

How to:

Create a job error report



How-to: Create a job error report

Feature overview

Job error reports are a feature in Fiery® Command WorkStation® that are designed to aid communication with technical support. They facilitate the replication of technical problems and can be created in just a few clicks.

The resulting .zip file contains everything tech support needs to replicate and troubleshoot the problem reported.

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

Objectives

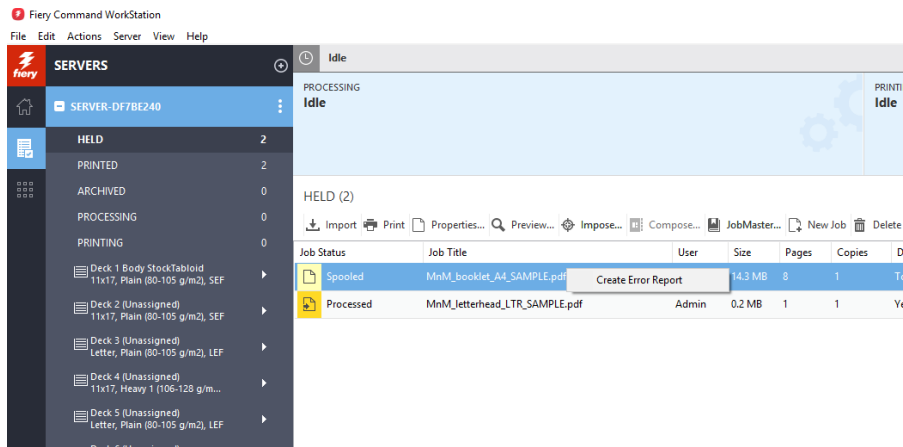
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Additional resources

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

Before you begin

- Open Fiery Command WorkStation 6 or later and connect to at least one Fiery server running Fiery FS350/FS350 Pro.
 - Place any sample file in the Fiery server HELD queue. Drag the file to the Command WorkStation HELD list, or use the Command WorkStation Import Job menu option.
- Make sure the printer and Fiery server have been calibrated before printing any output.




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Access the **Create Error Report** function by using CTRL + right click (Windows), or Command + right click (Mac).

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

Click on **Save** and select the location you want the report to be saved in. Job Error Report saves the following to a .zip file:

- Fiery archived job (folder)
- Configuration sheet (PDF)
- Logs – Job log and ftp log (CSV)
- Engineering logs – encrypted for our engineers only
- Steps.txt text file (with the information the user typed into the Comments box above)
- Raster images and color profiles used in that job (optional)
- Native files (optional)
- Email log (optional)

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Once the error report is ready, you can share it with your Fiery reseller's technical support. You can either share error reports by email or, for larger reports, you can store them on an FTP or cloud service and email the access link to your Fiery reseller's technical-support team.

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