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Service Bulletin

May 19, 2014, (SB-CEE FW)

Loading CEE Boot and Application Firmware using NETiraCT

(Applies to printers with firmware versions: 8.x(RL3/4), 9.x(E-Class Mark III), 10.x(I-Class Mark II)

Reason For Bulletin:

How to ensure boot and firmware upgrades for the above-mentioned printer models are performed correctly via NETira Configuration Tool and to prevent printer processors from becoming locked in Boot Mode.

Description:

Recent repair and tech support trends reveal that when the boot files and/or firmware for the listed models are loaded incorrectly the printer can lock-up requiring the printer to be sent for service to reconfigure the mainboard.

Key Points:

If there is any question about whether a boot or firmware file from the www.datamax-oneil.com website is compatible with your printer model, please contact Datamax-O'Neil Tech Support (407-523-5540) or your local reseller to confirm.

Printers with this firmware are not compatible with older versions of firmware. For instance, the I-Class Mark II will not accept I-Class Mark I firmware and vice versa.

If a 9-pin serial cable is to be used for the process (strongly recommended) it must be a specific pin out. Datamax-O'Neil supplies this cable via part number **DPO32-2300-01**.

Procedure:

1. Open the NETira Configuration Tool application (revision 1.0.0.29 or greater) by clicking on "NETira CT" icon. (NetiraCT can be downloaded here: [NetiraCT Download](#))

