

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



	Connector	Location
[A]	4-pin power	PWRCONN1

[B]	CPU fan	CPU FAN			
[C]	Top chassis fan	FRONT FAN			
[D]	Memory	DIMM-A0			
[E]	24-pin power	PWR			
[F]	SATA data cable	SATA 0			
[G]	Keychip	J23			
[H]	Video interface board	PCIEX16			
[1]	Front panel USB port	J13			
[J]	Soft power button cable and activity LED cables	J11 1 For HDD LED			
			2	For Power LED	
			3	For Soft Switch	
[K]	Bottom chassis fan	REAR FAN			
[L]	DIAG cable	EFI GPIO Header			

When Installing the Keychip

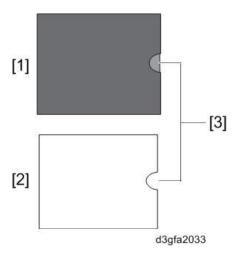
1. Install the Keychip [A] in socket J23 on the new motherboard.



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V Note

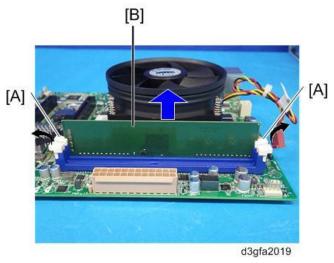
Be sure to align the small notch in the Keychip with the notch in the outline that appears inside socket J23. If you install the Keychip incorrectly, you may corrupt the Keychip and/or the motherboard.



- [1] J23
- [2] Keychip
- [3] Align notches

Memory - 4 GB DIMM (E-25C)

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



- **U**Note
 - Always attach the DIMM [B] to the DIMM-A0 socket.
 - Gently slide the DIMM straight down into the socket and press so that the levers lock the DIMM into place. Make sure that the levers close securely around the ends of the DIMM.
 - DIMMs fit in the socket only one way.

CPU and Cooling Assembly

Overview

You can replace the following parts.

Cooling Assembly only

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

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



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

Cooling Assembly Removal Procedure

1. Remove the cooling assembly [A].



CPU Removal Procedure

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

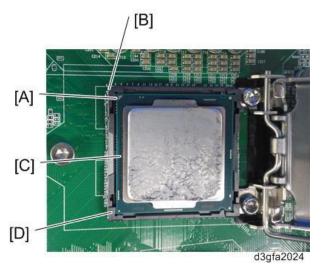


2. Grasp the CPU [A] by its edges and gently lift it from the socket.



For Re-attaching:

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



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

Lithium Battery

ACAUTION

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

1. Remove the lithium battery [A].



For Re-assembling:

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

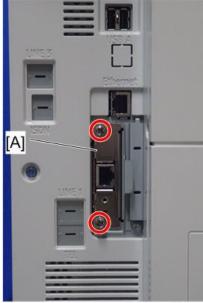
Gigabit Ethernet Controller

1. Pull out the interface cable from the copier Gigabit Ethernet port.



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<u>2.</u> Remove the Gigabit Ethernet controller [A].



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For Re-assembling:

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

Cables Connected to the Front Panel

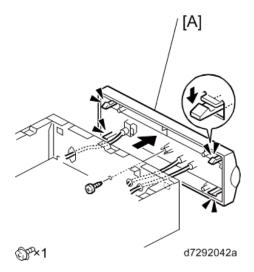
- 1. Remove the side cover. [Link to Side Cover for the E-25C]
- 2. Remove the video board. [Link to Video Board]
- **3.** Remove the Power LED cable [A] from J11.
- 4. Remove the HDD LED cable [B] from J11.
- 5. Remove the front panel USB port cable [C] from J13.



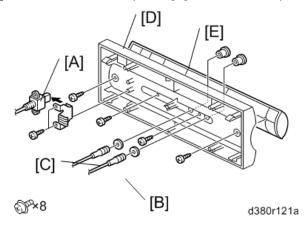


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6. Remove the front panel [A].



- 7. Remove the front panel USB port cable [A] from front panel.
- **8.** Remove the HDD LED cable [B] from front panel.
- **9.** Remove the Power LED cable [C] from front panel.
- 10. Remove the center panel [E] from the front panel [D].



For Re-assembling:

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

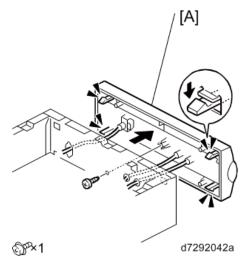
Soft Power Push Button

- **1.** Remove the side cover.
- 2. Remove the video board [Link to Video Board]

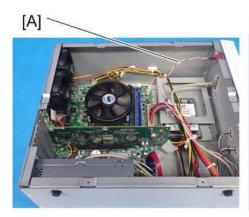
3. Remove the soft power push button cable [A] from J11.



4. Remove the front panel [A].



<u>5.</u> Remove the soft power button cable [A] from the front panel.





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For Re-assembling:

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

4. System Maintenance

General Notes and Cautions

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

Clear Server:

Deletes all queued print jobs from the E-25C.

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

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

Restore Factory Default Image:

Restores the E-25C factory default image using the image stored in the E-25C internal HDD or external USB flash drive. All Setup configurations as well as all custom files, jobs, logs, and templates stored on the E-25C HDDs are deleted. Factory default image can also be backed up on a USB flash drive [Link to Backup/Restore]. It is recommended to store the factory backup image on an external device such as a USB device.

System Software Reinstallation/Upgrade:

Reinstalls the E-25C system software either from a USB flash drive or a Windows Computer over network. All Setup configurations as well as all custom files, jobs, logs, and templates stored on the E-25C HDDs are deleted.

Backup/Restore:

Backs up the customized E-25C system image to the internal HDD or an external USB flash drive and restores them as necessary. [Link to Backup/Restore]

The following table shows whether the data on the E-25C will remain or be deleted when each of these features are used.

	Clear Server	Restore Default	Factory	Restore	System
		Fiery Setting	Defaults	Factory	Software
		(Configure)	(Operation	Default	Reinstallation /
			Panel)	Image	Upgrade
Operation	Command	Configure	Operation	Service	Network
	WorkStation		Panel	Switch	Installation
				Operation Or	USB
				WebTools	Installation
Instruction	[Link to	Configuration and	[Link to	[Link to	[Link to

	Clear Server	Restore Default Fiery Setting (Configure)	Factory Defaults (Operation Panel)	Restore Factory Default Image	System Software Reinstallation / Upgrade
Server Option	Clearing the Queued Print Jobs in the E- 25C]	Setup Guide Not Deleted	Restoring the Default Fiery Settings (Operation Panel)]	Restoring the Factory Default System Image File from the E- 25C HDD Recovery Folder] Not Deleted	System Software Installation Procedure]
Activated Information					
Administrator Password	Unchanged	Return to Default	Return to Default	Return to Default	Return to Default
Patches (Fiery system)	Not Deleted	Not Deleted	Not Deleted	Deleted	Deleted
Patches (OS, Security)	Not Deleted	Not Deleted	Not Deleted	Deleted	Deleted
Sever Configuration	Unchanged	All settings return to default except for: Scan Settings and Regional Settings such as Server Language, Time Zone, Default Paper Sizes (in Configure > Fiery Server > Regional Settings)	All settings return to default. You are prompted to select the language.	All settings return to default. You are prompted to select the language.	All settings return to default. You are prompted to select the language.
User & Groups and Access Rights	Unchanged	Return to Default	Return to Default	Return to Default	Return to Default
Active Jobs	Optional	Deleted	Deleted	Deleted	Deleted
Queued Jobs	Optional	Deleted	Deleted	Deleted	Deleted

4. System Maintenance

	Clear Server	Restore Default	Factory	Restore	System
		Fiery Setting	Defaults	Factory	Software
		(Configure)	(Operation	Default	Reinstallation /
			Panel)	Image	Upgrade
(Hold)					
Queued Jobs (Printed)	Optional	Deleted	Deleted	Deleted	Deleted
Archived Jobs	Optional	Deleted	Deleted	Deleted	Deleted
Scanned Jobs	Optional	Not Deleted	Deleted	Deleted	Deleted
(in Mailbox)					
Job Log	Optional	Deleted	Deleted	Deleted	Deleted
FTP & Email	Optional	Deleted	Deleted	Deleted	Deleted
Logs					
FreeForm	Optional	Not Deleted	Deleted	Deleted	Deleted
Masters					
Downloaded	Not Deleted	Not Deleted	Not Deleted	Deleted	Deleted
Fonts (PS)					
Added	Not Deleted	Not Deleted	Deleted	Deleted	Deleted
Custom					
Papers in the					
Paper Catalog					
Other Settings	Unchanged	Unchanged	Unchanged	Deleted	Deleted
/ Registered				or return to	or return to
items via				default	default
CWS					

U Note

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

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

Jobs:

Ask the site administrator to use the Archive Manager (Command WorkStation) to archive jobs and save them to an archive folder created on the client computer's HDD, on a removable media, or network location.

An archived job contains the original source file that was received by E-25C, along with the job properties (the job ticket) that were set for the job.

They can be re-imported to the E-25C after software installation. For more information see Command

WorkStation help.

Job Log:

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

Fonts:

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

To determine which additional fonts were downloaded to the E-25C, print the Font List before you reinstall the system software and again after you complete the system software installation. Any fonts not listed after installation will need to be reinstalled. For more information about managing fonts, see Command WorkStation Help.

Configuration page:

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

Backing up and restoring the configuration:

Always back up the current E-25C configuration before you reinstall system software. After the installation is complete, be sure to restore the configuration that you saved earlier.

Compatibility:

After you upgrade system software, remind the site administrator to upgrade user software on all computers connected to the E-25C. Using old user software with new system software may negatively affect the system.

Clearing the Queued Print Jobs in the E-25C

The "Clear Server" command allows you to clear all jobs in all server queues, as well as all jobs archived on the E-25C HDD, the index of archived jobs (in the Archive window), all FreeForm masters, and the index of FreeForm masters (in the FreeForm window).

Consult with your administrator or operator before choosing Clear Server.

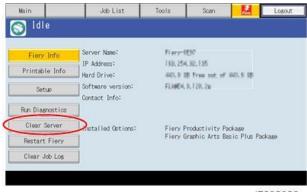


- Before using Clear Server, inform the site administrator that jobs data on the E-25C HDD will be deleted.
- 1. Make sure the E-25C is not in use.
- 2. Press the Home button on the operation panel of the copier and then touch the Fiery icon to access the Fiery menu screen. [Link to Running the E-25C Setup]
- 3. Move to the Login tab.



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



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- 7. When you are prompted "Clear all jobs from all queues?", touch "OK"
- **8.** The Fiery menu screen will disappear and data will be cleared before the system restarts.
- <u>9.</u> Press the Home button on the operation panel of the copier and then touch the Fiery icon. Check if the E-25C becomes idle.



• The customer can clear the jobs in the E-25C with the "Clear Server" menu from the

Command WorkStation. For details, refer to the Command WorkStation help.

Held Jobs	
Active Job	os .
Printed Jo	bs
Archived 3	lobs - Server Internal
Archived 3	lobs - Network Links
Scan Jobs	
Secure Pri	int Jobs
VDP Reso	urces
Job Log	
FTP & Em	ail Logs

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Restoring the Default Fiery Settings (Operation Panel)

To restore the default configuration settings of E-25C, use the Factory Defaults feature.

- 1. Make sure the E-25C is not in use.
- 2. Print a configuration page (you may refer to this configuration page when you re-enter the setup options). [Link to Printing the Configuration Page or Test Sheets]
- 3. Access the setup menu. [Link to Running the E-25C Setup]
- 4. Touch "Factory Defaults".



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- <u>5.</u> When you are prompted "Change all settings (including network) back to Factory Defaults and Reboot?", touch "Continue".
- 6. Wait for the diagnostic LEDs on the E-25C to turn off.
- <u>7.</u> Wait for 10-15 minutes. When the diagnostic LEDs remain at '00', go to the copier operation panel and press the Home button.



- During the 10-15 minutes, the diagnostic LED may remain displaying 'FF' for several times, but this does not indicate an error.
- 8. Touch the Fiery icon. "Please Wait!" may be shown on the copier operation panel for a while.
- 9. Within a few minutes, the language selection screen is shown. If this screen is not shown, then press the Home button on the operation panel of the copier and then touch the Fiery icon again. Start to configure the E-25C. For details, go to step 29 of the system software installation procedure. [Link to System Software Installation Procedure]

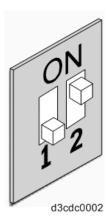
For the procedure of operating from the Configure menu, refer to the Configuration and Setup Guide.

Restoring the Factory Default System Image File from the E-25C HDD Recovery Folder

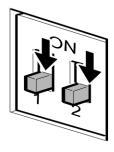
An image file of the E-25C system is stored in the recovery folder in the E-25C HDD when the system software is installed to the E-25C. You can retrieve the factory default system by restoring this image file using the service switch operation. When restored, the main folder, which stores all current data, is formatted and deleted of the data.



- 1. Perform the shut down procedure from the copier operation panel [Link to Shutting Down the E-25C Only].
- 2. When the E-25C power is down (that is when the diagnostic LEDs are off), turn the main power switch of the E-25C to OFF.
- 3. Set the E-25C service switches as shown below. ("1" OFF, "2" ON)



- <u>4.</u> Turn the main power switch of the E-25C to ON, then press and release the soft power push button on the front of the E-25C.
- **5.** Wait until the diagnostic LEDs on the rear panel of the E-25C flash "EE" then "00" and repeats to indicate ready status.
- **6.** Set the service switches to the following position. ("1"OFF, "2" OFF)



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4. System Maintenance

- The diagnostic LEDs circulate "E1, E2, E3" while formatting the HDD for restoration.
- <u>7.</u> Wait for 15-20 minutes. When the diagnostic LEDs stop flashing and light "00", go to the copier operation panel and press the Home button.



- While waiting for 15-20 minutes, the diagnostic LEDs may display "FF" for several times, but this does not indicate an error.
- 8. Start the initial setup of E-25C, by selecting the language on the operation panel.
- 9. Optional: If a non-bootable customized image backup is available on a USB flash drive, restore it using Fiery System Restore. [Link to Restoring the E-25C System with Fiery System Restore (WebTools)]
- 10. Optional: If a backup of the configuration settings is available, restore the configuration settings as described in this document. [Link to Restoring Backup Files]
 This can be useful if the backup of the configuration is more current than the backup of the system (for example, when restored to the factory default) or if the configuration backup includes the job log and VDP/FreeForm Resources.
- **11.** Optional: After restoring the E-25C, run System Updates or Fiery Updates to ensure the latest E-25C software version is installed.



When Fiery Updates has been used to update the system in this step, it is recommended to switch the update feature to System Updates before you leave from the customer site. [Link to Enabling System Updates and Automatic Backup]

System Software Installation Procedure

Overview

System software should be installed in the following cases:

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

About Methods for System Software Installation

There are 3 methods for installing the E-25C system software.

