

How to:

Create a Job Error Report



FS200 How to: Job Error Report

Feature overview

Job error reports are a feature in Command WorkStation designed for aiding communication with technical support.

The idea is that the customer can create an error report (zip file) with 2 or 3 clicks.

This zip file contains everything tech support needs to replicate, and troubleshoot the problem reported.

Objectives

Faster reporting and replicating of problems, resulting in:

- Faster turnaround on technical support cases
- Saves the analyst having to go back to the customer to grab 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.

Additional resources

For additional software downloads, training resources and more, go to [Fiery Online Resources](#).

Before you begin

- Open Fiery Command WorkStation 5.5 or later and connected to at least one Fiery server running 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.

Job Error Report

Accessed via CTRL + Right Click (Win), Command + Right Click (Mac)

Job Title	User	Size	Pages	Copies	Date/Time	Media
Calibration	Admin	0.2 MB	1	1	Yesterday 11:17:37 AM	Coa
CalibrationWarmup	Admin	0.1 MB	1	1	Yesterday 11:17:36 AM	Coa
CalibrationWarmup	Admin	0.1 MB	1	1	9/23/2016 4:57:14 PM	Coa
CalibrationWarmup	Admin	0.1 MB	1	1	9/23/2016 4:37:17 PM	Coa
FS200_3M_HTTGS.DPM	karenk	3.8 MB	22		9/21/2016 6:26:00 AM	Any
FS200_How-To_ Create Error Report	karenk	1.3 MB	8		9/21/2016 6:25:23 AM	Any
FS200_How-To_Auto Tabs.pdf	karenk	0.8 MB	5		9/21/2016 6:25:23 AM	Any
FS200_How-To_Complex_Jobs_JobMaster.pdf	karenk	1.7 MB	9		9/21/2016 6:25:22 AM	Any
Fiery_FS150_Pro_Product_Guide_COMPLETE	karenk	10.0 MB	156		9/21/2016 6:20:34 AM	Any
5.8 FS200 Spring Sh...COMPLETED WOBArCode	karenk	4.6 MB	200		9/21/2016 6:09:52 AM	Any

Add comments for technical support, browse to and add native files as desired, and select send log files for support and engineering.

Create Error Report

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

Comments:

Original file attachments:

Email log

Save Cancel

With two clicks, Job Error Report saves the following to a zip file:

- Job
- Job Ticket
- Configuration Sheet
- Logs – Job log, email log, ftp log
- Engineering logs – encrypted for our engineers only
- Raster images and color profiles used in that job (optional)
- Native files (optional)
- Customer comments on the problem (optional)



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