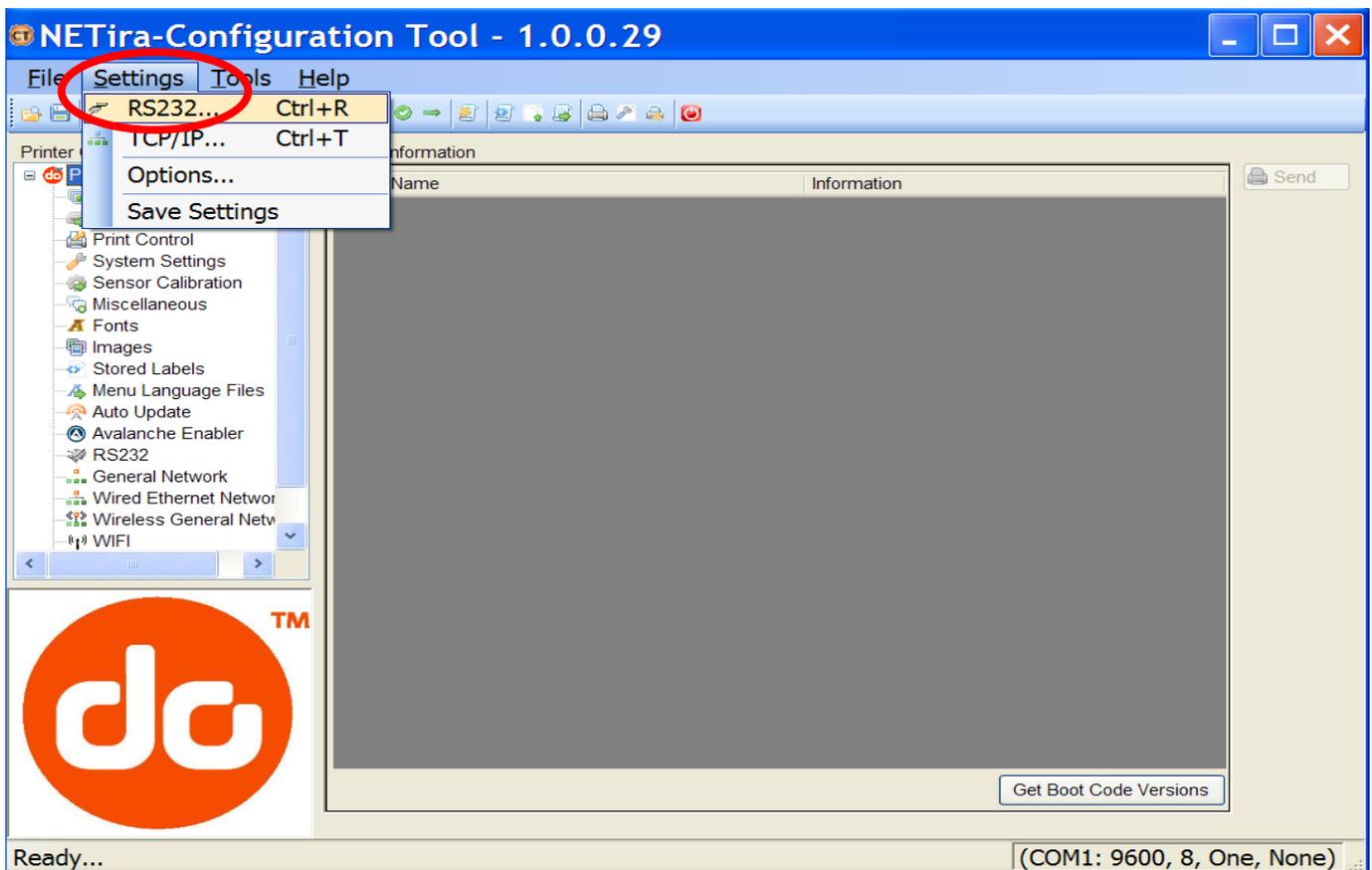


2. From the NETira Configuration Tool drop down menu, select Setting → RS232 (please refer to steps and images below). ** *The following procedure demonstrates an I-Class Mark II upgrade but the same process applies to all applicable models.* **



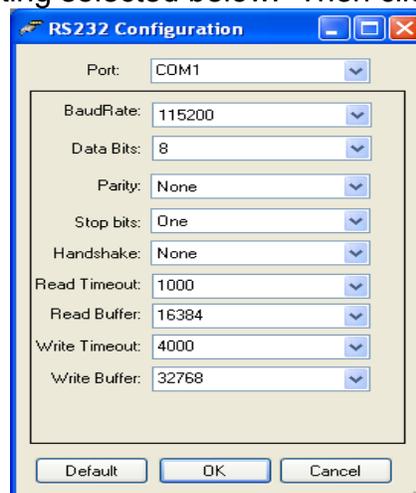
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NETira Configuration Tool

3. Select the appropriate COM port (typically COM1 or COM2) that will be used for the download. Ensure the settings match the setting selected below. Then click "OK."