- Restoring image file from E-25C HDD
- Network Installation (Using a Network Cable)
- USB Installation (Using a USB flash drive)

All of these methods will format the HDD before the system software is reloaded.

B	Fiery Installer Builder
	System Software files

Restoring image file from the E-25C HDD



The factory default system files of E-25C already exist in the recovery folder of the E-25C HDD.

Restore this image by changing the service switch. For detailed instructions, see [Link To Restoring the Factory Default System Image File from the E-25C HDD Recovery Folder].



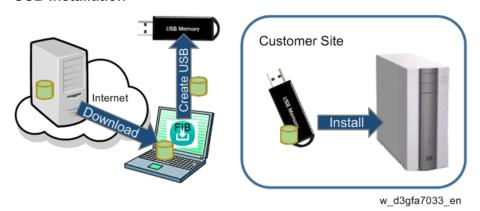
- It is recommended to try this method first, as it is the simplest method.
- This method is not applicable in the following cases:
 - 1) HDD was replaced with a new one.
 - 2) A more recent system software version needs to be installed.

Network Installation



Download the system software from the internet and install it on E-25C via Windows PC and network cable.

USB Installation



Download the system software from the internet and install it on E-25C via a USB flash drive.



- The procedure at the customer site is easier than 'Using the Network' described above.
- The USB flash drive must have a 16GB 32GB capacity.

About Methods for Downloading System Software from the Internet

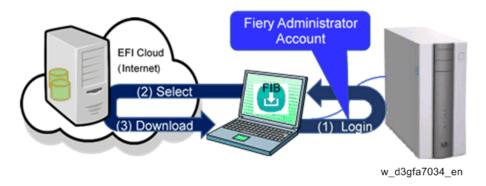
The system software for E-25C is loaded on the EFI cloud server.

To download the system software, you will need the Fiery Installer Builder (utility software), Windows PC, and a login account (ID/password).

There are two methods to download the system software.

- Using the Fiery Administrator Account
- Using the EFI Sales Portal Account

Using the Fiery Administrator Account



After you connect and log in to the E-25C with the Fiery administrator account, you can download the system software from the EFI cloud sever to your Windows PC.



- Access to the internet is required only for the Windows PC. E-25C does not have to be connected directly to the internet.
- With this method, only the system software for E-25C can be downloaded.
 (You can download a different version of the system software for E-25C, but not those for different models.)

Using the EFI Sales Portal Account



Using the EFI Sales Portal account, you can download system software for various models/versions for RICOH products.

Comparison of the Installation Procedure

First decide the method of system software installation; via network or USB and confirm the outline of the procedure by referring to the table below.

Information		Procedure		Network Installation	USB	Remarks
		(Section headings of			Installation	
		this manual)				
[What You Will	1	What You	Windows	✓	✓	
Need]		Will Need	PC			
			USB flash		>	

4.System Maintenance

Information		Procedure (Section headings of		Network Installation	USB Installation	Remarks
		this manual)				
			drive			
			Network	✓		
			Cable			
			Fiery	✓	✓	One Time
			Installer			Only
			Builder			
			EFI Sales	✓	✓	The usable
			Portal			account will
			Account			differ
			or			depending on
			Fiery Login			the situation.
			Account			
[Downloading the	2	Downloading the		✓	✓	
System Software]		System So	ftware			
[Preparing the	3	Preparing t	he USB		✓	
USB Flash Drive		Flash Drive)			
(For Installation						
via USB Flash						
Drive Only)]						
[Preparation at the	4	Preparation		✓	✓	
Customer Site]		Customer S				
[Installing the	5		Network	✓		
System Software]		the	Installation			
		System	USB		✓	
		Software	Installation			
[After Installing or	6	After Install	_	✓	✓	
Updating the		Updating the System				
System Software]		Software.				

What You Will Need

The following instructions apply only for installation via network or USB flash drive.

What you will need:

Windows PC

- Windows 7, 8, or 10
- USB 3.0 port (for USB installation only)
- Internet connection enabled
- USB flash drive
 - Min: 16GB, Max: 32GB
- Cross-over Network Cable



You can use the interface cable that is connected between the copier and E-25C.

• Fiery Installer Builder

You can use the Fiery Installer Builder to perform the following tasks:

- Download the system software files from the EFI cloud server to your local or network storage location.
- For Network installation: Install the system software to the E-25C via network cable.
- For USB installation: Create a bootable USB flash drive containing the system software.
- EFI Sales Portal Account

If you cannot access the E-25C, for example, when you are not at the customer site or the E-25C is encountering a problem and is unbootable, you can download the system software without accessing the E-25C by creating an EFI Sales Portal account at EFI Sales Portal.



You will need your company email address to create the EFI Sales Portal account. Free webmail accounts like Yahoo or Google or Hotmail are unaccepted.

Install the Fiery Installer Builder to the Windows PC

The following operation should be performed one time only on your Windows PC.

1. Access the E-25C firmware download site and download the Fiery Installer Builder.



The Fiery Installer Builder updates itself automatically via internet connection. Once installed, you do not have to visit the firmware download site and search for a newer version.

2. Double-click to run the Fiery Installer Builder.exe file and install it on your PC.
When the installation is complete, the Fiery Installer Builder window appears automatically. The installation creates the Fiery Installer Builder icon on the Windows desktop.

How to Create an EFI Sales Portal Account

The following operation should be performed one time only.

- **1.** Visit https://salesportal.efi.com/account/registration/
- 2. Click Register now to create an account.
- 3. Activate your account using the activation link received in your mailbox.

Downloading the System Software

You can download the system software from the EFI cloud server using the Fiery Installer Builder.

The approximate time required to download the system software image is 20 to 40 minutes.



- The download time varies with the internet speed and size of the image.
- If you will download the system software files using the network at the customer site, make sure to get permission from the site administrator.

To download the System Software

<u>1.</u> Double-click the Fiery Installer Builder icon on the desktop. You can also click Start > EFI > Fiery Installer Builder.



Do not exit the Fiery Installer Builder before it completes the startup process. Exiting the program too early may cause a problem.

2. If you are starting the Fiery Installer Builder for the first time, the Select location window appears. Specify the folder that you want to use to store the system software files.

You can browse or enter the folder location that is located on the local HDD or in the network. The Fiery Installer Builder keeps this folder location so that you do not have to enter the folder location again next time you start the Fiery Installer Builder.

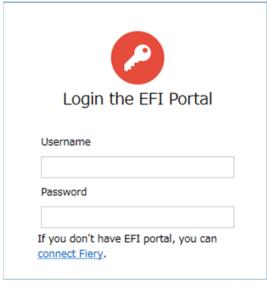
You can change the storage location in the Settings window.



If you will download the system software to your PC and load it to the E-25C at the customer site via network, make sure to specify the storage location to your local HDD. Do not specify network.

- 3. If you have started the Fiery Installer Builder before, the downloaded product names are listed in the window. The Add a new product icon appears if there is no product in the storage folder.If the Add button is displayed at the center of the window, no product is copied to this device yet.
- 4. Click Add.
- 5. At the Login the EFI Portal window, enter your EFI Sales Portal account credentials, and click

Login.



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If you do not have the EFI Sales Portal account, you can use the E-25C Fiery Administrator Account instead, if you can log in to the E-25C from your Windows PC.

Skip these steps if you have the EFI Sales Portal account.

- a) Click connect Fiery link, and then log in to the E-25C.
- b) At the Please type a location message, enter the name or IP address of the E-25C, and click Next.
- c) Enter Username (default: admin) and Password (default: Fiery.1) of the administrator and click Next.

Contact the site administrator for the administrator's account information.

- 6. At the Select a Brand window, select RICOH and click Next.
- 7. At the Select a Product window, select Color Controller E-25C 1.0 and click Next.
- 8. At the Select a Build window, select the latest build and click Next.
- **9.** At the Summary window, click Terms of Use and Privacy Policy links to read the software license terms and conditions.
- 10. Click the check box if you agree with the terms and conditions and click Accept to start the download.

A status bar appears to show the progress. Wait until the download is complete.

11. When you finish downloading, exit the Fiery Installer Builder.

Preparing the USB Flash Drive (For Installation via USB Flash Drive Only)

Using Fiery Installer Builder, you can prepare a USB flash driver as a bootable device and then load the system software files to the USB flash drive. The approximate time required to prepare the USB flash drive is 25 to 30 minutes. Using the prepared USB flash drive, you can install the system software to an

4. System Maintenance

existing HDD on the E-25C.



Due to the file system restriction, the maximum size of the USB flash drives you can use is 32GB. The minimum size required is 16GB.

To prepare the USB flash drive for USB Installation

- 1. Connect the USB flash drive to the USB 3.0 port on your PC.
- **2.** Double-click the Fiery Installer Builder icon on the desktop. You can also click Start > EFI > Fiery Installer Builder.
- 3. At the Downloaded window, select Color Controller E-25C 1.0.
- 4. From the Prepare action pull-down menu, select Prepare USB Flash drive.
- 5. Click Next.
- **6.** At the Select Flash drive window, click the USB flash drive connected to your PC, and click Next. If more than one USB devices appear, make sure to select the correct one.

A warning message "This USB flash drive will be formatted and all the data in this USB flash drive will be lost." appears. Click Next to format the USB flash drive and proceed.



All the data on the USB flash drive will be lost when you format the USB flash drive. Make sure that no valuable data is stored on the device.



It will take approximately 30 to 40 minutes to format the USB flash drive and load the files on to the drive. Do not interrupt the operation.

<u>7.</u> Safely disconnect the USB flash drive from the PC. You can now use this USB flash drive to install the system software.

Preparation at the Customer Site

- **1.** Ask the site administrator to do the following:
 - Print the Job Log, Server Configuration page, and Font List, if possible.
 - Archive and export customer-installed fonts and FreeForm masters to an external HDD or USB storage device or network folder, if possible.
 - Save and export custom simulation profiles and custom spot color settings to an external HDD or USB storage device or network folder, if possible.
- 2. Back up the system configuration, if possible. [Link to Backing Up/Restoring the System Configuration and Selected Settings Only]



If you will download the system software files using the network at the customer site, make sure to get permission from the site administrator.

Installing the System Software

Install the system software in either of the following methods:

- Network Installation (via Network Cable)
- USB Installation (via USB flash drive)
 Bootable USB flash driving containing the system software is required.

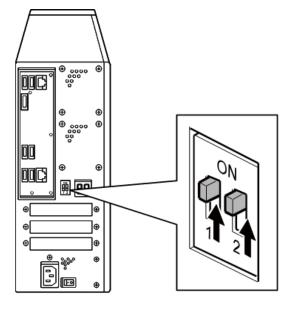
Network Installation (via Network Cable)

- 1. Complete the procedure of "Preparation at the Customer Site". [Link To Preparation at the Customer Site]
- 2. Remove all the USB devices that may be connected to the E-25C.
- **3.** Power on the Windows PC and do the following:
 - Start the Fiery Installer Builder. (Double-click the Fiery Installer Builder icon on the desktop.
 You can also click Start > EFI > Fiery Installer Builder)
 - Close all software applications except the Fiery Installer Builder.
 - Remove any network cables between the Windows PC and the customer network.
 - Disable all power-save and hibernation settings.
 - Stop all File Transfer Protocol (FTP) and Trivial File Transfer Protocol (TFTP) services.
 - Disable all anti-virus and anti-spyware programs.
 - Make sure that the PC is configured to obtain its IP address automatically (DHCP).
 - Disable all wireless network connections.
 - It is also recommended to disable the network adapter(s) on the client PC that will not be
 used for the connection to the E-25C in the following steps. (For the procedure on how to
 disable/enable the network adapter, refer to the Windows help.)
 - Turn off the Windows Firewall.
 - Remove all USB devices that may be connected to the E-25C.
- 4. At the Downloaded window of the Fiery Installer Builder, select Color Controller E-25C 1.0.
- **5.** From the Preparation action list, select Perform Network installation.
- 6. Read the instructions in the windows and click Next.
- 7. Shut down the E-25C [Link To Shutting Down the E-25C Only].
- **8.** Remove all external cables from the E-25C, except the power cable.



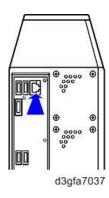
Be sure to leave the power cable connected between the E-25C and the power outlet.

9. Set the E-25C service switches to the service mode position: ON.



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10. Connect a cross-over network cable between the E-25C network port and LAN port on the Windows PC.

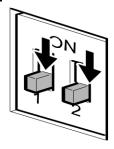


- **11.** Turn the main power switch of the E-25C to ON, then press and release the soft power push button on the front of the E-25C.
 - Wait approximately 15 seconds for the E-25C to start up and show '00' on the diagnostic LEDs.
- 12. In the Select a Network Adapter window of the Fiery Installer Builder, select the network connection that is corresponding to the network port that you attached the network cable to, then click Next.



A message appears that indicates that the installation has started. Once the installation is complete, the E-25C will shut down automatically.

13. Set the service switches to the normal position (not ON).



g815r021

- 14. Disconnect the network cable from the E-25C network port and LAN port on the Windows PC.
- 15. Return all the settings made on the PC in Step 1 and reconnect all cables that you removed earlier from the E-25C rear panel.
- **16.** Turn ON the copier main power switch.
- 17. Turn the main power switch on the E-25C rear panel to ON.
- 18. Press and release the soft power push button on the front panel of the E-25C.
- **19.** Wait for 10-15 minutes. When the diagnostic LEDs remain at '00', go to the copier operation panel and press the Home button.



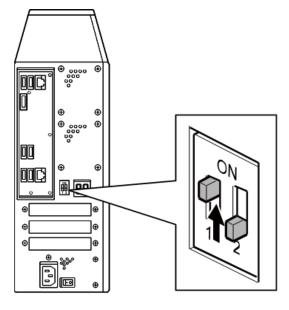
During the 10-15 minutes, the diagnostic LED may remain displaying 'FF' for several times, but this does not indicate an error.

- **20.** Touch the Fiery icon. "Please Wait!" may appear on the copier operation panel for a while. Within a few minutes, the language selection screen appears. If it does not appear, press the Home button on the operation panel of the copier and touch the Fiery icon again.
- 21. Continue the initial setup. For details, see [Link to After Installing or Updating the System Software]

USB Installation (via a USB Flash Drive)

- 1. Complete the procedure of "Preparation at the Customer Site". [Link to Preparation at the Customer Site]
- **2.** Remove all the USB devices that may be connected to the E-25C.
- <u>3.</u> Perform the shutdown procedure from the copier operation panel [Link to Shutting Down the E-25C Only]
- **4.** When the E-25C power is down (that is when the diagnostic LEDs are off), turn the main power switch of the E-25C to OFF.
- <u>5.</u> Disconnect all cables from the E-25C connector panel, except the power cable.Be sure to leave the power cable connected between the E-25C and the power outlet.

