How to

CREATE A JOB ERROR REPORT

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INTRODUCTION

WHAT IS IT?

Job error reports are a feature in Fiery© Command WorkStation designed for aiding communication with technical support. The idea is that the customer can create an error report (zip file) with a few clicks. This zip file contains everything tech support needs to replicate, and troubleshoot the problem reported.

WHY SHOULD I USE IT?

- Creating a job error report can result in faster reporting and replicating of problems.

- You can gain faster turnaround times on technical support cases

- Job error reports relieves an analyst of having to go back to the customer to acquire additional info, like color profiles, configuration sheet, job log etc.

- Job error reports can be used for any problem (not just job based errors), as the logs collected can help EFI and partners find the source of the problem.

LET'S GET STARTED

- Open Fiery Command WorkStation 5.5 or later and connected to at least one Fiery server running Fiery System 10 (with limited report options), Fiery FS100, FS 150 or FS200.

- Drag a sample file in the Fiery server Held queue or use the Command WorkStation Import menu option.

- Ensure that the printer and Fiery server have been calibrated before printing any output.

STEP BY STEP

click to watch step video
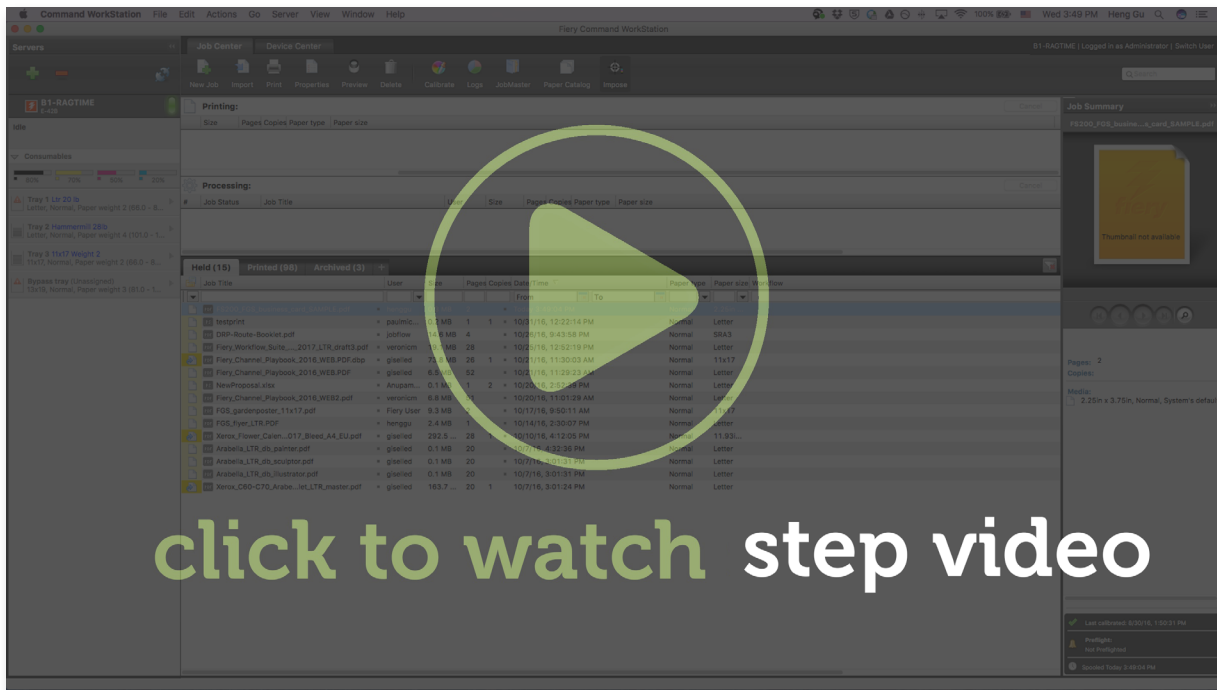
1. Select any job in the Command WorkStation Held or Printed queue.

2. From a Windows workstation, access create error report with **CTRL + Right Click**.

3. From a Macintosh workstation, access create error report with **Command + Right Click**.

4. In the Comments section you can add comments to clearly identify the issue and relate steps to reproduce for technical support.

5. In the Original file attachments section you can browse to and attach native job files as desired.

6. Select the Email log check box to include the job log, email log, and ftp log

7. When the job error report is saved, the following items are saved to a .zip file:

   a. Job and job ticket

   b. Configuration sheet

   c. Logs: job log, email log, and ftp log

   d. Engineering logs which are encrypted for EFI engineer use only

   e. Raster images and color profiles used in the job (optional)

   f. Native files (optional)

   g. Comments entered in the comments section

8. If you wish, you can right click on the saved .zip file to verify contents.

9. Your job error report is now ready to forward to technical support.

ADDITIONAL RESOURCES