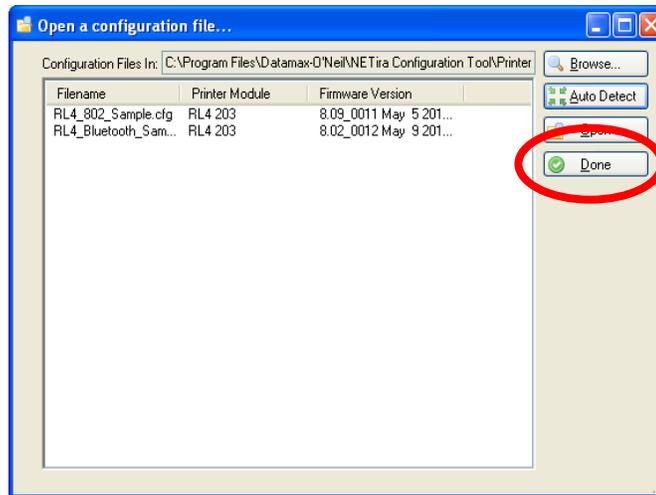




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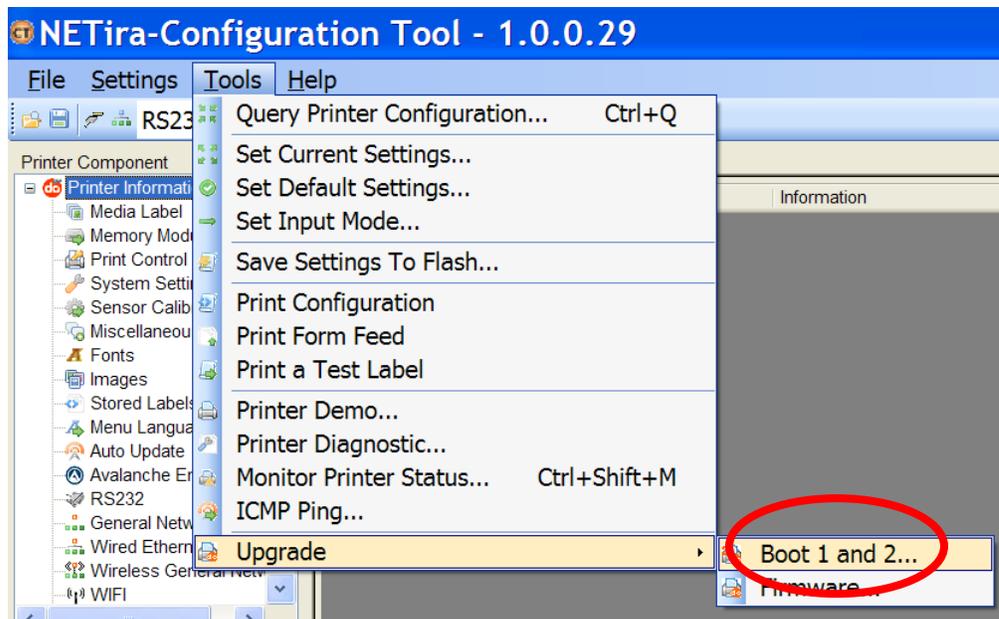
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4. If the “Open a Configuration file” screen appears, click on the “Done” button.



Configuration File Screen

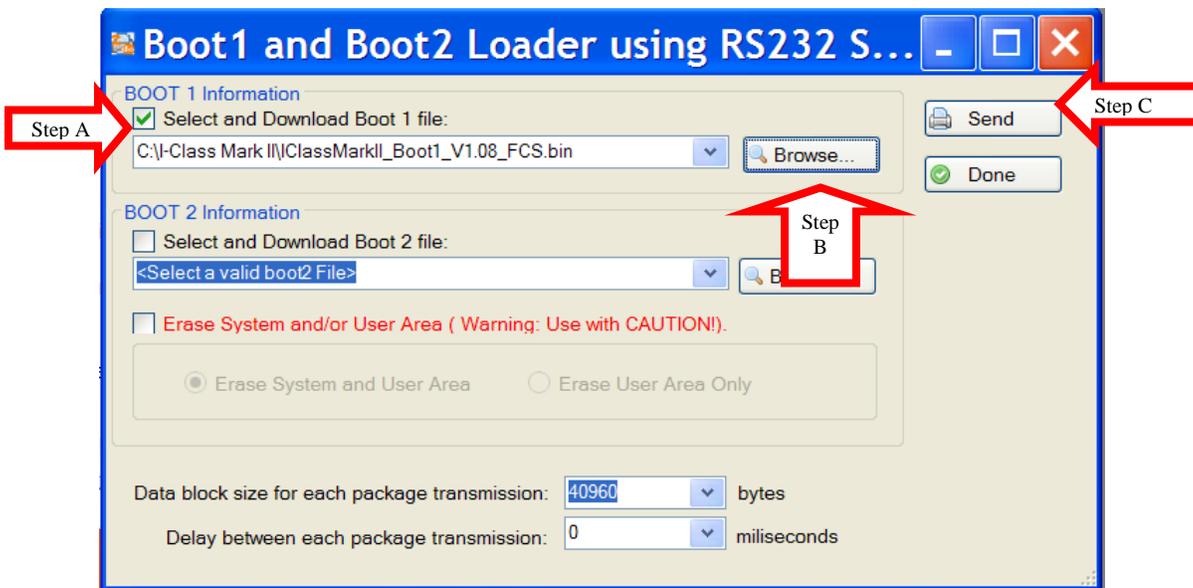
5. From the drop down menu, select Tools → Upgrade → Boot 1 and 2. **** For a Firmware update only, please advance to Step 11 in this procedure. ****