<u>6.</u> Set the E-25C service switches as shown below. ("1" ON, "2" OFF)

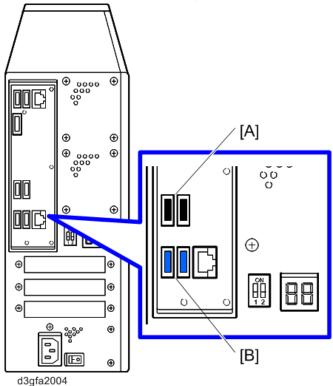


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7. Attach the prepared USB flash drive to one of the USB ports on the E-25C.



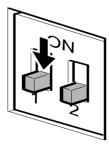
- If dust covers are attached to the USB Type A ports, remove one dust cover using needlenosed pliers.
- When using a USB 3.0 flash drive, make sure to attach the USB flash drive to one of the USB 3.0 ports, which are located on the rear of the E-25C. Otherwise installation time will take considerably longer than expected.



[A] USB 2.0 ports

[B] USB 3.0 ports

- 8. Turn the main power switch of the E-25C to ON, then press and release the soft power push button on the front of the E-25C and wait until installation is complete. (The E-25C shuts down automatically after installation is complete.)
 - The diagnostic LEDs increment quickly to initialize, then the diagnostic LEDs display C1, C2,
 C3 continuously, showing that installation (file transfer phase) is under progress.
 - Installation (file transfer phase) takes approximately 10 minutes. The LED on the USB flash drive should show that files are being transferred.
- 9. Turn the main power switch of the E-25C to OFF and remove the USB flash drive from the E-25C.
- **10.** Set the service switches in the normal position. (Not ON)



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11. Reconnect all cables that you removed earlier from the E-25C rear panel.

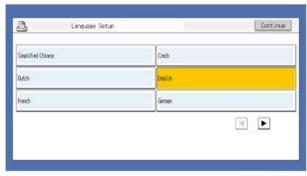
After Installing or Updating the System Software

- **1.** Turn ON the copier main power switch.
- **2.** Turn the main power switch on the E-25C rear panel to ON.
- 3. Press and release the soft power push button on the front panel of the E-25C.
- **4.** Wait for 10-15 minutes. When the diagnostic LEDs remain at '00', go to the copier operation panel and press the Home button.



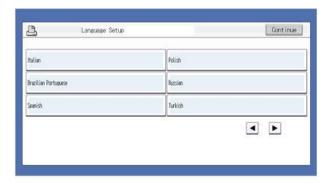
- During the 10-15 minutes, the diagnostic LED may remain displaying 'FF' for several times, but this does not indicate an error.
- 5. Touch the Fiery icon. "Please Wait!" may be shown on the copier operation panel for a while. Within a few minutes, the language selection screen appears. If it does not appear, press the Home button on the operation panel of the copier and touch the Fiery icon again.
- **<u>6.</u>** Select the desired language, and touch "Continue".
 - Simplified Chinese
 - Czech
 - Dutch
 - English
 - French
 - German

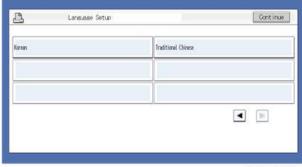
- Italian
- Polish
- Brazilian Portuguese
- Russian
- Spanish
- Turkish
- Korean
- Traditional Chinese



d3bna0004

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





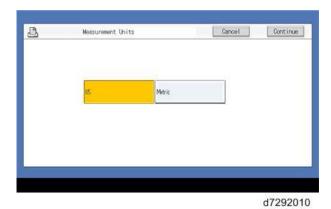
d3cda0008

The default settings for the E-25C depend on the language selection as follows:

		Selected L	_anguage & Measurement Unit
		English -	English - Metric / Simplified Chinese / Czech / Dutch /
		US	French / German / Italian / Polish / Brazilian Portuguese /
			Russian / Spanish / Turkish / Korean / Traditional Chinese
PS	Default	US	Metric

Setting	Paper Sizes		
PCL	Paper Size	Letter	A4
Setting	Paper Size	US	Metric
	System		
	Pages		

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



<u>7.</u> The system will reboot. Press the Home button on the copier operation panel and wait for 5-10 minutes until the Fiery icon appears on the Home screen.



- During the 5-10 minutes, the diagnostic LED may remain displaying 'FF' for several times, but this does not indicate an error.
- 8. Touch the Fiery icon and wait about a few minutes until the Fiery menu screen appears.
- 9. Press the Fiery tab to access Setup, and press Setup at the Fiery menu screen.
- 10. You are asked to enter the administrator password. (The default password is "Fiery.1".)
- 11. Input the customer's settings from the Configuration pages that you printed earlier. If there exists some backup file created from the same E-25C unit, restore it after the network configuration is completed. [Link to Backup/Restore]



- Ask the site administrator for the other settings that are not on the Configuration pages, You must reboot the E-25C to apply the settings. For more information, see the "Configuration and Setup" manual (http://help.efi.com/ricoh/docs/).
- 12. Enable System Updates and Automatic Backup. [LINK to Enabling System Updates and Automatic Backup]

Updates and Patches Installation Procedure

Overview

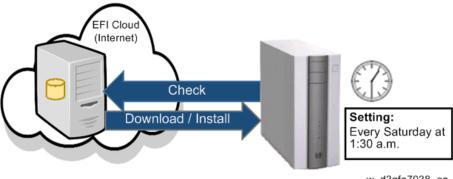
Patch files (.ps file) are released to fix software bugs and to support newly added features.

There are three ways to update the system with the patch files.

- System Updates (Scheduled Automatic Update)
- Fiery Updates feature on Command WorkStation
- Manual Patch Installation

System Updates (Scheduled Automatic Update)

Recommended



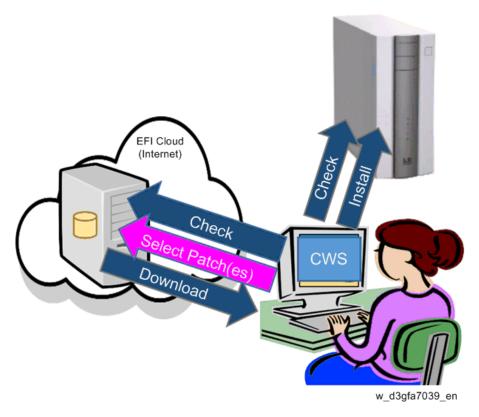
w_d3gfa7038_en

Patches are downloaded and applied to the controller automatically at the scheduled date and time when the controller is connected to the internet.



To use this function, make sure E-25C is connected to the internet.

Fiery Update feature on the Command WorkStation

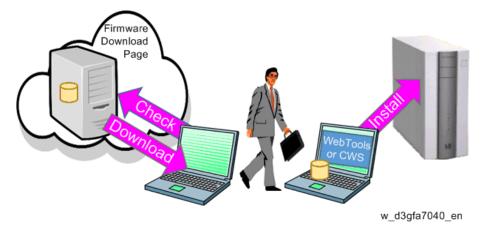


The Command WorkStation periodically checks for new update items for E-25C. Customer / field technician selects the patch(es) from the list of available patches for E-25C. Download and installation are performed automatically.



- Updates are performed from Client PC with internet connection.
- E-25C does not have to be connected to the internet.

Manual Patch Installation



Download the individual patch(es) to the PC from the firmware download site, visit the customer site, and install the patch(es) one by one by using the WebTools or Command WorkStation.

UNote

• The patch installation procedure may vary depending on the patch.

• If the procedure is not followed as instructed in the release notes, you may have to reinstall the system software and the patch(es).

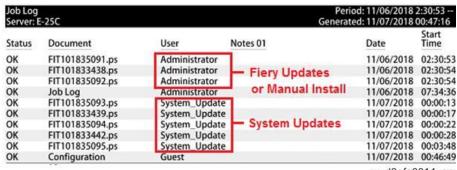
Enabling the System Updates

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

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

Notes and limitations:

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



w_d3gfa0014_en



 The following URL allows you to access the Update Server to view all available updates for E-25C.

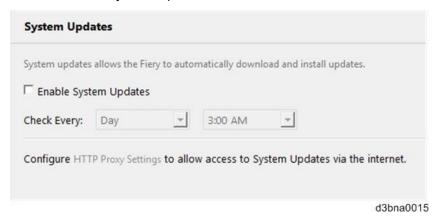
https://liveupdate.efi.com/webupdater/default.aspx?sid=267b226703432258c772139ba9e62ec 9EF683546.PPD

• Items marked with "Criticality: Critical" and "Criticality: Recommended" will be downloaded and applied automatically to the controller, when the System Updates feature is enabled.

"Criticality: Optional" will not be applied via the System Updates feature.

Setup Procedure for Scheduled Automatic Updates

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



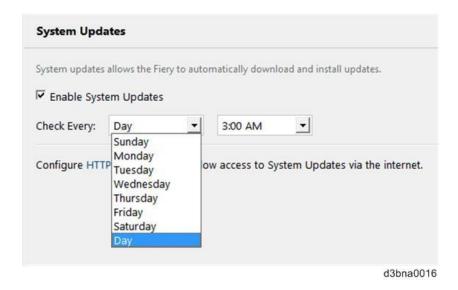
5. Select the desired day and time.

The interval can be set as daily or weekly.

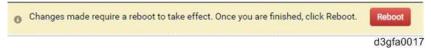
The default day and time settings are "Every Day" + "3:00AM".



 Make sure to schedule the updates when the E-25C will not be in use. (Midnights or weekends, for example.)



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



Using the Fiery Updates feature on the Command WorkStation

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.



- This feature is unnecessary for E-25C when the System Updates is enabled.
- 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 E-25C via LAN.

Items Provided by the 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 the remote (client) computers.

Fiery API: Fiery API is a web-based Fiery application programming interface, which enables features such as Fiery Updates to update the Fiery Server.

Patches: Patches downloaded with Fiery Updates is no different to those downloaded with the

conventional System Updates feature.

Merit of using the Fiery Updates

The following describes the advantages of the Fiery Updates compared to installing the patches manually.

• 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.



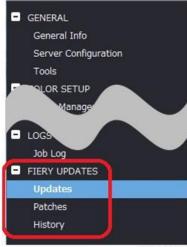
- User Friendly Interface for operation (via Command WorkStation with Administrator privileges)
- Updates and patch installation is done from Client PC with internet connection.
 (The E-25C does not have to be connected to the internet.)
- Only patches that are not applied to the system appear on the list.
- Selecting a patch from the list will automatically select its pre-requisite, if any.

Activating the Fiery Updates Feature

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



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



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3. On the message screen below, click Continue. This will automatically disable System Updates.



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Updates

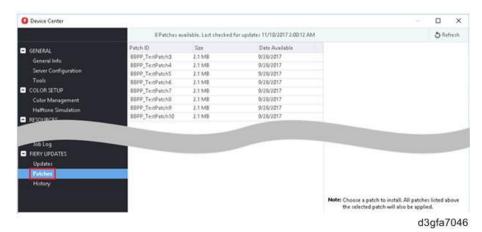
To view and install the available updates for Fiery API, click Updates under Fiery Updates, then click Update in the right pane for each update you choose to install.



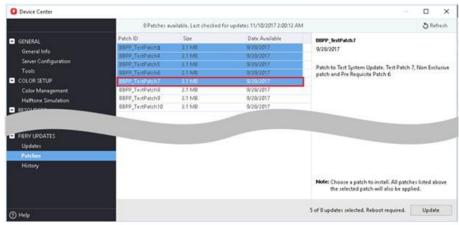
d3gfa7045

Patches

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.



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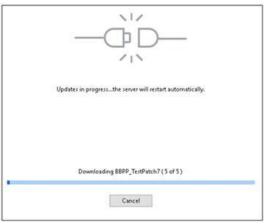
3. Click Continue in the confirmation message screen below.



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

- Initializing
- Downloading Updates
- Transferring
- Installing



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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).



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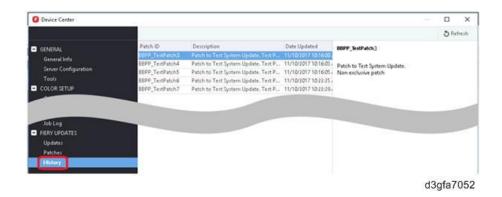
- After the E-25C reboots, Command WorkStation will not automatically reconnect. The Administrator must click Connect in order to reconnect to the E-25C.
- While your PC is reconnected to the E-25C with Command WorkStation, if the update is still in progress, you may observe the below message on the Command WorkStation screen.



• Do not operate the Command WorkStation until this message disappears.

History

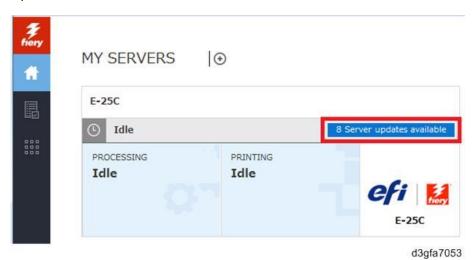
After the system reboots automatically for a number of times necessary according to the updates installed, reconnect to your Fiery controller via Command WorkStation and confirm the update history in the History menu.



Updates Available Badges

When Fiery Updates is enabled for the E-25C 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.



Manual Patch Installation

Patches are provided via the firmware download site.

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

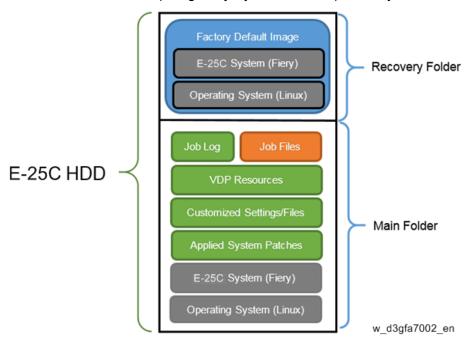
Some patches may require prerequisite patches.

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

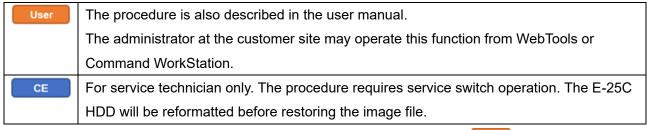
Backup/Restore

Overview

In addition to the factory default image file stored on the E-25C HDD, you can create a separate backup to retrieve customized settings and job information. Backup can be created using Command WorkStation, WebTools (using Fiery System Restore), or Fiery Clone Tool.



