



Fiery® C9 Server

# Installation and Service Guide

A guide for service technicians

Replacement parts and specifications are subject to change.  
For a current parts list, contact your authorized service/support center.

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# Introduction

This document includes information about servicing the Fiery C9 Server, which is referred to in this document as the “C9 Server.”

## Document conventions

**Note:** The NOTE format highlights important messages and additional information.



**Warning:** The WARNING icon indicates a warning concerning operations which, if not performed correctly, may lead to death or injury. To use the C9 Server safely, always pay attention to WARNING icons and messages.



**Caution:** The CAUTION icon indicates a caution concerning operations which, if not performed correctly, may lead to injury. To use the C9 Server safely, always pay attention to CAUTION icons and messages.



**Important:** The IMPORTANT icon indicates operational requirements and restrictions. To operate the C9 Server correctly and avoid damage to the C9 Server or other property, always pay attention to IMPORTANT icons and messages.

## About the C9 Server

The C9 Server adds computer connectivity and highly efficient PostScript and PCL printing ability to the C931/C941/C942/Pro9431/Pro9541/Pro9542/ES9431/ES9541/ES9542.

With the C9 Server, customers can use the printer as a network PostScript printer. Once it is connected to the printer through the network, customers can print to the C9 Server from supported client computers on the network.

The C9 Server ships with software preinstalled so that customers can use it immediately. However, as part of servicing the C9 Server, you may need to reinstall software.

## How the C9 Server operates

When a customer prints, the motherboard processes image data. The CPU controls the transfer of image data to and from the motherboard and runs the PostScript interpreter. DIMMs hold image data during printing.

The interpreter rasterizes the page description file and compresses the image pattern into memory using compression technology. The interpreter outputs the compressed raster data through the image frame buffer memory. The raster data is sent to the printer, which then renders the image on paper at maximum speed.

## Before you service the C9 Server


Before you service the C9 Server, it is strongly recommended that you make sure that you have the required tools ([page 10](#)) and carefully review all precautions.

Also, keep in mind that the most common cause of a hardware problem is a faulty or loose connection. Before you replace an expensive component, check internal and external connections.

## Tools you will need


To install or service the C9 Server, 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
- C9 Server documentation, including the customer media pack and any related service bulletins


 **Important:** Avoid touching magnetic tools to storage media such as hard disk drives. Contact between magnetic tools and magnetic storage media may result in data corruption.

## Precautions

Always observe the following general precautions when installing or servicing the C9 Server:


 **Warning:** The C9 Server contains hazardous moving parts. When servicing the C9 Server, keep away from moving fan.



 **Caution:** Avoid pressing the surface of the LCD.

Applying excessive pressure to the LCD window causes it to change color.

- Use a soft cloth moistened with Lens and Mirror Cleaner to clean the surface of the C9 Server display window. Other solvents, such as water, may damage the polarizer on the display window.

 **Important:** When connecting or disconnecting the power cable:

- Only use the power cable that shipped with the C9 Server or an appropriate replacement power cable available from an authorized provider.
- Always disconnect the power cable from the C9 Server connector panel before opening the unit and servicing internal components.
- Do not pull on the power cable when unplugging the C9 Server. Instead, pull the plug.

- Do not place objects on the power cable. Place the power cable away from foot traffic.
- Do not tamper with or disable the power cable grounding plug.
- Do not use a 3-prong adapter in a 2-hole, ungrounded outlet.
- Do not use an extension cord.
- Do not plug the C9 Server into a circuit with heating or refrigeration equipment (including water dispensers).
- Do not plug the C9 Server into a switchable power outlet. This can result in the C9 Server being turned off accidentally.
- Never set any liquid on or near the C9 Server or the printer. If liquid is spilled into the C9 Server or the printer, disconnect the power cable immediately.
- Do not attempt to open the power supply, DVD drive, or hard disk drive.
- Handle the C9 Server LCD window with care.

If the C9 Server LCD window breaks and the liquid crystal inside leaks out, avoid contact. If you come in contact with the liquid crystal, immediately wash it off your skin with soap and water.

- Use care when handling parts of the C9 Server, as some edges on the unit may be sharp.
- Do not install third-party applications onto the C9 Server. Third-party applications are not supported and can cause system problems. Although virus scans are permitted on the C9 Server, antivirus software should not be loaded in memory-resident mode.
- Do not change the Windows operating system software preference settings.

Depending on the changes made, the C9 Server may become unstable or even unusable. If this occurs, we recommend that you reinstall the C9 Server System Software, which reliably restores the Windows operating system software to its factory defaults.

- Never alter an existing network without permission.

The C9 Server will probably be connected to an existing Local Area Network (LAN) based on Ethernet hardware. The network is the link between the customer's computer, existing laser printers, and other prepress equipment. Never disturb the LAN by breaking or making a network connection, altering termination, installing or removing networking hardware or software, or shutting down networked devices without the knowledge and explicit permission of the system or network administrator or shop supervisor.

- Unless you are the network administrator, never assign an IP address in C9 Server Network Setup.

In a DHCP environment, the system assigns the IP address automatically. In a non-DHCP environment, enter only the IP address that has been assigned by the network administrator. Only the network administrator should assign an IP address to a network device. Assigning the C9 Server an incorrect IP address may cause unpredictable errors on any or all devices connected to the network.

- When recycling or disposing of any product or packaging, please comply with local guidelines or regulations.

- Do not use flammable sprays or solvents in the vicinity of this machine. Also, avoid placing these items in the vicinity of this machine. Doing so could result in fire or electric shock.

## Creating an electrostatic discharge (ESD) safe environment



**Important:** Follow standard ESD precautions while working on the internal components of the C9 Server.

Static is always a concern when servicing electronic devices. It is highly unlikely that the area around the printer and the C9 Server is static-free. Carpeting, leather-soled shoes, synthetic clothing fibers, silks, and plastics may generate a static charge of more than 10,000 volts. Static discharge is capable of destroying the circuits etched in silicon microchips, or dramatically shortening their life span. By observing standard precautions, you may avoid extra service calls and save the cost of a new board.

When possible, work on a ground-connected antistatic mat. Wear an antistatic grounding strap, grounded at the same place as the antistatic mat. If that is not possible, do the following:

- Attach a grounding strap to your wrist. Attach the other end to a good ground.
- When you unpack the C9 Server from the carton for the first time, touch a metal area of the printer to discharge the static on your body.
- Before you remove any of the C9 Server panels and handle internal components, touch a metal part of the C9 Server.
- Leave new electronic components inside their antistatic bags until you are ready to install them. When you remove components from an antistatic bag, place them on a grounded antistatic surface, component-side up.
- When you remove an electronic component, place it in an antistatic bag immediately. Do not walk across a carpet or vinyl floor while carrying an unprotected board.
- During service to the motherboard, avoid using excessive force and always place the motherboard on a grounded, non-metallic, antistatic surface. Never allow any metal to touch the solder contacts on the underside of the motherboard, especially beneath the battery socket. Improper handling can short circuit and permanently damage the motherboard.
- Handle printed circuit boards by their opposing edges only and avoid touching the contacts on the edge of the board.

# Installing Hardware

This chapter includes the following topics:

- “About the installation process”
- “Checking the customer site”
- “Setting customer expectations”
- “Unpacking the C9 Server”
- “Connecting the C9 Server”
- “Configuring a static IP address for the C9 Server”
- “Establishing the connection to the printer”
- “Completing installation and starting up”

## About the installation process

It is strongly recommended that you review this chapter before you install the C9 Server. Also keep in mind that installation problems are easier to avoid and diagnose if you proceed from the component level to the system level, verifying functionality at each step.

Since the C9 Server is connected to the customer’s network, be sure to coordinate your installation schedule with the network administrator at the customer site. For information about network setup, refer the network administrator to *Configuration and Setup*, which is part of the user documentation set.

**Note:** You can change the default language that is preinstalled at the factory, if needed (see “[Changing the factory default language](#)” on page 68).

### To install the C9 Server

**1** Check installation requirements and verify site conditions.

If possible, obtain verification that the network is operational (see [page 14](#)).

**2** Unpack the C9 Server (see [page 15](#)).

**3** If applicable, connect the monitor, keyboard, mouse, and furniture to the C9 Server.

For more information on setting up the furniture, see the documentation that comes with the furniture kit.

**4** Connect the following cables:

- Power cable (see [page 16](#))
- Network cable (*straight-through* Ethernet cable) from the *upper* Ethernet port (see [page 16](#))

**5** Complete the installation (see [page 18](#)).

Remind site administrator to install current user software on client computers that print to the C9 Server (see *Printing* and *Utilities*, which are part of the user documentation set).

## Checking the customer site

Before you install the C9 Server, check site conditions and inform the customer of any installation requirements.

### To check the customer site

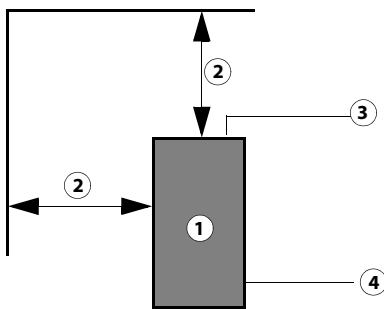
- Is the printer configured for use with the C9 Server?

For correct settings, see the documentation that accompanies the printer.

- Is there adequate space for the C9 Server near the printer?

Make sure there is enough space at the back and on both sides so that cables do not interfere with use or service of the printer (for example, clearing a paper jam).

**Figure 1:** Space requirements



- 1 C9 Server
- 2 20cm+ (8 in.) from other objects
- 3 Connector panel
- 4 Side panel

- Is a dedicated, grounded electrical outlet for the C9 Server available near the printer?

Do not run the C9 Server and the printer on the same circuit. If the customer has provided one, use a surge suppressor for the C9 Server.

- Will the network be available at the time of installation? (See the network administrator.)

## Setting customer expectations

When the site is ready, installation of the C9 Server takes about 1 hour. Inform the customer of the following:

- Some nodes on the network may be unavailable during service.

- The site administrator must be available during the installation for network connectivity.  
Equipment downtime and impact on the network can be minimized if the network administrator installs a network connector for the C9 Server and confirms network functionality with the connector in place before the date scheduled for the C9 Server installation.
- The site administrator must have a networked computer available during the installation. The appropriate software must be installed in advance. Documentation for the networked computer and the network operating software should be available.
- The site administrator must install the user software shipped with the C9 Server onto networked Windows and Mac OS computers that will print to the C9 Server (user documentation is also included).

## Unpacking the C9 Server



**Warning:** Before you unpack the C9 Server, it is strongly recommended that you review all “[Precautions](#)” on page 10 to avoid injury or damage to the C9 Server.

The C9 Server is assembled and shipped from the factory with all necessary cables (except for the network cable) and documentation. For shipping contents, see the *Packing List*.

### To unpack the C9 Server

It is strongly recommended that you save all packing materials in case you need them later (for example, if you discover something is damaged and need to return it). Do not immediately discard packing materials.

- 1 Open the box and remove the packing material.

Save the original boxes and packing material in case you need to transport the C9 Server at a later date.

- 2 Remove the contents from the top accessory tray. Inspect the contents for visible damage.
- 3 Give the media pack to the customer or site administrator.

Let the customer or network administrator know that in order to take full advantage of the C9 Server, the user software must be installed on computers that will print to the C9 Server.

- 4 Remove the top accessory tray and any packing material.

Set aside the packing material and note the orientation of the C9 Server inside the shipping container, in case you need to repack it later.

- 5 Carefully lift the C9 Server out of the box.

If you notice shipping damage to any component, save the shipping container in case the carrier needs to see it. Call the carrier immediately to report the damage and file a claim.

## Connecting the C9 Server

After you unpack the C9 Server, do the following:

- Connect to power
- Connect to the network

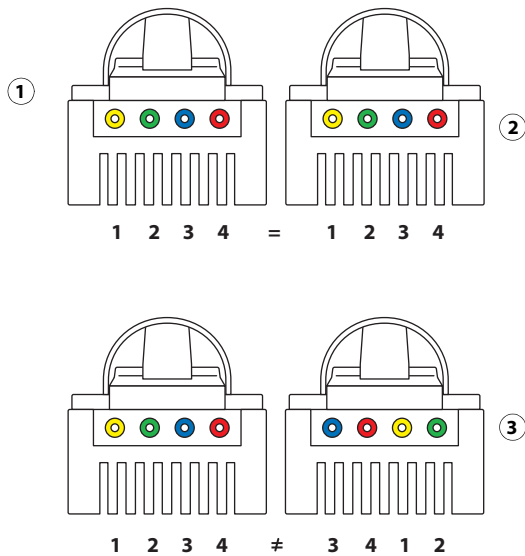
### To connect to power

- 1 Connect one end of the C9 Server power cable to the power connector on the back of the C9 Server (see [Figure 5 on page 28](#)).
- 2 Connect the other end of the C9 Server power cable to a power outlet.

### To connect to the network

To verify the cable type, align the connectors on each end of the cable as shown in [Figure 2](#). On a straight-through cable, the wire arrangements are identical on both ends; on a crossover cable, the wire arrangements are different.

**Figure 2:** Straight-through and crossover Ethernet cables



- 1 Align cable connectors side by side and examine wires:
  - 2 *Straight-through cable* wire arrangements are identical on both connectors
  - 3 *Crossover cable* wire arrangements are different (The wire arrangement shown here is an example; actual arrangements may vary.)
- 1 Make sure that the C9 Server is powered off.
  - 2 Make sure that the network cable is connected to the customer site network.



- 3 Connect the network cable (*straight-through* Ethernet cable) to the *upper* Ethernet port on the back of the C9 Server (see [Figure 5 on page 28](#)).

The C9 Server provides twisted pair connectivity to an Ethernet network. When the network cable is connected, the Ethernet interface automatically detects the speed of the network environment. Depending on your network speed, the following unshielded twisted pair (UTP) network cables are supported:

- 10BaseT: Category 3 or higher
- 100BaseTX: Category 5 or higher (4-pair/8-wire, short-length)
- 1000BaseT: Category 5e or higher (4-pair/8-wire, short-length)

**Note:** Make sure that the network cable is a straight-through Ethernet cable. For more information, see [Figure 5 on page 28](#).

After power on, the site administrator should perform network setup, verify the network connection, verify that the C9 Server appears in the list of printers, and then print a few test documents from a networked computer that will use the C9 Server. For more information, see *Configuration and Setup*.

## Configuring a static IP address for the C9 Server

If the customer requires the C9 Server to be configured with a static IP address (for example, in a non-DHCP network environment), obtain a valid static IP address from the network administrator and configure the C9 Server as described in the following procedure.

### To configure a static IP address for the C9 Server

- 1 Start Configure WebTool.  
See [“About Configure”](#) on page 23 for details.
- 2 Select Fiery Server (or Network) from the left pane and select IPv4 Address.
- 3 Select Manual for Configure IP Address and enter the IP Address (and Subnet Mask, Default Gateway, as needed) for the C9 Server.
- 4 Click Save.
- 5 Select Restart for the change to take effect.

## Establishing the connection to the printer

For the C9 Server to be able to communicate with the printer, you need to establish the connection between the C9 Server and the printer.

Use a computer connected to the customer site network and run Configure WebTools provided with the C9 Server to set up the connection.

### To establish the connection to the printer

- 1 Obtain the IP addresses assigned to the printer and the C9 Server.

Ask the site administrator for the IP address information of the printer and C9 Server.

- 2 From a computer connected to the customer network, start a web browser and enter **http://<C9\_Server\_IP\_address>**, and press Enter.

- 3 In WebTools, select Configure tab, and click Launch Configure.

- 4 Enter **admin** in User name field and **Fiery.1** in Password field and click Log In.

The password for administrator is case-sensitive.

- 5 Select Fiery Server tab or Printer tab, and select Printer name.

- 6 Enter the printer's IP address in Printer name or IP address field and click Save.

- 7 Click Restart Fiery.

When the C9 Server restarts, it establishes the connection to the printer using the saved IP address.

**Note:** You can also setup the connection to the printer using the Fiery Setup Wizard when you first setup the C9 Server. For details, see *Configuration and Setup* that is a part of the user documentation set.

## Completing installation and starting up

To finish the installation of the C9 Server at the customer site, make sure to do the following:

- 1 Set the power switch to the ON position (“|” symbol).

- 2 Power on the C9 Server using the power button (see [page 24](#)).

Press once and release the button to power on the system. The power supply automatically senses the correct voltage.

- 3 Wait for the C9 Server to power on and reach Idle.

The C9 Server takes approximately two minutes to power on and reach Idle.

- 4 Perform any required system software upgrades.

Updates to Fiery System and User Software may be available for the C9 Server from a variety of sources. For example, System Updates (see [page 75](#)), updates provided on DVDs and/or CDs, or updates downloaded by the customer.

Microsoft Windows operating system updates should be obtained from Microsoft directly. Because such updates are available directly from Microsoft, EFI does not maintain or provide them via the System Updates feature.

- 5 Print the Test Page and Configuration page and ask the customer to verify the output (see [page 22](#)).

- 6 If the C9 Server requires a static IP address (for example, in a non-DHCP network environment), work with the network administrator to configure a static IP address (see [page 17](#)).

- 7** If needed, change the factory default language (see [page 68](#)).
- 8** Ask the network administrator to perform Setup and print some test documents over the network.
- 9** Store the output and the current Configuration page(s) near the printer.
- 10** Inform the site administrator that the C9 Server user software must be installed on networked computers that print to the C9 Server.
- 11** Ask the site administrator to make sure that all media (DVDs and/or CDs) shipped with the C9 Server are stored in a safe location accessible to you.

# Using the C9 Server

You can interface with the C9 Server with the following:

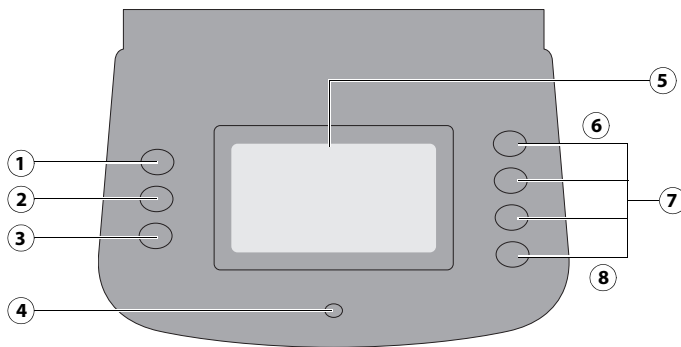
- The C9 Server control panel
- The Fiery Advanced Controller Interface (FACI), which includes a monitor, keyboard, and mouse.

**Note:** FACI is available as an option.

## C9 Server control panel

The control panel allows you to access, execute, and monitor certain C9 Server functions, such as printing system pages and rebooting or shutting down the system. The control panel also displays the current status of the C9 Server.

**Figure 3:** C9 Server control panel



- |   |                |   |                        |
|---|----------------|---|------------------------|
| 1 | Up button      | 5 | Display window         |
| 2 | Menu button    | 6 | First                  |
| 3 | Down button    | 7 | Line selection buttons |
| 4 | Activity light | 8 | Fourth                 |

## Activity light

The activity light indicates the status of the C9 Server the following ways:

- **Flashing amber:** The C9 Server is starting up and the BIOS has established communication with the User Interface Board (UIB).
- **Flashing green:** The C9 Server is continuing startup and the Windows operating system has established communication with the UIB.
- **Solid green:** The C9 Server is powered on and in the Idle state.
- **Solid amber:** The C9 Server is powered off, but the AC power cable is plugged into the power source. The control panel LCD continues to draw power when the C9 Server is powered off.

- **Flashing or solid red:** An error has caused printing to be disabled.
- **No light:** The C9 Server is powered off and the AC power cable is not connected to a power source.

## Buttons

The following buttons are on the control panel:

- **Line selection buttons:** Use the four line selection buttons on the right side of the control panel to select the command displayed on the corresponding line of the LCD display.
- **Up and Down buttons:** Use these buttons to scroll to different screens in multi-screen lists or prompts.
- **Menu button:** Press this button to view other display screens. Several different display screens show different types of information about the C9 Server.

## Functions menu

The following options are available from the C9 Server Functions menu:

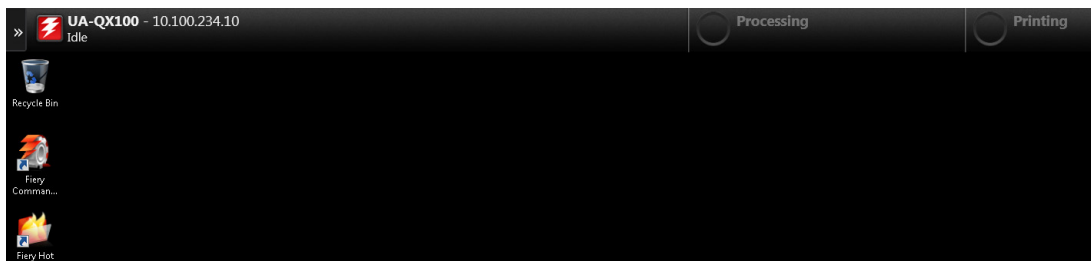
- **Eject CD/DVD** allows you to eject media from the DVD drive. Media is also automatically ejected whenever the C9 Server is restarted, shut down, or rebooted. A hardware eject button is also located below the disc slot.
- **IP Address** displays the current IP address of the C9 Server.
- **Restart Server** includes options to Restart (soft reset) or Reboot (hard reset) the C9 Server. Selecting Restart resets the C9 Server server software, but does not reboot the entire system. Selecting Reboot shuts down all C9 Server activity and reboots the system. When you select Restart or Reboot, network access to the C9 Server is temporarily interrupted and all currently processing jobs are aborted and may be lost.
- **Shut Down System** shuts down all C9 Server server software and powers off the system. Always select this option before turning off the system.

