



Fiery Clone Tool

User Guide



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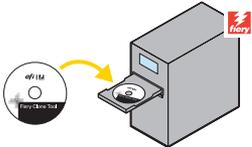
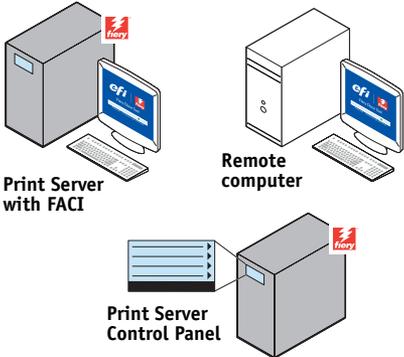
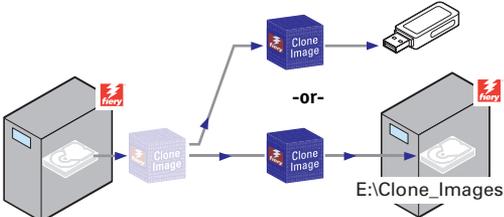
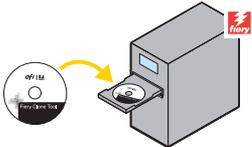
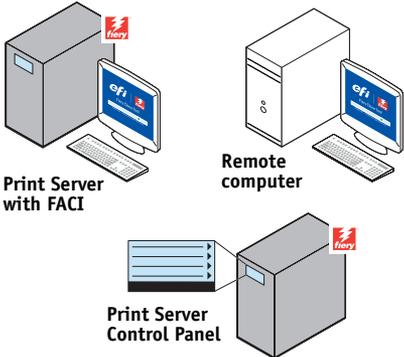
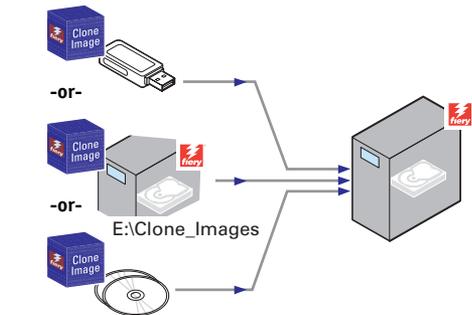
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Overview

This document describes how to use the Fiery Clone Tool DVD to clone (copy) the contents of the Print Server hard disk drive (HDD) to an image file. The resulting clone image file contains the entire contents of the Print Server HDD partitions, with the exception of earlier clone image files (if any) and any print jobs in the print queues.

The Fiery Clone Tool allows you to save a successfully cloned image file to a folder on the Print Server HDD or a USB storage device connected to the Print Server. The clone image can later be transferred to a DVD if you have a DVD burning (“write”) application (see [“Burning a clone image to DVDs”](#) on page 12) or a networked location for safe-keeping. Later, you can restore the clone image to the Print Server, in order to return the system to a previous configuration.

Creating a clone image		
<p>1 Insert the Fiery Clone Tool DVD.</p> 	<p>2 Select an interface.</p> 	<p>3 Create a clone image.</p>  <p>Select a destination for the clone image:</p> <ul style="list-style-type: none"> • USB drive • E:\Clone_Images <p>Later, you can transfer the clone image to a DVD (requires DVD burning application, not included) or a network.</p>
Restoring a clone image		
<p>1 Insert the Fiery Clone Tool DVD.</p> 	<p>2 Select an interface.</p> 	<p>3 Restore a clone image.</p> 

A clone image can only be restored to the Print Server from which it was copied; it cannot be transferred to another Print Server. If you are unable to restore a system using the clone image, reinstall the Print Server software from the System Software and User Software DVDs, as described in the Print Server *Installation and Service Guide*.

The Fiery Clone Tool DVD runs from the Print Server media drive. When Fiery Clone Tool completes startup, it prompts you to select one of the following interfaces to access the Fiery Clone Tool functions:

- The Fiery Advanced Controller Interface (FACI) (if present) connected to the Print Server (includes a monitor, keyboard, and mouse)
- The Print Server Control Panel (LCD)
- A remote computer with network access to the Print Server (for a DHCP-configured Print Server only; requires the Print Server IP address)

When you select an interface, the other interfaces are deactivated while the Fiery Clone Tool is in use.

When to use the Fiery Clone Tool

Use the Fiery Clone Tool **clone** function:

- Immediately after Print Server Setup
- After new patches and updates are installed
- Immediately after Print Server options (for example, the Graphic Arts Package) are installed or updated

Make sure to delete any earlier clone image files that predate the current option package of the upgraded Print Server.

Use the Fiery Clone Tool **restore** function to:

- Restore a Print Server with a specific Setup configuration (for example, after HDD replacement).
- Remedy a system failure (such as software corruption or HDD failure).

NOTE: If the Fiery Clone Tool DVD is installed in an unsupported system, an error message is displayed and the system shuts down. For a list of supported Print Servers, see “[Specifications](#)” on page 7.