Marks used in this section:



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

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



2. Backing up/Restoring the System Image File with Fiery System Restore 116

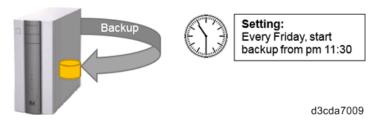
Factory Default Image Customized System Image Customized System Image and bootable files and bootable files Customized Settings/Files **Bootable Files (optional)** Bootable Files (optional) **Applied System Patches Factory Default Image Factory Default Image** E-25C System (Fiery) E-25C System (Fiery) E-25C System (Fiery) Operating System (Linux) Operating System (Linux) Operating System (Linux) w d3gfa7007 en w_d3gfa7006_en **Customized Settings/Files** Applied System Patches E-25C System (Fiery) Operating System (Linux) w_d3gfa7008_en

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

Schedule Automatic Backup [Link to Scheduled Automatic Backups with Fiery System



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



Manual Backup

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

Creating a backup on the internal HDD [Link to Backing Up the E-25C System with Fiery System Restore (WebTools)]

Customized System Image File



Creating a backup on a USB flash drive via WebTools [Link to Backing Up the E-25C System with Fiery System Restore (WebTools)]

- Customized System Image File
- Factory Default Image File



Restore

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

Restoring a backup created on the internal HDD via WebTools [Link to Restoring the E-25C

System with Fiery System Restore (WebTools)] User

- Customized System Image File
- Factory Default Image File



Restoring a backup created on a USB flash drive via WebTools [Link to Restoring the E-25C

System with Fiery System Restore (WebTools)]



- Customized System Image File
- Factory Default Image File



Restoring a backup created on the internal HDD [Link to Restoring the E-25C System Directly with a USB Flash Drive and Service Switch]

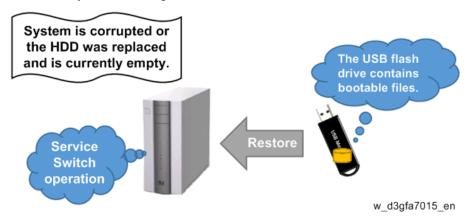
Factory Default Image File



Directly restoring a backup created on a bootable USB flash drive [Link to Restoring the E-

25C System Directly with a USB Flash Drive and Service Switch]

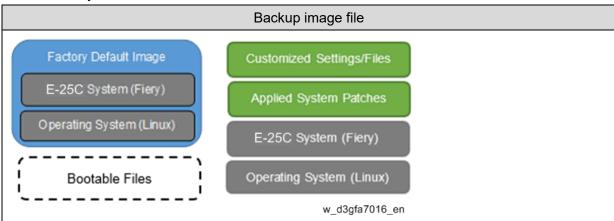
- Customized System Image File
- Factory Default Image File

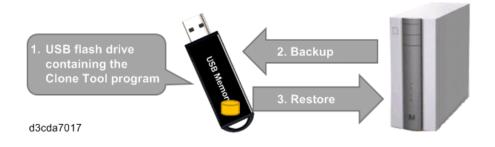


3. Backing up/Restoring the System Image File with Fiery Clone Tool [Link to Backing Up/Restoring E-25C System with Fiery Clone Tools]

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

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





Recommended Backup Options for E-25C



- When creating a backup of the system image, you have the option to create a bootable backup image on an external USB flash drive. This is recommended, as the external USB flash drive directly boots the E-25C, enabling recovery from crucial situations such as when the software has corrupted, HDD has been replaced and is currently empty, etc.
- Restoring the E-25C system image reformats the HDD and overwrites any customizations and data created since the backup image was last created. All print jobs are lost when the system image is restored.
- 1. After installing all system patches and configuring the E-25C according to the customer requirements, back up the customized E-25C system image onto an external USB flash drive with the "Create bootable image" option selected in the Create USB Backup window from Fiery System Restore. [Link to Backing Up the E-25C System with Fiery System Restore (WebTools)]



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

A bootable image on an external USB flash drive allows recovery in case the Fiery System Restore menu (WebTools) cannot be accessed due to system corruption or an empty HDD after replacement, etc. If the E-25C needs to be restored using a bootable image in such cases, the site administrator must contact service.

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

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



 Both of these automatic features activate provided that the Fiery Service is running. Auto backup activates only when the E-25C is Idle.

- 3. Ask the site administrator to back up the customized configuration settings as a separate standalone file, to enable restoration of the configuration settings without having to restore the entire system image. [Link to Backing Up/Restoring the System Configuration and Selected Settings Only] or Configuration and Setup Guide)
- 4. Optional: If you wish to capture recent changes to the system before the next scheduled backup and do not want to create a bootable backup, create a non-bootable backup of the customized E-25C system image on either the internal HDD (overwrites the latest scheduled backup) or on a USB flash drive and restore with Fiery System Restore (WebTools). [Link to Backing Up the E-25C System with Fiery System Restore (WebTools)]

Backup/Restore Feature Comparison

Backup Method	Configure >	Fiery Syster	m Restore (Web	Tools > Fiery	Fiery Clone
Fiery Server >		System Restore tab)			Tool
	Backup	Schedule	Backup	Backup	
		Backup >	Now > USB >	Now > USB >	
		Enable	"Fiery factory	"New image"	
		automatic	image"		
		backup			
		Backup Now			
		> "Internal			
		HDD"			
Operation	[Link to	[Link to	[Link to	[Link to	[Link to
	Backing	Scheduled	Backing Up	Backing Up	Backing
	Up/Restoring	Automatic	the E-25C	the E-25C	Up/Restoring
	the System	Backups with	System with	System with	E-25C System
	Configuration	Fiery System	Fiery System	Fiery System	with Fiery
	and Selected	Restore]	Restore	Restore	Clone Tools]
	Settings Only]	[Link to	(WebTools)]	(WebTools)]	
		Backing Up			
		the E-25C			
		System with			
		Fiery System			
		Restore			
		(WebTools)]			
Client PC	✓	-	-	-	-
Internal	-	✓	-	-	-
HDD					

Backup Method		Configure >	Fiery System Restore (WebTools > Fiery			Fiery Clone
		Fiery Server >	System Restore tab)			Tool
		Backup	Schedule	Backup	Backup	
			Backup >	Now > USB >	Now > USB >	
			Enable	"Fiery factory	"New image"	
			automatic	image"		
			backup			
			Backup Now			
			> "Internal			
			HDD"			
on	USB Flash	-	-	✓	✓	✓
inati	Drive					
dest						
dny						
Backup destination						
	Jobs in the	-	-	-	-	-
ite	Queues					
Backup items	Archived	-	-	-	-	-
ñ	Jobs					
	Job Logs	✓	-	-	-	-
		(*1)				
	VDP	✓	-	-	-	-
	Resources	(*1)				
	/ FreeForm					
	Fiery	✓	✓	-	✓	✓
	System	(*1)				(*3)
	Settings					
	Color	✓	✓	-	✓	~
	Settings	(*1)				
	Scan	✓	✓	-	✓	~
	Settings	(*1)				
	Paper	✓	-	-	-	-
	Catalog	(*1)				
	Virtual	✓	✓	-	✓	~
	Printers	(*1)				
	Server	✓	✓	-	✓	✓
	Presets	(*1)				

Backup Method		Configure >	Fiery Syster	Fiery Clone		
·		Fiery Server >	System Restore tab)			Tool
		Backup	Schedule	Backup	Backup	
			Backup >	Now > USB >	Now > USB >	
			Enable	"Fiery factory	"New image"	
			automatic	image"		
			backup			
			Backup Now			
			> "Internal			
			HDD"			
	Fonts	✓	✓	-	✓	✓
		(*1)				
	Operating	-	✓	✓	✓	✓
	System					
	(Linux)					
	E-25C	-	✓	-	✓	✓
	Software					
	with					
	System					
	Patch(es)					
	applied (*2)					
	E-25C	-	-	✓	✓	✓
	Software					
	with					
	Factory					
	Default					
	Image					
	Bootable	-	-	✓	✓	✓
	Files (*3)				(*1)	
Restore Method		Α	В	B, C	B, C	D
(*4)						
Restore to		*5	-	✓	Prohibited	Prohibited
another E-25C						
unit						
+4 ^	1: Ontional					

^{*1:} Optional

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

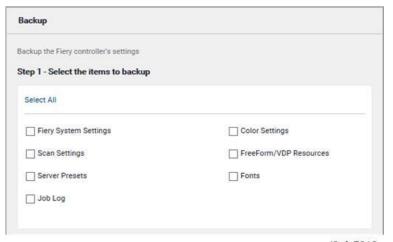
- *3: When bootable files (option) are selected, the backed up files can be directly restored on a newly replaced empty HDD or on an HDD affected of the Fiery system.
- *4: Available methods to restore the backup files:
- (A) Command WorkStation/ Webtools > Configure > Restore
- or Command WorkStation > GENERAL Tab > Tools > Backup & Restore > Restore [Link to Restoring Backup Files]
- (B) Restoring the E-25C system with Fiery System Restore (WebTools) [Link to Restoring the E-25C System with Fiery System Restore (WebTools)]
- (C) Restoring the E-25C system directly from the USB flash drive with service switch [Link to Restoring the E-25C System Directly with a USB Flash Drive and Service Switch]
- (D) Restoring the E-25C system with Fiery Clone Tool [Link to Restore: Transferring Clone Image Files to E-25C]
- *5: The backup reference file (*.fbf) and Backup data file (*.DAT) are restored, however the following items are reset to default.
- All IPv4 and IPv6 Network settings
- WINS and DNS settings
- Server Name
- Server Domain

Backing Up/Restoring the System Configuration and Selected Settings Only

You can back up and restore the entire E-25C configuration or selected settings. Backing up the settings creates a configuration file containing the current settings. Restoring the settings does not require reinstallation of any software.

Accessing the Backup/Restore feature

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



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 From Command WorkStation, go to Server > Device Center > GENERAL > Tools > "Backup & Restore".



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The following is the procedure when starting from Configure.

Creating Backup Files

- 1. Print a configuration sheet and confirm the date, time, and time zone are correct.

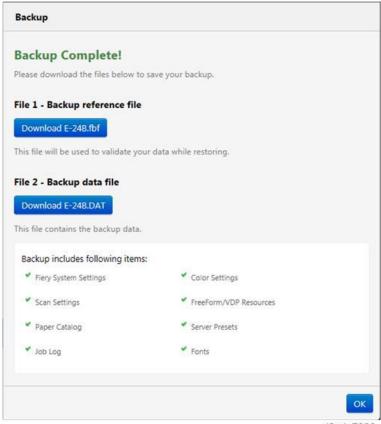
 If not, correct the date and time. [Link to Adjusting the System Date and Time]
- **2.** Go to Configure. [Link to Accessing Configure]
- 3. Choose Fiery Server.
- 4. Click Backup.
- **5.** Select the items to backup.
- Specify the backup filename.It is recommended to select the "Add date to filename" option.
- 7. Click Backup.



- Make sure that two files (*.fbf and *.DAT) are generated. Both files are required to restore
 the Fiery.
- 8. Backup will start. When completed, the following screen appears.

ACAUTION

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



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

Restoring Backup Files

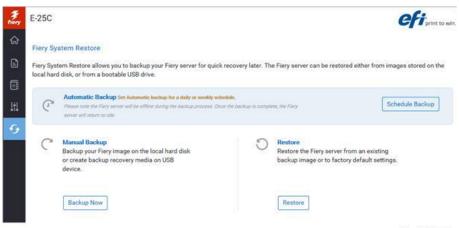
- **1.** Go to Configure. [Link to Accessing Configure]
- 2. Choose Fiery Server.
- 3. Click Restore.
- 4. Select backup reference (*.fbf) file and backup data (*.DAT) file from your client PC, and click Next.
- **<u>5.</u>** Select the items to restore and click Restore.
- **<u>6.</u>** When "Restore Completed!" is indicated, click Reboot.

Backing Up/Restoring the E-25C System with Fiery System Restore

Fiery System Restore allows you to create a backup of the E-25C system from WebTools for quick recovery from problems. The E-25C system includes the operating system, E-25C software, and the E-25C configuration settings.

- You can restore the E-25C either from image files stored on the internal HDD or on a USB flash drive.
- Fiery System Restore also provides the scheduled automatic backup feature.

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



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Items to Prepare:

USB flash drive



- The storage capacity required for a backup image varies depending on the system. Check the field "Estimated Size" displayed in the dialog box "Create USB Backup" by selecting WebTools
 > Fiery System Restore.
- For the fastest backup, use a USB 3.0 device and connect it to the USB 3.0 port on the E-25C.

Scheduled Automatic Backups with Fiery System Restore

To minimize the impact on the E-25C performance, schedule the backups so that it is run when the E-25C is Idle. The files from the automatic backup are saved on the internal HDD and can be accessed only through Fiery System Restore. Only one automatic backup file is retained (each new automatic backup overwrites the previous backup.).

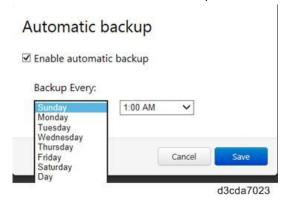


- Ensure that the E-25C remains powered up during the scheduled backup times, allowing enough time for the backup to complete.
- 1. Enter the IP address of the E-25C into the web browser.
- 2. Confirm the E-25C is in Idle.
- 3. In WebTools, click Fiery System Restore > Schedule Backup.



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

5. Select Enable automatic backup.



<u>6.</u> Select the desired day and time for the backup and click Save.



Make sure to schedule the backups when the E-25C will not be in use, for example, midnights
and weekends. If the system updates is enabled and scheduled, make sure to schedule the
system backups at least two hours before the system updates.

Backing Up the E-25C System with Fiery System Restore (WebTools)

You can create backup either on the E-25C internal HDD or on the external USB flash drive.

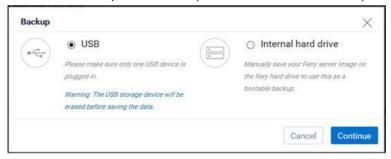


- It is recommended to save the system backup on an external USB flash drive. This ensures that the backup image is available even if the E-25C HDD fails.
- If you create a system backup with the "Create bootable image" option selected, the Fiery System Restore automatically reads the USB flash drive as a bootable (*1) drive. The USB flash drive will be formatted (FAT32) and any existing data on the device will be deleted.
 - *1: Bootable means that the E-25C can boot or start up from the USB flash drive. This is essential for recovery in case of a system corruption or failure or if the HDD has been replaced and is currently empty.



- When creating a backup on the internal HDD, only one backup is retained, as every new backup overwrites the previous backup. Also, automatic scheduled backup overwrites manually created backup.
- 1. If you wish to create the backup on a USB flash drive, connect the USB flash drive to the port on the E-25C.
 - For faster backup, it is recommended to use USB 3.0.
- **2.** Enter the IP address of the E-25C into a web browser.
- 3. Confirm the E-25C is in Idle.
- **<u>4.</u>** In WebTools, click Fiery System Restore > Backup Now.
- <u>5.</u> If you are prompted to login, enter "admin" in the first line and then the password. (Default password is "Fiery.1".)

6. Select the backup destination (USB or Internal hard drive).



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For backup on the USB flash drive, select the desired options and click Continue.