Avoid using the reset button on the front panel, as doing so may cause the system to operate unpredictably. Use the reset button on the front of the C9 Server only if the system is unresponsive to keyboard or mouse actions.

## Fiery Ticker

When you log on to the C9 Server using the Fiery Advanced Controller Interface or Remote Desktop Connection, Fiery Ticker automatically starts showing the status bar.

**Figure 4:** Fiery Ticker status bar



You can perform the following tasks using the Fiery Ticker:

- Monitor the activities of the C9 Server and printer using the Fiery Notes
- Manage the C9 Server by using Command WorkStation or WebTools
- Shut down, restart, or reboot the C9 Server

For details, see the Fiery Ticker Help. To access the Fiery Ticker Help, click “>>” icon at the upper left corner of the screen, and select Help.

## Messages

When a job is processing or printing, the message area displays the name and status of the job. When an error interferes with printing, Fiery Ticker turns red and flashes, displaying a message that describes the error.

## Printing C9 Server pages

You can print the following pages:

- **PS and PCL Test Pages:** Lets you confirm that the C9 Server-to-printer interface is working properly. The Test Pages provide black and white and grayscale samples helpful when troubleshooting problems with the printer or the C9 Server. The following information is also listed: server name, date and time printed, and compression information.

When you print a Test Page to confirm that the C9 Server-to-printer connection is operating properly, keep in mind that:

- All patches should be visible, even though they may be very faint in the 5% and 2% range.
- Each patch set should show uniform gradation from patch to patch as the shade lightens from 100% to 0%.

Poor image quality may indicate a need to service the printer. For more information, see the documentation provided with the printer.

If the Test Page fails to print, look up printing problems in [“Table 3: C9 Server error messages and conditions”](#) on page 84.

- **Configuration:** Prints the current server and device configuration. This includes information about all current Setup settings, and the Ethernet address of the C9 Server. The Configuration page also provides version information for the BIOS chip and information about any options installed in the C9 Server.

Printing the Configuration page can be helpful during installation, Setup, and service. After installing the C9 Server (including connecting to the network) and before default settings are changed in Run Setup, you can obtain a record of the defaults by printing the Configuration page.

- **Job Log:** Prints the log of the last 55 jobs by default. For more information, see *Configuration and Setup*.
- **PS Font List:** A list of all PostScript fonts resident on the HDD.
- **PCL Font List:** A list of all PCL fonts resident on the HDD.

- **E-mail Log:** Lists jobs scanned on the printer and emailed over the network as well as jobs submitted to the printer as e-mail attachments. The log is available only when Print via E-mail is enabled in Setup. For more information, see *Configuration and Setup*.
- **FTP Log:** Lists jobs scanned on the printer and sent to the FTP site designated in the setup options. The log is available only when Scan to FTP is enabled in Setup. For more information, see *Configuration and Setup*.

**To print C9 Server pages from the Command WorkStation**

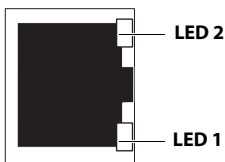
- 1 From a client computer with the Fiery User Software, start the Command WorkStation.
- 2 Connect to the C9 Server as Administrator.  
The default password for Administrator is **Fiery.1** (case-sensitive).
- 3 From the File menu, select Print. Select a page you want to print to the printer.

**To print C9 Server pages from the Fiery Ticker**

- 1 Click the “>>” icon at the upper left corner of the Fiery Ticker screen.
- 2 Select Print Pages.
- 3 Select a page you want to print from the list.

**Network Status LEDs**

Two LEDs next to the Ethernet network port indicate the network speed. When data transfer occurs between the C9 Server and the network, the appropriate LED(s) blink to indicate network activity.



**Ethernet network port  
(Upper RJ-45)**

Network link speed	LED 1	LED 2
10 Megabits/second	Off	Green
100 Megabits/second	Green	Green
1000 Megabits/second	Amber	Green

**About Configure**

You can access Configure from Command WorkStation or WebTools, and you can find information about using it in the following ways:

- When you access Configure from an Internet browser, in WebTools, on the Configure tab, click the Help icon.
- When you access Configure from Command WorkStation, see Command WorkStation Help.

**To access Configure from an Internet browser**

- 1 Open an Internet browser and type the IP address of the C9 Server.
- 2 In WebTools, on the Configure tab, click Launch Configure.

- 3 Log on with Administrator privileges.

### To access Configure from Command WorkStation

- 1 In Command WorkStation, as Administrator, do one of the following:
  - In the Server menu, click Configure.
  - In Device Center, on the General or Users tabs, click Configure.
- 2 If the Fiery Setup dialog box displays, click Configure.

If you have not completed initial setup, you may want to click **Fiery Setup Wizard** instead. For more information, see *Configuration and Setup*.

If you use the Fiery Setup Wizard (from Command WorkStation or WebTools) and click **Finish** at the end of the wizard, the Fiery Setup dialog box does not display again in any location.

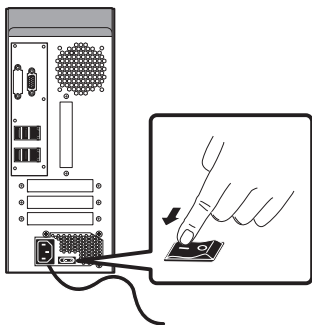
## Starting, shutting down, restarting, and rebooting

The customer will generally leave the C9 Server on all the time. Remember that when the C9 Server is powered off, network access to the printer is interrupted. Power off the C9 Server when you need to service it and before you remove or attach any cables to it.

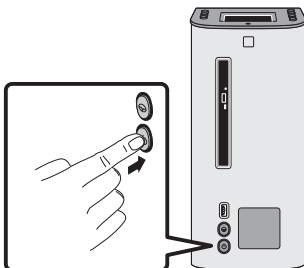
**Note:** Avoid using the reset button, as doing so may cause the system to operate unpredictably. Use the reset button only if the system is unresponsive to keyboard or mouse actions.

### To start the C9 Server

- 1 Make sure that the power cable is attached and that the power switch is in the ON position.

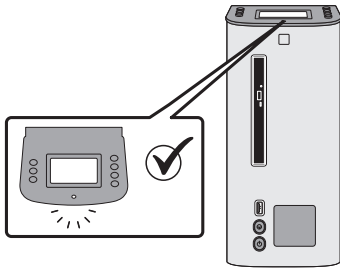


- 2 Press the power button.





- 3 Check the Activity light on the control panel.



The power supply automatically senses the correct voltage. Allow startup to proceed without interruption. Do not press any buttons on the control panel while the system is starting.

### To shut down, restart, or reboot from the control panel

Always verify that the C9 Server is not in use before you begin the following procedure.

- 1 Make sure that the C9 Server is not receiving, processing, or printing any files.

If the system has just finished processing, wait at least five seconds after the system reaches Idle before you proceed.

- 2 On the control panel, on the Idle screen, press the Menu button.

- 3 On the Functions menu, select one of the following:

- Restart Server

On the next screen, select one of the following:

- **Restart Server:** Restarts the C9 Server system software, but not the Windows operating system software on the C9 Server.
- **Reboot Server:** Completely restarts the C9 Server, both the C9 Server system software and the Windows operating system software on the C9 Server.
- Shut Down System

Completely shuts down the C9 Server.

### To shut down, restart, or reboot from the Fiery Advanced Controller Interface (FACI)

**Note:** The FACI is available as an option.

- 1 Make sure that the C9 Server is not receiving, processing, or printing any files.

If the system has just finished processing, wait at least five seconds after the system reaches Idle before you proceed.

- 2 Close all applications except Fiery Ticker.

**3** Do one of the following:

- Click the Windows Start button and select Shut Down.
- Click the Windows Start button, click the arrow next to Shut Down, and select Restart.
- Right-click Fiery Ticker and, in the shortcut menu, select Restart Fiery. Click OK.

# Replacing Parts

Generally, the C9 Server requires no regular service or maintenance. Use the procedures in this chapter to inspect, remove, reseal, and replace major hardware components, as well as install system software.

## Overview

This chapter includes information about servicing the following components:

- Boards and cables
- Motherboard components (DIMMs, CPU, battery, and jumpers)
- Fan
- Power supply
- Hard disk drive
- DVD drive

The terms “replace” and “replacing” are used throughout this document to mean the reinstallation of existing components. Install new components only when necessary. If you determine that a component you have removed is not faulty, make sure to reinstall it.

Replacement parts are available from your authorized service representative. Replacement parts and specifications are subject to change.

When ordering replacement parts, refer to the current parts list maintained by your authorized service/support center. Install the correct parts as directed by your service/support center.



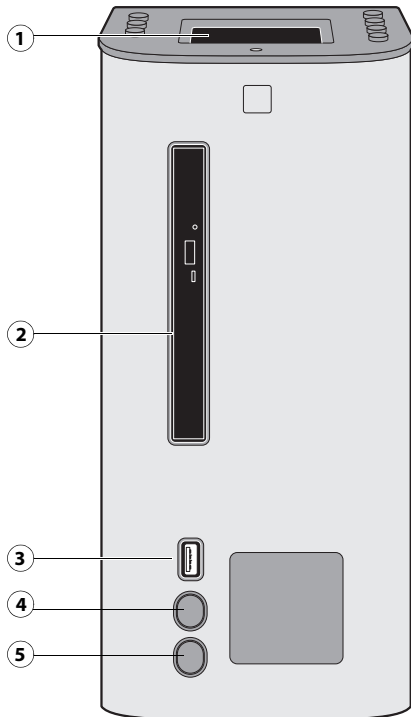
**Caution:** When performing the service procedures described in this chapter, follow the precautions listed on [page 10](#).

The tools required to service the C9 Server are listed on “[Tools you will need](#)” on page 10.

## C9 Server diagrams

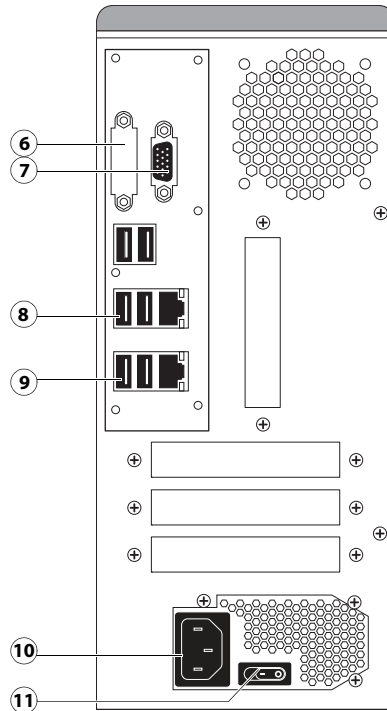
The following figures provide an overview of C9 Server components.

**Figure 5:** Front and connector panels



### Front panel

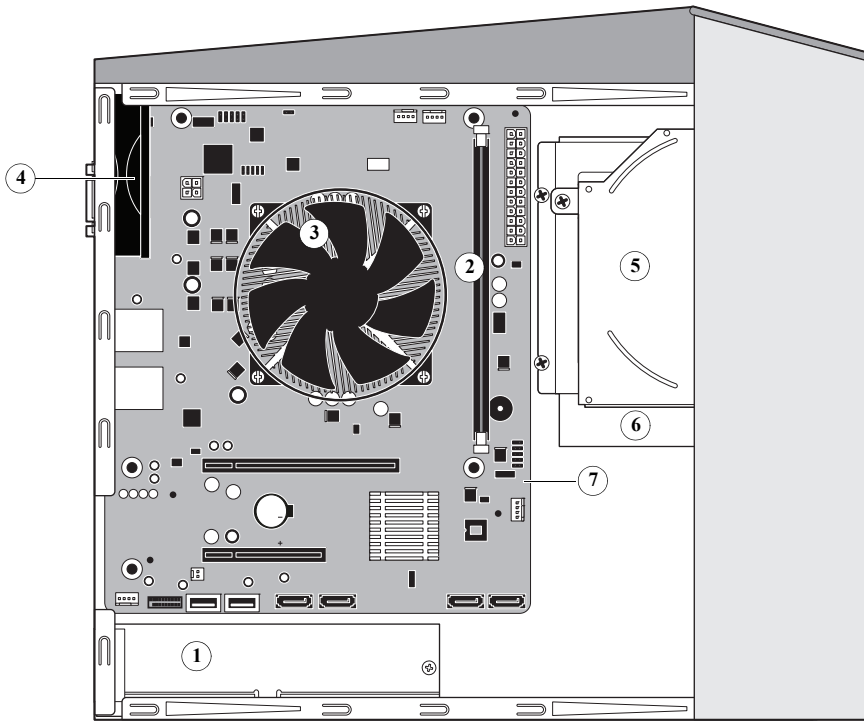
- 1 control panel
- 2 DVD drive
- 3 USB port
- 4 Reset button
- 5 Power button



### Connector panel

- 6 DVI port (covered)
- 7 Monitor port (option)
- 8 Type A USB port x2 (USB 2.0) and network port
- 9 Type A USB port x2 (USB 3.0) and network port (not used)
- 10 Power connector
- 11 Power switch
  - |: Power On
  - O: Power Off

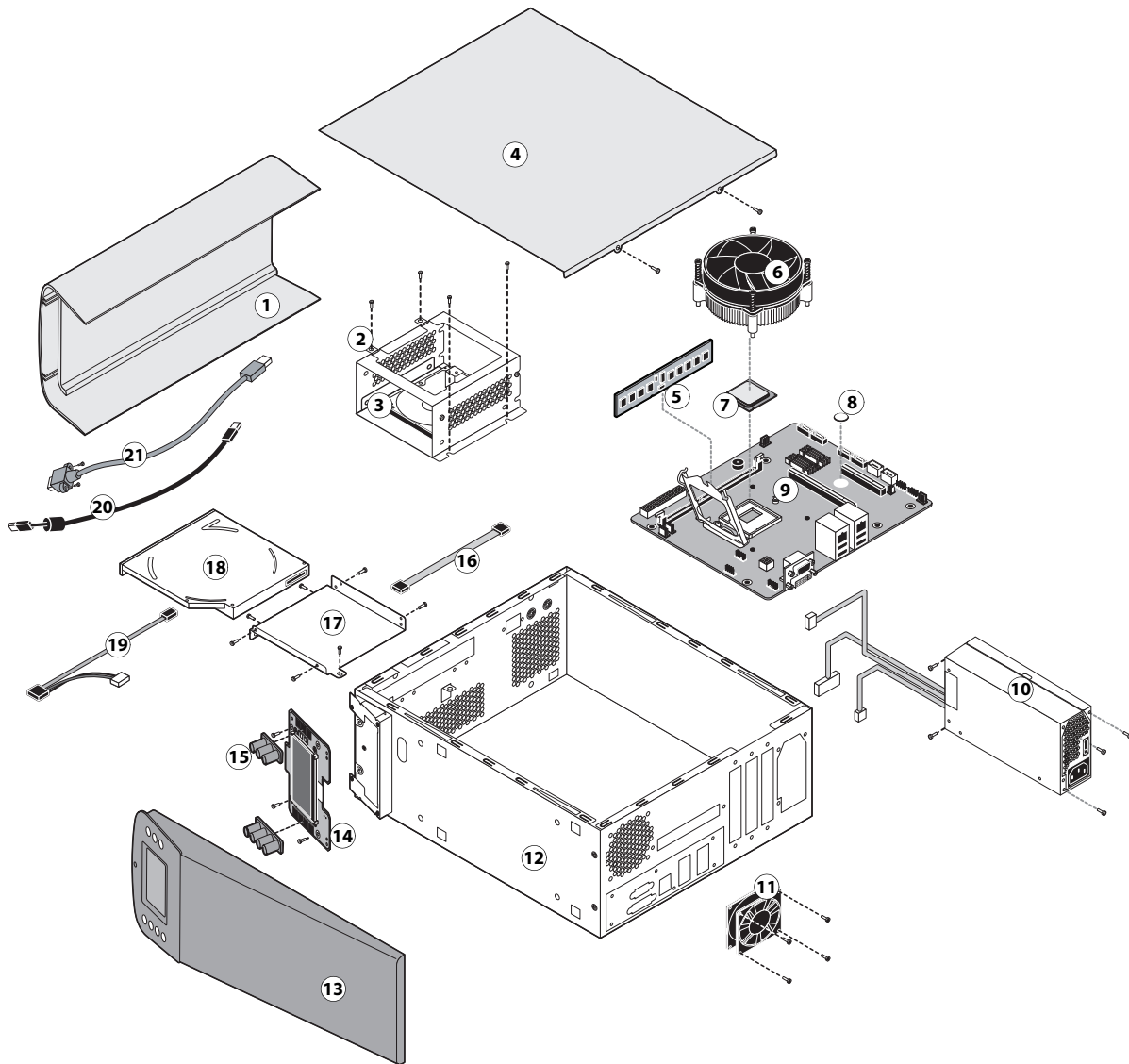
**Figure 6:** Internal side view



- |   |                      |   |                 |
|---|----------------------|---|-----------------|
| 1 | Power supply         | 5 | DVD drive       |
| 2 | DIMM slots           | 6 | Hard disk drive |
| 3 | CPU cooling assembly | 7 | Motherboard     |
| 4 | Chassis fan          |   |                 |

**Note:** Cables, UIB, or front panel USB port are not shown.

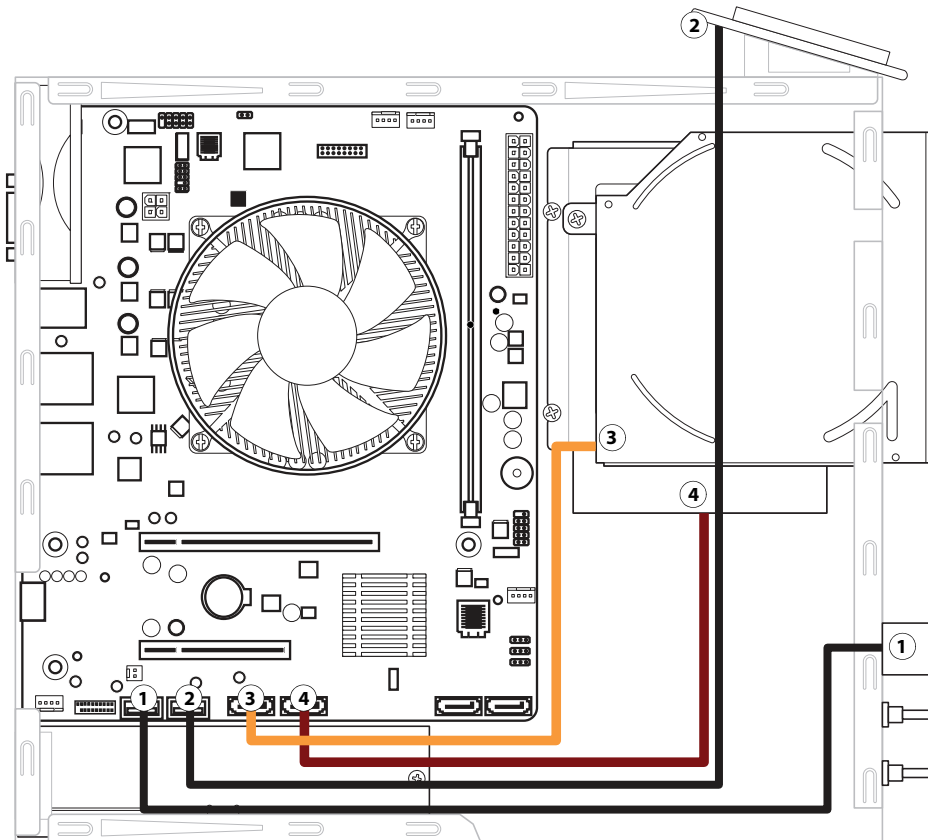
**Figure 7:** Exploded view of C9 Server components



- |   |                         |    |              |    |                            |    |                                     |
|---|-------------------------|----|--------------|----|----------------------------|----|-------------------------------------|
| 1 | Front panel             | 7  | CPU          | 13 | Top panel                  | 19 | DVD drive power/data<br>combo cable |
| 2 | Hard disk drive bracket | 8  | Battery      | 14 | UIB                        | 20 | UIB cable                           |
| 3 | Hard disk drive         | 9  | Motherboard  | 15 | UIB buttons                | 21 | Front panel USB port and<br>cable   |
| 4 | Side panel              | 10 | Power supply | 16 | Hard disk drive SATA cable |    |                                     |
| 5 | DIMM                    | 11 | Chassis fan  | 17 | DVD drive bracket          |    |                                     |
| 6 | CPU cooling assembly    | 12 | Chassis      | 18 | DVD drive                  |    |                                     |

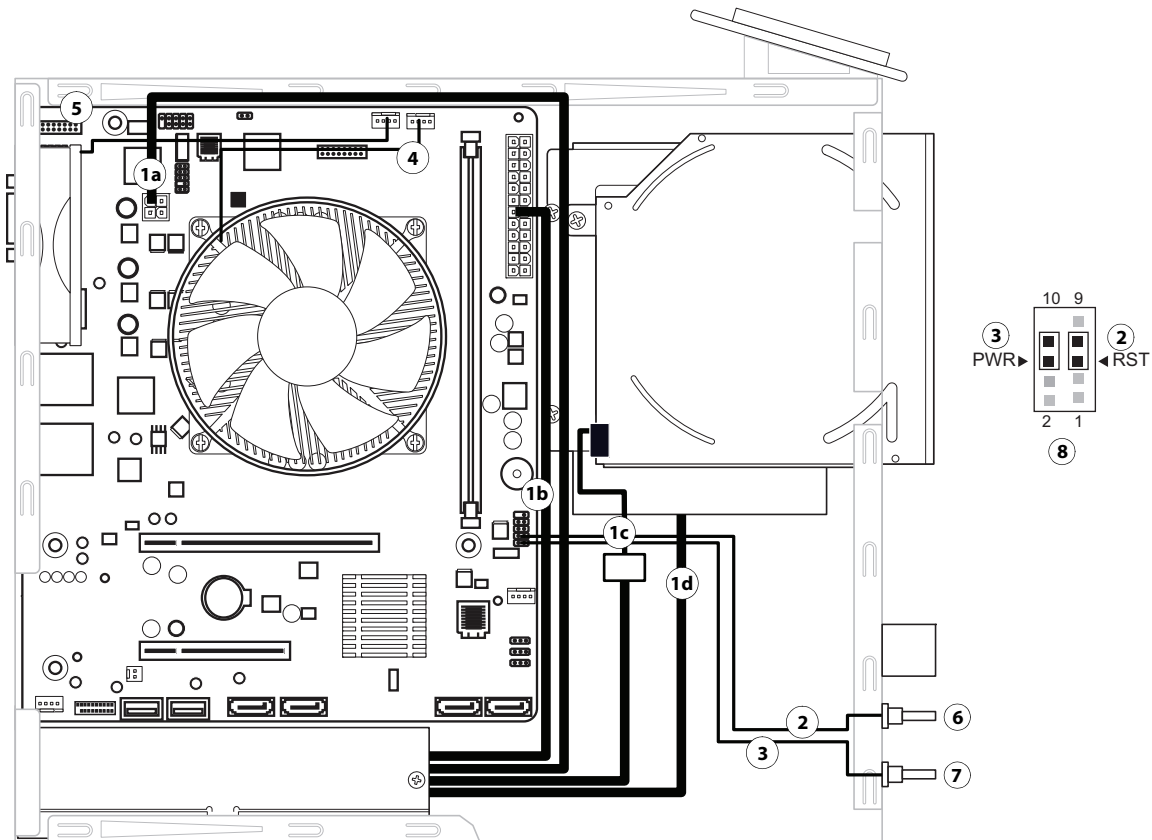
**Note:** Tie-wraps, cable clamps, dongle(s), or external cables are not shown.