Specifications

Requirements for	Specifications
Print Server	<ul style="list-style-type: none"> The following servers with System 9 or later: <ul style="list-style-type: none"> PRO 80 and PRO 90 QX100 SP30
USB drives (storage device destination on which to store the clone image)	<ul style="list-style-type: none"> Formatted; FAT32 or NTFS architecture <p>Use the Fiery Clone Tool to estimate the size of the backup files.</p>
<p>NOTE: The Fiery Clone Tool cannot recognize unformatted USB drives.</p>	
Remote computer Web browser	<ul style="list-style-type: none"> Windows: <ul style="list-style-type: none"> Internet Explorer 7 or later Firefox 2 or later Macintosh: <ul style="list-style-type: none"> Safari 2.x or later Firefox 2 or later
<p>NOTE: To access Fiery Clone Tool functions from a remote computer, the Print Server must have a valid IP address and be accessible on the network.</p>	
Replacement HDD(s)	<ul style="list-style-type: none"> Must have the same or larger capacity as the HDD it is replacing.
<p>NOTE: The Fiery Clone Tool cannot restore a clone image to a smaller capacity replacement HDD.</p> <p>If replacing a HDD(s) in a system with a RAID 0 disk array, install the System Software DVD prior to using the Fiery Clone Tool. The Fiery Clone Tool displays a warning message when this is required.</p>	
DVDs (for restoring)	<ul style="list-style-type: none"> DVD-R, DVD+R, DVD+RW DVD burning software is not included.
<p>NOTE: Do not install DVD burning software on the Print Server. The installation of unauthorized third-party software is not supported.</p>	
<p>NOTE: The Fiery Clone Tool does not support Windows folder encryption or compression. Both attributes are disabled by default on all shipping Print Servers. If these attributes are enabled on a Print Server, the Print Server is prevented from backing up encrypted or compressed folders.</p>	

Creating a clone image

This section describes how to use the Fiery Clone Tool to create a clone image.

The Create clone image function copies everything on the Print Server HDD except:

- The contents of the direct, print, and hold queues
- The Clone_Images folder and its contents (if present). This folder and its contents are excluded so as not to include earlier clone images.

The Fiery Clone Tool allows you to write the clone image to one of the following destinations:

- Clone_Images folder on the Print Server HDD
- A formatted USB drive connected to the Print Server

Later, you can transfer the clone image to a DVD (requires a DVD burning application, not included) or a network location.

NOTE: If you are replacing hardware components in the Print Server in addition to using the Fiery Clone Tool, it is best to complete service procedures before using the Fiery Clone Tool. Only an authorized service technician should replace Print Server hardware.

Naming and managing clone image files

When naming and managing clone image files, use the following guidelines.

- Use a descriptive and consistent approach when naming clone images.
- Never remove the *.fci file extension from a clone image file name. The Fiery Clone Tool restore function cannot locate a clone image file name that does not include the *.fci file extension.
- If the destination of the clone image is the Print Server HDD, the Fiery Clone Tool creates the following file structure:

```
E:\Clone_Images\[File name you created]_[date and time]
```

You can rename and move folders within the Clone_Images folder, but do not move folders out of Clone_Images if you intend to restore a clone image from an image that resides on the Print Server HDD. When the Print Server HDD is selected as the restoration source, the Fiery Clone Tool searches for clone images in Clone_Images only.

- If the destination of the clone image is a USB drive, the Fiery Clone Tool creates the following file structure:

```
\\...\[File name you created]_[date and time]
```

You can rename and move folders anywhere on the USB drive. To restore a clone image that resides on the USB drive, access the Fiery Clone Tool **Restore from image** function, select the USB drive, and then browse to the location on the USB drive.

- If you select the Print Server Control Panel (LCD) as your interface when creating a clone image, the Fiery Clone Tool automatically creates a file name.
- Make sure to delete earlier clone images.
- Do not “zip” files or folders within Clone_Images. The Fiery Clone Tool restore function cannot recognize clone images that have been zipped.

TO CREATE A CLONE IMAGE

1. **If the destination for the clone image is a USB drive, attach a formatted USB drive to an available USB port on the Print Server.**
2. **Make sure that the destination drive (HDD or USB) has enough available disk space to hold the clone image.**

If necessary, make space on the destination drive or obtain an external drive with enough available space.

3. **If you intend to use a remote computer to access the Clone image function, make sure that the Print Server that you are cloning is available on the network.**
4. **Verify that the Print Server is not receiving, processing, or printing any files.**

If necessary, wait for the Print Server to finish processing and printing jobs and reach Idle. For information about how to verify the Idle state, see the *Installation and Service Guide* that accompanies the Print Server, or contact your authorized service/support center.

5. **Insert the Fiery Clone Tool DVD into the Print Server media drive.**
6. **Reboot the Print Server through the Control Panel shutdown menu or the Start menu (if a monitor is present).**

IMPORTANT

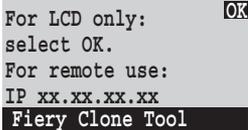
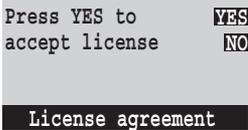
Do not use the Print Server power or reset buttons to reboot. Doing so generates an error message (see “[Troubleshooting](#)” on page 18). For information about how to shut down and reboot the system, see the *Installation and Service Guide* that accompanies the Print Server, or contact your authorized service/support center.

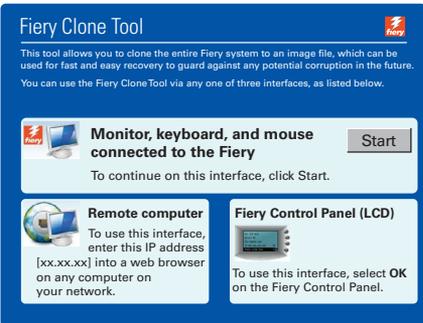
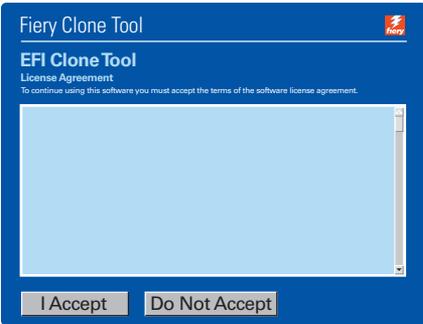
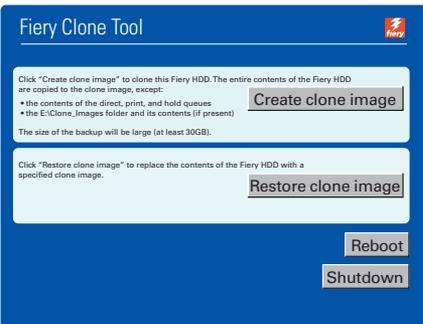
7. **Allow the Print Server to reboot from the DVD and start the Fiery Clone Tool.**

