# Loading firmware to 6500/6700 printers using Printer Management Utility (PMU)

- 1.1 Preparation for Printer Microcode Download
  - A The microcode must be loaded on a PC and expanded.
  - B If you have PMU loaded on your PC, put the microcode in the c:\ibm\pmu directory. (Note: If you do not have PMU loaded, follow the install instructions in Section 1.2.)
  - C To expand the file, double click the file from a Windows Explorer window or type the filename from a DOS command line. The file will expand to a file with a "PRG" extension.
- 1.2 Installation of PMU
  - A Download and install the latest version of the Printer Management Utility (PMU) from the InfoPrint website (<u>www.InfoPrint.com</u>).
  - B Ensure that you read the readme file for Java requirements and loading instructions.
  - C Follow instructions in Readme or PMU Manual for installation.
- 1.3 Start the PMU program from the Start button ("Programs -> InfoPrint Solutions -> PMU -> Printer Management Utility" is the default path).



1.4 Highlight desired printer. If the printer is not in the list, it can be manually added to the list. Add additional printers please see the Adding a Printer Manually Appendix A of these instructions.

1.5 Click on **Insert a new download file into the database** toolbar button or select **Edit** -> **Insert** -> **Download file** to add the new file.



#### 1.6 Double Click on New Download File.



1.7 Click **Browse**, change to the directory where your microcode program file (PRG) is located, highlight the desired **microcode.prg** file, and click **Open.** 

# 1.8 Highlight the printer, then select "Applications -> File Download".

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<u>File Edit V</u> iew	Applications Status	Utilities Help					
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🚍 default ndh	Flash File <u>M</u> anager						
- 🗳 🗏 New_Pri	File Download	response					
👇 🚖 Unassigne	Media <u>P</u> rofiler						
	Operator Panel	09.17.162.242, 00:08:96:00:09:FD) PRINT HEAD UP > Close Print Head					
	Information Capture	(9.17.162.238, 00:08:96:00:09:F3) ONLINE Rbn **** > POWER SAVER MODE					
— 🏈 🗏 ( ІВМ	Data Validation	A (9.17.162.236, 00:80:72:09:EE:FA) ONLINE Rbn 625m > POWER SAVER MODE					
	ODV Quality Wizard	) (9.17.162.235, 00:08.96:20:01:E0) ONLINE > 305 DPI > ETHERNET/PGL > POWER SAVER MODE					
	Speed Keys	3A (9.17.162.245, 00:08:96:00:02:3A) READY TIVINXIPDS 94% > 38 (9.17.162.243, 00:08:96:00:02:3B) READY E-NET(ASC 97% >					
	Job Capture						
Status and Error Lo	)g:						
Status: On M_09C	CDE: (Wed Apr 25 11:00	):14 MDT 2007) Connecting. Please wait					
Status: On M_09C	CDE: (Wed Apr 25 11:00 CDE: (Med Apr 25 11:00	):18 MDT 2007) Connection made. Starting application. ):34 MDT 2007) Connection closed					
Status: On M_09EEFA. (Wed Apr 2511:00:48 MDT 2007) Connecting. Please wait							
Status: On M_09EEFA: (Wed Apr 25 11:00:52 MDT 2007) Connection made. Starting application.							
Status: On M_09E	Status: On M_09BEFA: (Wed Apr 25 11:04:04 MDT 2007) Connection closed.						
Status: On M_0009	3F3: (Wed Apr 25 11:04:	14 MDT 2007) Connection made. Starting application.					
Status: On M_0009	9F3: (Wed Apr 25 11:08:	53 MDT 2007) Connection closed.					
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1.9 Determine if you want to overwrite the configuration and flash files when new microcode is downloaded. To preserve the item, put a check in the box. (Typically, Flash files will not be present unless a special file has been downloaded to the printer, so select **Firmware** and **Restore Config.**) Once done, click **Start**.