**Figure 8:** Data cable connections inside the C9 Server



<b>Cable key</b>	<b>From</b>	<b>To</b>
1 Front panel USB port cable	Front panel USB port	Motherboard USB_A2 connector
2 UIB cable	User Interface Board	Motherboard USB_A1 connector
3 DVD drive power/data combo cable	DVD drive	Motherboard SATA_6G_0 connector
4 Hard disk drive data cable	Hard disk drive	Motherboard SATA_6G_1 connector

**Figure 9:** Power cable connections inside the C9 Server



<b>Cable Key</b>	<b>From</b>	<b>To</b>
1	Power supply cable	Power supply a. CPU power connector, 4-pin (J18) b. Motherboard power connector, 24-pin (ATX24P_1) c. DVD drive power/data combo cable d. Hard disk drive power connector
2	Reset cable	Reset button, front panel Motherboard connector J15, pins 5 and 7; align triangle on cable connector as shown
3	Power cable	Power button, front panel Motherboard connector J15, pins 6 and 8; align triangle on cable connector as shown
4	CPU fan cable	CPU fan Motherboard connector CPUFAN
5	Chassis fan cable	Chassis fan Motherboard connector SYSFAN
6	Reset button	
7	Power button	
8	Reset & Power button connection detail on J15 connector	



## Accessing internal components

This section describes how to shut down and open the C9 Server. Always use the following procedures when opening the C9 Server for inspection or service.

### Shutting down the system

If the C9 Server is powered on, you must shut it down before you access internal components. See [“Starting, shutting down, restarting, and rebooting”](#) on page 24.

### Opening the C9 Server

Before you open the C9 Server, it is strongly recommended that you review [“Precautions”](#) on page 10 to avoid injury or damage to the C9 Server.

#### To open the C9 Server

- 1 Shut down the C9 Server (see [page 33](#)).
- 2 Remove all cables from the back of the C9 Server.
- 3 Remove all panels necessary to access the component that you want to service.

For guidelines on which panels to remove, see the service procedure for the component that you want to service.

**Note:** When removing multiple panels from the C9 Server, use the following order:

- Side panel (see [page 33](#))
- Top panel (see [page 34](#))
- Front panel (see [page 35](#))

**Note:** When replacing panels, reverse the order.

- 4 Place the C9 Server on a flat surface. Attach an ESD wrist strap before handling internal parts (see [“Precautions”](#) on page 10).
- 5 Carefully position the C9 Server so that it is resting on its side and the internal components are facing up.  
Place removed components on a grounded, antistatic surface.

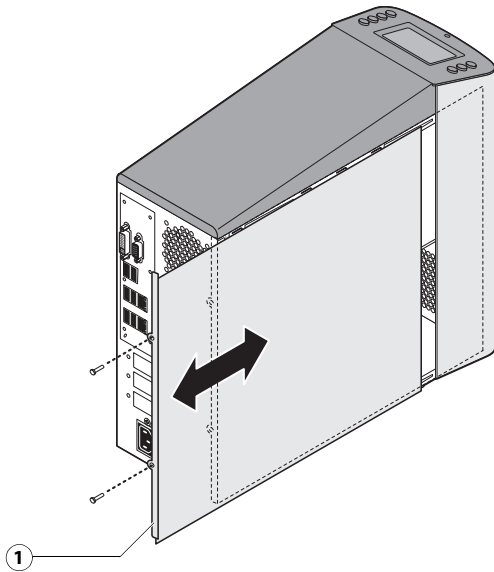
#### To remove and replace the side panel

- 1 Shut down the C9 Server (see [page 33](#)).
- 2 Remove the 2 screws that attach the side panel to the back of the chassis.  
Set aside the screws so that you can replace them later.
- 3 Slide the side panel toward the connector panel.

It may help to use the palm of your hand to press down on the side panel as you slide it.

- 4 Lift the side panel off the chassis.

**Figure 10:** Removing/replacing the side panel



1 Side panel

**Note:** Before you replace the side panel, make sure the top and front panels are installed.

- 5 To replace the side panel, fit the front edge of the panel under the front panel, and then slide the side panel in place. Replace the screws that you removed earlier.

Make sure not to damage cables as you replace the panel. Fold all cables inside the chassis before closing the panel against the chassis.

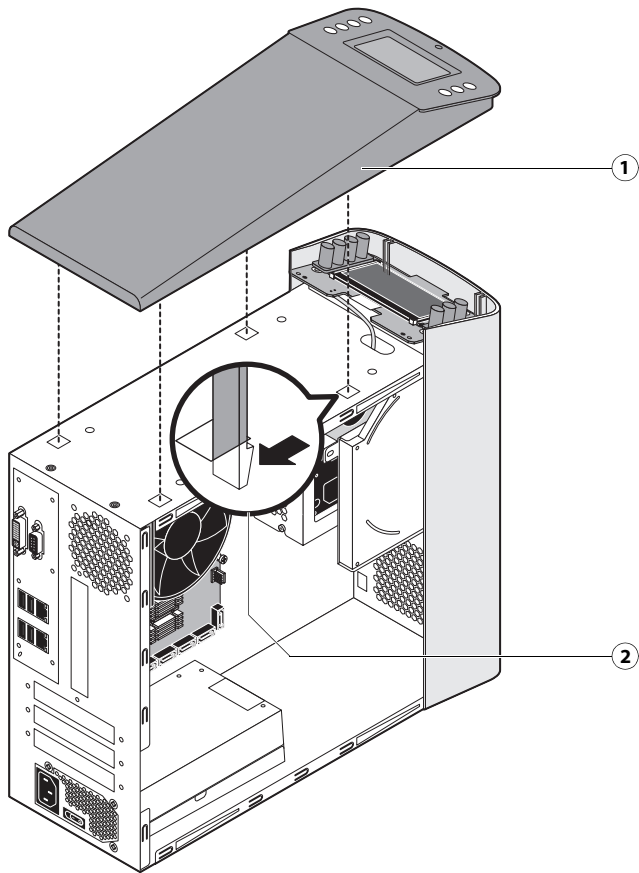
### To remove and replace the top panel

**Note:** To remove the top panel, you must first remove the side panel.

- 1 Shut down the C9 Server (see [page 33](#)).
- 2 From inside the chassis, bend the four tabs that secure the top panel to the chassis until they disengage the slots in the chassis, and then lift the top panel away from the chassis.

It may help to partially loosen the tabs one at a time as you disengage them from the chassis.

**Figure 11:** Removing/replacing the top panel



1 Top panel

2 Tab and slot (1 of 4)

**3** To replace the top panel, align the tabs on the underside of the panel with the slots on the top of the chassis.

**4** Press the top panel against the chassis and snap it into place.

Snap the tabs into place one at a time until all four tabs have engaged the chassis.

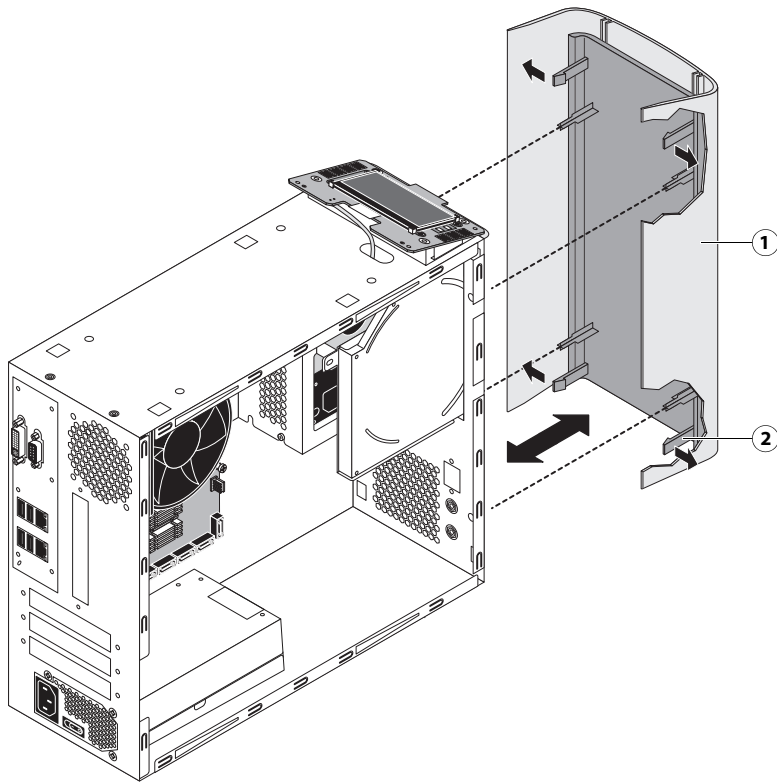
**To remove and replace the front panel**

**Note:** To remove the front panel, you must first remove the side and top panels.

**1** Shut down the C9 Server (see [page 33](#)).

**2** From inside the chassis, bend outward on the four tabs that secure the front panel to the chassis, and then lift the panel away from the chassis.

It may help to partially loosen the tabs one at a time as you disengage them from the chassis.

**Figure 12:** Removing/replacing the front panel

1 Front panel

2 Tab (1 of 4)

- 3 To replace the front panel, align the openings in the panel with the DVD drive, power and reset buttons, and USB port.
- 4 Press the panel against the chassis and snap it into place.

Snap the tabs into place one at a time until all four tabs have engaged the chassis.

## Removing and replacing C9 Server components

Before replacing costly components, be sure to verify the connections between the printer and the C9 Server. Also, verify the connections of each replaceable C9 Server component. For more information about troubleshooting, see [“Troubleshooting”](#) on page 76.

The following sections describe how to remove and install replaceable parts on the C9 Server:

- User interface Board
- Motherboard
- Battery
- DIMM(s)

- CPU and CPU cooling assembly
- Chassis fan
- Power supply
- Hard disk drive
- DVD drive

For information about replacing other components, see the printer manufacturer's documentation.



**Caution:** Be sure to use an ESD grounding wrist strap and follow standard ESD (electrostatic discharge) precautions while performing these procedures. For details, see [“Precautions”](#) on page 10.

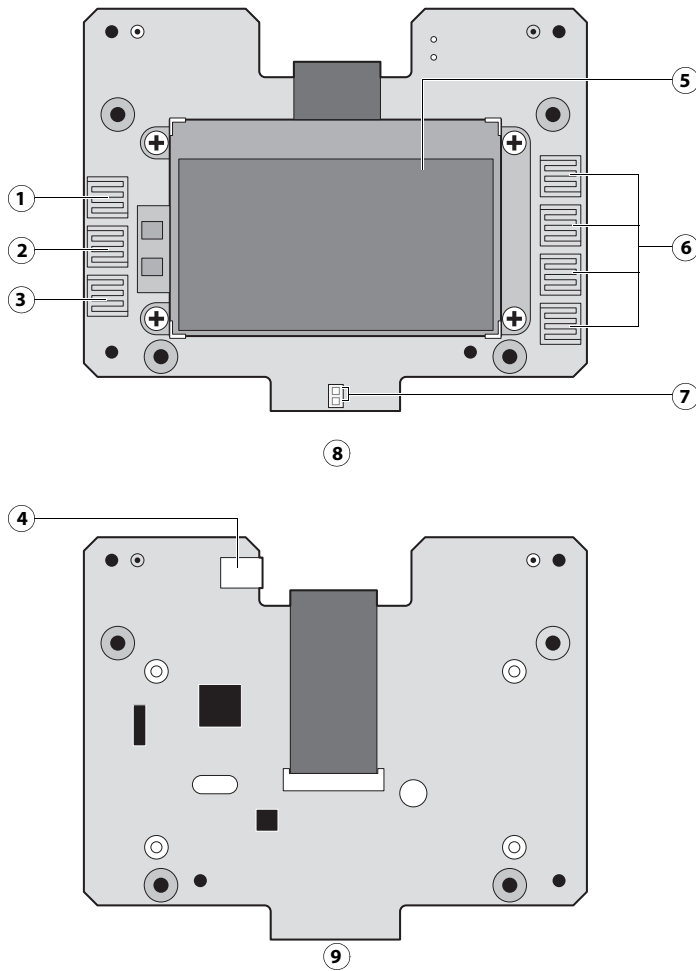
## User Interface Board

The User Interface Board (UIB) provides the interface between the C9 Server and the user. The front of the UIB contains circuitry for the following:

- Activity lights (amber, green, and red LEDs)
- Display window (LCD)
- Four line selection buttons
- Up and Down buttons
- Menu button
- Jewel lights

The UIB cable is routed from a connector on the User Interface Board to a USB connector on the motherboard (see [Figure 15](#) on page 40).

**Figure 13:** Diagram of the User Interface Board (front and back)



- |   |                     |   |                            |
|---|---------------------|---|----------------------------|
| 1 | Up button pad       | 6 | Line selection button pads |
| 2 | Menu button pad     | 7 | Activity lights (LEDs)     |
| 3 | Down button pad     | 8 | Front                      |
| 4 | UIB cable connector | 9 | Back                       |
| 5 | Display window      |   |                            |

**To remove the User Interface Board**

- 1 Shut down and open the C9 Server (see pages 33).

To access the User Interface Board, you must remove the side, top, and front panels.

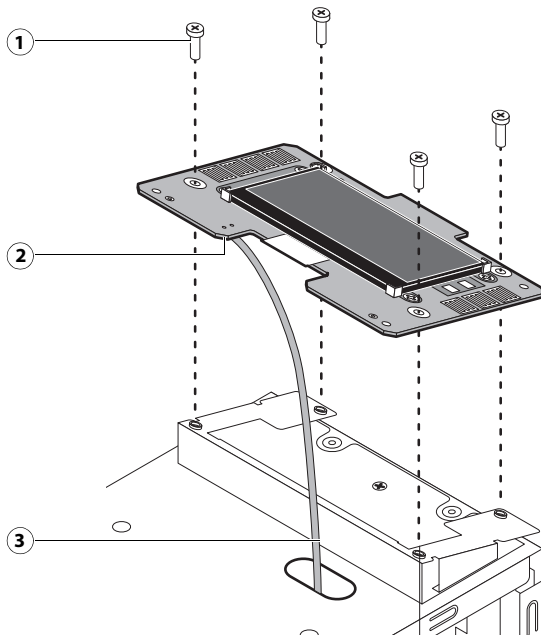
- 2 Detach the UIB cable from the connector on the top of the UIB.

Detach the UIB cable by grasping the cable connector. Avoid pulling on the cable.

- 3 Remove the four screws that secure the UIB to the mount on the top panel.

- 4 Lift the UIB off the mount.

**Figure 14:** Removing/replacing the User Interface Board



- 1 Screw (1 of 4)
- 2 UIB cable connector
- 3 UIB cable

- 5 Place the UIB in an antistatic bag.
- 6 Attach the UIB cable to the connector on the top of the UIB (see [Figure 14](#) on page 39).
- 7 Secure the UIB to the mount on the top panel.

Replace the four screws that secure the UIB to the mount on the top panel. Be sure to use the same screws that you removed earlier.

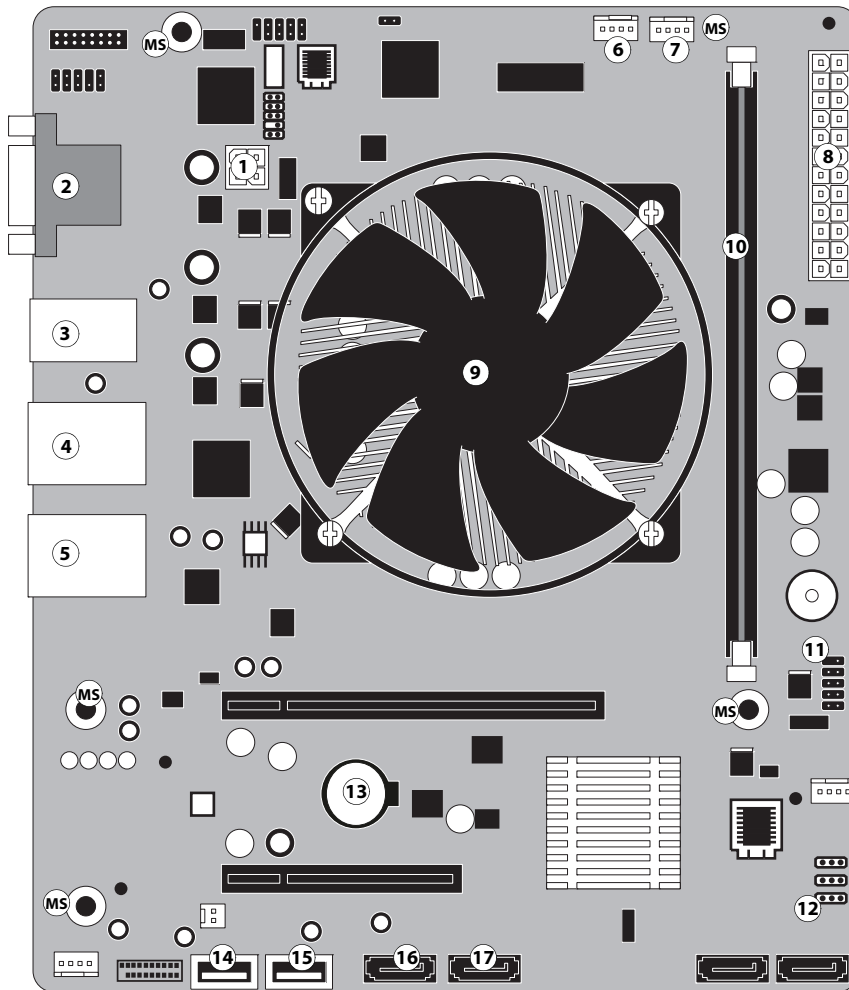
- 8 If you are replacing the UIB cable with a new cable, attach the new UIB cable to the connector on the top of the UIB, and then route the cable through the hole in the top of chassis and connect it to a USB port on the motherboard.
- 9 Replace the top panel (see [page 34](#)).
- 10 Reassemble the C9 Server and verify its functionality (see [page 66](#)).

## Motherboard

This section describes the battery and default jumper settings on the C9 Server motherboard, as well as procedures for removing and replacing the motherboard.

**Note:** Do not move or change any of the default jumper configurations on the motherboard.

**Figure 15:** Diagram of the C9 Server motherboard



- |   |                                  |    |                                    |    |                                   |
|---|----------------------------------|----|------------------------------------|----|-----------------------------------|
| 1 | 4-pin power connector (J18)      | 7  | CPU FAN (J16)                      | 13 | Battery                           |
| 2 | DVI/VGA ports                    | 8  | 24-pin power connector (ATX24P-1)  | 14 | Front panel USB 2.0 port (USB_A2) |
| 3 | USB 2.0 ports                    | 9  | CPU and cooling assembly           | 15 | UIB cable (USB_A1)                |
| 4 | RJ-45 Network port/USB 2.0 ports | 10 | DIMM slot                          | 16 | DVD drive connector (SATA_6G_0)   |
| 5 | RJ-45 Network port/USB 3.0 ports | 11 | Reset and Power button cable (J15) | 17 | HDD connector (SATA_6G_1)         |
| 6 | Chassis fan (J21)                | 12 | Clear CMOS Jumper (J4)             | MS | (Mounting screws)                 |

**Note:** Any connectors not listed are not used.



## Battery

The battery is located on the motherboard. Spare batteries are not provided by your authorized service/support center. If you must replace the battery, use a 3V manganese dioxide lithium coin cell battery (Panasonic CR2032 or equivalent).