Boot 1 and Boot Upgrade

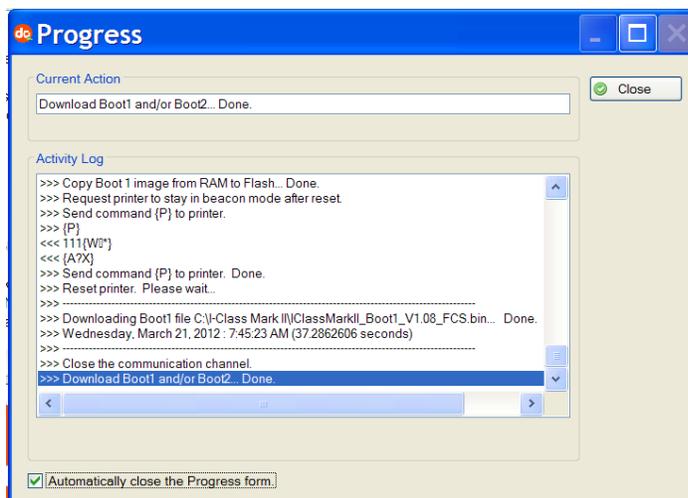


6. On the Boot1 and Boot2 Loader Screen:
 - A. Check the box next to “Select and Download Boot 1 file:”
 - B. Click the Browse button and choose the appropriate Boot 1 file (in this case, IClassMarkII_Boot1_V1.08_FCS.bin).
 - C. Click on the “Send” button.



Boot 1 and Boot2 Loader Screen

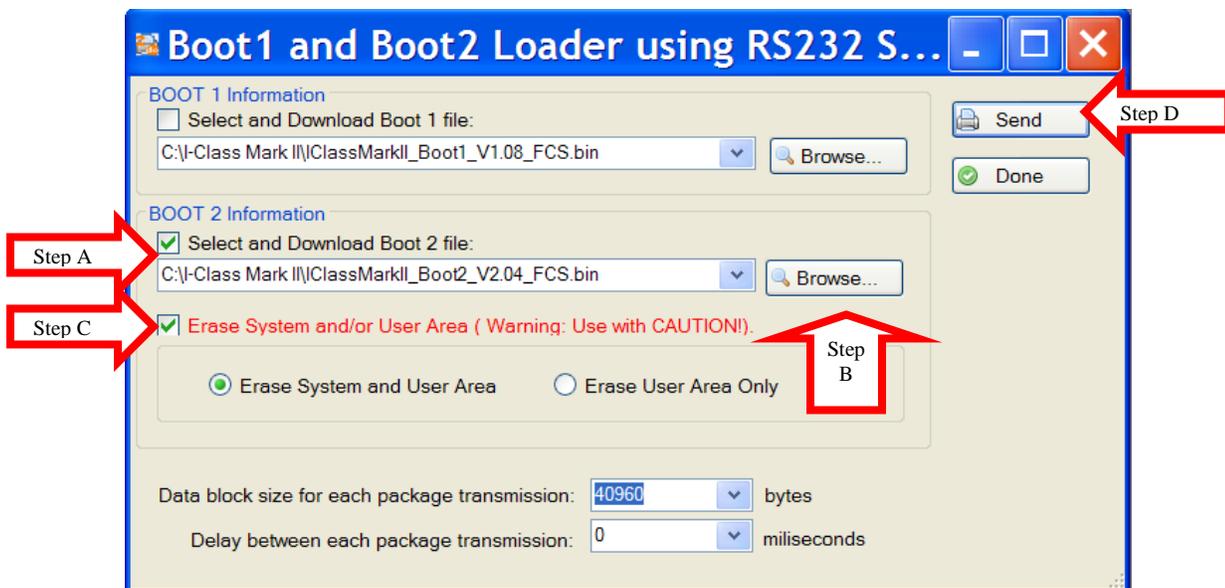
7. Once the progress screen disappears, the download is complete.