1.10 Messages will be displayed under the progress box.



1.11 The printer will reboot and the progress will indicate **Done** when everything is complete.

👙 Printer Management Utility							
File Edit View Applications Status Utilities Help							
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🔁 default.pdb							
— 🍄 🧮 New_Printer (A template) Error: No response							
P - Onassigned Printers							
■ IBM 6700 Thermall M_000F3 (917162 238 00:08:96:00:09F3) ONLINE BIN **** > POWER SAVER MODE							
■ 2001E0 (9.17.162.235, 00.08;96.20:01:E0) Error: No response							
🗕 🖓 🗮 (IBM 6500 Line Matrix) 🎐 File Download							
M 000238 (9.17.162.243): Status: Done							
Hint							
It is possible that remote printer mar							
It can be enabled by using the Enable							
Status: On M_DUD23A: (Wed Apr 25							
Status, Of MOOD234, (Wed Apr 25)							
Status: On M 00023B: (Wed Apr 25							
Status: On M_00023B: (Wed Apr 25							
Status: On New_Printer: (Wed Apr 2 Start Update List Properties							
Error: On New_Printer: (Wed Apr 25							
The printer cannot be accessed using the given port number							
and network aduless. Prease venighte por number and aduless							
Hint Hint							
It is possible that remote printer management may not be enabled on the printer.							
It can be enabled by using the Enable Remote Printer Management program under the Utilities menu.							
Status: On New_Printer: (Wed Apr 25 12:52:13 MDT 2007) Could not connect to New_Printer							
Status: On M_00023B: (Wed Apr 25 13:08:01 MDT 2007) Trying to re-connect. Please wait							
Status: On M_UUU23B: (Wed Apr 25 13:11:33 MD1 2007) Connection re-established.							
atatus. on m_obozab. (wet Apr 23 13.11.33 mb1 2007) connection closed.	<b>•</b>						
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## **Appendix A**

#### **Adding a Printer Manually**

#### A.1 Double click on New\_Printer.



# A.2 Printer properties box will appear. Click on connections and type in the desired IP address and click OK.

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<u>File Edit View Applications Status Utilit</u>	ies <u>H</u> elp							
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🔁 deladit.pdb – 🕰 🗏 New, Printer (Alternalate) Error: No res	nonse							
→ Orassigned Timeto								
- 🚱 🗮 [ IBM 6400 Line Matrix ] M 09CCDB	I Is more the memory is the necessary of the internet and the internet an							
— 💑 🗮 ( IBM 6700 Thermal ) M_0009F3 (9	17.162.238, 00:08:96:00:09:F3) ONLINE Rbn **** > POWER SAVER MODE							
— 💑 🧮 [ IBM 4400 Thermal ] M_09EEFA (9	17.162.236, 00:80:72:09:EE:FA) ONLINE Rbn 625m > POWER SAVER MODE							
- 🚱 🗮 ( IBM 6700 Thermal ) P_2001E0 (9								
— 🇳 🗏 ( IBM 6500 Line Matrix ) M_00023A	Printer Properties							
	Identification Security Connections Information							
	Access Method Network Serial/Modem							
	IP Address: 127.0.0.1							
	Port Number: 3001 Default							
A T Statuc: On M. 000228: 68(ed Apr 25.12:46:06 MI	Time Out (5300 seconds): 15							
Error: M 000234: 00ed Apr 25 12:46:00 MDT 20		<b>–</b>						
Printer Download Error: Interrupted by operator								
To restore the original printer configurations and								
use the recovery file located at C:\Program Files								
Status: On M_00023A: (Wed Apr 25 12:46:25 MI								
Status: On M_00023A: (Wed Apr 25 12:46:58 MI								
Error: On M_00023A: (Wed Apr 25 12:47:30 MD								
The network address given in the printer proper								
I his may occur when another user is accessing								
when a numer logical printer is connected to the								
or when a printer has multiple IP addresses.								
It is possible that remote printer management n	av not be enabled on the printer.							
It can be enabled by using the Enable Remote F	rinter Management program under the Utilities menu.							
Status: On M 00023A: (Wed Apr 25 12:47:30 MI	)T 2007) Connection closed.							
Status: On M_00023A: (Wed Apr 25 12:47:30 MI	)T 2007) Could not connect to M_00023A							
Error: M_00023A: (Wed Apr 25 12:47:30 MDT 20	07) Fail, Cannot connect							
Status: On M_00023B: (Wed Apr 25 12:48:47 MDT 2007) Connecting. Please wait								
Status: On M_00023B: (Wed Apr 25 12:48:49 MDT 2007) Connection made. Starting application.								
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### Appendix B TROUBLESHOOTING

**B.1** If connection to a printer failed it will be indicated by the "ERROR: Could not connect to printer" dialog box. Review the messages below the dialog box to help in troubleshooting the problem.



**B.2** If the error is seen follow these steps:

- A. Ping the printer If this fails, follow customer network support protocol.
- B. Ensure that you can successfully telnet into the printer
- Command telnet x.x.x.x User default - root Password default – no password (blank) C Ensure DIACNOSTIC POPT is set to DEBUC ETHERNET
- C. Ensure DIAGNOSTIC PORT is set to DEBUG ETHERNET. (Refer to the "Printer Setup" section of the Printer Management Utility Manual.)
- D. If you still cannot communicate, it may be a network firewall related issue.

Use a PC on the same subnet as the printer to load the code or contact your network support group.