**Caution:** There is a danger of explosion if the battery is replaced with the incorrect type. Replace it only with the same type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

**ACHTUNG:** Es besteht Explosionsgefahr, wenn die Batterie durch eine Batterie falschen Typs ersetzt wird. Als Ersatz dürfen nur vom Hersteller empfohlene Batterien gleichen oder ähnlichen Typs verwendet werden. Verbrauchte Batterien müssen entsprechend den Anweisungen des Herstellers entsorgt werden.

**ATTENTION :** Il y a risque d'explosion si la pile est remplacée par un modèle qui ne convient pas. Remplacez-la uniquement par le modèle recommandé par le constructeur. Débarrassez-vous des piles usées conformément aux instructions du constructeur.

**ADVARSEL!:** Lithiumbatteri - Eksplosionsfare ved fejlagtig håndtering Udskiftning må kun ske med bat-teri af samme fabrikat og type. Levér det brugte batteri tilbage til leverandøren.

**VAROITUS:** Paristo voi räjähtää, jos se on virheellisesti asennettu. Vaihda paristo ainoastaan laitevalmistajan suosittelemaan tyyppiin. Hävitä Käytetty paristo valmistajan ohjeiden mukaisesti.

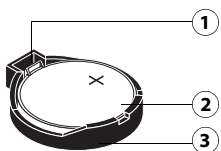
**ADVARSEL:** Eksplosjonsfare ved feilaktig skifte av batteri. Benytt samme batteritype eller en tilsvarende type anbefalt av apparatfabrikanten. Brukte batterier kasseres i henhold til fabrikantens instruksjoner.

**WARNING:** Explosionsfara vid felaktigt batteribyte. Använd samma batterityp eller en ekvivalent typ som rekommenderas av apparat-tillverkaren. Kassera använt batteri enligt fabrikantens instruktion.

### To replace the battery

- 1 Access and open the C9 Server as described on [page 33](#).
- 2 Locate the battery on the motherboard (see [Figure 15](#) on page 40).
- 3 Carefully push the clip away from the battery until the socket ejects the battery.

**Figure 16:** Motherboard battery



- 1 *Clip*
- 2 *Battery*
- 3 *Socket*


- 4 Slide the battery out of its socket.

- 5 To insert a new battery, slide it into the socket so that the positive (+) side of the battery faces up.
- 6 Press the battery down into the socket until it snaps into place.  
Make sure that the battery is securely installed in the socket.
- 7 Reassemble the C9 Server and verify functionality (see [page 66](#)).
- 8 Configure the date and time in Setup (see [page 42](#)).

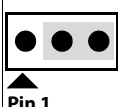
**To configure the system date and time**

- 1 On a client computer that is connected to the same network as the C9 Server, open a Web browser window.
- 2 In the URL field of the browser, type the IP address or DNS name of the C9 Server, and press Enter.  
The IP address is listed under the Network Setup section of the C9 Server Configuration page.
- 3 On the WebTools home page, click the Configure tab.
- 4 Click Launch Configure, type the Administrator password for the C9 Server, and then click OK.  
The default Administrator password is **Fiery.1**. However, the network administrator may have configured a new password for the C9 Server.
- 5 Expand the Fiery Server item in the left pane, and click Regional Settings.
- 6 Click the Set button next to Date & Time.
- 7 In the dialog box that appears, specify the current date and time, and click OK.
- 8 In the Configure window, click Apply.
- 9 Click Reboot.

**Motherboard jumpers**

 **Important:** Jumper configuration should not be changed.

**Table 1:** Jumper pins on the motherboard

Jumper	Description
<b>J4 (default)</b>  Pin 1	J4 is the Clear CMOS and Password jumper. Default configuration: jumper cap installed on pins 2 and 3.  <b>Note:</b> Because the jumper cap is very small, it is not necessary—and could introduce an error—to remove the jumper cap in order to clear the CMOS settings.

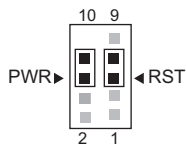
**Power and reset buttons**

Align the triangle on each cable connector with the correct pin as shown in [Figure 17](#).

- Power button: J15, pins 6 (red cable) and 8 (white cable)

- Reset button: J15, pins 5 (green cable) and 7 (white cable)

**Figure 17:** Cable connections for power button



## Removing the motherboard



**Caution:** Follow standard ESD precautions while handling the motherboard and all components. For details, see “Precautions” on page 10.

### To remove motherboard components from the motherboard

- 1 Access and open the C9 Server, as described on [page 33](#).
- 2 Remove the following cables attached to the motherboard:
  - Reset button cable
  - Power button cable
  - Front panel USB port cable
  - UIB cable
  - DVD data cable
  - Hard disk drive data cable
  - Motherboard power cable
  - CPU power cable
  - Chassis fan cable

For the location of each connector on the motherboard, see [Figure 15](#) on page 40.

### To remove the motherboard



**Caution:** Follow ESD and other safety precautions when handling the motherboard. Do not touch the contacts and avoid using excessive force. Place the motherboard on a grounded, antistatic surface.

- 1 Remove the power supply (see [page 57](#)).
- 2 Remove the five mounting screws that secure the motherboard to the base of the chassis (see [Figure 15](#) on page 40 for the screw locations on the motherboard).

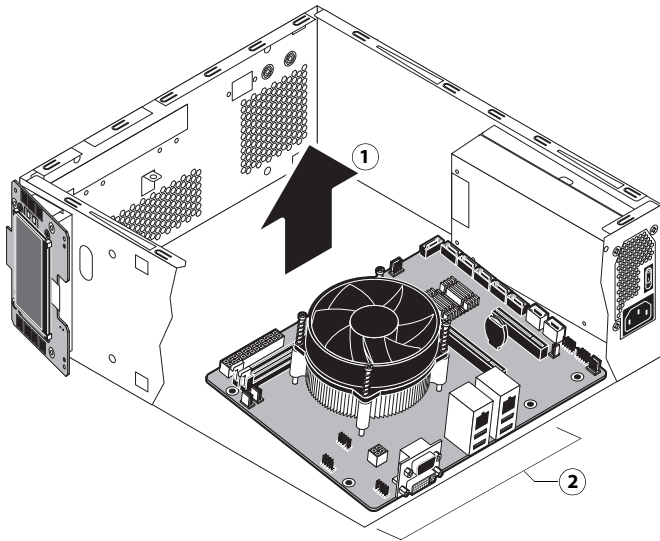
To minimize tension on the motherboard, loosen all the screws partially before removing any one screw completely.

- 3 Remove the two screws from the coverplate on the unused DVI port on the connector panel (see [page 28](#)).

- 4 Lift the edge of the motherboard opposite the connector panel to release the motherboard from the chassis. Then gently slide the motherboard out of the chassis.

Make sure that the connectors on the motherboard clear the cutouts in the chassis as you remove the board. Avoid handling contacts or using excessive force.

**Figure 18:** Removing the motherboard from the chassis



- 1 Lift edge of motherboard and remove from chassis.
  - 2 Make sure that the motherboard connectors clear the cutouts in the chassis (cutouts not shown).
- 5 If you are replacing the motherboard with a new motherboard, remove the following from the old motherboard:
    - DIMM(s) (see [page 49](#))
    - CPU (see [page 50](#))

### Troubleshooting cautions

- Before deciding to install a new motherboard, consult **“Troubleshooting”** on page 76.
- Also review **“Motherboard cautions”** on page 45.
- Inspect all cables and internal components (see [page 77](#)). If these inspections do not solve the problem, locate symptoms in the troubleshooting table beginning on [page 84](#), and perform the suggested actions in the order listed.

- **If troubleshooting strategies (checking cables and connections, reinstalling system software, and so forth) do not solve the problem and you suspect either the HDD or the motherboard is faulty, always troubleshoot in the following order:**

(Troubleshooting in the wrong order will cause the system to malfunction. In general, it is highly unlikely that both a HDD and the motherboard are defective; therefore, avoid replacing both to solve one problem.)

- **First, replace the HDD and install system software.**

Always replace a faulty HDD with a new HDD. Transferring a HDD from one C9 Server to another is incorrect and strongly discouraged.

- **If the problem persists, reinstall the original HDD in the system, and then replace the motherboard.**

### **Motherboard cautions**

If you have exhausted all other troubleshooting remedies and determined that you need to install a new motherboard, be sure to observe the following cautions:

- **Follow ESD and other safety precautions when handling the motherboard. If you need to remove the motherboard during service, place it on a grounded, anti-static surface.**
- **Transfer the DIMM, CPU, and CPU cooling assembly from the old motherboard onto the new motherboard.**
- **Do not transfer the BIOS chip from the old motherboard onto the new motherboard.**

BIOS chips are not interchangeable.

- **Do not replace the HDD and the motherboard at the same time.**

Replacing both in the wrong order, without updating the system, will cause the system to malfunction. For the correct order, see [“Troubleshooting cautions”](#) on page 44.

- **Do not reinstall system software at this time.**

Reinstalling system software is not necessary when installing a new motherboard and can result in an error if done before transferring options to the new motherboard (described on [page 48](#).)

### **Replacing the motherboard**

Use the following procedure to install the motherboard in the C9 Server chassis.



**Caution:** Follow the procedures in this section to replace the motherboard. Failure to follow the instructions in this section may corrupt the system (not easily repaired in the field) or result in an incomplete installation.

## To replace the motherboard

1 If you are installing a new motherboard, do the following:

- Install the DIMM(s) from the old motherboard onto the new motherboard (see [page 49](#)).
- Install the CPU from the old motherboard onto the new motherboard (see [page 50](#)).

When installing these components, make sure that the motherboard is placed on an antistatic surface with some padding.

*Do not* transfer the BIOS chip from the old motherboard onto the new motherboard. Doing so can cause the system to shut down due to incompatibility issues.

2 Angle the motherboard so that the connectors on the motherboard fit into the cutouts in the connector panel of the chassis, and gently slide the motherboard into the chassis (see [Figure 18](#) on page 44).



**Important:** Be sure to fit the motherboard Ethernet connectors under the metal grounding tabs in the cutouts. Failure to position the grounding tabs correctly may result in permanent damage to the motherboard and power supply.

3 Align the mounting holes on the motherboard with the screw holes located in the base of the chassis (see [Figure 15](#) on page 40 for the mounting hole locations).

4 Insert the five mounting screws that attach the motherboard to the chassis.

Partially tighten each screw before completely tightening any one screw. Do not overtighten the screws; doing so could damage traces on the motherboard.

5 Replace the coverplate on the unused DVI port with the two screws you removed earlier (see [page 28](#)).

6 Replace the power supply (see [page 56](#)).

Now you are ready to replace the remaining motherboard components to complete the motherboard installation.

## To replace motherboard components

1 Replace the following cables to the motherboard (for the location of each connector on the motherboard, see [Figure 8](#) on page 31 and [Figure 9](#) on page 32):

- Reset button cable
- Power button cable
- Front panel USB port cable
- UIB cable
- DVD data cable
- Hard disk drive data cable
- Motherboard power cable

- CPU power cable
- Chassis fan cable

2 Reassemble the C9 Server (see [page 66](#)).

## Verifying new motherboard installation and transferring options

After you install a new motherboard and reassemble the system, do the following:

- Verify all functionality by using the motherboard replacement dongle to enter Service Mode. (Service Mode is not indicated on the monitor or LCD, but is entered once you power on with a new motherboard installed and the motherboard replacement dongle installed on a USB port.)

Service Mode is a temporary state that allows you to make sure that the motherboard solves the problem that you are troubleshooting. Service Mode is exited automatically when you expend the motherboard replacement dongle to transfer options to the new motherboard (see “[Entering Service Mode](#)” on page 47).

**Note:** Features of Fiery Impose-Compose are not available while in Service Mode.

- If the new motherboard solves the problem that you are troubleshooting, use the motherboard replacement dongle to transfer options to the new motherboard.

If you determine while in Service Mode that the problem you are troubleshooting was not fixed by installing a new motherboard, do not expend the motherboard replacement dongle to transfer options to the new motherboard (described below), do not install system software, and do not replace the hard disk drive. Reinstall the old motherboard and return the new motherboard and the unused motherboard replacement dongle to inventory. You may then perform additional service and troubleshooting procedures.

Transferring options expends the motherboard replacement dongle. For details, see “[Entering Service Mode](#)” on page 47.



**Important:** *Do not* transfer options to the new motherboard prematurely. Do so only after you verify the new motherboard in Service Mode. Remember that once options are transferred to the new motherboard using the motherboard replacement dongle, the motherboard is customized and cannot be used in another system.

### Entering Service Mode

Use the following procedure to verify that the system functions properly after installing a new motherboard.

#### To enter Service Mode and verify the system

**Note:** This procedure assumes that the C9 Server is powered off, no media is in the DVD drive, you have installed a new motherboard, and that you have reassembled the C9 Server and attached external cables.

- 1 Make sure the C9 Server is connected to the printer.
- 2 Locate the motherboard replacement dongle provided with the new motherboard and connect it to a USB port.

- 3 Remove all USB devices (except for the keyboard and mouse) that may be currently connected to any other USB port.

Reconnect other dongles and USB devices only after you verify that the C9 Server starts up successfully in Service Mode.

- 4 Power on the C9 Server and allow it to boot without interruption.

At this point the C9 Server is in Service Mode, so you can verify that the new motherboard solves the problem that you are trying to troubleshoot. Service Mode is not indicated on the monitor or on the C9 Server control panel.

- 5 Print the C9 Server Test Page.

- 6 Ask the network administrator to connect the C9 Server to the network and download a print job over the network (see *Configuration and Setup*, which is part of the user documentation set).

If the problem that you are troubleshooting persists, or if you are unable to perform [steps 4](#) through [step 6](#) above while in Service Mode, you may conclude that the old motherboard was not the source of the problem and does not need to be replaced. If so, do not transfer options to the new motherboard (described on [page 48](#)), do not install system software, and do not replace the hard disk drive. Reinstall the old motherboard and return the new motherboard with the unexpended motherboard replacement dongle to inventory. For more information about troubleshooting system problems, see “[Troubleshooting](#)” on page 76.

If installing a new motherboard solved the problem that you are troubleshooting and you are able to print a Test Page and send a print job over the network, you are ready to transfer options to the new motherboard. Service Mode ends automatically when you transfer options to the new motherboard.

### Transferring options to the new motherboard

After you verify that the new motherboard solves the problem that you are troubleshooting, you must use the motherboard replacement dongle to transfer options to the new motherboard.

#### To transfer options and BIOS information to the new motherboard

**Note:** This procedure, which takes approximately 15-20 minutes, assumes that the C9 Server is fully assembled with the new motherboard, and verified in Service Mode (see [page 47](#)).

- 1 Verify that all power is turned off on the C9 Server.
- 2 Insert the motherboard replacement dongle into a USB port.
- 3 Turn on the C9 Server.

Wait until the Fiery Ticker reaches Idle.

- 4 On the C9 Server control panel, select MB Replacement.

The control panel displays “Reading dongle...”, then displays the number of licenses left to apply to the transfer.



- 5 Select Yes to confirm the license transfer.

The control panel displays “Applying” to indicate the transfer of options and the backup BIOS from the hard disk drive to the BIOS chip on the replacement motherboard.

**Note:** If you select “No” the process ends and you return to the Functions menu.

- 6 Reboot the C9 Server.
- 7 Remove the motherboard replacement dongle after the C9 Server reaches Idle.
- 8 Reinstall system software.

## Replacing parts on the motherboard

This section describes how to remove and replace the DIMM(s), CPU, and battery on the motherboard. Before you perform any of these procedures, shut down and open the C9 Server (see [page 33](#)).

### DIMM(s)

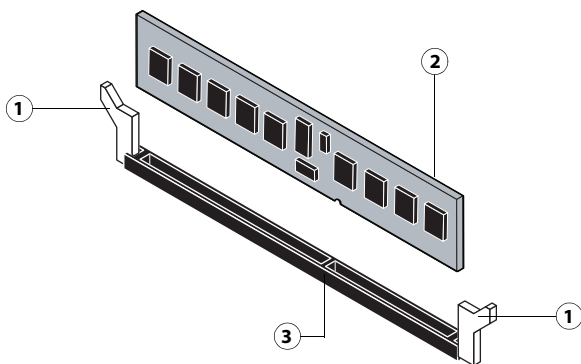
A DIMM (dual in-line memory module) is held in place by levers at the end of the DIMM socket.

The standard memory configuration is 4GB of memory.

#### To remove or replace a DIMM

- 1 Shut down and open the C9 Server (see [pages 33](#)).
- To remove a DIMM, you must remove the side panel.
- 2 To release a DIMM, push outward on the levers on each side of the DIMM.

**Figure 19:** Removing or replacing a DIMM



- 1 Lever
- 2 DIMM
- 3 Socket notch

- 3 Lift the DIMM straight out of the socket.

- 4 To replace a DIMM, position the DIMM in the socket and press the DIMM straight down into the socket so the levers lock the DIMM into place.

**Note:** DIMMs fit in the socket only one way. The notch on the bottom of each DIMM should line up with the notch in the socket.

Make sure that the levers close securely around the ends of the DIMM and each DIMM is fully seated in its socket.

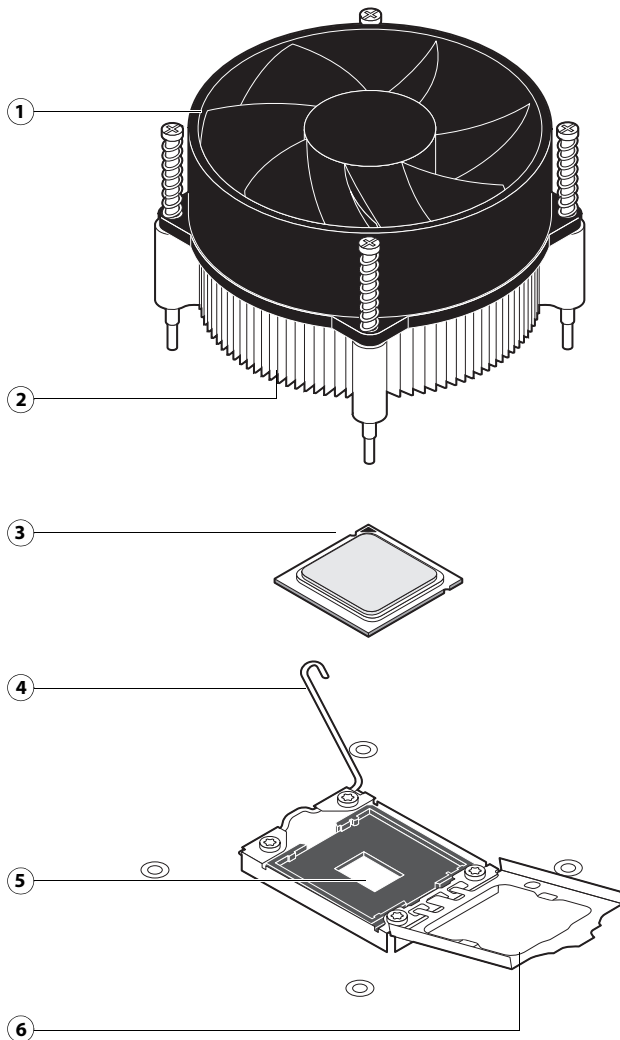
- 5 Reassemble the C9 Server and verify functionality (see [page 66](#)).
- 6 If you installed a new DIMM, make sure to reset the date and time in Setup. For more information, see Configure Help.

### CPU and CPU cooling assembly

The CPU is installed in a socket on the motherboard. Before removing the CPU from its socket, remove the motherboard from the chassis (see [page 43](#)), disconnect the CPU fan cable from the motherboard, and remove the cooling assembly from the CPU socket (see [page 51](#)). The CPU cooling assembly consists of a fan and a heatsink.

**Note:** Do not remove the CPU fan from the heatsink.

**Figure 20:** CPU cooling assembly



- |            |                             |
|------------|-----------------------------|
| 1 CPU fan  | 4 Socket lever              |
| 2 Heatsink | 5 CPU socket on motherboard |
| 3 CPU      | 6 Load plate                |

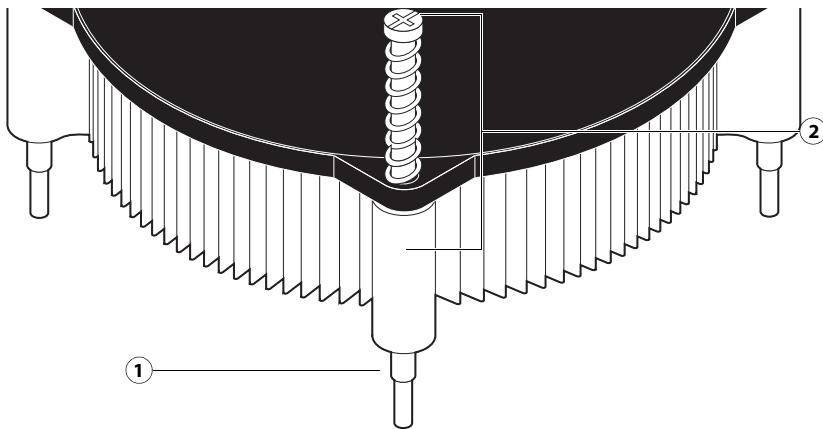
**To remove a CPU**

- 1 Access and open the C9 Server, as described on [page 33](#).
- 2 Remove the motherboard components (see [page 43](#)).
- 3 Remove the power supply (see [page 57](#)).
- 4 Remove the motherboard from the chassis (see [page 43](#)).  
 Place the motherboard on a flat, antistatic surface.
- 5 Remove the CPU fan cable from motherboard connector CPUFAN.