Boot 1 Progress Screen

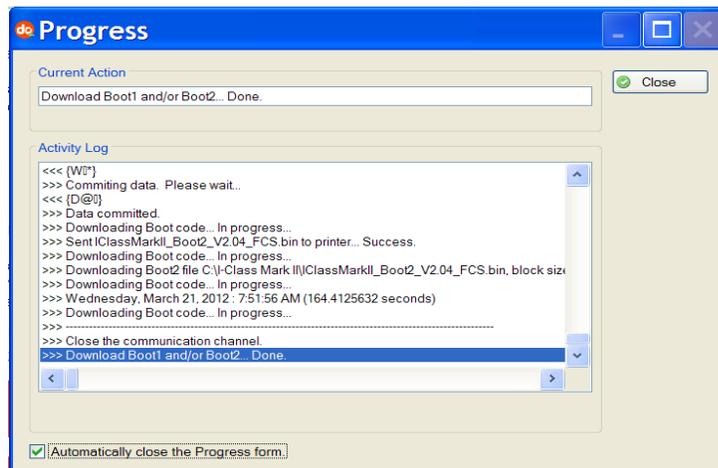


8. On the Boot1 and Boot2 Loader Screen:
 - A. Un-check the “Select and Download Boot 1 file:”
 - B. Check the “Select and Download Boot 2 file:” and select the appropriate Boot 2 file (in this case, IClassMarkII_Boot2_V2.04_FCS.bin).
 - C. Check the box next to Erase System and User Area (Warning Use with CAUTION!)
 - D. Click on the “Send” button.



Boot 1 and Boot2 Loader Screen

9. Once the progress screen disappears, the download is complete. Click the “Done” button.

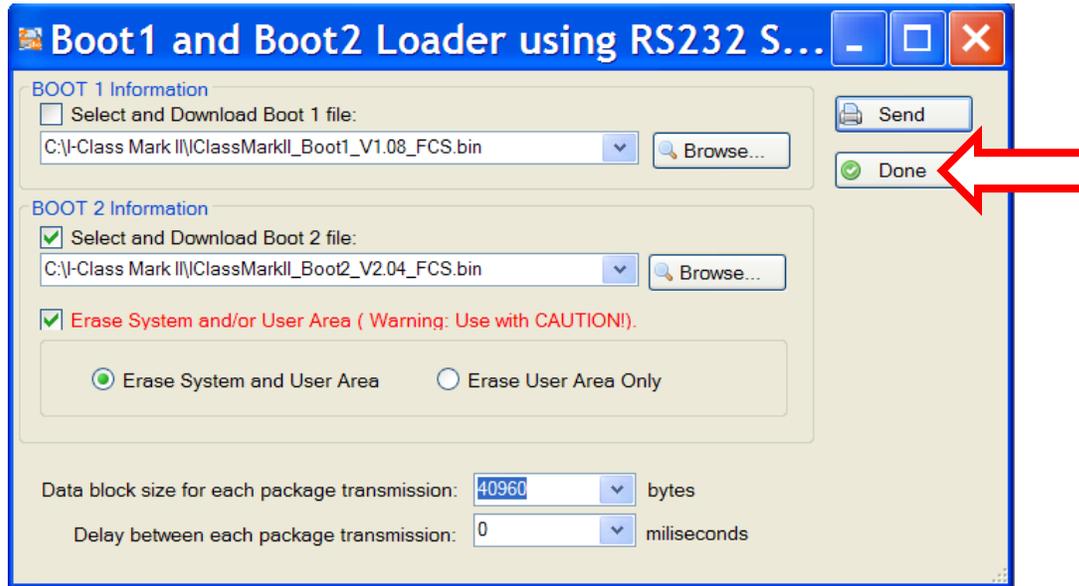


Boot 2 Progress Screen



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Boot 1 and Boot2 Loader Screen