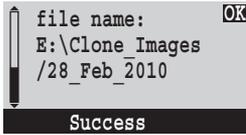
When the Print Server finishes rebooting from the Fiery Clone Tool DVD, choose one of the following interfaces to use during the clone process:

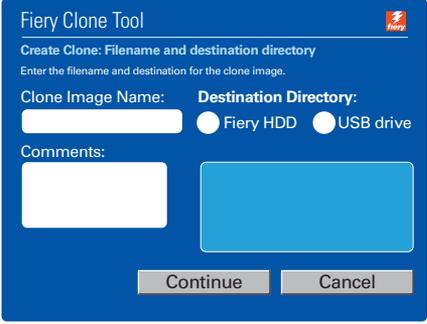
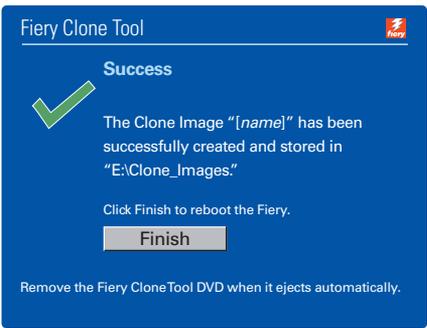
- Monitor, keyboard, and mouse (if present) connected to the Print Server
- Print Server Control Panel (LCD)
- Remote computer with network access to the Print Server (for a DHCP-configured Print Server only; requires the Print Server IP address)

(Continued on next page.)

Print Server Control Panel (LCD)	Action
 <p>For LCD only: OK select OK. For remote use: IP xx.xx.xx.xx Fiery Clone Tool</p>	<p>To select the Control Panel LCD as your interface, press OK <u>twice</u>.</p> <p>NOTE: Pressing OK on the Control Panel designates the Control Panel as the interface for this clone session. Other interfaces (remote or local monitors, keyboards, and mice) are deactivated.</p> <p>To use the Fiery Clone Tool from a remote computer instead of the Control Panel, note the IP address displayed on the Control Panel and enter it in the web browser of a remote computer.</p>
 <p>Press YES to accept license YES NO</p> <p>License agreement</p>	<p>Select Yes to accept the license agreement.</p>
 <p>Create image ▶ Restore from image ▶ Reboot ▶ Shutdown ▶ Main Menu</p>	<p>Select Create image to proceed.</p>

Monitor (Print Server or remote computer)	Action
 <p>Fiery Clone Tool</p> <p>This tool allows you to clone the entire Fiery system to an image file, which can be used for fast and easy recovery to guard against any potential corruption in the future. You can use the Fiery Clone Tool via any one of three interfaces, as listed below.</p> <p>Monitor, keyboard, and mouse connected to the Fiery Start To continue on this interface, click Start.</p> <p>Remote computer To use this interface, enter this IP address [xx.xx.xx] into a web browser on any computer on your network.</p> <p>Fiery Control Panel (LCD) To use this interface, select OK on the Fiery Control Panel.</p>	<p>To select the monitor as your interface, click Start.</p> <p>NOTE: Clicking Start on the monitor designates this monitor/ keyboard/mouse as the interface for this clone session. Other interfaces are deactivated.</p> <p>To use the Fiery Clone Tool from a remote computer instead of the local monitor/keyboard/mouse, note the IP address displayed on-screen and enter it in the web browser of a remote computer.</p>
 <p>Fiery Clone Tool</p> <p>EFI Clone Tool License Agreement To continue using this software you must accept the terms of the software license agreement.</p> <p>I Accept Do Not Accept</p>	<p>Click I Accept to accept the license agreement.</p>
 <p>Fiery Clone Tool</p> <p>Click "Create clone image" to clone this Fiery HDD. The entire contents of the Fiery HDD are copied to the clone image, except:</p> <ul style="list-style-type: none"> the contents of the direct, print, and hold queues the E:\Clone_Images folder and its contents (if present) <p>The size of the backup will be large (at least 30GB).</p> <p>Click "Restore clone image" to replace the contents of the Fiery HDD with a specified clone image.</p> <p>Create clone image</p> <p>Restore clone image</p> <p>Reboot Shutdown</p>	<p>Click Create clone image to proceed.</p>

Print Server Control Panel (LCD)	Action
	Select a destination for the clone image.
<p>NOTE: For guidelines on naming and managing clone image files, see page 8.</p> <p>NOTE: Make sure that the USB drive or HDD destination has enough available space to hold the clone image. If not enough space is available, make space on the drive or obtain a USB drive with enough available space.</p>	
 	Select OK to return to the Main Menu.
	Select Reboot or Shut Down . At the next screen, select OK to eject the Fiery Clone Tool and Shut Down or Reboot.

Monitor (Print Server or remote computer)	Action
	Enter a file name, select a destination for the clone image, and then click Continue . Click Cancel to return to the previous screen,
<p>NOTE: For guidelines on naming and managing clone image files, see page 8.</p> <p>NOTE: Make sure that the USB drive or HDD destination has enough available disk space to hold the clone image. If not enough space is available, make space on the drive or obtain a USB drive with enough available space.</p>	
	Click Finish . Remove the Fiery Clone Tool DVD when it is ejected.