**6** Remove the CPU cooling assembly:

**⚠ Caution:** Be aware that both the cooling assembly and the CPU may be very hot. You may need to allow the components to cool before you attempt to remove them.

- Loosen the four screws that secure the cooling assembly to the motherboard. Partially loosen all the screws before loosening any one screw all the way.
- Lift the cooling assembly off the CPU socket and set it aside.

**Figure 21:** Removing the CPU cooling assembly

1 Screw (1 of 4)

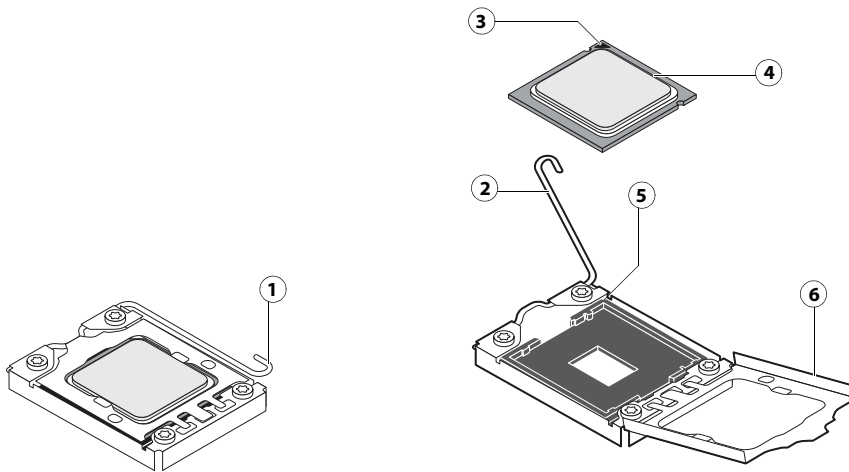
2 Loosen each screw to this position.

**7** Lift the cooling assembly off the CPU socket and set it aside.

**⚠ Caution:** Use caution when lifting the cooling assembly off the CPU, because the thermal compound at the base of the heatsink may damage the CPU if the heatsink is removed too forcefully.

- 8** Unlock the CPU socket lever and raise it into the open position (flex the lever away from the retention post, and then raise it).
- 9** Open the load plate (see [Figure 22](#)).

**Figure 22:** Removing/replacing the CPU



- |   |                                     |   |                              |
|---|-------------------------------------|---|------------------------------|
| 1 | Socket lever in the locked position | 4 | CPU                          |
| 2 | Socket lever in the open position   | 5 | Flat corner of socket border |
| 3 | Yellow triangle                     | 6 | Load plate open              |

**10** Grasp the CPU by its edges, lift it out of the socket, and then place the CPU in a safe place.

**Note:** If you remove the CPU from the motherboard to install it on a new motherboard, unpack the new motherboard and remove the protective plastic cover from the CPU socket. Transfer the protective cover to the CPU socket of the old motherboard to protect the circuitry.

### To replace a CPU

**1** Do one of the following:

- If you are installing a new CPU cooling assembly on an existing CPU, clean the contact surface of the CPU to remove any old thermal compound residue. A thermal pad is preinstalled on the underside of the new CPU cooling assembly.

**!** **Important:** Be sure to remove all thermal compound residue from the surface of the CPU. It may help to scrape all the residue off the surface using the flat edge of a non-conductive tool. Then use a lint-free cloth moistened with alcohol to clean the surface.

- If you are installing the existing CPU and CPU cooling assembly on a new motherboard, clean the contact surfaces of the CPU and cooling assembly as described above. Then apply fresh thermal compound to the contact surface of the CPU using the applicator provided with the new motherboard.

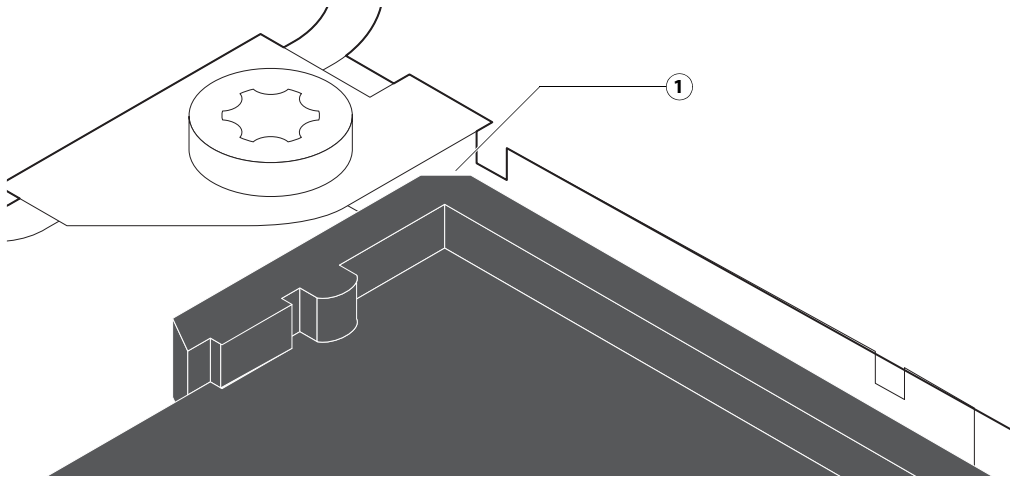
**2** Prepare the CPU socket by ensuring that:

- The socket lever is in the open position.
- The load plate is open.

**3** Place the CPU in the socket (see [Figure 22](#) on page 53).

The CPU and the socket are keyed to ensure correct installation. The notches on the edges of the CPU correspond with the two small posts inside the socket. Align the yellow triangle on the CPU with the flat corner of the socket. A yellow arrow stenciled on the motherboard next to the socket points to the flat corner. Do not force the CPU into the socket.

**Figure 23:** Locating the flat corner of the CPU socket



1 Flat corner of socket

**4** Close the load plate.

**5** Lower the socket lever and place it in the locked position under the retention post.

**6** Prepare the CPU cooling assembly for installation.

- Make sure that the motherboard is placed on a padded, antistatic work surface.
- Apply the fresh thermal compound square, as described in step 1 on page 53.
- Align the cooling assembly so that when it is installed, the fan cable easily reaches the CPU fan power connector CPUFAN on the motherboard.

**7** Place the cooling assembly on the CPU.

- Make sure that the thermal pad on the underside of the heatsink is positioned on top of the CPU.



**Caution:** Be sure to remove any protective material that may be covering the surface of the thermal pad. Otherwise, the CPU may overheat.

- Align the four screws with the four screw posts.
- Tighten the screws. Partially tighten all the screws before tightening any one screw all the way.

- 8 Connect the CPU fan cable to the motherboard connector CPUFAN.

The cable connector is keyed to fit only one way. Make sure that the connector on the cable is securely attached to connector CPUFAN on the motherboard.

- 9 Install the motherboard in the chassis (see [page 46](#)).
- 10 Replace the motherboard components (see [page 49](#)).
- 11 Reassemble the C9 Server and verify its functionality (see [page 66](#)).
- 12 If you installed a new CPU, configure the time and date in Setup (see [page 42](#)).

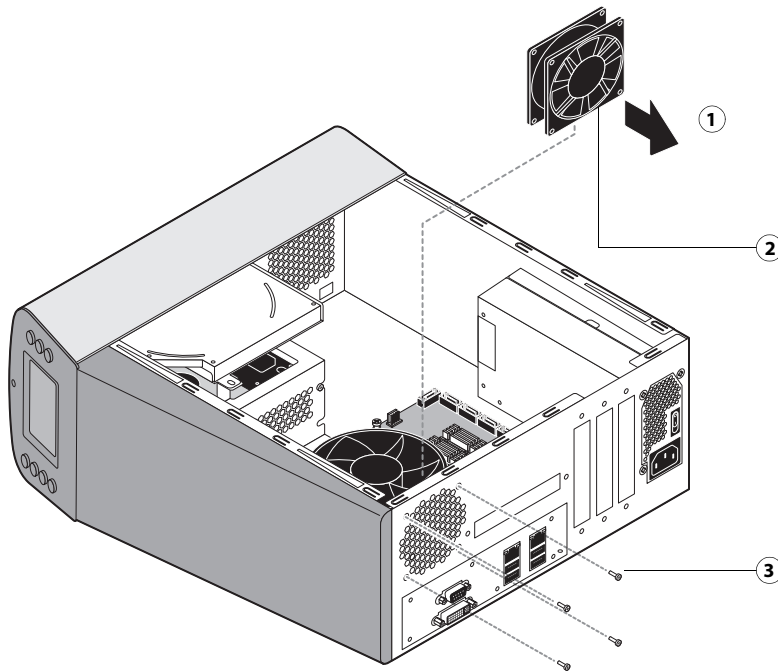
## Chassis fan

A fan mounted inside the chassis blows air out of the C9 Server to cool components. The chassis fan runs continuously when the system is on. You should hear the chassis fan start as soon as you power on the C9 Server. If you do not hear the chassis fan, there may be a faulty power connection (see [Figure 9 on page 32](#)).

The following procedures describe how to remove and replace the chassis fan.

### To remove and replace the chassis fan

- 1 Shut down and open the C9 Server (see [pages 33](#)).
- To access the chassis fan, you must remove the side panel.
- 2 Remove the fan cable from the motherboard.
  - 3 Remove the four plastic rivets that attach the chassis fan to the chassis, and then remove the fan.
- Set the screws aside so that you can replace them later.

**Figure 24:** Removing/replacing the chassis fan

- 1 Airflow direction
- 2 Chassis fan
- 3 Rivet (1 of 4)

**4** To replace the chassis fan, reverse the removal steps.

An arrow on the side of the chassis fan indicates the airflow direction. Make sure that the chassis fan is positioned with the label against the chassis. The chassis fan should blow air out of the vents in the connector panel when the system is reassembled and powered on (see [Figure 24](#)).

**5** Verify C9 Server functionality (see [page 66](#)).

## Power supply

This section describes how to remove and replace the C9 Server power supply. For more information on the power supply, see “[Specifications](#)” on page 94.

You can check power supply functionality using a multimeter at the power cable connectors supplying power to the motherboard, CPU, HDD, and DVD drive. Test voltages on the connectors of the power supply cables, not on the board or component connectors.



**Caution:** Do not open the power supply for service or troubleshooting. Opening the power supply will void the warranty.

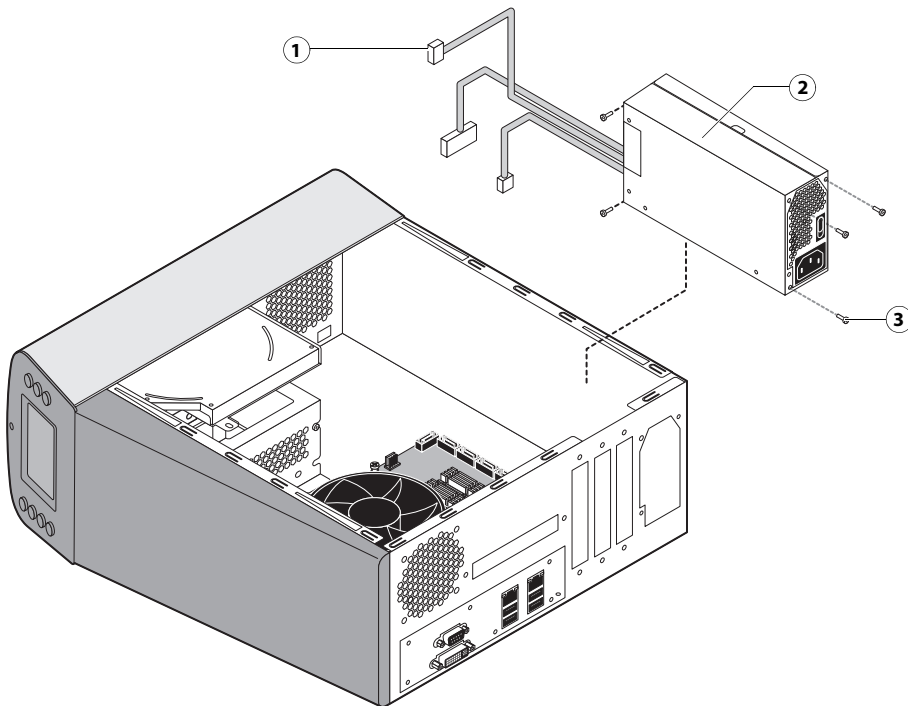


**To remove the power supply**

- 1 Shut down and open the C9 Server (see pages 33).

To access the power supply, you must remove the side panel.

- 2 Remove the following cables and components from the motherboard to provide room for removing the power supply:
  - Power and reset button cables
  - DVD drive and hard disk drive SATA cables
  - UIB cable and front panel USB port cable
- 3 Remove the power cable from the hard disk drive.
- 4 Disconnect the power supply cable from the DVD drive power and data combination cable.
- 5 Remove the 24-pin motherboard power cable from the motherboard.
- 6 Remove the 4-pin CPU power cable from the motherboard.
- 7 Remove the power supply cables secured by the cable harness in the chassis.
- 8 Remove the five screws that attach the power supply to the chassis (see [Figure 25](#) on page 58).  
Set the screws aside so that you can replace them later.
- 9 Lift the power supply out of the chassis, taking care to gather the power supply cables.

**Figure 25:** Removing/replacing the power supply

- 1 Power supply cables
- 2 Power supply
- 3 Screw (1 of 5)

**To replace the power supply**

- 1 Attach the power switch leads to the terminals on the power switch.

You can attach the power leads to either terminal on the power switch.

**!** **Important:** If you are replacing the power supply with a new one, you do not need to remove the original power switch and replace it with the switch provided with the new power supply. The original switch is designed to remain mounted inside the chassis.

- 2 Place the power supply inside the chassis and align the mounting holes.
- 3 Attach the power supply to the chassis with the five screws that you removed earlier (see [Figure 25](#) on page 58).  
If you are installing a new power supply, make sure to use the screws that came with it to attach the new power supply to the chassis.
- 4 Connect the 4-pin CPU power cable to the motherboard (for location, see [Figure 15](#) on page 40).
- 5 Connect the 24-pin motherboard power cable to the motherboard (for location, see [Figure 15](#) on page 40).
- 6 Connect a white, 4-pin power supply cable to the DVD drive power and data combination cable.

7 Connect the power cable to the hard disk drive.



**Caution:** Connect the thin, black SATA power cable connector to the hard disk drive. Do not connect the white, 4-pin power cable connector. Connecting both types of power cables will damage the hard disk drive.

8 Secure the power supply cable in the cable harness in the chassis.

9 Replace the following cables and components to their connectors on the motherboard:

- UIB cable and front panel USB port cable (see [Figure 8](#) on page 31)
- DVD drive and hard disk drive SATA cables (see [Figure 8](#) on page 31)
- Power and reset button cables (see [Figure 9](#) on page 32)

10 Reassemble the C9 Server and verify its functionality (see [page 66](#)).

## Hard disk drive

The factory-installed hard disk drive is formatted and loaded with system software, network drivers, and printer fonts. The hard disk drive is also used to store spooled print jobs. Available space on the hard disk drive is displayed on the Info screen of the printer display panel and in Command WorkStation.

If you replace the hard disk drive with a new one, you must install system software as described on [page 67](#). (Spare hard disk drives are hard disk drives shipped without system software installed.)



**Caution:** Do not replace the hard disk drive and the motherboard at the same time. Doing so in the wrong order, without updating the system (see [page 47](#)), will cause the system to malfunction.

It is unlikely that both the hard disk drive and the motherboard are defective. Avoid replacing both to solve one problem. If troubleshooting strategies (such as checking cables and connections; see [pages 77 and 77](#)) do not solve the problem, and you suspect the hard disk drive or the motherboard is at fault, use the following order to troubleshoot: replace the hard disk drive, install system software, and then check to see if the problem persists. If it does, perform other procedures, such as replacing the motherboard (see [page 39](#)).

## Proper handling

Improper handling can damage a hard disk drive. Handle hard disk drives with extreme care.

- Use proper ESD practices when grounding yourself and the C9 Server.
- Keep magnets and magnetic-sensitive objects away from the hard disk drive.
- Do not remove the screws on top of the hard disk drive. Loosening these screws voids the warranty.
- Never drop, jar, bump, or put excessive pressure on the hard disk drive.
- Handle the hard disk drive by its sides and avoid touching the printed circuit board.
- Allow the hard disk drive to reach room temperature before installation.

Hard disk drive problems may be caused by the following:

- Loose or faulty connection
- Faulty data cable
- Faulty hard disk drive



**Caution:** Make sure that you attach an ESD grounding wrist strap and follow standard ESD precautions before handling C9 Server components.

Make sure that you attach an ESD grounding wrist strap and follow standard ESD precautions before handling C9 Server components.

The hard disk drive is mounted inside a bracket.

If you are replacing the hard disk drive with a new one, you will need:

- The appropriate system software and documentation for the C9 Server.
- A compatible version of the user software for the networked computers that will print to the C9 Server.

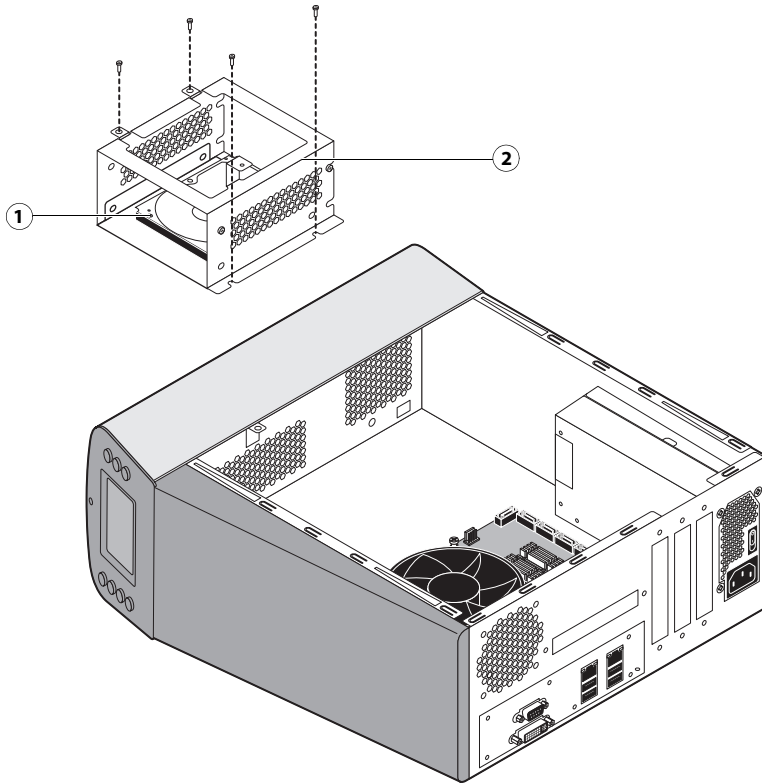
#### **To remove the hard disk drive**

- 1** If you are removing the hard disk drive in order to install a new drive, give the network administrator the opportunity to print the Job Log and save any custom simulations. If possible, print the Configuration page and the Font Lists.
- 2** Shut down and open the C9 Server (see pages [33](#)).  
To access the hard disk drive, you must remove the side and front panels.
- 3** Remove the DVD drive (see [page 64](#)).
- 4** Remove the power supply cable from the hard disk drive.
- 5** Remove the hard disk drive data cable from the hard disk drive.
- 6** Remove the four screws securing the hard disk drive bracket to the chassis.

7 Lift the hard disk drive bracket out of the chassis (see [Figure 26](#)).

 **Caution:** Avoid striking the motherboard as you remove the hard disk drive bracket.

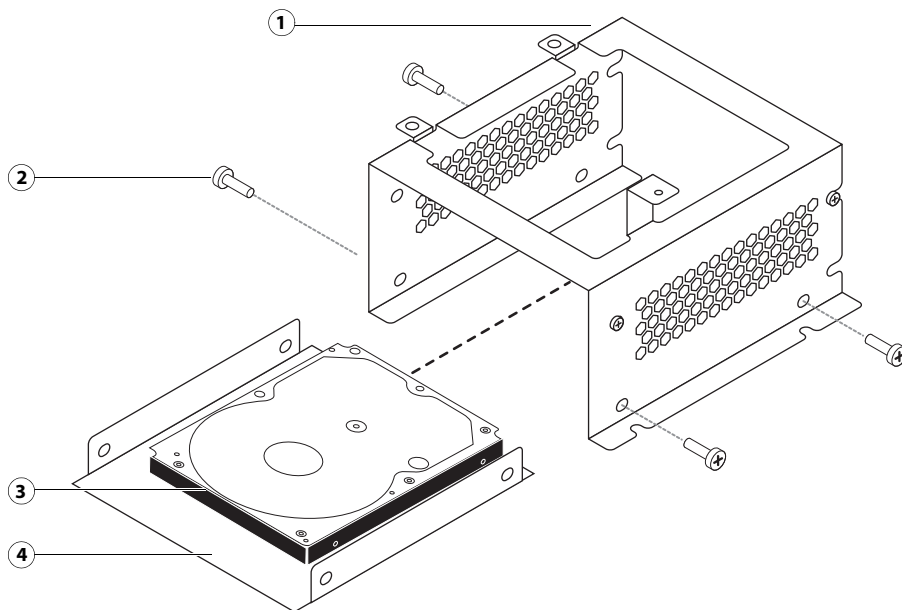
**Figure 26:** Removing/replacing the hard disk drive bracket



- 1 *Hard disk drive*
- 2 *Hard disk drive bracket*

- 8 Remove the four screws that attach the mounting plate to the hard disk drive bracket.