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- To create a bootable image with all the factory default versions of software and settings, select
 Fiery factory image. Fiery System Restore automatically creates the factory image as bootable image. (Non-bootable factory image cannot be created with the Fiery System Restore feature.)
- To create a bootable customized image, select New image with the "Create bootable image" option checked. This creates a bootable image that contains the current software updates and settings, including any customizations made to the E-25C configuration.
- To create a non-bootable customized image, select New image. This creates a non-bootable image that contains the current software updates and settings, including any customizations made to the E-25C configuration.
- 7. Follow the on-screen prompts to complete the backup.
 For a backup using USB 3.0, it will take 10-20 minutes to complete the backup. When the backup is complete, the E-25C will automatically reboot and enter Idle.

Restoring the E-25C System with Fiery System Restore (WebTools)



• If the HDD does not boot, the system must be restored with a bootable backup. If it becomes necessary to restore the E-25C with a bootable image, the site administrator must contact the service representative as mentioned in the User manual (Configuration and Setup guide).

- The User manual also recommends site administrators to ask technical support in advance if the restoration will be necessary.
- This procedure overwrites all data, customizations and software updates applied to the E-25C including any backup images stored locally. Restoring a factory default image will delete all data.
- A customized image can only be restored to the same E-25C unit from which it was created.
- 1. Connect the external USB flash drive containing the image to the port on the E-25C.
- **2.** In WebTools, click Fiery System Restore > Restore.
- <u>3.</u> If you are prompted to login, enter "admin" in the first line, and then the password (Default password is "Fiery.1".)
- **4.** Select the location of the backup file to restore.



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- If there is no backup created on the internal HDD, Restore from local image will not appear on the list.
- If more than one backup files exists on the USB flash drive, you will be prompted to choose either file after you click Continue.
- 5. Follow the on-screen prompts to complete the restoration.
 For restoration using USB 3.0, it will take 10-20 minutes to complete the restoration. When the restoration is complete, the E-25C will automatically reboot and enter Idle.
- **<u>6.</u>** Optional: After restoring the E-25C, run System Updates to ensure the latest E-25C software version is installed.
- <u>7.</u> Optional: If a backup of the configuration settings is available, restore the configuration settings as described in this document. [Link to Restoring Backup Files]
 - This can be useful if the configuration backup is more current than the system image backup (for example, when restored to the factory default) or if the configuration backup includes the job log and VDP/FreeForm Resources.

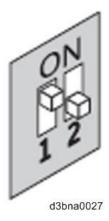
Restoring the E-25C System Directly with a USB Flash Drive and Service Switch

If a backup was created with Fiery System Restore in the following method, the backup contained in the USB flash drive can be restored directly with the USB flash drive and the service switch on the E-25C. This will be useful when having to recover from a system corruption or failure, or if the HDD had been

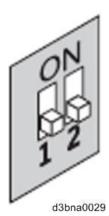
replaced and is currently empty.



- If more than one customized backup files are included in the USB flash drive, the newer one will be restored.
- The following procedure is applicable only if the backup was created on a USB flash drive with the "Create bootable image" option selected.
- 1. Perform the shut down procedure from the copier operation panel [Link to Shutting Down the E-25C Only].
- 2. When the E-25C power is down (that is when the diagnostic LEDs are off), turn the main power switch of the E-25C to OFF.
- 3. Set the E-25C service switches as shown below. ("1" ON, "2" OFF)



- **<u>4.</u>** Connect the USB device to a port on the E-25C.
 - For the fastest restoration, use a USB 3.0 flash drive. Make sure to connect the flash drive to the USB 3.0 port at the rear side of the E-25C.
- <u>5.</u> Turn the main power switch of the E-25C to ON, then press and release the soft power push button on the front of the E-25C.
- **6.** Allow the E-25C to boot from the USB device.
- <u>7.</u> Wait until the diagnostic LEDs on the rear panel of the E-25C flash "AA" then "00" repeatedly to indicate ready status.
- **8.** Set the service switches to the following position. ("1"OFF, "2" OFF)



• The diagnostic LEDs display "C0" to indicate that the E-25C 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 the image file.
- 9. Wait for the program on the USB flash drive to format the E-25C HDD and restore the image file.
 - The diagnostic LEDs circulate "C1, C2, C3" to indicate format and restore is in progress.
 - When restore process is complete, the diagnostic LEDs flash "CC", then "00" in one second intervals and repeats to indicate completion status.
 - If an error occurs during the restore process, the diagnostic LEDs flash "EE", then the error code in half-second intervals. [Link to LED Error Codes Related To the Fiery Clone Tools / Fiery System Restore]
- 10. Remove the USB flash drive from the USB port.
- 11. Press and release the power switch on the front panel of E-25C.E-25C will automatically enter the shutdown procedure.
- **12.** When the E-25C power is down (that is when the diagnostic LEDs are off), turn the main power switch of the E-25C to OFF.
- 13. Reboot the E-25C.
- **14.** Optional: After restoring the E-25C, run System Updates to ensure the latest E-25C software version is installed.
- 15. Optional: If a backup of the configuration settings is available, restore the configuration settings as described in this document [Link to Restoring Backup Files]
 - This can be useful if the configuration backup is more current than the system image backup (for example, when restored to the factory default) or if the configuration backup includes the job log and VDP/FreeForm Resources.

Backing Up/Restoring E-25C System with Fiery Clone Tools

The Fiery Clone Tool allows you to clone the entire Fiery system to an image file and save it in a folder on a USB flash drive connected to the E-25C. You can restore the image file to the same E-25C (with same key chip) in order to restore the system to a previous configuration.

The Fiery Clone Tool functions with the service switches and the diagnostic LEDs of the rear panel of the E-25C 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	LED	Description
position	status	
	code	
Boot	AA, 00	To boot the E-25C from the USB flash drive.
		The diagnostic LEDs flash "AA" then "00" and repeats to

Service switch LED Description		Description
position	status	
0N 1 2 d3bna0027	code	indicate boot status. Note This setting must be performed before you start and using the Fiery Clone Tool.
Backup ON ON d3bna0028	b0	 To back up the E-25C by creating an image file. When you start the backup process, the diagnostic LEDs flash "b1", "b2", "b3" in one second intervals, and repeats the cycle to indicate backup is in progress. When the backup process is complete, the diagnostic LEDs cycle "bC", "00" in one second intervals and repeats to indicate completion status. Remove the USB flash drive at backup completion.
Restore d3bna0029	CO	 To restore the E-25C with the image file. When you start the restore process, the diagnostic LEDs flash "C1", "C2", "C3" in one second intervals, and repeats the cycle to indicate restore is in progress. When the restore process is complete, the diagnostic LEDs cycle "CC", "00" in one second intervals and repeats to indicate completion status. Remove the USB flash drive at restore completion.

Preparation

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

Items to Prepare:

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

- Windows PC with the following specification.
 - OS: Windows 7 or later
 - Supports USB 3.0/2.0
 - 256MB of available memory
- USB 3.0/2.0 flash drive, at least 16GB capacity (Max: 32GB)
 Due to Windows file system restriction, 32GB is the maximum size of the USB flash drive you can use to create a bootable flash drive.
- *1: The tools can be downloaded via the firmware download site.

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

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

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

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

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

Wait while the installer verifies the installation requirements.



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

Wait while the application is installed on the PC.

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



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

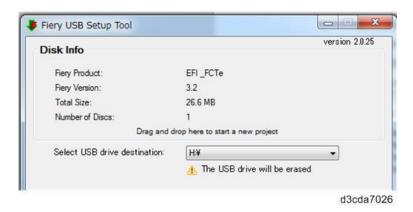
Create a bootable USB flash drive with the Fiery Clone Tool program included.

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

CAUTION

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

- 3. Follow the on-screen prompts.
 - Start screen Specify the location from which to copy the Fiery Clone Tool software (the drive letter of the media drive). Specify the drive to copy to (the drive letter of the USB flash drive).
 Proceed when the Proceed button appears. Click OK to begin formatting the USB flash drive and make the USB flash drive bootable.



- Prepare screen The progress bar shows that the contents of the software are being copied.
 Do not cancel. After all of the contents have been copied, click the Proceed button when it appears to continue.
- Finish screen Confirm that the contents of the software are being copied. Click Finish to exit Fiery USB Setup Tool.
- 4. Confirm on the Windows PC that the USB flash drive has now the following files included.





- "dlinux.sys" may not be visible when the "Show hidden files, folders, and drives" option is not enabled on the Windows PC.
- Copying these files to an empty USB flash drive will not substitute Steps 3-1 through 3-3.
 Always do Steps 3-1 through 3-3 for the bootable USB flash drive containing the Fiery Clone Tool to work properly.
- 5. Remove the USB flash drive in a safe way from the PC.

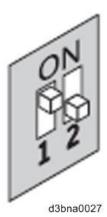


- Do not leave the USB flash drive connected to the Windows PC. If the Windows PC starts up or reboots with the USB flash drive connected, system corruption may occur.
- 6. Attach a label to the USB flash drive with a description of identification, for example, "Fiery Clone

Tool." The USB flash drive is now ready and can be used to enable the option.

Backup: Creating the Clone Image Files from E-25C

- Print a configuration sheet and confirm the date, time, and time zone are correct.
 If not, adjust the date and time. [Link to Adjusting the System Date and Time]
- **2.** Perform the shut down procedure from the copier operation panel [Link to Shutting Down the E-25C Only].
- 3. When the E-25C power is down (that is when the diagnostic LEDs are off), turn the main power switch of the E-25C to OFF.
- **4.** Connect the bootable USB flash drive created with the Fiery USB Setup Tool containing the Fiery Clone Tools, to an available USB port on the E-25C.
- <u>5.</u> Set the service switches as shown below ("1". ON, "2": OFF).



- **<u>6.</u>** Turn the main power switch of the E-25C to ON, then press and release the soft power push button on the front of the E-25C.
- <u>7.</u> Allow the E-25C to boot from the USB flash drive to start Fiery Clone Tool.
- **8.** Wait until the diagnostic LEDs on the rear panel of the E-25C flash "AA" then "00" repeatedly to indicate ready status.
- **9.** Set the service switches to the following position ("1". ON, "2": ON).



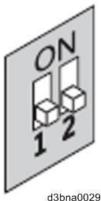
- The diagnostic LEDs flash "b0" to indicate that the E-25C is ready to be backed up.
- After setting the service switch positions, you have 10 seconds to revert to ready status

(service switch back to "1": ON, "2": OFF) before Fiery Clone Tool begins creating an image file.

- **10.** Wait for the Fiery Clone Tool to create the image file.
 - The diagnostic LEDs circulate "b1, b2, b3" to indicate backup is in progress.
 - When the backup process is complete, the diagnostic LEDs flash "bC", then "00" in one second intervals and repeats to indicate completion status.
 - With E-25C, 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.



- If an error occurs during the backup process, the diagnostic LEDs flash "EE", then the error code in half-second intervals. [Link to LED Error Codes Related To the Fiery Clone Tools / Fiery System Restore]
- 11. While the diagnostic LEDs are flashing "bC" then "00" repeatedly, return the service switches to the normal position ("1": OFF, "2": OFF).

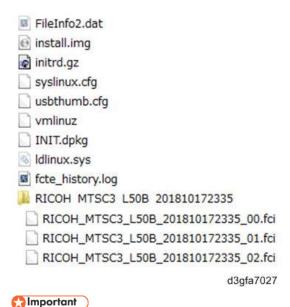


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- **12.** Remove the USB flash drive from the USB port.
- **13.** Press and release the power switch on the front panel of E-25C. The controller will automatically move to the shutdown procedure.
- 14. When the E-25C power is down (that is when the diagnostic LEDs are off), turn the main power switch of the E-25C to OFF.
- **15.** Insert the USB flash drive to a USB port on the Windows PC.
- **16.** In Windows Explorer, open the USB flash drive to check the files.

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

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



- 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 MTSC3_L50B" followed by the date and time the clone image was created.
- Multiple clone image files of the same product can be saved on the same USB flash drive.
 Every clone image file will have a different date and time stamp.
- **17.** Rename the folder to enable easy identification of the clone image file, for example, as shown in below:

CustomerName_ModelName_Version_SerialNumber_Date e.g.: Susie E-25C V1 SN00000000111 201603030857

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

(2) Important

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

Restore: Transferring Clone Image Files to E-25C



- If you will be replacing hardware components of the E-25C, 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

folding containing the clone image file to the USB flash drive.

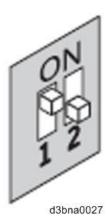
- 1. On a Windows PC, verify that the USB flash drive has the correct clone image file.
 - Insert the USB flash drive to a USB port on the Windows PC.
 - From Windows Explorer, open the USB flash drive and verify the clone image file.

Mportant)

- When restoring the E-25C with a USB flash drive that contains multiple clone image files, the Fiery Clone Tool selects the most recently created file. To restore with an older file, make sure to remove the newer file(s) from the USB flash drive in advance.
- If the USB flash drive contains clone image file(s) created on a different E-25C 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.

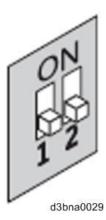


- Do not leave the USB flash drive connected to the Windows PC. If the Windows PC starts
 up or reboots with the USB flash drive connected, system corruption may occur.
- 3. Insert the USB flash drive to a USB port on the E-25C.
- 4. Set the service switches as show below. ("1". ON, "2": OFF).



- **5.** Power on the E-25C.
- **6.** Allow the E-25C to boot from the USB flash drive to start Fiery Clone Tool.
- <u>7.</u> Wait until the diagnostic LEDs on the rear panel of the E-25C flash "AA" then "00" repeatedly to indicate ready status.