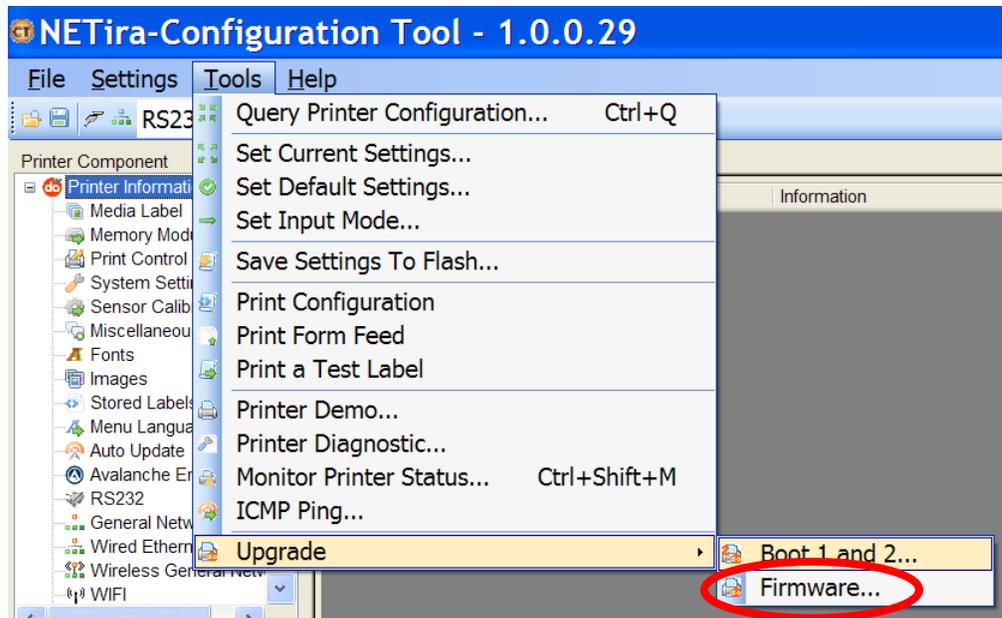
10. Wait for the printer to display
"No Firmware Found."

I-Class Display →





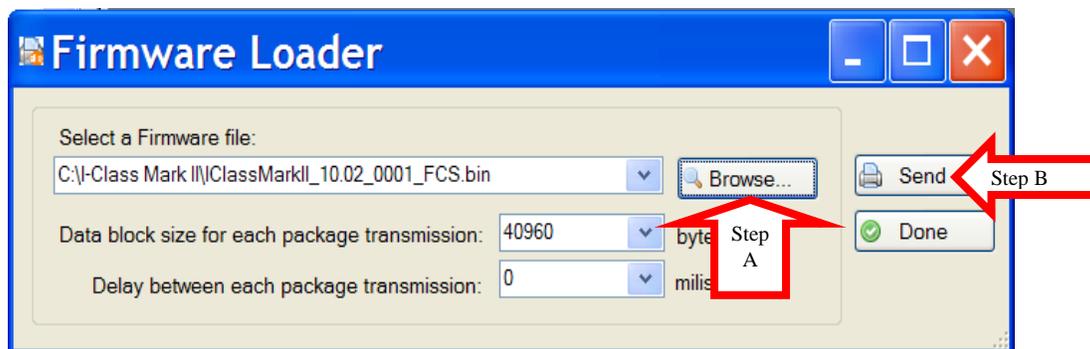
11. From the drop down menu, select Tools → Upgrade → Firmware.