**Figure 27:** Removing/replacing the hard disk drive from the hard disk drive bracket



- 1 Hard disk drive bracket
- 2 Screw (1 of 4)
- 3 Hard disk drive
- 4 Mounting plate

- 9 Remove the four screws that attach the hard disk drive to the mounting plate.


**Caution:** Do not unscrew the screws on the hard disk drive cover. Loosening these hard disk drive screws breaks the seal and voids the hard disk drive warranty.

- 10 Place the hard disk drive in an antistatic bag.

Do not touch the drive with magnetic objects (such as magnetic screwdrivers), and avoid placing items such as credit cards and employee ID cards that are sensitive to magnets near the hard disk drive.

Replacement hard disk drives are not shipped with system software preinstalled. After you install the drive, you must install the appropriate system software.

## To replace the hard disk drive

 **Caution:** Do not install a new hard disk drive and a new motherboard at the same time. If you suspect that the C9 Server needs a new hard disk drive and a new motherboard, first install the new hard disk drive and install system software (see [page 67](#)), and then install a new motherboard (see [page 39](#)).


- 1 If you are installing a new hard disk drive, unpack the drive.

Do not drop, jar, or bump the hard disk drive. Do not touch the hard disk drive with magnetic objects or place objects sensitive to magnets near the hard disk drive.


- 2 Position the hard disk drive inside the hard disk drive bracket and align the mounting holes on the hard disk drive with the four holes in the bracket (see [Figure 27](#) on page 62).

When correctly installed, the hard disk drive extends about an inch past the rear of the bracket.

- 3 Attach the hard disk drive to the bracket using the four screws that you removed earlier.
- 4 Place the bracket inside the chassis and secure it using the four screws that you removed earlier.

 **Caution:** Avoid striking the motherboard as you replace the hard disk drive bracket.

- 5 Connect one end of the hard disk drive data cable to the hard disk drive.
- 6 Connect the other end of the hard disk drive data cable to SATA1 on the motherboard (see [Figure 8](#) on page 31).
- 7 Connect the power cable to the hard disk drive.

 **Caution:** Connect the thin, black SATA power cable connector to the hard disk drive. Do not connect the white, 4-pin power cable connector. Connecting both types of power cables will damage the hard disk drive.

- 8 Reassemble the C9 Server (see [page 66](#)).
- 9 If you replaced the hard disk drive with a new hard disk drive, install system software (see [page 67](#)).  
If a startup error displays on the control panel when you power on the C9 Server, check the connections.
- 10 If you installed a new hard disk drive, make sure to reset the date and time in Setup. For more information, see [Configure Help](#).
- 11 Verify functionality (see [page 66](#)).

## DVD drive

The DVD drive is attached to a bracket mounted to the hard disk drive bracket and the chassis. The DVD drive is used to install system software onto the hard disk drive and archive data onto writable media.

### To remove the DVD drive

- 1 Shut down and open the C9 Server (see pages 33).

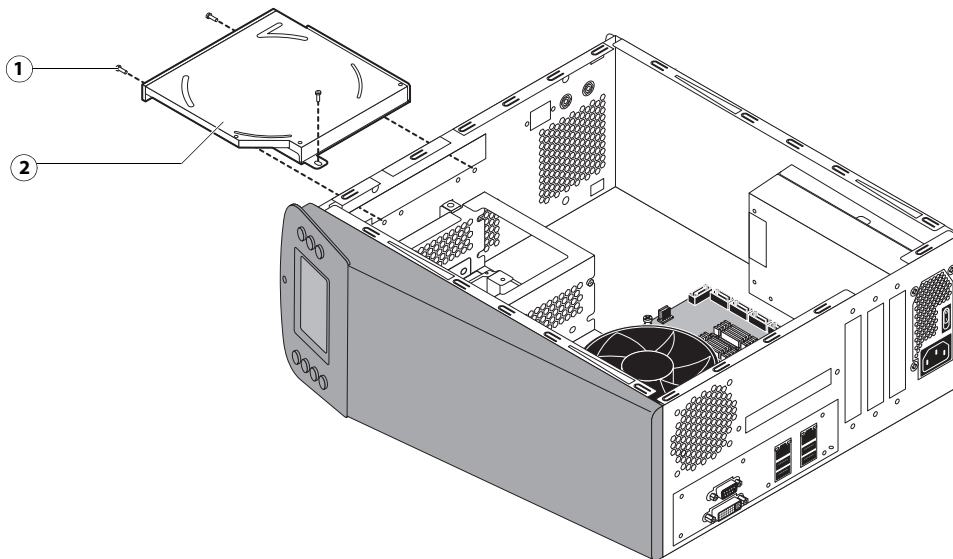
To remove the DVD drive, you must remove the side and front panels.

- 2 Remove the DVD drive power/data combination cable from the back of the DVD drive.
- 3 Remove the screw that attaches the DVD drive bracket to the hard disk drive bracket.
- 4 Remove the two screws that attach the DVD drive bracket to the chassis.

Set aside the screws so that you can replace them later.

- 5 Slide the DVD drive bracket out the front of the chassis.

**Figure 28:** Removing/replacing the DVD drive bracket



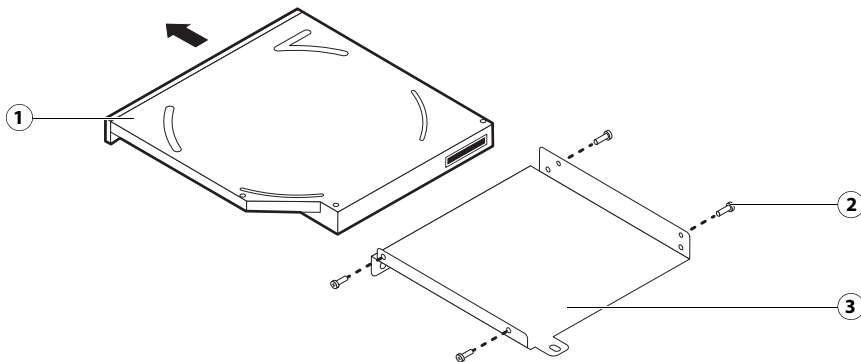
- 1 Screw (1 of 3)
- 2 DVD drive attached to the bracket
- 6 Remove the four screws that attach the DVD drive to the bracket.

Set aside the screws so that you can replace them later.



- 7 Lift the DVD drive out of the bracket.

**Figure 29:** Removing/replacing the DVD drive



- 1 DVD drive
- 2 Screw (1 of 4)
- 3 Bracket

#### To replace the DVD drive

- 1 Position the DVD drive inside the bracket and align the mounting holes on the DVD drive with the four holes in the bracket (see [Figure 28](#) on page 64).
- 2 Place the bracket inside the chassis and secure it using the three screws that you removed earlier.
- 3 Attach the power and data combination cable to the back of the DVD drive (see [Figure 8](#) on page 31 and [Figure 9](#) on page 32).
- 4 Reassemble the C9 Server and verify functionality (see [page 66](#)).
- 5 If you installed a new DVD drive, make sure to reset the system date and time. For more information, see [“To configure the system date and time”](#) on page 42.

## Restoring and verifying functionality after service

Before you leave the customer site, make sure that you complete the following steps. If you cannot complete a step, determine the reason and correct the problem before continuing. For more information, see “[Troubleshooting](#)” on page 76.

### To reassemble the C9 Server and verify functionality

- 1 Reseat all boards, cables, connectors, and other parts loosened or removed during service.

When routing cables inside the C9 Server, make sure that:

- Cables are securely installed after routing cables
- Cable routing does not interfere with the operation of internal components nor interfere with removing or replacing components
- Cables are not tangled nor looped around internal circuit boards, or components (such as capacitors and resistors)
- Cables do not lie on or against any internal heating element
- Cables do not interfere with opening or closing C9 Server panels
- Cable slack is secured with a tie-wrap

- 2 Restore the C9 Server to the upright position.

- 3 Replace any panels that you removed earlier, as described on [page 33](#).

- 4 If you replaced the motherboard, make sure that the new motherboard solves the problem that you are troubleshooting, and then transfer options to the new motherboard (see [page 48](#)).

- 5 Connect the power cable to the C9 Server (see [page 16](#)).

- 6 Connect to the network (see [page 16](#)).

- 7 Print the Test Page and Configuration page.

- If the C9 Server does not start up, see startup problems on [page 84](#).
- If pages do not print, verify that the network cable is properly connected (see printing problems on [page 92](#)).
- If image quality is poor, test the printer. (See the service documentation that accompanies the printer.)

- 8 Ask the site administrator to download a test job over the network.

If the job does not print or has poor image quality, see printing problems on [page 84](#) and the Troubleshooting sections of the user documentation.

# Installing System Software

The C9 Server ships with preinstalled system software on the hard disk drive. If you must reinstall system software when servicing the C9 Server, use the latest System Software and User Software DVDs.

## Before you install system software

Consider the following settings and features before you install system software.

- **Battery, date, and time:** If you removed or replaced the motherboard battery during service, make sure to configure the time and date in Setup before installing system software. Otherwise, the system may hang during the user software installation segment. For more information, see *Configure Help*.
- **Backup/restore:** Before you reinstall the system software, check with the site administrator if there is any backup available to restore.

**Note:** If there is a backup for the entire hard disk drive, make sure to restore this backup first in the Fiery System Installer. Doing so ensures that all the customized settings and jobs on the HDD(s) will be restored. If this backup is not available, restore the image from recovery partition, which is provided with the C9 Server by default. This will restore the C9 Server to the factory default setting. You must install the system software using the System Software DVDs only when you replaced the hard disk drive, or restoring the backup does not solve the problem you are troubleshooting.

It is recommended to create a backup of the entire hard disk drive after you install the system software and run the initial Setup. To create the backup or restore the system, use the Fiery System Installer. For more information, see *Configuration and Setup*.

The following issues apply to the scenario where you reinstall the system from the System Software DVDs.

- **Jobs:** All jobs in all print queues, and all jobs archived locally on the C9 Server hard disk drive are deleted when you reinstall the system software. To save jobs, ask the site administrator to archive them to a CD/DVD or a location on the network, so that the jobs can be imported back into the C9 Server queue after system software installation. For more information, see *Command WorkStation Help*.



**Important:** Notify the network administrator at the customer site that some archived jobs may no longer print after you install an updated version of the system software.

- **Job Log:** The list of jobs in the Job Log and any jobs in the queues are deleted when you install system software. The network administrator can use *Command WorkStation* to save a current list of jobs (not the actual jobs) from the Job Log.

- **Fonts:** All fonts on the hard disk drive are deleted when you install system software. Resident fonts are reinstalled when you reinstall system software. Any customer-supplied fonts must be reinstalled by the network administrator using Command WorkStation.

To determine which additional fonts were downloaded to the C9 Server, print the Font List before you install the system software and again after you complete the system software installation. Any fonts not listed after installation must be reinstalled. For more information, see *Utilities*.

- **Configuration:** The existing Setup configuration is lost when you install system software. Make sure to use Backup/Restore to create a backup of the system software configuration, and print a Configuration page before you install system software, so that you can reconfigure the settings in Setup.
- **Static IP address:** If the C9 Server requires a static IP address (for example, in a non-DHCP network environment), be aware that the previous IP address configuration is deleted when system software is reinstalled. To reconfigure a static IP address (if applicable), work with the network administrator as described on [page 17](#).
- **Custom spot colors and profiles:** When you install system software, customized spot colors and profiles are deleted. Ask the site administrator to create backups of any custom spot colors and profiles. To create the backups of these files, use Command WorkStation to export these files to a client computer, a removable disk, or a network share. See Command WorkStation Help for more information.
- **Monitor profiles:** Monitor profiles saved to the hard disk drive are deleted when you install system software. Monitor profiles for the C9 Server monitor are automatically reinstalled when you reinstall Command WorkStation on the system.
- **System software updates:** All updates to system software (Windows OS and Fiery System Software) which may be available for the C9 Server and installed from any source (for example, System Updates (see [page 75](#)), patches provided on CD or downloaded by the customer) are deleted when you install system software.
- **Compatibility:** When upgrading the system software, make sure that the latest user software is installed on all computers that print to the C9 Server. Using incompatible versions of the system software may result in system problems.
- **User software updates:** For optimal performance, maintain current versions of the user software on every network computer used to print to the C9 Server. User software may be installed directly on client computers equipped with a DVD drive, or over a network via the Fiery User Software Installer that resides on the C9 Server.
- **Paper Catalog:** Before you reinstall system software, make sure to back up the Paper Catalog database in Command WorkStation and import it after system software installation.

## Changing the factory default language

Before installing system software, you can change the C9 Server default language preinstalled at the factory using the Configure tool, available through Command WorkStation and WebTools.

### To change the factory default language

- 1 Open Configure through either Command WorkStation or WebTools.

For more information, see [page 23](#).

- 2 Click Fiery Server > Regional Settings, and then choose a language under Server Language.
- 3 Click Save.

Changing languages takes approximately 15 minutes.

## Backing up the system configuration

If you back up the system configuration using Fiery System Installer, you can restore your configuration after installing, reinstalling, and upgrading system software. A backup can be performed from the Command WorkStation or remotely by using WebTools. For more information about access through Command WorkStation or WebTools, see *Configuration and Setup*, which is part of the user documentation.

When you back up the system configuration, you save a configuration file that includes one or more of the following:

- Fiery System Settings
- Color Settings
- Preflight Presets
- Scan Settings
- FreeForm/VDP resources
- Paper Catalog
- Virtual Printers
- Server Presets
- Fonts
- Job Log

**Note:** Those settings you do not choose are not saved for restore.

If you cannot create a configuration file, ask the site administrator to archive custom color profiles, preflight presets, FreeForm masters, customer-installed fonts, and the Job Log to removable media or a network location.

### To save the system configuration before system software installation

- 1 Ask the site administrator to print the Job Log, Configuration page, and Font List (if possible).

For more information, see [page 22](#).

- 2 On the screen, start WebTools or Command WorkStation from the Fiery Ticker application.
- 3 In WebTools or Command WorkStation, click the Configure tab > Launch Configure.

- 4 Log on with Administrator privileges and click OK.

The default Administrator password is **Fiery.1** (case-sensitive), but the site administrator may have changed the password.

- 5 On the left side, choose Fiery Server > Backup.
- 6 In the Backup dialog box, select the settings you want to back up.
- 7 Enter a file name and location, specify if you want to add the date to the file name, and then click Backup.
- 8 Click Finish.

## Restoring the system configuration

You can restore the configuration of the C9 Server to its previous state using a configuration file. For more information about a configuration file, see [page 69](#).

If you could not save a configuration file, you must configure Setup. After you exit Setup and the C9 Server reboots, ask the site administrator to restore any archived settings and files. For more information, see *Configuration and Setup*, which is part of the user documentation set.

### To restore the system configuration after system software installation

- 1 From Fiery Ticker, start WebTools or Command WorkStation.
- 2 In WebTools or Command WorkStation, click the Configure tab.
- 3 Click the Launch Configure button.
- 4 Enter the Administrator password for the C9 Server. Click OK.

The default Administrator password is **Fiery.1**. However, the site administrator can change the password.

- 5 On the left side, choose Fiery Server > Restore.
- 6 Select the reference file and data file. Click Next.
- 7 Select settings to restore and click Next.
- 8 Click Finish.

## Fiery System Installer

The C9 Server system installer allows you to back up or restore the entire system to recover from a system crash or a hard disk failure. You can start the system installer from System Software DVD 1 to create a new system backup partition of the C9 Server, load a system recovery partition to restore the C9 Server to an earlier state, or use utilities to troubleshoot and administer the C9 Server.

After selecting a system language, you must select one of the following options.

- **New Installation:** Install new system software.

**Note:** The C9 Server is shipped with preinstalled system software. If you must reinstall system software, contact a service technician.

- **Restore from backup or recovery partition:** Restore an earlier backup partition, or the default C9 Server configuration. If you have not created a backup partition, this option allows only a recovery to the default configuration and “Restore from recovery partition” is displayed.
- **Back up hard disk drive(s):** Back up the hard disk to external media, such as a USB flash drive or network share location.
- **Platform Utilities:** Use the system installer for advanced procedures, such as erasing hard disks, or use Windows Task Manager to administer the C9 Server.

### To back up the C9 Server

- 1 Select Back up hard disk drive(s).
- 2 Configure the backup image settings.
  - Select a backup destination from one of the following types of media: USB flash drive, external hard disk drive, local hard disk drive, or network share.
  - Name the backup image folder. The folder name contains the name that you assign and a time stamp of the backup image. The default name is the server name. The installer automatically generates the time stamp.
  - Enter a description of the backup image.
  - Select the appropriate check boxes to include Fiery job files in the backup image or create bootable media with the backup.
  - Save the backup image settings.
- 3 Start the backup process.

The installer begins creating the backup image.

### To restore the C9 Server to an earlier configuration

- 1 Select Restore from backup or recovery partition.

If you have not previously created a backup image, “Restore from recovery partition” is displayed.

## 2 Select the source of the backup.

Select one of the following options.

- One of the two most recently-created backup images.
- The recovery partition, which restores the default system settings from a hidden hard disk drive partition.
- Search for a backup that you have created on the C9 Server.

The installer begins the recovery process.

**Note:** If you must search for backups, use the following steps.

## 3 Select a backup image.

The installer lists each backup image in the following categories.

- Location of the backup image: USB flash drive, external hard disk drive, network location, or local hard disk drive
- Time at which you created the backup image
- Folder location of the backup image

## 4 Click OK.

The system is restored.

## Installing system software

System software is provided on the following media:

- DVD1: System software (Fiery)
- DVD2: Windows 7 Pro FES x64
- DVD3: Windows 7 Pro FES x64
- DVD4: User software (Drivers and Utilities)

Install system software in the following cases:

- The hard disk drive is replaced.
- The C9 Server must be updated to a more recent version of the system software.
- The language settings need to be changed.

### To install system software



**Important:** Notify the network administrator at the customer site that some archived jobs may no longer print after you install an updated version of system software.



**1** Before you proceed, do the following:

- On the C9 Server, remove all dongles and devices, except the keyboard and mouse.  
If you do not, installation will fail.

- Ask the network administrator to print the Job Log, Configuration page, and Font List, and to archive and customer-installed fonts and FreeForm masters (if possible).

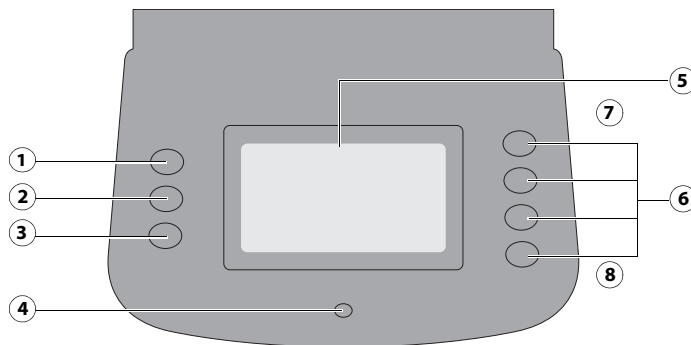
**2** If you are installing system software, back up the system configuration (if possible).

For more information, see [“Backing up the system configuration”](#) on page 69.

**3** Insert System Software 1 DVD into the DVD drive.

**Note:** If you installed a new hard disk drive, power on the system, insert the System Software DVD, allow the system to boot from the System Software DVD, and then proceed to [step 6](#).

**4** Press the Menu button on the C9 Server control panel.



- |                  |                          |
|------------------|--------------------------|
| 1 Up button      | 5 Display window         |
| 2 Menu button    | 6 Line selection buttons |
| 3 Down button    | 7 First                  |
| 4 Activity light | 8 Fourth                 |

**5** Select Restart Server and then select Reboot System. The C9 Server boots from the DVD.

Allow the system to shut down and reboot. Do not push any buttons during this time.

This segment takes approximately 6 minutes.

**6** When the Select Language screen displays, scroll to select a language and the press the corresponding line selection button on the control panel.

**7** At the prompt, select New Installation.

**8** When “Installation will erase all data on disk(s). Continue?” appears, select Continue.

The installation starts immediately. Wait as messages display on the control panel describing the installation process. Do not press any buttons during this time. This segment takes approximately 5 minutes.

- 9** At the prompt for each DVD, insert System Software 2 DVD, and then System Software 3 DVD, for the OS installation. Wait for files to be copied to the C9 Server.

Each disc ejects after files are copied.

This segment takes approximately 15 minutes.

- 10** At the prompt, insert the User Software DVD into the DVD drive.

User Software is copied automatically once the drive drawer is closed. The message “Installing...” displays on the control panel, followed by other messages describing the user software installation process. This segment takes approximately 45 minutes.

During this process, the following installations are performed:

- The entire contents of the User Software DVD are copied to a shared folder on the C9 Server hard disk drive, in `e:\efi\user_sw`.
- User software is installed on the C9 Server.

After installation, when the C9 Server is connected to the customer’s network, users can access the user software in the shared folder and install it onto client computers.