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



- The diagnostic LEDs display "C0" to indicate that the Fiery Server is ready to be restored.
- After setting the service switch positions, you have 10 seconds to revert to ready status (service switch back to "1": ON, "2": OFF) before Fiery Clone Tool begins restoring from the image file.
- 9. Wait for the Fiery Clone Tool to format the HDD and restores the image file.
 - The diagnostic LEDs circulate "C1, C2, C3" to indicate the format and restore procedure is in progress.
 - When the restore process is complete, the diagnostic LEDs flashes "CC", then "00" in one second intervals and repeats to indicate completion status.
 - If an error occurs during the restore process, the diagnostic LEDs flashes "EE", then the error code in half-second intervals. [Link to LED Error Codes Related To the Fiery Clone Tools / Fiery System Restore]
- **10.** Remove the USB flash drive from the USB port.
- <u>11.</u> Press and release the power switch on the front panel of E-25C.E-25C will automatically move to the shutdown procedure.
- **12.** When the E-25C power is down (that is when the diagnostic LEDs are off), turn the main power switch of the E-25C to OFF.
- 13. Reboot the E-25C.
- **14.** Optional: After restoring the E-25C, run System Updates to ensure the latest E-25C software version is installed.
- **15.** Optional: If a backup of the configuration settings is available, restore the configuration settings as described in this document [Link to Restoring Backup Files]

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

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

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

LED error code	Operation type	Description	Suggested action
11	-	Failed to retrieve product	It is not a Fiery Controller.
		information.	If the Fiery Controller is found, the
			hardware might not have initialized
			properly to retrieve the product name.
02	-	Unsupported Fiery	Product information is found, but Fiery Clone
		Controller	Tool does not support this product.
03	-	Incorrect number of disks	Check the Fiery Controller to verify HDD
		detected.	installation.
			An incorrect disk configuration was detected,
			which is not supported by Fiery Clone Tools for
			Embedded Servers.
05	Backup	Insufficient USB flash disk	Make sure that the USB flash drive has enough
		space	space for the cloned image when you back up
			the Fiery Controller.
08	Backup	File operation error. I/O	Run Windows Disk Error Check on the
		error when writing to the	USB flash drive.
		USB.	Prepare the USB flash drive again using
			the Fiery USB Setup Tool.
09	-	Missing HDD	Check the Fiery Controller to verify HDD
			installation.
0F	Backup	Failed to write to USB flash	Run Windows Disk Error Check on the
		drive, or error reading from	USB flash drive.
		HDD.	Prepare the USB flash drive again using
			the Fiery USB Setup Tool.
			3. Check the HDD if USB flash drive is
			working properly, then try again.
10	-	Failed to read service	Check if the service switch cable is connected
		switch position	properly to the motherboard.
20	Backup	Encountered an	The Fiery Controller is not properly installed.
		unsupported file system on	Reinstall the Fiery Controller.
		the Fiery Controller	♦ Note
			If Fiery Clone Tool cannot read the
			HDD partition, then the backup
			procedure cannot be performed.
21	Backup	Failed to mount HDD	The Fiery Controller is not properly installed.
	and restore	partition	Reinstall the Fiery Controller. If Fiery Clone Tool

4.System Maintenance

LED	Operation	Description	Suggested action	
error	type			
code				
			cannot mount the HDD partition, then the	
		0 5: 6:	backup procedure cannot be performed.	
30	Backup	Some Fiery files are	The Fiery Controller might not be running	
		missing (corrupt	properly. Reinstall the Fiery Controller.	
		installation).		
31	Backup	Detected multiple USB	Remove all USB flash drives that are connected	
		drives (only allow one USB	to the Fiery Controller, and insert only the	
		flash drive to be inserted).	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	Check the USB flash drive to verify that you	
		correct product, but feature	have the correct cloned image file that match	
		set does not match.	the same feature set for the Fiery Controller.	
42	Restore	Cloned image file is for the	Make sure to install the HDD that has the	
		correct product, but HDD is	default factory size for storage (meets the	
		too small.	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	Run Windows Disk Error Check on the	
		have a corrupted cloned	USB flash drive.	
		image file, or your HDD	2. Prepare the USB flash drive again using	
		cannot be accessed.	the Fiery USB Setup Tool.	
			3. Use another computer with an external	
			connection to format the HDD, if Fiery	
			Clone Tool cannot write to the HDD.	
			4. If the above actions do not work, replace	
			the HDD.	
45	-	Failed to install bootloader	Use another computer with an external	
			connection to format the HDD, if Fiery	
			Clone Tool cannot write to the HDD.	
			2. If the above actions do not work, replace	
			the HDD.	
<u> </u>	<u> </u>	I		

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• If you must log a support request, please include the History Log, which contains details on the

backup or restore performed, such as the image file used, duration, and error codes. The History Log helps EFI identify the source of the error and may lead to a quicker problem resolution.

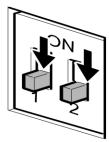
• The History Log is saved on the USB flash drive as fcte_history.log and can be viewed with a text reader, for example, the WordPad.

5. Troubleshooting

Overview

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

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



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- 2. Check that the Fiery menu appears on the copier's operation panel.
- 3. Verify that the network is functioning, no unauthorized software or hardware is installed on the E-25C, and there are no problems with a particular print job or application. The site administrator can help you to verify these issues.
- <u>4.</u> Verify that the E-25C and its connection with the copier has no problem by printing test pages. [Link to Printing the Configuration Page or Test Sheets]
- <u>5.</u> If the E-25C can boot, check if the diagnostic LEDs on the rear panel of E-25C stop on a particular diagnostic code. [Link to Errors and Suggested Actions]
- **<u>6.</u>** Check that all cables, connectors, and replacements are present, appear undamaged and are correctly installed and connected. [Link to Replacement)
- 7. Try to solve the problem by performing "Clear Server" or "Factory Defaults". Inform the site administrator that the data stored in the HDD will be deleted. [Link to Clearing the Queued Print Jobs in the E-25C and Restoring the Default Fiery Settings (Operation Panel)]
- **8.** Check if a newer version of system software, firmware, or patch for the E-25C and copier has been released. If so, install it. [Link to System Software Installation Procedure]
- <u>9.</u> If the problem will not disappear, reinstall the system software. [Link to System Software Installation Procedure]
- 10. If the problem will still not disappear, you may need to replace parts of the hardware. [Link to Errors and Suggested Actions]

Errors and Suggested Actions

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

- 1. Check and reseat the copier interface cable.
- 2. Replace the copier interface cable.

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

LED Codes

If the E-25C is turned ON and hanging on a diagnostic code, first perform the following actions to see if they fix the problem:

- 1. Press the power switch to set to the OFF (0) position.
- 2. Wait another 30 seconds.
- 3. Turn ON the E-25C using the power switch.
- **<u>4.</u>** Wait approximately five minutes to see if the E-25C reaches Idle.
- 5. If the problem persists, make sure that you have reseated internal cable connections and verified system components.
- **<u>6.</u>** If the problem persists, see the code/symptom and suggested actions in the following pages.

LED code: 00

Possible cause:

When the E-25C is Idle and in Operational mode, the LED display shows 00.

If the LED display shows 00, but the system is not functioning properly, one or more of the following may be the cause of the problem:

- Faulty connection between the E-25C and the copier
- Service switches are set to an incorrect mode
- Incorrect Diagnostic LED board cable connection
- Corrupted system software
- Missing, faulty, or dead battery
- Corrupted BIOS settings on the motherboard
- Missing or faulty chassis fan
- Faulty CPU and/or CPU cooling assembly
- Faulty HDD or HDD connection
- Faulty motherboard

Suggested action:

- Check and reseat all cable connections between the E-25C and copier.
- 2. Make sure that the E-25C service switches are set to OFF (both away from ON).
- 3. If the Controller date/time cannot be set or responds slowly, replace the battery on the

LED code: 00

motherboard [Link to Lithium Battery], and then update the date/time in E-25C Setup [Link to Running the E-25C Setup].

- 4. Shut down and open the E-25C, and do the following:
 - Reseat the power and data cables to the HDD. Make sure that the data cable is connected to the proper connector on the motherboard.
- 5. Reinstall system software [Link to System Software Installation Procedure]. If no airflow or fan noise is evident at the vent holes of the chassis where the chassis fan is located, replace the chassis fan [Link to Fans].
- 6. Replace external cables, one at a time.
- 7. Check and reseat the CPU cooling assembly.
- 8. Replace the CPU cooling assembly [Link to CPU and Cooling Assembly].
- 9. Replace the CPU [Link to CPU and Cooling Assembly].
- 10. Replace the HDD data cable.
- 11. Replace the HDD [Link to Hard Disk Drive (HDD)].
- 12. Replace the motherboard [Link to Motherboard].

LED code: A7, A8

Possible cause:

Possibly one of the following:

- Faulty motherboard
- Faulty or missing CPU

Suggested action:

- 1. Replace the motherboard [Link to Motherboard].
- Replace the CPU [Link to CPU and Cooling Assembly].

LED code: 3b, 50, 52, E1

Possible cause:

Possibly one of the following:

- Missing or faulty DIMM
- Faulty motherboard

Suggested action:

Replace the motherboard [Link to Motherboard].

LED code: 55

Possible cause:

Possibly one of the following:

- Missing or faulty DIMM
- Faulty motherboard

LED code: 55

Suggested action:

- 1. Check and reseat the DIMM.
- 2. Replace the DIMM [Link to Memory 4 GB DIMM (E-25C)].
- 3. Replace the motherboard [Link to Motherboard].

LED code: 90

Possible cause:

Faulty motherboard

Suggested action:

Replace the motherboard [Link to Motherboard].

LED code: FF (during the startup, E-25C hangs displaying FF)

Possible cause:

Possibly one of the following:

- Faulty motherboard
- Faulty or missing CPU

Suggested action:

- Replace the motherboard [Link to Motherboard].
- Replace the CPU [Link to CPU and Cooling Assembly].

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 FF shown after the E-25C becomes Idle or shortly at the startup does not indicate an error status.

LED code: Any other code that the system hangs on before reaching the idle state

Possible cause:

Faulty motherboard

Suggested action:

- 1. Make sure that you reseated the internal cable connections and verified system components.
- 2. Replace the motherboard [Link to Motherboard].

Start-Up Problems

Start-Up Problem-1

Symptom:

E-25C starts up and then shuts down.

Possible cause:

One of the following:

• Faulty connection between E-25C and copier

Start-Up Problem-1

- Corrupted keychip on the motherboard
- Faulty power supply
- Faulty motherboard
- Faulty CPU
- Faulty Gigabit Ethernet PCB

Suggested action:

- 1. Check and reseat the copier interface cable between the E-25C and the copier.
- 2. Replace the copier interface cable.
- 3. Listen for the power supply fan and feel for airflow.
- 4. If you do not feel air from the power supply fan, you may need to replace a faulty power supply.
- 5. Replace the motherboard. [Link to Motherboard]
- 6. Replace the CPU. [Link to CPU and Cooling Assembly]
- 7. Replace the Gigabit Ethernet PCB. [Link to Gigabit Ethernet Controller]

Start-Up Problem-2

Symptom:

E-25C starts up, but the Fiery screens on the copier operation panel are unavailable for more than 10 minutes.

Possible cause:

One of the following:

- Copier system and/or engine firmware has been upgraded and a system reboot is required
- Faulty connection between the E-25C and the copier

Suggested action:

- 1. Reboot the copier and wait for the copier and the E-25C to start up and reach Idle.
- 2. Verify that the E-25C and the copier have the same time and date information. If the time and date information do not match on both devices, the Fiery icon may fail to appear.
 - For information on how to check and set the time and date on the E-25C, see p.74 Adjusting the System Date and Time. For information on how to check and set the time and date on the copier, see the copier documentation.
- 3. Reboot the E-25C.
- 4. Check and reseat the cable connections between the E-25C and the copier.
- 5. Replace the external cables one by one.

Start-Up Problem-3

Symptom:

E-25C starts up, and stays ON, but does not reach Idle

Possible cause:

One of the following:

Start-Up Problem-3

- Service switches are not set for Normal operation
- System software is corrupt
- HDD is faulty
- Missing or faulty DIMM(s), or faulty DIMM connections
- Motherboard is faulty
- CPU missing or faulty

Suggested action:

- Make sure that the E-25C service switches are both set to OFF for Normal operation (away from "ON").
- 2. Turn OFF the E-25C, wait 10 seconds, and then turn it ON again.
- 3. Reinstall system software. [Link to System Software Installation Procedure]
- 4. Reseat the cables to the HDD.
- 5. Replace the HDD cable.
- 6. Replace the HDD. [Link to Hard Disk Drive (HDD)]
- 7. Check the DIMM(s) and reseat them to remove any oxidation on the connectors.
- 8. Replace the motherboard. [Link to Motherboard]
- 9. Replace the CPU. [Link to CPU and Cooling Assembly]

Start-Up Problem-4

Symptom:

User authentication feature of the copier does not work

Possible cause:

Faulty copier interface connections

Suggested action:

Check connections of the Gigabit Ethernet PCB and replace associated cables or the Gigabit Ethernet PCB, if necessary.

System Problems

System Problem-1

Symptom:

Clock is slow; time listed on Configuration page is earlier or later than the actual time

Possible cause:

One of the following:

- Missing or dead battery on the motherboard
- Faulty motherboard

Suggested action:

1. Replace the battery on the motherboard, and then update the time in E-25C Setup.

System Problem-1

For information on how to check and set the time and date on the E-25C, see "Adjusting the System Date and Time".

2. Replace the motherboard. [Link to Motherboard]

System Problem-2

Symptom:

System performs slowly or hangs periodically.

Possible cause:

- Missing or faulty DIMM(s), DIMM installed in wrong slot, or faulty DIMM connections
- Faulty HDD
- Overheated or faulty CPU
- Faulty motherboard

Suggested action:

- 1. Check that the DIMM is installed in the correct slot.
- 2. Reseat to remove any oxidation on the connector.
- 3. Reseat the cables to the HDD.
- 4. Replace the HDD cable.
- Replace the HDD. [Link to Hard Disk Drive (HDD)]
- 6. Make sure that the CPU on the motherboard is present and firmly seated and that the fan cable is connected.
- 7. Replace the CPU. [Link to CPU and Cooling Assembly]
- 8. Replace the motherboard. [Link to Motherboard]

System Problem-3

Symptom:

Chassis fan is noisy, or is not spinning.

Possible cause:

Fan is faulty

Suggested action:

Replace the chassis fan.

System Software Installation (Network Port Method)

System Software Installation (Network Port Method)-1

Symptom:

One of the following:

 Installer screen hangs up when waiting for E-25C to be ready, FTP/TFTP Setup, or Transferring boot file for longer than 15 minutes.

System Software Installation (Network Port Method)-1

Installation fails repeatedly.

Possible cause:

- There is a conflict between the installer or the security settings on the PC.
- Incorrect or defective RJ-45 cable
- The installer is not compatible with the PC.

Suggested action:

- 1. Check again that you have disabled all software programs and network and security settings on the PC. Then retry the installation. Before you retry the installation, turn OFF the E-25C power using its dedicated AC power switch and wait 10 seconds.
- 2. Make sure you use a cross-over RJ-45 cable. As an alternative, you can use two straight-through RJ-45 cables and a network hub. Connect only the PC and the E-25C to the hub. If the cable appears damaged, replace it.
- 3. If the problem persists, retry the installation using a different PC.

System Software Installation (Network Port Method)-2

Symptom:

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

Possible cause:

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

Suggested action:

- 1. Make sure the E-25C service switches are set to service mode (toward "ON").
- 2. Make sure you use a cross-over RJ-45 cable. As an alternative, you can use two straight-through RJ-45 cables and a network hub. Connect only the PC and the E-25C to the hub. If the cable appears damaged, replace it.
- 3. Replace the motherboard.

System Software Installation (USB Method)

System Software Installation (USB Method)-1

Symptom:

E-25C remains ON for 30 minutes (or longer) after beginning installation.

