

## **FARGO Technical Update #394**

### **HDP8500 FIRMWARE UPDATE PROCEDURE**

DOC-00882 Rev A

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Update Number:	Tech Update # 394
Revision	A
Product:	HDP8500
Date:	May 2017
Type:	HDP8500 Firmware Update Procedure

## **SUBJECT: HDP8500 Firmware Upgrade Procedure**

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HDP8500 printers can enter into a cycle of resetting when a firmware upgrade is downloaded to the printer. This technical update presents how to avoid this situation or how to recover from this mode and successfully apply a firmware update.

### **1 Background**

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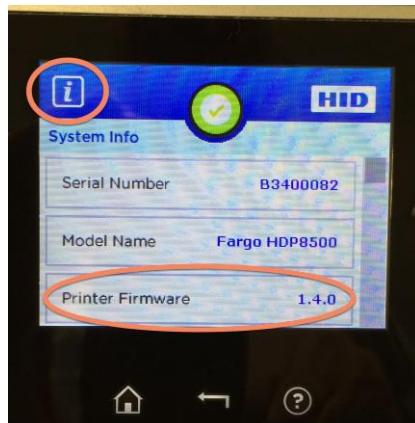
Upgrading the main firmware on the Fargo HDP8500 Printer can sometimes cause the printer to enter a mode of continuous resetting, resulting in continuous flashing of the front panel display. This can occur if the printer has version 1.05.05 of the Boot Loader installed.

### **2 Corrective Action**

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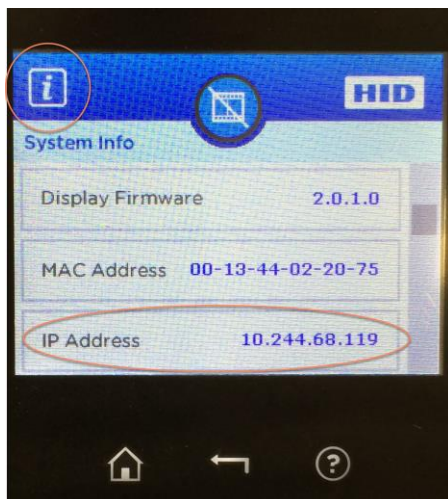
#### **2.1 Ensure that you do not upgrade the printer firmware without first checking your bootloader firmware version.**

**2.1.1 If your printer has version 1.6.2 or later installed for the main printer firmware then the issue described here does not apply to your printer. Determine the installed firmware version from the front panel LCD. Select the INFO button in the upper left of the home screen and firmware version will be display as shown below:**

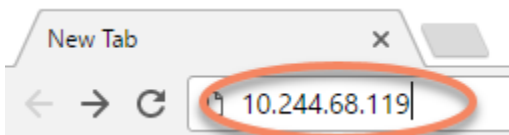


**2.1.2 If your printer has a firmware older than 1.6.2 you must check the version of the Boot Loader installed in your printer before you upgrade your main firmware to a version which is 1.6.2 or newer. Use the following procedure to verify your boot loader version:**

1. Determine the version of the boot loader installed into your printer:
  - a) Connect your HDP8500 to Ethernet
  - b) Determine the IP address of your HDP8500 printer via the printer front panel LCD display. First, select the INFO button in the upper left of the home screen and the scroll down the "IP Address" as shown below.



- c) Using your PC web browser go the home web page of the printer by entering the IP Address into the address bar:



- d) The printer will then display a home page similar to what is shown here:

### Fargo HDP8500 Home

Contact [HID Global](#) for product information, technical support, and downloads.

#### Printer Information:

Label:	FRGO000203
Location:	
Contact:	
Serial Number:	00000003
Printer Firmware Version:	1.7.11 (0)
Boot Loader Firmware Version:	01.05.08
Hardware Address:	00:13:44:00:02:03

- e) Please note the version of the Boot Loader Firmware Version as highlighted above.

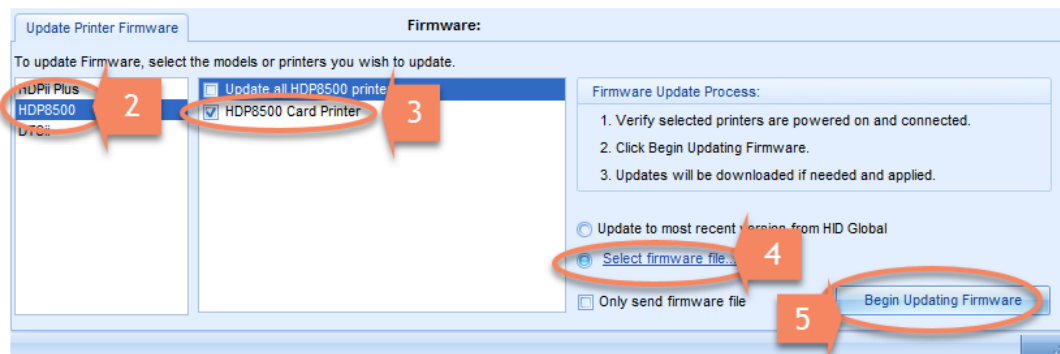
- f) Only if your printer currently has installed the **Boot Loader version 1.05.05** must you **upgrade the Boot Loader to the new version 1.05.08**.

### 2.1.3 Procedure to upgrade the Boot Loader version from 1.05.05 to the new version 1.05.08.

#### 2.1.3.1 Download the Boot Loader update from the following link and extract the FRM file to your computer:

[http://support.fargo.com/hidden/HDP8500\\_Bootloader\\_1.05.08.zip](http://support.fargo.com/hidden/HDP8500_Bootloader_1.05.08.zip)

#### 2.1.3.2 Use Fargo Workbench 3.x to upgrade your printer. Do not remove power while this upgrade is in progress:



1. Launch Fargo Workbench and choose Update Manager
  2. Select the HDP8500 printers
  3. Select the specific printer which needs to be upgraded (driver must be installed properly for the upgrade to proceed).
  4. Select the Select firmware file radio button; select the "Select firmware file" and navigate to the 1.05.08 Boot Loader file previously saved above on your computer.
  5. Select the "Begin Updating Firmware" button and wait for the process to complete.
- 2.1.4** Check your bootloader firmware as described in section 2.1.2 above. Once you have ensured that Boot Loader 1.05.08 is installed you may proceed to download the new main printer firmware and follow the above procedure to upgrade.

## 2.2 What to do if your printer was updated and has gotten into the resetting mode with the printer continuously resetting?

### 2.2.1 **RECOVERY MODE: When the printer is in the resetting mode you can slowly lift and lower the main cover on the HDP8500 printer about once every 2 seconds and the printer will enter the download/upgrade mode. Once the printer indicates that it is ready to receive an update, proceed and follow the steps outlined in 2.1.3 above. (Upgrading the bootloader to 1.05.08)**

## Contacts

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