- 11** If a monitor, keyboard, and mouse are present:

The Log On to Windows dialog box appears on the monitor under the Administrator account. Type **Fiery.1** in the password field and then click OK.

**Note:** Type **Fiery.1** exactly. The password is case-sensitive; for example, **fiery.1** will not work.

- 12** If user documentation was previously resident on the C9 Server, advise the site administrator to reinstall the documentation files from the user documentation set.

- 13** Advise the customer to check the System Updates feature for any required software updates or updates that may be available for the C9 Server (see “[System updates](#)” on page 75).

- 14** Reconnect any USB storage devices or dongles that you may have removed earlier.

- 15** If you were able to back up the system configuration, restore the system configuration ([page 70](#)).

- 16** Reinstall any required software updates.

- If you reinstalled the same version of system software, be sure to reinstall all software updates that were previously installed on the C9 Server. For a list of previously installed updates, refer to the Configuration page that you printed earlier.



**Caution:** If you installed an upgraded version of system software (for example, version 1.0 to version 2.0), contact your authorized service/support center for a list of valid software updates. Some or all of the updates listed on the Configuration page that you printed earlier may no longer be valid. Before installing a patch, be sure to verify with your authorized service/support center that it is valid for your system version. Installing an invalid patch may result in system corruption.

Software updates may be accessed from:

- From the FACI (if present), choose Start > All Programs > Fiery > System Updates, and then click Check Now. For more information, see “[System updates](#)” on page 75.
- From a client computer through Remote Desktop, choose Start > All Programs > Fiery > System Updates, and then click Check Now. For more information, see “[System updates](#)” on page 75.

**17** Reinstall fonts or custom simulations that may have been deleted when you installed software.

After installation, the system prints the Configuration page.

## System updates

Advise the site administrator at the customer site that the System Updates feature available through the Start menu on FACI-enabled systems allows customers to schedule and accept installation of certain C9 Server software updates from a secure site on the Internet. By default, the feature is configured to display a notification on the FACI or monitor. You can also check for system updates via the FACI or monitor by choosing Start > All Programs > Fiery > System Updates, and then clicking Check Now. Depending on how it is configured, System Updates operates manually or automatically. For more information about how to schedule System Updates, see *Configuration and Setup*.

Microsoft Windows operating system updates should be obtained from Microsoft directly. Because such updates are available directly from Microsoft, EFI does not maintain or provide them via the System Updates feature.

## Remote Desktop



**Important:** Since the C9 Server is Windows-based, you can use Remote Desktop to access the C9 Server from a remote computer.

Remote Desktop Connection is a Microsoft application that allows you to access one Windows computer from another. To use the C9 Server with Remote Desktop, you must enable Remote Desktop in Setup and on the client computer.

For more information about using Remote Desktop to access the C9 Server, see *Configuration and Setup*.

# Troubleshooting

This chapter identifies the source of common problems that may occur with the C9 Server and suggests ways of correcting the problems.

## Troubleshooting process

Problems with the C9 Server configuration may occur in one of three areas:

- Inside the C9 Server
- In the interface between the C9 Server and the printer
- In the interface between the C9 Server and the workstations or computers to which it is connected

This chapter does not attempt to provide troubleshooting information for attached computers such as PCs or Mac OS computers, printers, or extensive networks. Refer problems in these areas to the appropriate service departments and network administrators.



**Caution:** When performing the service procedures described in this chapter, follow the precautions listed in [page 10](#).

The terms “replace” and “replacing” are typically used throughout this document to mean reinstallation of existing components. Install new components only when necessary. If you determine that a component you have removed is not faulty, reinstall it. Replacement parts and specifications are subject to change. Refer to the current parts list maintained by your authorized service/support center. Install the correct parts as directed by your service/support center.

## Preliminary on-site checkout

Most problems with the C9 Server are caused by loose board or cable connections. This section describes the quick checks you can do to locate and fix obvious problems. It describes how to eliminate any problems with external connections to the back of the C9 Server, and then addresses checking internal board and cable connections. Check external and internal connections before replacing any components.

**Note:** Verify that the network is functioning, no unauthorized software or hardware is installed on the C9 Server, and no problems have occurred with a particular print job or application. The on-site administrator can help you verify these issues.

For problems that persist after you check the external and internal connections, this section provides a comprehensive list of internal and external checks that may help you fix the problem.

This section includes the following:

- [“Checking external connections”](#) on page 77  
Describes the quick checks you can do to make sure that the problem is not caused by a loose connection at the back of the C9 Server.
- [“Checking internal components”](#) on page 77  
Describes the quick checks you can do to make sure that the problem is not caused by a loose board or cable connection inside the C9 Server.
- [“Inspecting the system”](#) on page 78  
Provides a more comprehensive checklist for checking the C9 Server internally and externally. If your initial checks fail, complete this checklist before concluding that you need to replace a cable or component.

To troubleshoot problems that present specific symptoms, see [“Table 3: C9 Server error messages and conditions”](#) on page 84. Locate symptoms listed in the table to help you determine possible causes and steps to remedy them.

## Checking external connections


Before removing the side and front panels of the C9 Server to check internal components, eliminate the most obvious sources of problems. Make sure that:

- All interface cables to the system are plugged into the proper connectors (see [Figure 5 on page 28](#)).
- The power cable is plugged into the wall power outlet.
- The LED on the network port is blinking to indicate network activity.

If all the connectors are properly in place and the power is on, proceed to the next stage of troubleshooting.

## Checking internal components


To check the internal components, you must remove the side and front panels of the C9 Server.

 **Warning:** Before you remove the C9 Server panels, be aware of the safety precautions that you should take when handling the C9 Server. Use ESD precautions when handling printed circuit boards and electronic components. To review the safety precautions, see [page 10](#).

See the disassembly procedures on [page 33](#) and the reassembly procedures on [page 66](#).

### To check internal components

- 1 Shut down and open the C9 Server (see [pages 33](#)).

 **Caution:** Before you touch any components inside the C9 Server, attach a grounding strap to your wrist and discharge any static electricity on your body by touching a metal part of the C9 Server.

## 2 Inspect the inside of the C9 Server.

Make sure that no foreign materials have been dropped into the chassis.

- Make sure that the power leads are attached to the connector panel power switch (see [page 32](#)).
- Make sure that the DVD and hard disk drive data cables are connected to the correct SATA connectors on the motherboard (see [Figure 8 on page 31](#)):
  - DVD drive power/data combination cable to motherboard connector
  - Hard disk drive data cable to motherboard connector
- Look for obviously loose boards and reseal each board securely in its connector on the motherboard.
- Look for obviously loose cables and reseal each cable connector firmly.
- Make sure that each connector is properly aligned with its mating connector. If the pins are offset from each other, the affected board will not function properly.

## 3 Reassemble the C9 Server and verify its functionality (see [page 66](#)).

### Inspecting the system



**Caution:** If your initial checks of the cable and board connections do not fix the problem, you may need to inspect the system on a component-by-component basis, as described in [“Table 2: Verifying the system.”](#) A comprehensive inspection allows you to verify that each hardware component is properly installed and configured, and helps you avoid replacing expensive components unnecessarily.

If the system you are servicing does not meet a condition listed in [Table 2](#) and it is not obvious what action(s) you should take to fix the problem (for example, if the system hangs before reaching Idle), locate the symptom in [“Table 3: C9 Server error messages and conditions”](#) on page 84 and perform the suggested action(s) for the condition.

**Table 2:** Verifying the system

Conditions to verify	Part and additional page references
<p>When problem occurs, verify that:</p> <ul style="list-style-type: none"> <li>• Power cable is connected properly into the power outlet.</li> <li>• Chassis fan is operating.</li> <li>• Network link activity LED on network port is blinking.</li> <li>• All external cables required are present, in correct connectors, and well-seated.</li> <li>• Cables, cable connectors, and mating connectors appear undamaged.</li> </ul>	<p>External ports and cable connections, <a href="#">page 77</a></p>
<p>If problem occurs at power up or reboot, verify that:</p> <ul style="list-style-type: none"> <li>• Activity light on the control panel illuminates.</li> <li>• Display window lights up.</li> <li>• The system does not hang, nor do error messages occur before the systems reaches Idle.</li> <li>• DVD drive is present and no disk is in the drive.</li> <li>• DVD LED blinks briefly.</li> <li>• After the system reaches Idle, the control panel buttons function.</li> </ul>	<p>Control Panel, <a href="#">page 20</a></p>
<ul style="list-style-type: none"> <li>• All replaceable parts are:                         <ul style="list-style-type: none"> <li>• Present</li> <li>• Properly aligned</li> <li>• Installed securely</li> <li>• Installed on the appropriate site</li> <li>• The correct part for the system</li> <li>• Properly configured, if configurable (such as hard disk drive jumper)</li> <li>• Appear undamaged</li> </ul> </li> <li>• Chassis and contents have not been tampered with.</li> <li>• Chassis does not contain any foreign objects.</li> </ul>	<p>Chassis</p>
<ul style="list-style-type: none"> <li>• Motherboard, including components and traces, appears undamaged, and no foreign objects are evident.</li> <li>• CPU is present, well-seated, and appears undamaged.</li> <li>• CPU cooling assembly is well-aligned and firmly attached.</li> <li>• Each fan required (including fan cable) is well-positioned (not upside down), powered by the correct motherboard connector, and appears undamaged.</li> <li>• Boards required on the motherboard are present, well-seated, and in the correct slots.</li> <li>• Each DIMM is well-seated.</li> <li>• Battery is installed.</li> <li>• BIOS is well seated.</li> </ul>	<p>Motherboard, <a href="#">page 39</a></p>
<ul style="list-style-type: none"> <li>• Each DIMM is well-seated.</li> <li>• DIMM edge connectors are not oxidized.</li> </ul>	<p>DIMM(s) for C9 Server, <a href="#">page 49</a></p>

**Table 2:** Verifying the system (Continued)



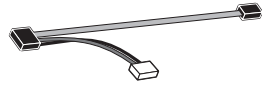


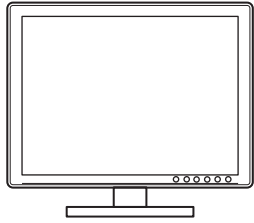

Conditions to verify	Part and additional page references
User Interface Board (UIB) is: <ul style="list-style-type: none"> <li>• Present</li> <li>• Correctly attached to its bracket</li> <li>• Appears undamaged</li> </ul> UIB cable is: <ul style="list-style-type: none"> <li>• Present</li> <li>• Firmly connected in the correct connector on the motherboard and the back of the UIB</li> <li>• Appears undamaged</li> </ul>	User Interface Board <a href="#">page 37</a>
CPU is: <ul style="list-style-type: none"> <li>• Present</li> <li>• Well-seated</li> <li>• Appears undamaged</li> </ul> The CPU cooling assembly is: <ul style="list-style-type: none"> <li>• Well-aligned</li> <li>• Firmly attached</li> </ul>	CPU with cooling assembly, <a href="#">page 50</a>
Fan is: <ul style="list-style-type: none"> <li>• Properly positioned (not backwards)</li> <li>• Installed in the correct connector</li> </ul> Fan, fan cable, cable connector, and mating connector appear undamaged	Chassis fan, <a href="#">page 55</a>
The power supply required is: <ul style="list-style-type: none"> <li>• Present</li> <li>• Correctly installed</li> <li>• Appears undamaged</li> </ul> Cable connectors are: <ul style="list-style-type: none"> <li>• Firmly connected</li> <li>• Appear undamaged</li> <li>• Installed in the correct devices</li> </ul>	Power supply, <a href="#">page 56</a>



**Table 2:** Verifying the system (Continued)

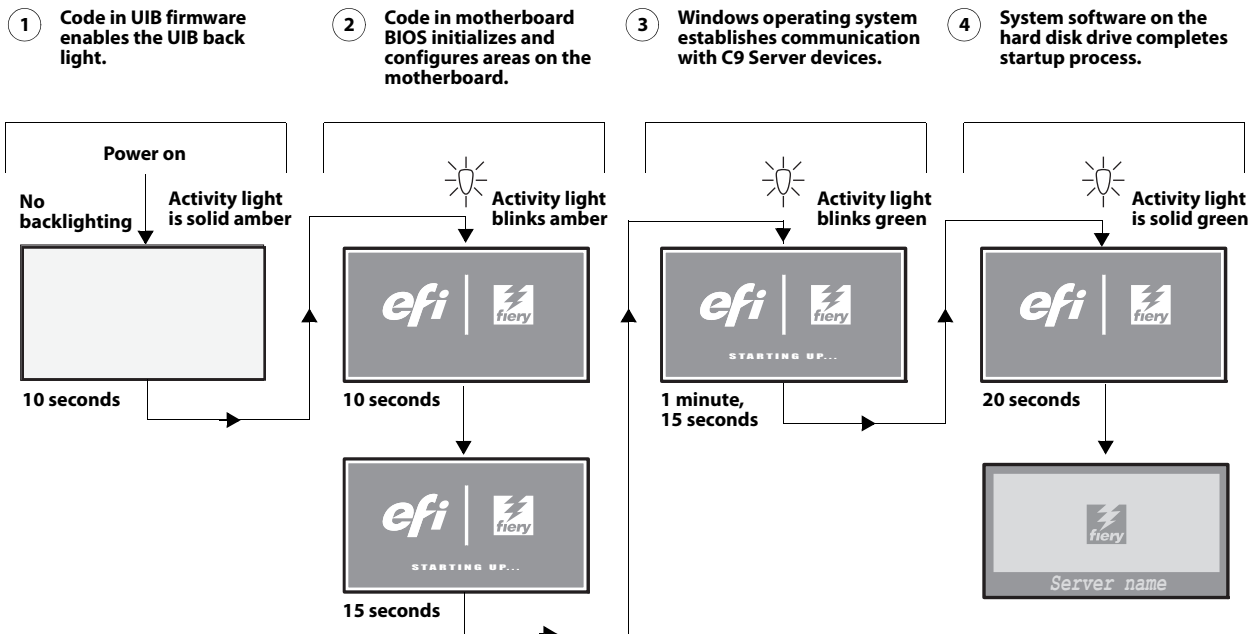
Conditions to verify	Part and additional page references
<p>The hard disk drive required is:</p> <ul style="list-style-type: none"><li>• Present</li><li>• Correctly installed</li><li>• Appears undamaged</li><li>• Jumpered as the master (primary) according to label</li></ul> <p>Hard disk drive data cable is:</p> <ul style="list-style-type: none"><li>• Present</li><li>• Firmly connected to the correct motherboard connector (see <a href="#">page 31</a>)</li><li>• Appears undamaged</li></ul>	Hard disk drive, <a href="#">page 59</a>
<p>The drive required is:</p> <ul style="list-style-type: none"><li>• Present</li><li>• Correctly installed</li><li>• Appears undamaged</li><li>• Jumpered as the master (secondary) according to label</li><li>• Activity LED lights on power up</li></ul> <p>DVD drive power/data combination cable:</p> <ul style="list-style-type: none"><li>• Data segment is firmly connected to the correct motherboard connector (see <a href="#">page 31</a>)</li><li>• Power segment is firmly connected to an available 4-pin power supply wire</li><li>• Appears undamaged</li></ul>	DVD drive, <a href="#">page 64</a>

**Table 2:** Verifying the system (Continued)

Conditions to verify	Part and additional page references
<p>Each cable required is:</p> <ul style="list-style-type: none"> <li>• Present</li> <li>• The correct type</li> <li>• Installed in the correct connector</li> <li>• Well-seated</li> <li>• Appears undamaged (including connectors)</li> </ul>	<p>UIB cable, <a href="#">Figure 8</a> on page 31</p>  <p>Hard disk drive data cable, <a href="#">Figure 8</a> on page 31</p>  <p>DVD drive power and data combination cable, <a href="#">Figure 8</a> on page 31</p>  <p>Power cable(s), <a href="#">Figure 9</a> on page 32</p> 
<p>If included in the system, the required mouse, monitor, and keyboard are present and appear undamaged. The mouse and keyboard are connected to the correct ports on the C9 Server connector panel.</p> <p>The cables required are:</p> <ul style="list-style-type: none"> <li>• Present</li> <li>• Installed in the correct connector</li> <li>• Well-seated</li> <li>• Appear undamaged (including connectors)</li> </ul>	<p>For the following items, see the document that accompanies the optional components, if applicable.</p> <ul style="list-style-type: none"> <li>• Mouse (if applicable)</li> </ul>  <ul style="list-style-type: none"> <li>• Monitor (if applicable)</li> </ul>  <ul style="list-style-type: none"> <li>• Keyboard (if applicable)</li> </ul>  <ul style="list-style-type: none"> <li>• Monitor power cable (not pictured)</li> </ul>

## Normal startup sequence

When you turn on or reboot the C9 Server, the system runs the following startup routine on the C9 Server control panel. The sequence takes approximately two minutes to complete.



## Error messages and conditions

To address specific error messages or conditions, see “[Table 3: C9 Server error messages and conditions](#)” on page 84. Use the table to locate the problem or symptom that you want to fix, read about the possible causes, and then perform the suggested actions to solve the problem.

**Caution:** Do not replace the hard disk drive and the motherboard at the same time. Doing so in the wrong order, without updating the system, will cause the system to malfunction.

**If troubleshooting strategies (checking cables and connections, reinstalling system software, and so forth) do not solve the problem and you suspect either the hard disk drive or the motherboard is faulty,** note that it is highly unlikely that the hard disk drive and the motherboard are both defective; therefore, avoid replacing both to solve one problem. Always troubleshoot in the following order.



- **First, replace the hard disk drive and install system software.**

Always replace a faulty hard disk drive with a new hard disk drive. Transferring a hard disk drive from one C9 Server to another is incorrect and strongly discouraged.

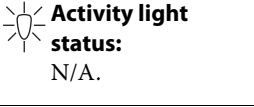

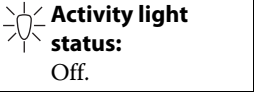

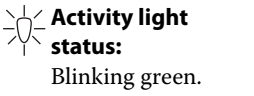

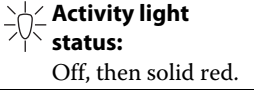
- **If the problem persists, reinstall the original hard disk drive in the system, and then replace the motherboard.**

If replacing a component does not correct the problem, make sure that you reinstall the old component in the C9 Server.