Possible cause:

One of the following:

- Service switches are set to the wrong mode
- E-25C must be reset
- Faulty USB flash drive

System Software Installation (USB Method)-1

- Faulty HDD cable or HDD
- Corrupted CMOS
- Faulty motherboard
- Faulty CPU

Suggested action:

- Make sure that the E-25C service switch 1 is set to ON and service switch 2 is set to OFF.
 If the service switches are in the wrong position, turn OFF the E-25C, set the switches correctly, turn ON the power, and allow the installation to resume.
- 2. Turn OFF the E-25C, wait 10 seconds, and then turn it ON again.
- 3. Check the LED on the USB flash drive.
 - If the LED is not blinking (remains OFF or solid), the USB flash drive may be improperly seated. Turn OFF the E-25C, reseat the USB flash drive, turn ON the power, and then allow the installation to resume.
- 4. Retry the installation using a different USB flash drive.
- 5. Reseat the cables to the HDD.
- 6. Replace the HDD cable.
- 7. Replace the HDD. [Link to Hard Disk Drive (HDD)]
- 8. Replace the motherboard. [Link to Motherboard]
- 9. Replace the CPU. [Link to CPU and Cooling Assembly]

System Software Installation (USB Method)-2

Symptom:

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

Possible cause:

One of the following:

- Faulty or improperly seated USB flash drive
- Faulty motherboard
- Faulty HDD

Suggested action:

- 1. Turn OFF the E-25C, reseat the USB flash drive, turn ON the power, and then allow the installation to resume.
- 2. Retry the installation using a different USB flash drive.
- 3. Replace the motherboard. [Link to Motherboard]
- 4. Reseat the cables to the HDD.
- 5. Replace the HDD cable.
- Replace the HDD. [Link to Hard Disk Drive (HDD)]

System Software Installation (USB Method)-3

Symptom:

The LED on the E-25C shows error codes EE \rightarrow 11. \rightarrow EE \rightarrow 11....

Possible cause:

Failed to retrieve product information. It is not E-25C.

Suggested action:

If the E-25C is found, the hardware might not have initialized properly to retrieve the product name.

System Software Installation (USB Method)-4

Symptom:

The LED on the E-25C shows error codes EE \rightarrow 02. \rightarrow EE \rightarrow 02....

Possible cause:

This is not a supported Controller.

Suggested action:

Product information is found, but the installer does not support this product.

System Software Installation (USB Method)-5

Symptom:

The LED on the E-25C shows error codes EE \rightarrow 09. \rightarrow EE \rightarrow 09....

Possible cause:

HDD is missing.

Suggested action:

Check the E-25C to verify the HDD installation.

System Software Installation (USB Method)-6

Symptom:

The LED on the E-25C shows error codes EE \rightarrow 43. \rightarrow EE \rightarrow 43....

Possible cause:

Failed to format the HDD.

Suggested action:

Replace the HDD.

System Software Installation (USB Method)-7

Symptom:

The LED on the E-25C shows error codes EE → 44. → EE → 44....

Possible cause:

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

Suggested action:

System Software Installation (USB Method)-7

- 1. Run Windows Disk Error Check on the USB device.
- 2. Prepare the USB device again using the Fiery USB Setup Tool.
- 3. Use another computer with an external connection to format the HDD, if the installer cannot write to the HDD.
- 4. If the above actions do not work, replace the HDD.

System Software Installation (USB Method)-8

Symptom:

The LED on the E-25C shows error codes EE \rightarrow 45. \rightarrow EE \rightarrow 45....

Possible cause:

Failed to install bootloader.

Suggested action:

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

Backup and Restore

Backup and Restore-1

Symptom:

The LED on the E-25C shows error codes EE \rightarrow 21. \rightarrow EE \rightarrow 21....

Possible cause:

Failed to mount HDD partition.

Suggested action:

The E-25C is not properly installed. Reinstall the E-25C.

Backup and Restore-2

Symptom:

The LED on the E-25C shows error codes EE \rightarrow 43. \rightarrow EE \rightarrow 43....

Possible cause:

Failed to format the HDD.

Suggested action:

Replace the HDD. [Link to Hard Disk Drive (HDD)]

Backup and Restore-3

Symptom:

The LED on the E-25C shows error codes EE \rightarrow 44. \rightarrow EE \rightarrow 44....

Possible cause:

Backup and Restore-3

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

Suggested action:

- 1. Run Windows Disk Error Check on the USB device.
- 2. Prepare the USB device again using the Fiery USB Setup Tool.
- 3. Use another computer with an external connection to format the HDD, if the installer cannot write to the HDD.
- 4. If the above actions do not work, replace the HDD. [Link to Hard Disk Drive (HDD)]

Network

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

- If the E-25C does not appear in the list of printers on the network, there may be another device on the network with the same Ethernet hardware address.
- Conflicting network settings may be set in Setup and on the customer's workstation.
- Inappropriate Setup options may cause printing problems.
- Missing or incorrectly placed printer description files may cause application-specific printing errors.

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

Network-1

Symptom:

Unable to connect to the network; or neither LED on the 10/100/1000BaseT network port is lit.

Possible cause:

One of the following:

- Wrong cable. Do not use a crossover cable.
- Wrong port. Do not use the printer port. The printer port is reserved for the copier and for installing system software from a PC.
- Faulty network cable or connection
- Faulty network
- Faulty Ethernet port on the motherboard

Suggested action:

- Make sure that the network cable is the correct type and connected to the designated LAN port on the E-25C connector panel.
- 2. Check the cable connection to the network.
- 3. Replace the cable with a new or tested cable.
- 4. Request that the network administrator check Network Setup.
- Request that the network administrator check other devices on the network.If other devices are not functioning, there could be a problem with the network.
- 6. If the rest of the network is functioning properly and the problem persists, replace the motherboard. [Link to Motherboard]

Network-2

Symptom:

System starts up slowly (seems to hang) and the Configuration page displays an error on the "IPAddress" line under "Network Setup".

Possible cause:

One of the following:

Normal behavior

System is searching for a nonexistent DHCP server.

DHCP is enabled by default on the E-25C, but the customer's network is not using DHCP.

- If the customer's network is using DHCP:
 - Network cable or connection faulty
 - Network is faulty
 - Faulty Ethernet port on the motherboard

Suggested action:

- 1. Request that the network administrator change the default in E-25C Network Setup.
- 2. If neither LED on the designated network port is lit on the E-25C, check the cable connection to the E-25C and the network. Make sure that the cable is the correct type.
- 3. If the network cable is the correct type and is properly connected to the E-25C, connect a new network cable to the E-25C.
- Request that the network administrator check other devices on the network.
 If other devices are not functioning, there could be a problem with the network.
- 5. Replace the motherboard.

Scanning

Scanning

Symptom:

Problems with scanning or sending files

Possible cause:

- Loose, incorrect, or missing connection between the E-25C and copier
- The copier does not have an IP address

Suggested action:

- 1. Check and reseat the copier interface cable between the E-25C and the copier.
- 2. Turn the copier OFF then ON.
- 3. Replace the copier interface cable.



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

Printing-1

Symptom:

Test page fails to print.

Possible cause:

Print engine is not ready to print.

Suggested action:

- 1. Make sure that the copier is turned ON and ready to print.
- 2. Check the copier operation panel for indications or messages about the copier status.

Printing-2

Symptom:

Test page fails to print.

Possible cause:

There is a problem with the connection between the E-25C and the copier

Suggested action:

- Make sure that the E-25C LED is lit. If not, press the power switch to turn ON the E-25C.
- 2. Turn the copier OFF then ON.
- 3. Make sure the network and scanning options are available from the copier operation panel.
- 4. Check again that the copier interface cable is present and properly connected to the E-25C and the copier.
- 5. Check again that the Gigabit Ethernet PCB is present and properly connected to the motherboard.
- 6. Replace the copier interface cable.
- 7. Replace the Gigabit Ethernet PCB. [Link to Gigabit Ethernet Controller]
- 8. If the problem persists, you may need to service the copier.

Printing-3

Symptom:

Test page fails to print.

Possible cause:

Corrupted system software

Suggested action:

Reinstall system software.

Symptom:

Test page fails to print.

Possible cause:

Faulty HDD

Suggested action:

Replace the HDD. [Link to Hard Disk Drive (HDD)]

If replacing the HDD does not correct the problem, make sure you install the old HDD back into the E-25C.

Printing-5

Symptom:

E-25C appears in the list of printers on the customer's workstation, but certain jobs do not print.

Possible cause:

PostScript error

Suggested action:

Make sure that Print to PostScript Error in Setup is set to Yes. Check for error messages on the E-25C output.

Printing-6

Symptom:

E-25C appears in the list of printers on the customer's workstation, but certain jobs do not print.

Possible cause:

Application problem

Suggested action:

- 1. Print a job from a different application to determine if the problem is associated with a particular application.
- 2. Make sure that the connection between the E-25C and the workstation is working by downloading a test page from the workstation or printing a simple file, such as a text file.
- 3. Resend the problem file.

Printing-7

Symptom:

Configuration page is completely or mostly blank.

Possible cause:

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

Suggested action:

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

Printing-8

Symptom:

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

Possible cause:

PostScript or application error

Suggested action:

- 1. Cancel the E-25C print job.
- 2. If this fails to clear the problem, turn the copier OFF then ON.

Printing-9

Symptom:

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

Possible cause:

Missing, incorrect, or faulty DIMM(s), or faulty DIMM connections

Suggested action:

- 1. Turn OFF the E-25C; check for missing DIMMs and reseat the DIMMs to remove any oxidation on the connectors.
- 2. Replace the motherboard.

Printing-10

Symptom:

Color quality is not consistent

Possible cause:

Problem with the copier

Suggested action:

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

Printing-11

Symptom:

Color quality is not consistent

Possible cause:

File or application problem

Suggested action:

- 1. Print a different color test page from another application.
- 2. If the quality of the test page is good, there may be a file or application problem.

Printing-12

Symptom:

Color quality is not consistent

Possible cause:

Out of calibration or calibration information/curves on the active partition are corrupted

Suggested action:

1. If you suspect that a custom calibration setting is causing the problem, reset the calibration setting to its default measurements:

In Command WorkStation > Device Center > General > Tools, click Manage.

Calibrator opens.

In Calibrator, select the calibration setting that you suspect is causing the problem, and then click View Measurements.

Click Reset to Default Measurements, and then click Yes to confirm.

If resetting to default calibration does not solve the problem, you may need to service the copier.

2. If restoring default measurements fixes the color quality, the custom calibration may have been the cause of the problem.

Request that the site administrator recalibrate the E-25C. For details, see Color Printing, which is part of the user documentation set.

- 3. If the problem persists after recalibration, the calibration information on the HDD may be corrupt. Reinstall system software.
- 4. If the problem persists, the HDD may be corrupt. Verify that all HDD cabling is correct.
- 5. If HDD cabling is correct, you may need to replace the HDD.

Printing-13

Symptom:

Print quality is poor

Possible cause:

Missing or outdated printer description file

Suggested action:

Make sure that the appropriate printer description file is installed.

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

Symptom:

Print quality is poor

Possible cause:

Application cannot find the appropriate printer description file.

Suggested action:

Make sure that the appropriate printer description file is installed.

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

Printing-15

Symptom:

Print quality is poor

Possible cause:

Problem with the copier

Suggested action:

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

Printing-16

Symptom:

Print quality is poor

Possible cause:

Out of calibration or calibration information/curves on the active partition are corrupted

Suggested action:

 If you suspect that a custom calibration setting is causing the problem, reset the calibration setting to its default measurements:

In Command WorkStation > Device Center > General > Tools, click Manage.

Calibrator opens.

In Calibrator, select the calibration setting that you suspect is causing the problem, and then click View Measurements.

Click Reset to Default Measurements, and then click Yes to confirm.

If resetting to default calibration does not solve the problem, you may need to service the copier.

- 2. If restoring default measurements fixes the color quality, the custom calibration may have been the cause of the problem. Request that the site administrator recalibrate the E-25C. For details, see Color Printing, which is part of the user documentation set.
- 3. If the problem persists after recalibration, the calibration information on the HDD may be corrupt. Reinstall system software.
- If the problem persists, the HDD may be corrupt. Verify that all HDD cabling is correct.

5. If HDD cabling is correct, you may need to replace the HDD.

Printing-17

Symptom:

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

Possible cause:

Loose cable connection between the E-25C and the copier

Suggested action:

- 1. Check the copier interface cable and connection at the E-25C and the copier.
- 2. Turn the copier OFF then ON.
- 3. Replace the copier interface cable.

Printing-18

Symptom:

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

Possible cause:

Problem with the copier

Suggested action:

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

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

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



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

Checking the Network

Printing problems may arise if the network hardware or software is not set up properly or does not match network settings on the E-25C. Problems may also arise when printing from a specific application or printing a particular file.

Most of these problems show up as printing problems and do not necessarily indicate a E-25C malfunction. The customer's site administrator can eliminate many printing problems without requiring

you to make a service call. The site administrator deals with:

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



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

Printing to the E-25C

If the customer can print the E-25C Test Page but cannot print a job from a computer on the network, you may have to make a service call. However, first make sure that the site administrator has done the following:

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

When you make a service call, check the E-25C connector panel to make sure that the appropriate network connection is in place. Print quality problems are difficult to trace. Before you try to troubleshoot print quality problems, print a Test Page to make sure that the copier does not need servicing or adjusting. Also, make sure that the correct paper is being used in the copier.



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

If the Copier Does Not Print

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

Table 1: Causes and solutions when copier does not print

Possible Cause	Solution
Is the power ON?	Turn ON the E-25C using the power switch and the copier
	power switch.
Are the cables between the E-25C	Make sure that the copier interface cables are completely and
and the copier connected?	correctly connected to the copier and the E-25C.
Is the specified paper loaded?	Load the specified paper in any of the input trays.
Can you print a Test Page from the	If you cannot print the Test Page, the copier may be out of

5. Troubleshooting

Possible Cause	Solution
printer driver?	order. You may need to service the copier.
Is the chassis fan present and	Verify that the chassis fan is present, oriented correctly, and
functioning?	functioning.

Other Printing Problems

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

Table 2: Other printing problems

Problem	Solution	
An image is printed on the	Reload the paper in the paper tray upside down.	
reverse side of the paper.		
Multiple pages are fed	Remove all the pages from the paper tray and fan them gently before	
through the copier at once.	reloading.	
Paper misfeeds occur	Check the paper size settings. Use the recommended paper. Avoid	
frequently.	using curled, folded, wrinkled, perforated, or glossy paper.	
It takes too long to	The data is so large or complex that it takes additional time to process.	
complete the print job.	If the Data indicator is blinking, data is being processed. Wait until it is	
	finished.	