8. Allow the Print Server to reboot automatically and reach Idle.

If the Print Server does not reach Idle, see “[Troubleshooting](#)” on page 18.

9. Reattach any dongles or USB devices that you removed earlier.

Burning a clone image to DVDs

You can burn (“write”) a clone image to DVDs that can be used later to restore the clone image to the Print Server HDD.

The Fiery Clone Tool does not provide a feature for burning clone images to DVDs. However, you can move or copy a clone image from the Print Server to a remote computer or network location and then use a DVD burning application to burn the clone image to DVDs.

Keep in mind the following when burning a clone image to DVDs:

- Do not install a DVD burning application on the Print Server. The Print Server does not support the installation of unauthorized third-party software.
- For help burning clone images to a DVD, see the instructions that accompany the DVD burning application.
- When burning a clone image to a DVD, make sure to write the image as a data file.
- Supported DVD media formats include DVD-R, DVD+R, and DVD+RW.
- If the clone image exceeds 30 GB, it is comprised of two separate *.fci files numbered:
 - [File name]_[date and time]_00.fci
 - [File name]_[date and time]_01.fci.

You will probably need to burn each file to a separate DVD. Make sure to carefully label each DVD and store the DVDs together. You cannot restore the clone image from DVDs if one of the DVDs is missing.

Restoring a clone image

You can use the **Restore from image** function to restore a clone image to the Print Server HDD. The restored clone image has the identical Setup configuration as the source HDD from which it was originally created.

NOTE: If you are replacing hardware components in the Print Server in addition to using the Fiery Clone Tool, it is best to complete service procedures before using the Fiery Clone Tool. Only an authorized service technician should replace Print Server hardware.

The **Restore from image** function allows you to restore the clone image from any one of the following sources:

- Print Server HDD (unless a replacement HDD has just been installed)
- A formatted USB drive attached to the Print Server
- DVD(s) in the Print Server media drive

The **Restore from image** function scans all available sources (Print Server HDD, USB drive, or DVD in the media drive) for clone images and displays them in a list on the Fiery Control Panel and monitor (if present).

NOTE: The list of clone images on the Fiery Control Panel includes only clone images that are valid for your particular Print Server. The list displayed on the monitor includes both valid and invalid clone images. An “X” indicates an invalid clone image.

Before restoring a clone image

Keep in mind the following before restoring a clone image:

- The clone image can only be restored to the Print Server from which it was copied; it cannot be transferred to another Print Server. If you are unable to restore a Print Server using the clone image, reinstall the Print Server software using the System Software and User Software DVDs.
- If you are restoring a clone image to a replacement HDD, the replacement HDD must have the same or larger capacity as the original HDD. The Fiery Clone Tool cannot restore an image to a smaller capacity replacement HDD.
- If you are restoring a clone image to a replacement HDD in a system configured with a RAID 0 array, see [“Restoring a clone image to a new HDD in a RAID system”](#) on page 17.

IMPORTANT

TO RESTORE A CLONE IMAGE

1. **If the clone image that you are restoring is on a USB drive, attach the USB drive to an available USB port on the Print Server.**
2. **Remove all other USB drives or external storage devices that may be connected to the Print Server.**

You may leave the copier/printer interface cable(s) attached to the Print Server.

3. **If you are using a remote computer to access the Fiery Clone Tool functions, make sure that the Print Server is available on the network.**
4. **If you intend to use a remote computer to access the Restore from image function, make sure that the Print Server you are restoring is available on the network.**
5. **Verify that the Print Server is not receiving, processing, or printing any files.**

If necessary, wait for the Print Server to finish processing and printing jobs and reach Idle. For information about how to verify the Idle state, see the *Installation and Service Guide* that accompanies the Print Server, or contact your authorized service/support center.

6. **Insert the Fiery Clone Tool DVD into the Print Server media drive.**
7. **Reboot the Print Server through the Control Panel shutdown menu or the Start menu (if a monitor is present).**

IMPORTANT

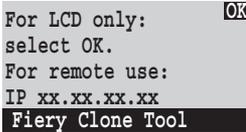
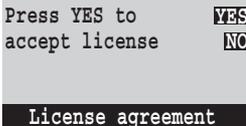
Do not use the Print Server power or reset buttons to reboot. Doing so generates an error message (see “[Troubleshooting](#)” on page 18). For information about how to shut down and reboot the system, see the *Installation and Service Guide* that accompanies the Print Server, or contact your authorized service/support center.

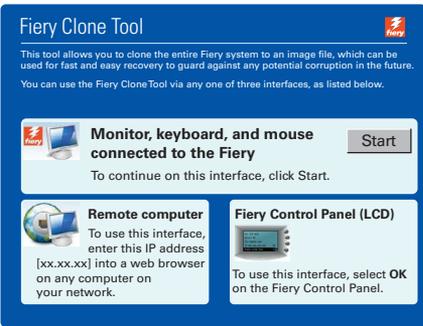
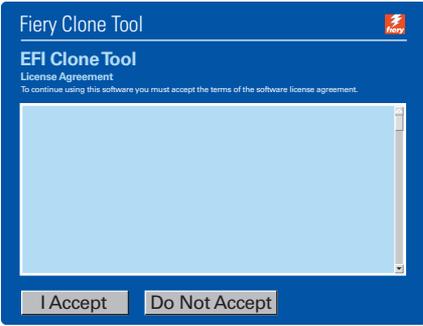
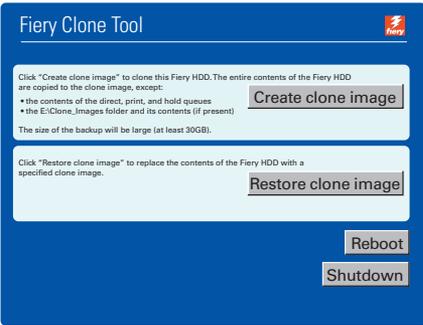
8. **Allow the Print Server to reboot from the DVD and start the Fiery Clone Tool.**