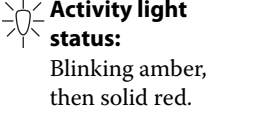

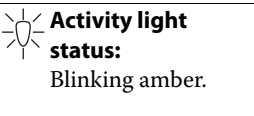

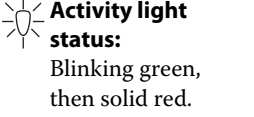
**Table 3:** C9 Server error messages and conditions

Symptom	Possible cause	Suggested action
<b>Beep codes during startup</b>		
1 beep	No error—the C9 Server is starting up normally.	None
6 long beeps	Missing, unmatched, incorrect, or faulty DIMM(s)	Check for missing, unmatched, incorrect or faulty DIMM(s) and reseal the DIMM(s) to remove any oxidation on the connector (see <a href="#">page 49</a> ).
<b>Startup</b>		
<p>C9 Server does not start and the control panel is black.</p> <div style="border: 1px solid black; padding: 2px;">  <b>Activity light status:</b> Off.                 </div> <p><b>Note:</b> If the Activity light is solid yellow while the control panel is black, the C9 Server is in Sleep Mode.</p>	<p>Possibly one of the following:</p> <ul style="list-style-type: none"> <li>• Power cable is not plugged into the power connector on the C9 Server connector panel or into the wall power outlet.</li> <li>• The connector panel power switch is not in the ON position and/or the internal black and white power leads from the power supply are not connected to the correct prongs on the connector panel power switch.</li> <li>• UIB cable is not connected to the motherboard, the user interface board, or both.</li> <li>• Faulty power cable.</li> <li>• Faulty power supply (power supply may not be supplying power to the motherboard).</li> <li>• The CMOS jumper is not in the default position.</li> <li>• Faulty motherboard (motherboard power plane may not be supplying power to components).</li> </ul>	<ol style="list-style-type: none"> <li><b>1</b> Recheck all cables and connections.</li> <li><b>2</b> Make sure the power switch on the connector panel is in the ON position (see <a href="#">page 24</a>).</li> <li><b>3</b> Listen for the power supply fan and feel for air at the back of the unit where the power supply is located. If air is not coming from the power supply fan, isolate possible faulty power cable as follows:                         <ul style="list-style-type: none"> <li>• Power on using a different power cable.</li> <li>• Install a new or “known good” power supply.</li> </ul> </li> <li><b>4</b> Check the chassis and feel for air coming out of the back of the system. If air is coming out of the power supply fan vent but is not coming out of the connector panel fan vent, the motherboard may be faulty. You may need to replace the motherboard (see <a href="#">page 39</a>).</li> <li><b>5</b> Review the jumper section on <a href="#">page 42</a> and ensure that the jumper is in the default position.</li> </ol>
<p>C9 Server is getting power, but the control panel is black.</p> <div style="border: 1px solid black; padding: 2px;">  <b>Activity light status:</b> Off.                 </div>	<ul style="list-style-type: none"> <li>• UIB cable is not connected to the motherboard, the User Interface Board, or both.</li> <li>• Faulty UIB cable</li> <li>• Faulty User Interface Board</li> </ul>	<ol style="list-style-type: none"> <li><b>1</b> Recheck all cables and connections.</li> <li><b>2</b> Use a different UIB cable.</li> <li><b>3</b> If the problem persists and you have verified that the power supply and the motherboard are functioning properly as described above, replace the User Interface Board (see <a href="#">page 37</a>).</li> </ol>


**Table 3:** C9 Server error messages and conditions (Continued)

Symptom	Possible cause	Suggested action
<b>Startup (cont.)</b>		
<p>Following installation of a new User Interface Board, the control panel remains blank, yet backlit, for more than five minutes.</p> 	<ul style="list-style-type: none"> <li>System software requires an additional reboot to synchronize with the firmware on the new User Interface Board.</li> </ul>	<p>Wait 5 minutes, power off using the power button, wait 10 seconds, and then press the power button to power on again.</p>
<p>NOT following installation of a new User Interface Board, system stops responding at this screen:</p>  	<p>Possibly one of the following:</p> <ul style="list-style-type: none"> <li>Faulty BIOS</li> <li>Faulty motherboard</li> </ul>	<ol style="list-style-type: none"> <li>1 Recheck all cables and connections.</li> <li>2 Reboot the C9 Server.</li> <li>3 If the problem persists, replace the motherboard (see <a href="#">page 45</a>).</li> </ol>
<p>System stops responding at this screen:</p>  	<p>Problem with the Fiery application.</p>	<ol style="list-style-type: none"> <li>1 Recheck all cables and connections.</li> <li>2 Reboot the C9 Server.</li> <li>3 If the problem persists, reinstall system software (see <a href="#">page 67</a>).</li> </ol>
<p>Control Panel screen and Activity light appear as follows:</p>  	<p>Possibly one of the following:</p> <ul style="list-style-type: none"> <li>Wrong, missing, incorrectly connected, or faulty DIMM(s)</li> <li>Faulty motherboard</li> </ul>	<ol style="list-style-type: none"> <li>1 Recheck all cables and connections.</li> <li>2 Reboot the C9 Server.</li> <li>3 If the problem persists, verify that the DIMM(s) are installed as described in the DIMM section on <a href="#">page 49</a>. Check for incorrect type, wrong capacity, missing, or faulty DIMM(s). Reseat the DIMM(s) to remove any oxidation on the connector (see <a href="#">page 49</a>).</li> <li>4 If the problem persists, you may need to replace the motherboard (see <a href="#">page 45</a>).</li> </ol>

**Table 3:** C9 Server error messages and conditions (Continued)

Symptom	Possible cause	Suggested action
<b>Startup (cont.)</b>		
Control Panel screen and Activity light appear as follows:  	Possibly one of the following: <ul style="list-style-type: none"> <li>Faulty disk in the DVD drive</li> <li>Faulty motherboard</li> </ul>	<ol style="list-style-type: none"> <li>1 Reboot the C9 Server.</li> <li>2 If the problem occurs when you are trying to install software from bootable media (DVD or CD), the media may be damaged. Try another DVD or CD.</li> <li>3 If the problem persists, replace the motherboard.(see <a href="#">page 45</a>).</li> </ol>
Control Panel screen and Activity light appear as follows:  	Possibly one of the following: <ul style="list-style-type: none"> <li>Faulty or incorrectly connected hard disk drive data cable</li> <li>Hard disk drive power cable disconnected</li> <li>Faulty hard disk drive</li> <li>Faulty motherboard</li> </ul>	<ol style="list-style-type: none"> <li>1 Recheck all cables and connections. Make sure that the hard disk drive data cable is connected to the correct SATA connector on the motherboard (see <a href="#">Figure 8</a> on <a href="#">page 31</a>).</li> <li>2 Reboot the C9 Server.</li> <li>3 If the problem persists, replace the hard disk drive SATA cable.</li> <li>4 If the problem persists, replace the hard disk drive (see <a href="#">page 59</a>). If replacing the hard disk drive does not correct the problem, reinstall the old hard disk drive in the system.</li> <li>5 If the problem persists, replace the motherboard.(see <a href="#">page 45</a>).</li> </ol>
Control Panel screen and Activity light appear as follows:  	Problem with the Windows operating system	<ol style="list-style-type: none"> <li>1 Recheck all cables and connections.</li> <li>2 Reboot the C9 Server.</li> <li>3 If the problem persists, reinstall system software (see <a href="#">page 67</a>).</li> </ol>

**Table 3:** C9 Server error messages and conditions (Continued)

Symptom	Possible cause	Suggested action
<b>Startup (cont.)</b>		
Activity light status progresses from solid green to solid red.  <b>Activity light status:</b> Solid green, then solid red.	Possibly one of the following: <ul style="list-style-type: none"> <li>• Problem with system software</li> <li>• Print job is corrupt or too large</li> <li>• Faulty UIB cable</li> <li>• CPU overheated</li> <li>• Faulty motherboard</li> </ul>	<ol style="list-style-type: none"> <li>1 If you suspect that the problem may be caused by a print job, try printing a different job.</li> <li>2 Recheck all cables and connections.</li> <li>3 Reboot the C9 Server and check whether the CPU cooling assembly fan is operating. If the fan is properly connected to the motherboard but does not operate, replace the cooling assembly.</li> <li>4 If the problem persists, reinstall system software (see <a href="#">page 67</a>).</li> <li>5 If the problem persists, try connecting another UIB cable (see <a href="#">Figure 8</a> on page 31).</li> <li>6 If the problem persists, replace the motherboard (see <a href="#">page 45</a>).</li> </ol>
The system takes a long time to start up.	Possibly one of the following: <ul style="list-style-type: none"> <li>• The system may be taking longer to boot up in order to finalize installation of a patch or update.</li> <li>• The hard disk drive may have fallen to the bottom of the boot order in the BIOS. This can happen if the system is powered on when the hard disk drive is missing, faulty, or not connected.</li> <li>• System software may be corrupted.</li> </ul>	<ol style="list-style-type: none"> <li>1 If the slow start up happens following installation of a software patch or update, shut down, and then restart to see if the problem persists.</li> <li>2 If the problem persists, make sure that the hard disk drive is present and properly connected. When you reboot the C9 Server, the hard disk drive will be moved to the top of the boot order in the BIOS.</li> <li>3 If the problem persists, reinstall system software (see <a href="#">page 67</a>).</li> </ol>
<b>Control Panel messages</b>		
Check printer power & cable connections appears on the C9 Server control panel (and the optional monitor, if present).	Possibly one of the following: <ul style="list-style-type: none"> <li>• Problem with the connection between the C9 Server and the printer.</li> <li>• The printer is not powered on.</li> <li>• The printer is on but is not ready to print.</li> </ul>	<ol style="list-style-type: none"> <li>1 Make sure that the printer is powered on and ready to print.</li> <li>2 If the problem persists:                             <ul style="list-style-type: none"> <li>• Recycle power on the printer.</li> <li>• Recycle power on the C9 Server by shutting down the system, waiting 10 seconds, and then powering the C9 Server back on (see <a href="#">page 24</a>).</li> </ul> </li> <li>3 If the problem persists, you may need to service the printer.</li> </ol>
<b>Control Panel functions</b>		
C9 Server is getting power, the Control Panel is not black, but the buttons on the control panel do not function.	Possibly one of the following: <ul style="list-style-type: none"> <li>• Problem with the Fiery application</li> <li>• Faulty User Interface Board</li> </ul>	<ol style="list-style-type: none"> <li>1 Recheck all cables and connections.</li> <li>2 Reboot the C9 Server.</li> <li>3 If the problem persists, reinstall the system software (see <a href="#">page 67</a>).</li> <li>4 If the problem persists, replace the User Interface Board (see <a href="#">page 37</a>).</li> </ol>

**Table 3:** C9 Server error messages and conditions (Continued)

Symptom	Possible cause	Suggested action
<b>DVD drive</b>		
DVD drive is not responding, cannot be located by software, the disk will not eject, or the LED on the drive tray remains lit.	Possibly one of the following: <ul style="list-style-type: none"> <li>• A disk is stuck in the DVD drive.</li> <li>• Cable connections to the DVD drive are loose or power/data combo cable is faulty.</li> <li>• Faulty DVD drive</li> <li>• Faulty motherboard</li> </ul>	<ol style="list-style-type: none"> <li><b>1</b> Press the eject button to open the drive tray.</li> <li><b>2</b> Insert a paper clip into the small hole near the eject button to force the drive tray to open.</li> <li><b>3</b> If the problem persists, check the cable connections to the DVD drive (see <a href="#">Figure 8</a> on page 31).</li> <li><b>4</b> Check DVD drive data cable connection to the motherboard.</li> <li><b>5</b> If the problem persists, you may need to replace the DVD drive (see <a href="#">page 64</a>).</li> <li><b>6</b> If the problem persists, you may need to replace the motherboard (see <a href="#">page 45</a>).</li> </ol>
<b>System performance</b>		
System performs slowly and/or hangs periodically.	Possibly one of the following: <ul style="list-style-type: none"> <li>• Board or cable connections are loose or faulty.</li> <li>• Corrupted system software</li> <li>• Missing or faulty DIMM(s)</li> <li>• Faulty or overheated CPU</li> <li>• Faulty motherboard</li> </ul>	<ol style="list-style-type: none"> <li><b>1</b> Recheck all cables and connections.</li> <li><b>2</b> Make sure that the CPU is firmly seated in its socket and that the fan cable is connected to the motherboard.</li> <li><b>3</b> If the problem persists, reinstall the system software (see <a href="#">page 67</a>).</li> <li><b>4</b> Check for missing or faulty DIMM and reseal the DIMM to remove any oxidation on the connector (see <a href="#">page 49</a>).</li> <li><b>5</b> If the problem persists, you may need to replace the motherboard (see <a href="#">page 45</a>).</li> </ol>
Clock is slow.	Possibly one of the following: <ul style="list-style-type: none"> <li>• Missing or dead battery on the motherboard</li> </ul>	If the problem persists, replace the battery on the motherboard and then update the date and time in the Windows Control Panel (if a monitor is connected), or in Command WorkStation or WebTools.



**Table 3:** C9 Server error messages and conditions (Continued)

Symptom	Possible cause	Suggested action
<b>System performance (cont.)</b>		
<p>The C9 Server hangs during system software installation.</p>	<p>Possibly one of the following:</p> <ul style="list-style-type: none"> <li>• The system time and date need to be configured in the C9 Server BIOS. (If the battery was removed from the C9 Server motherboard during service and the time and date were not configured in Setup afterward, the C9 Server will hang during system software installation.)</li> <li>• One of the System Software DVDs is corrupted.</li> <li>• The DVD drive is faulty.</li> <li>• The hard disk drive is faulty.</li> </ul>	<ol style="list-style-type: none"> <li><b>1</b> Set the time and date in the BIOS:                         <ul style="list-style-type: none"> <li>• Power off the C9 Server and remove any media from the DVD drive.</li> <li>• If not already connected, connect a keyboard and a monitor to the C9 Server.</li> <li>• Power on the C9 Server and immediately press F2 repeatedly to launch the BIOS setup utility.</li> <li>• Configure the time and date. (To navigate, use the tab key and the -/+ keys).</li> <li>• Save changes and exit (F10).</li> <li>• When the C9 Server reaches Idle, power off and then begin a full software installation again starting with System Software DVD 1 (see <a href="#">page 67</a>).</li> </ul> </li> <li><b>2</b> If the problem persists, obtain another set of System Software DVDs and begin a full software installation again starting with the System Software DVD 1.</li> <li><b>3</b> If the problem persists, you may need to replace the DVD drive (see <a href="#">page 64</a>).                          If replacing the DVD drive does not correct the problem, reinstall the old DVD drive in the system.</li> <li><b>4</b> If the problem persists, replace the hard disk drive (see <a href="#">page 59</a>).                          If replacing the hard disk drive does not correct the problem, reinstall the old hard disk drive in the system.</li> </ol>

**Table 3:** C9 Server error messages and conditions (Continued)

Symptom	Possible cause	Suggested action
<b>Network</b>		
<p>If you suspect a network problem, keep in mind the following:</p> <ul style="list-style-type: none"> <li>• If the C9 Server 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.</li> <li>• Conflicting network settings may have been configured in Setup and on the customer’s workstation.</li> <li>• Printing problems may be caused by inappropriate Setup options.</li> <li>• Application-specific printing errors may be caused by missing or incorrectly placed printer description files.</li> <li>• System software may be corrupted.</li> </ul> <p>For additional information, see <i>Configuration and Setup</i> from the user documentation set.</p>		
<p>Unable to connect to the network, or the green LED on the network port is not lit.</p>	<p>Possibly one of the following:</p> <ul style="list-style-type: none"> <li>• Network cable is connected to the wrong Ethernet port.</li> <li>• No cable/wrong type of cable is connected to the network port.</li> <li>• Network cable or connection is faulty.</li> <li>• Network is faulty.</li> <li>• System software is corrupted.</li> <li>• Network interface on the C9 Server motherboard is faulty.</li> </ul>	<ol style="list-style-type: none"> <li><b>1</b> Make sure that the correct cables are connected to the correct ports on the C9 Server connector panel. The upper Ethernet port is for the network straight-through cable; the lower Ethernet port is for the scan cable (crossover Ethernet).</li> <li><b>2</b> If the green LED on the (upper) Ethernet network port is not lit, check the cable connection of the upper Ethernet network port and the network. Make sure that the cable is a straight-through cable, not a crossover cable (see <a href="#">page 77</a>).</li> <li><b>3</b> If the network cable is a straight-through cable and not a crossover cable and is properly connected to the (upper) Ethernet network port, connect a new network cable to the (upper) Ethernet network port.</li> <li><b>4</b> If the problem persists, ask the network administrator to check Network Setup.</li> <li><b>5</b> If the problem persists, make sure that the network administrator has checked other devices on the network. If other devices are not functioning, there could be a problem with the network.</li> <li><b>6</b> If the problem persists, reinstall the system software (see <a href="#">page 67</a>). Corrupt system software may cause the system to hang.</li> <li><b>7</b> If the rest of the network is functioning properly and the problem persists, replace the motherboard (see <a href="#">page 45</a>).</li> </ol>

**Table 3:** C9 Server error messages and conditions (Continued)

Symptom	Possible cause	Suggested action
<b>Network (cont.)</b>		
System starts up slowly then displays one or more DHCP error messages on the control panel.	<p>Possibly one of the following:</p> <ul style="list-style-type: none"> <li>• Network cable is connected to the wrong Ethernet port.</li> <li>• No cable/wrong type of cable is connected to the network port.</li> <li>• Network cable or connection is faulty.</li> <li>• Network is faulty.</li> <li>• System searches for a nonexistent DHCP server because DHCP is enabled by default on the C9 Server, but the customer's network is not using DHCP.</li> <li>• Ethernet interface on the C9 Server motherboard is faulty.</li> <li>• System software is corrupted.</li> </ul>	<ol style="list-style-type: none"> <li><b>1</b> Make sure that the correct cables are connected to the correct ports on the C9 Server connector panel. The upper Ethernet port is for the network straight-through cable; the lower Ethernet port is for the scan cable (crossover Ethernet).</li> <li><b>2</b> If the green LED on the (upper) Ethernet network port is not lit, check the cable connection of the upper Ethernet network port and the network. Make sure that the cable is a straight-through cable, not a crossover cable (see <a href="#">page 77</a>).</li> <li><b>3</b> If the network cable is a straight-through cable and not a crossover cable and is properly connected to the (upper) Ethernet network port, connect a new network cable to the (upper) Ethernet network port.</li> <li><b>4</b> If the problem persists, ask the network administrator to check Network Setup.</li> <li><b>5</b> If the problem persists, ask the network administrator to check other devices on the network. If other devices are not functioning, the problem may be with the network.</li> <li><b>6</b> If the problem persists, reinstall system software (see <a href="#">page 67</a>). Corrupt system software may cause the system to hang.</li> <li><b>7</b> If the rest of the network is functioning properly and the problem persists, replace the motherboard (see <a href="#">page 45</a>).</li> </ol>

**Table 3:** C9 Server error messages and conditions (Continued)

Symptom	Possible cause	Suggested action
<b>Printing</b>		
<b>Note:</b> 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 printer does not need servicing or adjusting.		
Test Page fails to print.	The printer is not ready to print.	Make sure that the printer is turned on and ready to print.
	A problem exists with the connection between the C9 Server and the printer.	<ol style="list-style-type: none"> <li>If the problem persists:                             <ul style="list-style-type: none"> <li>Recycle power on the printer.</li> <li>Recycle power on the C9 Server by shutting down through the Functions menu, waiting 10 seconds, and then powering the C9 Server back on (see <a href="#">page 25</a>).</li> </ul> </li> <li>If the problem persists, you may need to service the printer.</li> </ol>
C9 Server appears in the list of printers on the customer's workstation, but certain jobs do not print.	A PostScript error	Make sure that Print to PostScript Error in Setup is set to Yes. Check for error messages on the C9 Server output.
	An application problem	<ol style="list-style-type: none"> <li>Print a job from a different application to determine if the problem is associated with a particular application.</li> <li>Make sure that the connection between the C9 Server and the workstation is working by downloading a Test Page from the workstation, or by printing a simple file such as a text file.</li> <li>Resend the problem file.</li> </ol>

**Table 3:** C9 Server error messages and conditions (Continued)

Symptom	Possible cause	Suggested action
<b>Printing (cont.)</b>		
A print job stalls or stops after one or a few pages.	Possibly one of the following: <ul style="list-style-type: none"> <li>• A PostScript or application error.</li> <li>• System software is corrupted.</li> </ul>	<ol style="list-style-type: none"> <li>1 Cancel the C9 Server print job.</li> <li>2 If this fails to clear the problem, reboot the C9 Server (see <a href="#">page 24</a>).</li> <li>3 If the problem persists, select Clear Server from the control panel or Command WorkStation.</li> <li>4 Set Print Cover Page to Yes and resend the problem job. The Cover Page will indicate “PS Error.” For more information about the PostScript error, double-click the problem job in the Command WorkStation window.</li> <li>5 If the problem persists, reinstall system software (see <a href="#">page 67</a>). Corrupt system software may cause the system to hang at this screen.</li> </ol>
	Incorrect or faulty DIMM or faulty DIMM connection	<ol style="list-style-type: none"> <li>1 Reseat the DIMM(s) to remove any oxidation on the connectors (see <a href="#">page 49</a>).</li> <li>2 Verify memory amount on the Configuration page.</li> <li>3 If the problem persists after replacing the DIMM, replace the motherboard (see <a href="#">page 45</a>).</li> </ol>
Quality is inconsistent.	A printer problem	Test the printer and if necessary service it (see the documentation that accompanies the printer).
Print quality is poor.	Possibly one of the following: <ul style="list-style-type: none"> <li>• A file or application problem.</li> <li>• A missing or outdated printer description file.</li> </ul>	<ol style="list-style-type: none"> <li>1 Print the C9 Server Test Page.</li> <li>2 If the quality of the C9 Server Test Page is good, the error condition may be a file or application problem.</li> <li>3 Make sure that the appropriate printer files are installed. (For more information, see <i>Printing</i>.)</li> </ol>
If the user can print the C9 Server Test Page but cannot print a job from a computer on the network, make sure that the network administrator has: <ul style="list-style-type: none"> <li>• Checked all components of the network, including cables, connectors, terminators, network adapter boards, and network drivers.</li> <li>• Activated the network and used it to communicate with other printers.</li> <li>• 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.</li> </ul> <p><b>Note:</b> EPS file generation is not completely standardized among applications. Some users may encounter problems while printing certain EPS files.</p>		

# Specifications

This section provides an overview of C9 Server features, specifications, and safety certifications.

**Note:** Replacement parts and specifications are subject to change. When ordering replacement parts, refer to the current parts list maintained by your authorized service/support center. Install the correct parts as directed by your service/support center.

## Hardware features

- 2.7GHz Intel Pentium dual core G1820
- Memory—4GB
- 500GB hard disk drive
- An Ethernet connector for 10BaseT/100BaseTX/1000BaseT Mbs connectivity over twisted pair cable (upper port)
- Built-in DVD-RW drive

## Physical specifications

- Operating environment:
  - Temperature: +5°C to +40°C
  - Relative Humidity: 10%-85% (non-condensing)
- Power supply voltage input: 100-240V @ 50-60Hz
- Rated Power Consumption: 180W
- Dimensions (height x depth x width): 32.0 cm (12.5 in.) x 34.5 cm (13.6 in.)x 14.0 cm (5.5 in.)
- Weight: 6.8 kg (15.0 lbs.)

## Networking and connectivity

- Supports TCP/IP and AppleTalk protocols simultaneously (AppleTalk supported for font download only).
- Ethernet connector (upper port) that supports 10BaseT/100BaseTX/1000BaseT twisted pair network connectivity.

## User software

For optimal performance, maintain current versions of the user software on every network computer used to print to the C9 Server. User software may be installed directly on client computers, or over a network via the Fiery User Software Installer that resides on the C9 Server.

## Safety and emissions compliance

The C9 Server has been certified to meet or surpass the following government standards.

### **Safety approvals**

- IEC 60950-1:2005 (Second Edition) + Am 1:2009 + Am2:2013
- UL 60950-1:2007 R10.14 (TUV NRTL)
- CAN/CSA C22.2 No. 60950-1:2007 +A1:2011 +A2:2014 (TUV NRTL)
- GS Mark by TUV, EN60950-1:2006/A11:2009/A1:2010/A12:2011/A2:2013

### **EMI/EMC approvals**

- FCC Title 47, Part 15 Subpart B, Class B- NA
- ICES-003, Issue 5, August 2012, Class B-NA

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