Test the Voltage Supplies

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

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

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

Collecting Troubleshooting Information

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

- Explanation of the symptom
 If unexpected output is observed, indicate the problem area with a circle on the output sample.
- Steps needed to reproduce the problem
- Expected result and actual (unexpected or defective) result
- Error messages / codes (if applicable)
- Frequency of occurrence
- Information as listed below:
 - If the error occurs only when printing a specific file.
 - If the error occurs only when printing the job in a particular way.
 For instance,
 - a) When printing from an application with a printer driver
 - b) When importing jobs to and printing from Command WorkStation
 - c) When changing settings from Command WorkStation
 - If the customer is using more than two E-25C units, whether or not the same symptom can be observed with more than one unit.
- Environmental information
 - Client OS version
 - Printer Driver version (if applicable)
 - Command WorkStation version (if applicable)
 - Application software version (if applicable)
- Configuration sheets of E-25C



- The configuration sheet will be automatically included when the Job Error Report is created.
- SMC (Configuration sheets of the copier)

SP5-992-001 (Import all to SD card) or SP5-990-001 (Print all)



 The SMC can be included (optional) when obtaining the Device Logs [Link to Obtaining the Device Logs (Copier)]



- Make sure to shut down and reboot the copier once before importing or printing the SMC.
 Otherwise, the latest settings on the copier side may not be collected when the SMC is imported or printed.
- Screenshot/picture/movie that shows the steps, symptom or error message/code.
- Archived file, if the symptom occurs with a specific file.



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



- The original source file can be included (optional) when the Job Error Report is created.
- A set of following 4 items:
 - Job Error Report (E-25C)
 For the procedure of how to create a Job Error report: [Link to Creating a Job Error Report (E-25C)]
 - System Logs (E-25C)
 For the procedure of how to capture the system logs from the E-25C: [Link to Obtaining the System Logs (E-25C)]
 - Device logs (Copier)
 For the procedure of how to capture the Device logs: [Link to Obtaining the Device Logs (Copier)]
 - Date and time that the error/symptom occurred

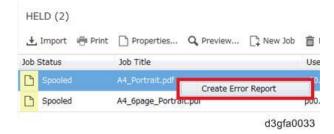


- The Job Error Report and the Device Logs must be collected at the same time, to improve the possibility of successful problem diagnosis.
- The error log entries included in the Job Error Report and Device Logs are overwritten
 after a period of time. To ensure the error logs contain the relevant information,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

Creating a Job Error Report (E-25C)

Overview

When you create a job error report, Command WorkStation creates a zip file of the current job files, logs and information about the E-25C. You can generate an error report even if the print job is not in an error state.



Items that will be generated

	Explanation	Items To be included	Notes
Basic	The file size is kept down	Fiery Archived Job	Even if a RIPped job is selected,
	to a reasonable size.	(folder)	the raster data will not be
			included.
		Configuration Sheet	
		(PDF)	
		Fiery job log (CSV)	
		E-mail log and FTP	
		logs	
		'Steps.txt' Text File	With the information typed in the
			text box.
		Engineering logs	Encrypted, for EFI use only.
			The maximum size: 128MB.
			When the data gets over 128MB,
			the older data is deleted.
Advanced	Caution:	Raster data	This menu is selectable only for
(Optional)	File size may greatly be		RIPped jobs
	increased by selecting	Color Profiles used in	This menu is selectable only for
	these options.	the job saved as ICC	RIPped jobs
		files	
		Original source files	Files formatted in the original
			application, such as a Word doc
			or InDesign file.
			Any file format can be attached,
			and multiple files can be
			attached.

(Important

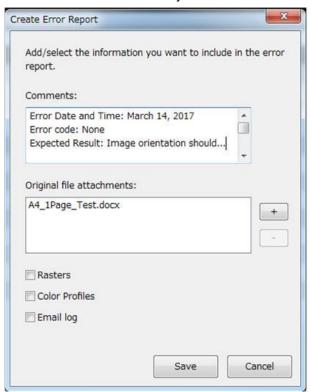
- The Engineering log entries are overwritten after a period of time. To ensure the Engineering logs contain the relevant information, create the Job Error Report as soon as possible after the error is observed. Create the Job Error Report before rebooting the E-25C and if possible, before any additional print jobs are processed or printed.
- The maximum size of the zip file is 2GB.

Procedure for Creating the Job Error Report

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

- 1. In Command WorkStation, select a job in the Printed or Held list.
 - Only one job error report can be created at a time. If multiple jobs are selected in Job Center, the Create Error Report button is not available.

- If a print job is affected, select the particular job from the Printed or Held list.
- If the affected print job cannot be found in the list (because an error occurred during
 processing, etc), select another job in the list. Creating the Job Error Report by selecting
 another job will also store the latest logs in the zip file, except for Fiery Archived Job (folder).
- **2.** If using a Windows computer, press Ctrl and right-click the job. If using a Mac computer, press Command and right-click the job.
- 3. In the shortcut menu, click Create Error Report.
- **4.** Enter information about the job error.



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a. Enter any comments and additional details in the "Comments" field.

If possible, write in English.

It is recommended to include the following information:

- Date and time error occurred
- Observed error codes, if any
- Description of expected result
- Description of incorrect result
- Steps for how error occurred
- Frequency of error (Such as single event, rarely, sometimes, frequently, always)
- Whether the error has occurred with more than one file
- Whether the file selected for the report is the same file that had the error.
- b. Optional: To include the raster data of the processed file in the report, select Rasters.
 - Normally when creating the Job Error Report without selecting the Raster option,
 regardless of whether the selected job on the Command WorkStation is RIPped data or

not, the data will be automatically archived without the Raster data.

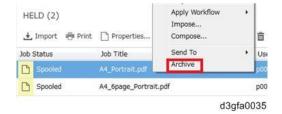
The raster data can be useful to include if the file is not processed correctly. However, it
may exceed the allowed size of the report. In this case, it may be useful to provide the
Raster file separately.

To provide the Raster data separately:

In Command WorkStation, look for the file that caused the problem.
 If it is already RIPped, it will be in the held job list and will have an icon with an arrow.

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

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



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

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

To provide the color profile(s) separately:

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

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



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

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

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

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

5. Attach any additional related files to the report.

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

- **<u>6.</u>** If the customer considers any print jobs to be confidential, remove the job files before sending the zip file to technical support.
 - If the customer does not wish to provide the original file, then the original file should not be selected or should be removed from the zip file.
 - If the customer does not wish to provide the print job, then the archived job (automatically saved when creating the JER) must be removed.
 - If the customer does not wish to provide the Job Log (which usually contains the Job title and the User name), it should be removed.
- 7. Save the Job Error Report.

Obtaining the System Logs (E-25C)

The E-25C provides the ability to download system logs that can be sent to technical support for diagnostic purposes.

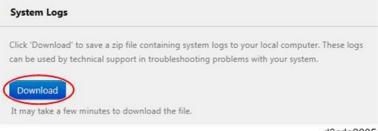
The logs are combined into a single encrypted zip file, which does not contain any original job files.

To download the system logs

1. Access Configure. [Link to Accessing Configure]

5. Troubleshooting

2. Select Fiery Server > System Logs > Download.



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

Obtaining the Device Logs (Copier)



- This section only covers the procedure of what to collect from the copier side, when a job error, system fault, or unexpected output while printing a job occurs with E-25C.
- For the overall explanation and procedure of collecting the device logs from the copier, please refer to the copier service manual.

Overview

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

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

For investigating the E-25C issues, please collect at least the following logs as a set with the Job Error Report.

Items that is recommended to collect from the copier HDD for E-25C issues

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

^{*1} The following setting is the factory default.

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

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

For details, refer to the copier service manual.



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



- The following logs are not saved:
- Logs related to the energy saver mode (Engine-off, suspend-mode, or other cases)

Network communication log

Logs related to NRS

Access log for unauthorized users (guests)

- HTTP session timeout log
- Auto log-out log

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

Preparation

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

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

2. Prepare an SD card and format it.

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

If the SD card is used for the first time for log retrieval, format it by using SD Formatter from

Panasonic: https://www.sdcard.org/downloads/formatter 3/ (free software)

Procedures for obtaining the logs

1. Turn OFF the main power of the copier.



- Make sure to turn OFF the copier before proceeding the following steps.
- Otherwise, the latest settings on the copier side may not be collected when the SMC is exported to the SD card.
- 2. Insert the SD card into the slot on the side of the operation panel or the service slot.
- **3.** Turn ON the main power.

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

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

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

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

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

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

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

SP	Collectable Information and/or Logs
SP5-858-	All of the device information and device logs that are collected by executing the SPs
111	from SP5-858-121 to SP5-858-145, and SMC.
SP5-858-	Configuration page *2
121	
SP5-858-	Font page *2
122	
SP5-858-	Print settings list *2
123	
SP5-858-	Error log *2
124	
SP5-858-	Fax information (whether the fax destinations are included or not depends on the
131	setting of SP5-858-103.)
SP5-858-	All of the following: Controller log, engine log, operation panel log, FCU log, and
141	SMC.
SP5-858-	Controller log
142	
SP5-858-	Engine log
143	
SP5-858-	Operation panel log
144	
SP5-858-	FCU log
145	

^{*2} Applicable for Ricoh printers only. These items cannot be obtained when the E-25C is connected to a copier.

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



d3bna0038

- [A]: File size
- [B]: Period to copy
- [C]: Estimated time to copy
- [D]: If "Fax Contact" is displayed, it means that the fax destinations will be included in the fax information
- [E]: Where the data will be copied



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

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

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

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

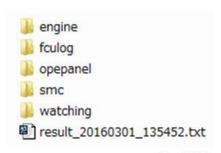


- The process of retrieving logs fails in the following cases:
- When the size of the logs to obtain exceeds the amount of space available on the SD

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card.

- When the SD card is removed while the logs are being copied to it.
- When the SD card is not formatted.
- If 'failed' appears on the touch panel display, turn the power OFF, and then recover from step 1 again.
- **12.** Confirm that the "LogTrace" folder is created in the SD card with sub folders with the following names.

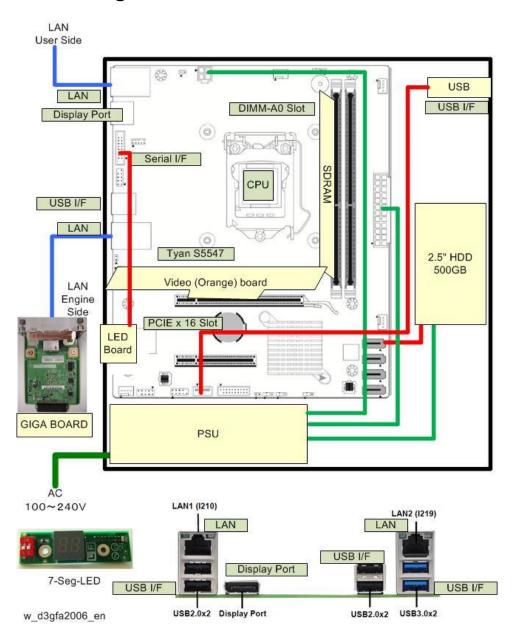


d3bna0037

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

6. Detailed Section Descriptions

Block Diagram and Functions



Components

Component	Туре	Configuration
Processor	Intel Pentium Processor G4400	3.3GHz
HDD	Serial ATA	500GB
SDRAM	DDR4	4 GB, 288 pin
BIOS ROM	Flash	16 MB
EEPROM	EEPROM	1Kbit

Networking

Ethernet connection requirements:

The Color Controller E-25C network port supports the standard Ethernet network speeds and cable categories listed in the following table.

Network speed	Cable category
10BaseT	Category 3 or later
100BaseTX	Category 5 or later (4-pair/8-wire, short-length)
1000BaseT	Category 5e or later (4-pair/8-wire, short-length)

The network port supports the following Ethernet cable specifications:

- Unshielded Twisted Pair (UTP) cable
- Straight-through cable (patch cable)

Specification	Network port (upper port)	Secondary Ethernet port (lower
		port)
Port function	Connect to LAN	Used to connect to the printerU
Shielding type	Unshielded Twisted Pair	Shielded Twisted Pair (UTP)
	(UTP)	
Straight-through or crossover	Straight-through (patch	Crossover
cable	cable)	

Video Board

The Video Board functions include:

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

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

- Hardware decompression
- Print quality enhancement technologies

HDD

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

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

Non-Volatile Memory

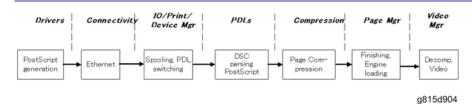
- The 16 MB Flash Memory contains the BIOS, etc.
- The 1Kbit EEPROM holds the MAC address data.

Volatile Memory

• SDRAM is one 4 GB, Double Data Rate 4 (DDR4), 288-pin.

Print Data Processing

Flow Chart



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

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

7. Specifications

General Specifications

Configuration:	External Type Printer Controller Unit	
Motherboard:	CPU: Intel® Pentium® Processor G4400 3.3 GHz	
	Network Interface:	
	RJ-45 Network port (1000-Base/100-Base/10-BaseT)	
Memory:	4 GB x 1 (DDR4)	
HDD:	Internal HDD: 2.5 inch 500 GB (SATA)	
Operating System:	Linux	
Network Protocols:	AppleTalk (for downloading fonts)	
	TCP/IP (IPv4/IPv6)	
	SMB	
Printer Description	Adobe PostScript3 (Standard),	
Languages:	PCL6 (Standard)	
Supported Driver	English, Simplified Chinese, Czech, Dutch, French, German, Italian, Polish,	
Language:	Brazilian Portuguese, Russian, Spanish, Turkish, Korean, Traditional	
	Chinese	
Print Resolution:	1200/600dpi (2bit), 600dpi (4bit)	
Gradation:	1 bit/pixel, 2 bits/pixel, 4 bits/pixel	
Scan Resolution:	Max. 600 dpi	
Scan Source:	Automatic Document Feeder / Exposure Glass	
Scan Sides:	Simplex / Duplex	
Scan Destination:	Hold Queue / MailBox / Email / FTP Server/ Windows SMB	
	Client PC Disk (E-25C Remote Scan only)	
Scan Format:	PDF/ TIFF/ JPEG	
Printing Speed:	IM C3000 + E-25C: 30 ppm	
	IM C3500 + E-25C: 35 ppm	
	IM C4500 + E-25C: 45 ppm	
	IM C5500 + E-25C: 55 ppm	
	IM C6000 + E-25C: 60 ppm	
Resident Fonts:	PostScript: 138 fonts	
	PCL: 80 AGFA fonts, 80 Bitstream Fonts	
Power Consumption:	Rated: 150 W	
Noise Emission:	Sound Power Level: Less than 45.5 db(A)	
(Sound Power Level)	Sound Pressure Level: Less than 33.3 db(A)	
Dimensions (W x D x	124.3mm x 362.5mm x 294.6mm,	

H):	4.9" x 14.3" x 11.6"
Weight:	5.5 kg (12.2 lb)