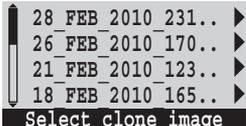
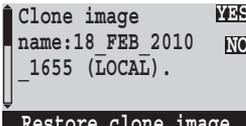
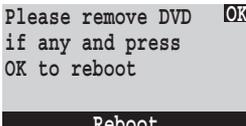
When the Print Server finishes rebooting from the Fiery Clone Tool DVD, you can choose one of the following interfaces to use during the restore process:

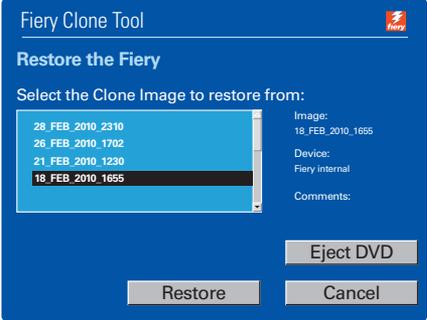
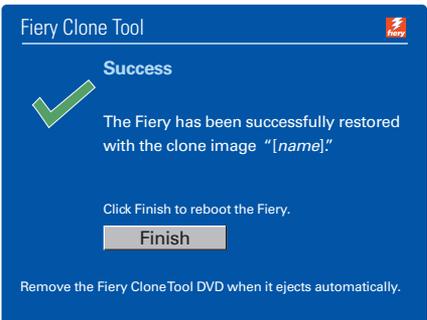
- Monitor, keyboard, and mouse connected to the Print Server (if present)
- Print Server Control Panel (LCD)
- Remote computer with network access to the Print Server (for a DHCP-configured Print Server only; requires the Print Server IP address)

(Continued on next page.)

Print Server Control Panel (LCD)	Action
 <p>For LCD only: OK select OK. For remote use: IP xx.xx.xx.xx Fiery Clone Tool</p>	<p>To select the Control Panel LCD as your interface, press OK <u>twice</u>.</p> <p>NOTE: Pressing OK on the Control Panel designates the Control Panel as the interface for this restoration session. Other interfaces (remote or local monitors, keyboards, mice) are deactivated.</p> <p>To use the Fiery Clone Tool from a remote computer instead of the Control Panel, note the IP address displayed on the Control Panel and enter it in the web browser of a remote computer.</p>
 <p>Press YES to accept license YES NO</p> <p>License agreement</p>	<p>Select Yes to accept the license agreement.</p>
 <p>Create image ▶ Restore from image ▶ Reboot ▶ Shutdown ▶ Main Menu</p>	<p>Select Restore from image to proceed.</p>

Monitor (Print Server or remote computer)	Action
 <p>Fiery Clone Tool</p> <p>This tool allows you to clone the entire Fiery system to an image file, which can be used for fast and easy recovery to guard against any potential corruption in the future. You can use the Fiery Clone Tool via any one of three interfaces, as listed below.</p> <p>Monitor, keyboard, and mouse connected to the Fiery Start To continue on this interface, click Start.</p> <p>Remote computer To use this interface, enter this IP address [xx.xx.xx] into a web browser on any computer on your network.</p> <p>Fiery Control Panel (LCD) To use this interface, select OK on the Fiery Control Panel.</p>	<p>To select the monitor as your interface, click Start.</p> <p>NOTE: Clicking Start on the monitor designates this monitor/ keyboard/mouse as the interface for this restoration session. Other interfaces are deactivated.</p> <p>To use the Fiery Clone Tool from a remote computer instead of the local monitor/keyboard/mouse, note the IP address displayed on screen and enter it in the web browser of a remote computer.</p>
 <p>Fiery Clone Tool</p> <p>EFI Clone Tool</p> <p>License Agreement</p> <p>To continue using this software you must accept the terms of the software license agreement.</p> <p>I Accept Do Not Accept</p>	<p>Click I Accept to accept the license agreement.</p>
 <p>Fiery Clone Tool</p> <p>Click "Create clone image" to clone this Fiery HDD. The entire contents of the Fiery HDD are copied to the clone image, except:</p> <ul style="list-style-type: none"> the contents of the direct, print, and hold queues the E:\Clone_Images folder and its contents (if present) <p>The size of the backup will be large (at least 30GB).</p> <p>Click "Restore clone image" to replace the contents of the Fiery HDD with a specified clone image.</p> <p>Create clone image</p> <p>Restore clone image</p> <p>Reboot</p> <p>Shutdown</p>	<p>Click Restore clone image to proceed.</p>

Print Server Control Panel (LCD)	Action
	Select the source media containing the clone image that you want to restore.
<p>NOTE: If you are restoring from DVDs, eject the Fiery Clone Tool DVD, insert the first DVD containing the clone image (first source DVD), and then select DVD on the Control Panel to continue.</p> <p>If you select DVD before removing the Fiery Clone Tool DVD and the message “CD/DVD media found. Do you want to eject the media?” displays, select Yes to eject the Fiery Clone Tool DVD, and then follow the on-screen prompts.</p>	
	At the Select clone image screen, select the clone image that you want to restore.
	At the Restore clone image screen, select YES to begin the restoration process.
<p>DVD source only: At the message “Please insert volume no. 2,” remove the first source DVD and insert the second source DVD to continue the restore process.</p>	
	Select OK to continue.
	Select Reboot or Shut Down .
	Remove the DVD and select OK .

