

Compuprint 4247 Z03 - Firmware Download Instruction

Compuprint 4247-Z03 firmware (code) resides in flash memory. Throughout the printer's life cycle firmware changes may be made to address issues discovered in the lab, or by customers in the field. Normally it's not necessary to upgrade your printer, but if needed upgrading your printer's firmware is easy to do. 4247 Base and Interface code can be installed through either the printer's Parallel or Ethernet ports in a one file download operation.

Loading code though the Parallel Port.

Follow these instructions to load code through the parallel port using any computer with DOS or DOS Windows®. The instructions assume that you are nearby the printer and can access the operator panel.

- 1) For Windows computers install a 'Generic/Text Only' print driver.
In Windows click Start -> Control Panel -> Printer and Faxes -> Add printer and choose the following settings.

- Local or Network = Local printer attached to this computer
- Port = LPT1
- Manufacturer = Generic Printer = Generic / Text Only
- Name your printer =>Generic /Text Only
- Default printer = Yes
- Printer Sharing => Do not share
- Test Page => No

- 2) Printout the printer configuration menus to ensure original settings can be restored at the end of this procedure. Label the printout as "old".

Note: Loading new code won't change any of the printer's network interface settings (IP, subnet mask, gateway addresses), but other user defined configuration settings can be reset to factory default values.

- Load forms in the front tractor and power on.
- Press the **STOP** key to take the printer NOT READY.
- Press the **TEST** key and the printer displays OPERATOR PRINT TESTS
- Press the **SCROLL/MICRO** ↓ key until Printer Configuration displays below OPERATOR PRINT TESTS.
- Press the **ENTER** key and wait for the configuration to print.

- 3) Power off the printer
- 4) Connect a standard parallel cable between your computer's LPT1 port and the printer.
- 5) Press and hold the printer **START** and **STOP** keys and power on the printer.
- 6) Release the keys after RELEASE KEYS displays and WAITING CODE will display with all LEDs flashing.
- 7) In a DOS window type: `copy drive:\directory\filename.img lpt1: /b <enter>`
For example...`copy c:\temp\ CMP4247-Z03_0200.img lpt1 /b`
- 8) While the printer code is being received RECEIVING CODE displays
- 9) While the printer code is being updated ERASING SECT.XX followed by WRITING SECT.XX displays
- 10) After the code update completes is verified, CODE OK displays before the printer automatically reboots and STARTING UP displays

Note: If “NVM CHANGE” displays, this means that all of the printer configuration settings have been restored to factory defaults.

- 11) Printout the printer configuration menus again (as described above) and label as “new”
- 12) Compare the old and new configuration printouts and restore the printer’s configuration as needed.

Loading code through the Ethernet Port.

Follow these instructions to FTP printer code to a network attached printer. The instructions assume that you are nearby the printer and can access the operator panel.

- 1) Printout the printer configuration menus to ensure original settings can be restored at the end of this procedure. Label this set of configurations as “old”.

Note: Loading new code won’t change any of the printer’s network interface settings (IP, subnet mask, gateway addresses), but other user defined configuration settings can be reset to factory default values.

- Load forms in the front tractor.
 - Press the **STOP** key to take the printer NOT READY.
 - Press the **TEST** key and the printer displays OPERATOR PRINT TESTS
 - Press the **SCROLL/MICRO** ↓ key until Printer Custom Sets displays below OPERATOR PRINT TESTS.
 - Press the **ENTER** key and wait for the configuration to print.
 - Press the **RETURN** key until NOT READY displays
- 2) Make sure the binary file is in the same directory that you will launch the FTP service from.
 - 3) In Windows:
 - Click Start → Control Panel → Network and Internet Connections.
 - Click “Network Connections”
 - Double click “Local Area Connections”.
 - Highlight “Internet Protocol (TCP/IP)”.
 - Click “Properties”.
 - Set “Subnet Mask” and “Default Gateway” to the values on the printer Configuration Setup Printout.
 - Set “IP address” to the printer’s address +1.
 - Example:** If printer IP is 010.000.060.024 then set the computer IP to 010.000.060.025.
 - Click OK and close the window.
 - 4) Connect your computer to the printer with an Ethernet cross-over cable.
 - 5) Verify that the printer can be contacted from your computer.
In a DOS window, type “ping xxx.xxx.xxx.xxx” <enter> where “xxx.xxx.xxx.xxx” is the Printer’s IP address.
 - 6) Open the FTP connection to the printer.
In a DOS window, type “ftp xxx.xxx.xxx.xxx” <enter> where “xxx.xxx.xxx.xxx” is the Printer’s IP address.
 - 7) Make sure the binary file is in the same directory that you will launch the FTP service from.
 - 5) Type **root** for user login <enter>
Type password (default=**root**) for password <enter>
Type the commands: **ha** <enter> **bin** <enter> **cd firmware** <enter>

- 6) Start the file transfer by typing: **put filename.img** where filename.img is the name of the code file and press enter.
For example: put CMP4247-Z03_0200.img <enter>.
- 7) While the printer code is being received, the printer will display REMOTE CONTROL for approximately 1 minute.
- 8) When the file is successfully transferred the following host message appears:
Enter Quit/Bye command to write CODE.
- 9) Close the FTP connection by typing the command: **bye** <enter>. After the FTP session is closed the file update will start.
- 10) After the code update completes, the printer automatically reboots and STARTING UP displays.
- 11) Printout the printer configuration menus again and label as "new". Compare this printout to one the first one, and restore any original menu settings changed by the firmware upgrade.

Note: The new code version level also prints out.

Error Messages

Message: INVALID CODE

Cause: Binary code file is corrupt or incompatible¹.

Error Recovery Action: Open the Windows (Generic /Text only) print driver queue, cancel all pending print documents, and try again. If the error repeats the code file may be corrupted or incompatible with this printer model. After displaying this message, the printer automatically discharges any code upgrade and escapes from the firmware downloading procedure returning normal ON LINE status.

Message: FILE NOT FOUND

Cause: File cannot be found by DOS.

Error Recovery Action: Change the path in the DOS window to the same directory where the code file is located in.

Message: COMPU9360

Cause: If "WAITING CODE" never displays and "RECEIVING CODE" momentarily displays before "COMPU9360 #" displays a print file may be ahead of the code file in the "Generic/Text only" print driver output queue. Another possible cause is multiple print drivers assigned to the same port.

Error Recovery Action: Open the Windows (Generic /Text only) print driver queue, cancel all pending print documents, and try again. If the error repeats the code file may be corrupted or incompatible with this printer.

Message: XXX ERROR: UPGRADE IS NOT POSSIBLE AT THIS MOMENT. PLEASE TRY LATER.

Cause: Cannot FTP download firmware file to the printer when the printer is OFFLINE (not ready).

Error Recovery Action: Ensure the printer is READY (online).

¹. For models Z03 and Z03 printers, code is not compatible between the two printers, that is, the Z03 code may not be installed on a Z03 Controller Board or Z03 code on an Z03 Controller Board.