Firmware Upgrade

12. On the Firmware Loader Screen:

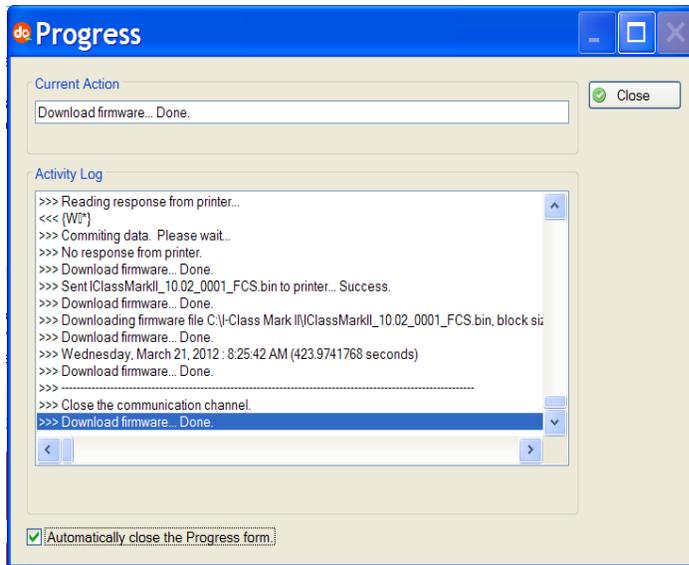
- A. Choose the appropriate firmware file (in this example, IClassMarkII_10.xx_xxxx_FCS.bin).
- B. Click on the “Send” button.



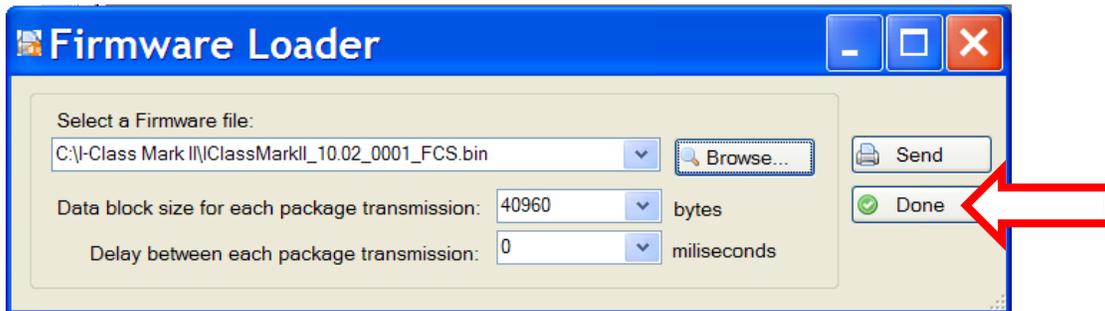
Firmware Loader Screen



13. Once the progress screen disappears, the download is complete. Click the “Done” button.



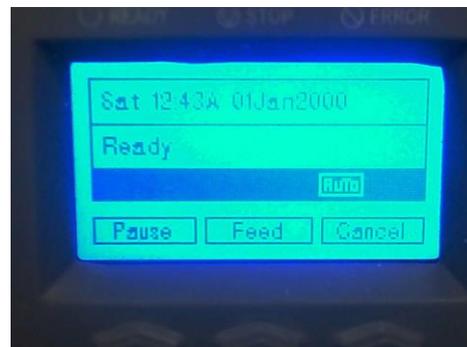
Firmware Progress Screen



Firmware Loader Screen

14. The printer will reboot and the printer's display should indicate either:
READY, LOAD MEDIA, or CHECK SUPPLIES.

15. The update should now be complete. To verify, push the 'up' arrow on the printer's navigational keypad and verify the application version matches the version being installed.



I-Class Display

If any challenges arise please contact a certified technician or your local reseller for support.