Monitor (Print Server or remote computer)	Action
	Select the clone image that you want to restore. When you are sure of your selection, click Restore to begin.
<p>DVD source only: If you are restoring from DVDs and have not yet ejected the Fiery Clone Tool DVD and inserted the DVD containing the first part of the clone image (first source DVD), select Eject DVD, remove the Fiery Clone Tool DVD, and then insert the first source DVD. You may need to select Cancel to return to the previous screen, and then select Restore again in order for the Fiery Clone Tool to find the clone image on the source DVD.</p> <p>At the message “Please insert volume no. 2,” remove the first source DVD and insert the second source DVD to continue the restoration process.</p> <p>NOTE: For information about a clone image, select the image in the list. Information is displayed under Device on the monitor.</p> <p>Invalid images in the list (if any) are indicated by an “X.”</p>	
	Click Finish . Remove the Fiery Clone Tool DVD when it is ejected.

9. Allow the Print Server to reboot and reach Idle.

If the Print Server does not reach Idle, see “[Troubleshooting](#)” on page 18.

10. Reinstall any dongles or USB devices that you removed earlier.

Restoring a clone image to a new HDD in a RAID system

IMPORTANT

This section applies only if: 1) the Print Server is a RAID system; 2) a new HDD has just been installed; or 3) you are planning to restore a clone image to the Print Server. *The procedures in this section should be performed only by an authorized service technician.*

If you have just installed a new HDD in a Print Server configured with a RAID 0 array and you want to restore a saved clone image to the Print Server, you first must partition the new HDD. The partitioning procedure you perform for the RAID 0 array type is **hardware-based**.

To DETERMINE THE RAID 0 TYPE

1. Install the new HDD as described in the *Installation and Service Guide* (or contact your authorized service/support center).
2. Reassemble the Print Server and turn it on.
3. Watch the monitor closely for the message "Press CTRL-I to enter Configuration Utility."

If the message displays, the Print Server is configured with hardware-based RAID.

See the procedure, "[To restore a clone image in a system with hardware-based RAID 0](#)".

To RESTORE A CLONE IMAGE IN A SYSTEM WITH HARDWARE-BASED RAID 0

1. Determine the RAID 0 type as described in the procedure "[To determine the RAID 0 type](#)".
2. Install a new HDD as described in the *Installation and Service Guide* and reassemble the Print Server.
3. Turn on the Print Server and immediately insert the Fiery Clone Tool DVD.
4. Watch the messages on the monitor carefully and press Ctrl+I when prompted to enter the Configuration Utility.
5. Use the arrow key to select Delete RAID volume.
6. Press Delete on the keyboard, and then press Y to delete the volume.
7. Use the arrow key to select Create RAID volume, and then press Enter.
8. Press Enter again until SELECT DISKS displays.
9. Use the arrow key to highlight and the spacebar to select the two disks that are the same size (usually disc 1 and disc 2).
10. Press Enter to finalize the disc selection.
11. Keep pressing Enter to choose the default values.
12. Press Enter to select Create Volume.
13. At the warning message, press Y to continue.
14. Press Esc, and then press Y to exit.

The Print Server eventually detects the Fiery Clone Tool DVD.

15. Continue the restoration procedure from [step 8 on page 14](#).

Troubleshooting

One of the following error messages may display on the Control Panel or the monitor when using the Fiery Clone Tool. If an error condition cannot be corrected, try to restore the system using the appropriate Print Server System Software and User Software DVDs, or contact your authorized service/support center.

Error message on Control Panel	Error message on monitor (local or remote computer)	Cause and solution
Non Fiery hardware has been detected.	Fiery Clone Tool only supports Fiery hardware. Non Fiery hardware has been detected. Fiery Clone Tool will now close.	The Fiery Clone Tool DVD was installed in an unsupported system. Solution: <ul style="list-style-type: none">Remove the DVD and only use the Fiery Clone Tool in supported systems. For a list of supported systems, see “Specifications” on page 7.
Fiery Clone Tool detected unsupported hardware platform.	Fiery Clone Tool detected the following unsupported hardware platform: Please contact technical support for assistance.	
Unpartitioned disk in disk array. Load System DVD1 first.	Fiery Clone Tool has detected a new hard disk or unpartitioned disk used in a disk array. Fiery Clone Tool can only restore to drive arrays that are already partitioned. Please load system software DVD1, and once that has completed use the Clone Tool to restore the Fiery.	The replacement HDD has not yet been partitioned. Solution: <ul style="list-style-type: none">Follow the instructions in the <i>Installation and Service Guide</i> to replace the HDD, or contact your authorized service/support center.When the replacement HDD(s) is installed, partition the new HDD by installing the System Software DVD. When prompted to insert the User Software DVD, instead insert the Fiery Clone Tool DVD, reboot the system, and use the Fiery Clone Tool to restore the Print Server from a saved clone image.
Not enough space on target hard disk. Select new destination.	Fiery Clone Tool has detected that the target hard disk does not have enough free space to save the clone image. Click Go Back to select a new destination, or Start Over to cancel clone.	The USB drive or Print Server HDD does not have enough available space to hold the clone image. Solution: <ul style="list-style-type: none">Make sure that the USB drive or HDD has enough available space to hold the clone image.If the USB drive or HDD does not have enough available space to hold the clone image, you must make space on the drive or obtain a drive with enough space.

Error message on Control Panel	Error message on monitor (local or remote computer)	Cause and solution
Source HD corrupted. Please reboot Fiery, to allow Windows to shutdown fully.	<p>Fiery Clone Tool has detected that the source hard disk may be corrupted.</p> <p>This could be due to Windows not shutting down properly.</p> <p>Please boot the Fiery and allow Windows to shutdown completely.</p>	<p>The Print Server was not shut down properly.</p> <p>Solution:</p> <ul style="list-style-type: none"> • Select Shut Down from the Fiery Clone Tool interface. • Remove the Fiery Clone Tool DVD from the media drive. • Power on the Print Server and let it finish booting and reach an Idle state. • Select Shut Down from the Control Panel or the Windows Start menu. <p>NOTE: Do not use the power button or the reset button on the Print Server to shut down the Print Server.</p> <ul style="list-style-type: none"> • Power on the Print Server and immediately insert the Fiery Clone Tool DVD in the media drive. Allow the Fiery Clone Tool to start.
USB media disconnected. Select new destination.	The USB media has been disconnected, or cannot be accessed at this time.	<p>The USB drive is missing, not properly connected to the Print Server, or defective.</p> <p>Solution:</p> <ul style="list-style-type: none"> • Power off the Print Server, reconnect the USB drive, power on, and then try the clone/restore procedure again. • If the problem persists, connect the USB drive to another USB port on the Print Server. • If the problem persists, try using a different USB drive to save the clone image.
Multiple USB drives detected. Connect one USB drive at a time.	<p>Fiery Clone Tool has detected multiple USB drives are connected.</p> <p>Please connect only one USB drive at a time.</p>	<p>Only one USB drive should be connected to the Print Server when creating or restoring a clone image.</p> <p>Solution:</p> <ul style="list-style-type: none"> • Remove all but the designated USB drive from the Print Server before creating or restoring a clone image.

Error message on Control Panel	Error message on monitor (local or remote computer)	Cause and solution
Source [<i>name of HDD</i>] drive corrupt. Reload System Software.	Fiery Clone Tool cannot detect a valid Fiery system on [<i>name of HDD</i>] drive. The Fiery System may be corrupt, requiring System Software to be reloaded.	The Fiery Clone Tool cannot copy the HDD contents to the destination drive because the HDD contents are corrupted. Solution: <ul style="list-style-type: none"> • Install the software from the System Software and User Software DVDs. See the <i>Installation and Service Guide</i> or contact your authorized service/support center. • Then, try to clone the HDD again.
Destination Fiery hard disk too small for Clone Image.	The destination Fiery hard disk is too small to accommodate the Clone Image selected.	Not enough disk space is available on the Print Server HDD to hold the clone image. Solution: <ul style="list-style-type: none"> • Make sure that the Print Server HDD has enough available space to hold the clone image. • If the Print Server HDD does not have enough available space, you must make space on the drive or obtain an external drive with enough space.
Source Image selected appears to be corrupted.	The Clone Image selected appears to be corrupted.	Solution: <ul style="list-style-type: none"> • If available, use a different clone image. • If another clone image is not available, reinstall the System Software and User Software from the DVDs. (You will need to reconfigure Setup.)
Cannot read USB Drive.	The USB media has been disconnected, or cannot be accessed at this time. Please reconnect the drive, or choose another location for the source Image.	The USB drive is missing, not properly connected to the Print Server, or defective. Solution: <ul style="list-style-type: none"> • Power off the Print Server, reconnect the USB drive, power on, and then try the clone/restore procedure again. • If the problem persists, attach the USB drive to another USB port on the Print Server. • If the problem persists, try using a different USB drive to save the clone image.

Error message on Control Panel	Error message on monitor (local or remote computer)	Cause and solution
A serious unrecoverable error has occurred and interrupted the backup/restore process.	A serious unrecoverable error has occurred and interrupted the backup/restore process.	<p>If restoring from a USB drive, the drive may have been removed while in use or is defective.</p> <p>Solution:</p> <ul style="list-style-type: none"> • Select Shut Down from the Fiery Clone Tool interface. • When the Fiery Clone Tool DVD is ejected, reinsert it into the media drive. • Remove the USB drive from the Print Server. • Power on the Print Server and let the Fiery Clone Tool finish starting. • Attach the USB drive to the Print Server and try the restore procedure again. • If the problem persists, use a different USB drive. • If the problem persists, restore from a different source. • If restoring from a source DVD, the DVD or the clone image on the DVD may be defective.
Error! Please unplug the USB device and boot from the clone tool.	Error! Please unplug the USB device and boot from the clone tool.	<p>The Fiery Clone Tool has encountered an error when trying to connect to the attached USB drive.</p> <p>Solution:</p> <ul style="list-style-type: none"> • Select Shut Down from the Fiery Clone Tool interface. • When the Fiery Clone Tool DVD is ejected, reinsert it into the media drive. • Remove the USB drive from the Print Server. • Power on the Print Server and let the Fiery Clone Tool finish starting. • Attach the USB drive to the Print Server and try the restore procedure again. • If the problem persists, use a different USB drive. • If the problem persists, clone or restore to a different media.

Error message on Control Panel	Error message on monitor (local or remote computer)	Cause and solution
USB disk may be corrupted.	USB disk may be corrupted.	<p>The USB drive used to store the clone image may be defective.</p> <p>Solution:</p> <ul style="list-style-type: none"> • Select Shut Down from the Fiery Clone Tool interface. • When the Fiery Clone Tool DVD is ejected, reinsert it into the media drive. • Remove the USB drive from the Print Server. • Power on the Print Server and let the Fiery Clone Tool finish starting. • Attach the USB drive to the Print Server and try the clone procedure again. • If the problem persists, use a different USB drive.
Incorrect number of disks detected.	<p>Your Fiery has a different hard disk configuration than the Fiery used to create the clone image.</p> <p>This image cannot be restored to this Fiery.</p>	<p>The selected clone image is incompatible with the Print Server HDD configuration.</p> <p>Solution:</p> <ul style="list-style-type: none"> • Restart the restore process and select the appropriate clone image for the Print Server. • If a clone image is not available for the Print Server, install software using the System Software and User Software DVDs. If you do not have the software DVDs, contact your service/support center. (You will need to reconfigure Setup.)

Error message on Control Panel	Error message on monitor (local or remote computer)	Cause and solution
Invalid partition size has been detected.	<p>Your Fiery has a different partition size (or an invalid partition) in comparison to the source image.</p> <p>Please load System Software DVD1, and then retry the restore operation with Fiery Clone Tool.</p>	<p>The selected clone image is incompatible with the Print Server HDD configuration or the HDD has not yet been partitioned.</p> <p>Solution:</p> <ul style="list-style-type: none"> • Restart the restore process and select the appropriate clone image for the Print Server. • If the problem persists, do the following: <ul style="list-style-type: none"> – Remove the Fiery Clone Tool, insert the System Software DVD, and then reboot the Print Server. Allow the System Software DVD to partition the new HDD. – When prompted to insert the User Software DVD, instead insert the Fiery Clone Tool DVD, reboot the system, and use the Fiery Clone Tool to restore the Print Server from a saved clone image.
Invalid disk size has been detected.	<p>Your Fiery has a smaller hard disk than the Fiery used to create the source image.</p> <p>This image cannot be restored to this Fiery.</p>	<p>The selected clone image is incompatible with the Print Server HDD configuration.</p> <p>Solution:</p>
Mismatch in product code.	<p>This source image was created from a different Fiery system than the destination Fiery.</p> <p>This image cannot be restored to this Fiery.</p>	<ul style="list-style-type: none"> • Restart the restore process and select the appropriate clone image for the Print Server. • If a clone image is not available for the Print Server, install the software using the System Software and User Software DVDs. If you do not have the software DVDs, contact your service/support center. (You will need to reconfigure Setup.)
Mismatch in product name.	<p>This source image was created from a different Fiery system than the destination Fiery.</p> <p>This image cannot be restored to this Fiery.</p>	

Error message on Control Panel	Error message on monitor (local or remote computer)	Cause and solution
Wrong feature set.	The installed features (such as Graphic Arts, or Production Printing Packages) differ between the source image, and the destination Fiery. This image cannot be restored to this Fiery.	<p>The feature set installed on the Print Server and the feature set in the clone image do not match. Only clone images matching the feature set on the target Print Server may be restored to the Print Server.</p> <p>Solution:</p> <ul style="list-style-type: none"> • Restart the restore process and select the appropriate clone image for the Print Server. • If a clone image is not available for the Print Server, install the software using the System Software and User Software DVDs. If you do not have the software DVDs, contact your service/support center. (You will need to reconfigure Setup.)
Wrong Image Size (corrupted or truncated image set).	The source image file selected appears to be corrupted. This image cannot be restored.	<p>Solution:</p> <ul style="list-style-type: none"> • If available, use a different clone image.
Incomplete image set (missing volumes).	<p>The source image appears to be missing some files.</p> <p>Please verify the source directory selected includes all applicable files for the image, or choose another image to restore from.</p>	<ul style="list-style-type: none"> • If a clone image is not available for the Print Server, install the software using the System Software and User Software DVDs. If you do not have the software DVDs, contact your service/support center. (You will need to reconfigure Setup.)

Error message on Control Panel	Error message on monitor (local or remote computer)	Cause and solution
<p>Print Server HDD drive problem. Please reboot Fiery, allow Windows to shutdown fully.</p>	<p>Fiery Clone Tool has detected that the source hard disk may be corrupted.</p> <p>The HDD cannot be scanned to find the clone images. This could be due to Windows not shutting down properly.</p>	<p>The HDD is corrupted or the Print Server was not shut down properly.</p> <p>Solution:</p> <ul style="list-style-type: none"> • Select Shut Down from the Fiery Clone Tool interface. • Remove the Fiery Clone Tool DVD from the media drive. • Power on the Print Server and allow it finish booting and reach an Idle state. • Select Shut Down from the Control Panel or the Windows Start menu. <p>NOTE: Do not use the power button or the reset button on the Print Server to shut down the Print Server.</p> <ul style="list-style-type: none"> • Power on the Print Server and immediately insert the Fiery Clone Tool DVD in the media drive. Allow the Fiery Clone Tool to start. • If this does not correct the problem, you made need to reinstall the software using the System Software and User Software DVDs.
<p>USB disk may be corrupted.</p> <p>Please verify its contents in Windows and safely remove hardware from system tray before it is unplugged.</p>	<p>Fiery Clone Tool has detected that the USB disk may be corrupted.</p> <p>It may have been unplugged prematurely in windows.</p> <p>Please verify its contents in Windows and, choose Safely remove hardware from system tray before it is unplugged.</p>	<p>The USB drive used to store the clone image may be defective.</p> <p>Solution:</p> <ul style="list-style-type: none"> • Select Shut Down from the Fiery Clone Tool interface. • When the Fiery Clone Tool DVD is ejected, reinsert it into the media drive. • Remove the USB drive from the Print Server. • Power on the Print Server and let the Fiery Clone Tool finish starting. • Attach the USB drive to the Print Server and try the clone procedure again. • If the problem persists, use a different USB drive.