

HID® FARGO® DTC™4500e

Printer Firmware
Release Notes

Firmware Version: 3.3.15.1
PLT-06709, A.1
May 2023



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Contacts

For technical support, please visit: <https://support.hidglobal.com>.

What's new

Date	Description	Revision
May 2023	Release notes for version 3.3.15.1.	A.1

A complete list of revisions is available in [Revision history](#).

1.1 Scope

These release notes provide information on the HID® FARGO® DTC™4500e Printer Firmware version 3.3.15.1. Included are product enhancements, fixes, known issues, and limitations since the previous release.

Note: The reference numbers associated with these features, issues, and fixes are from the HID Global internal tracking system.

1.2 Firmware upgrade procedure

WARNING: IF YOUR PRINTER HAS A SERIAL NUMBER WITHIN THE RANGE OF B8270031 THROUGH B8341099 AND YOUR CURRENT FIRMWARE VERSION IS 1.4.1.1, DO NOT UPGRADE TO FIRMWARE VERSION 1.4.3.1 OR ABOVE. PLEASE CONTACT HID TECHNICAL SUPPORT AT [HTTPS://SUPPORT.HIDGLOBAL.COM](https://support.hidglobal.com).

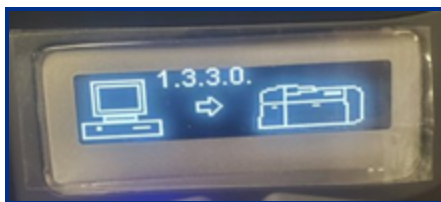
1. Launch FARGO Workbench™.
2. Click **Update Manager**.
3. Select the printer(s) you wish to update.
4. Click **Select Firmware file...**
5. Search for the firmware file or enter its name and click **Open**.
6. Click **Begin Updating Firmware**.

Note: It may take several minutes to upgrade the firmware and complete the process.

1.2.1 Firmware upgrade issue

Some printer serial numbers with a factory firmware version earlier than 1.3.3.0, upgrading from firmware 1.4.1.1 to 3.3.10.1 or later may result in a blank screen. (TTP-14445, HVPB-551)

- Depending on the printer serial number, the screen could take up to 40 seconds to refresh after rebooting.
- When the firmware upgrade is completed, the screen should display the factory mode (see image). Instead, the screen may either go blank or take a long time to display.



To resolve this issue, resend the firmware file to the printer.

1.3 Product enhancement

This release includes a ribbon compatibility update between professional models. (TTP-14483, HVPB-562)

1.4 Resolved issues

- Resolved an issue where the printer locks up when reading Prox™ cards before printing. (TTP-14608, HVPB-587)
- Resolved an issue when sending an encoding job from Asure ID™ while using the OMNIKEY® 5127CK Mini encoder, the card would fail to encode. (HVT5-671)

1.5 Known issues

- Turning off the printer may cause the top card in the input hopper to move.
- Installing or removing a ribbon may cause communication interruptions with an OMNIKEY 5121 encoder.
(Reference No. QA19558)

1.6 FAQ

- Where do I get the OMNIKEY SDK for the 5122 encoder?
The OMNIKEY SDK is not available for the 5122 encoder. You can download sample codes from <https://www.hidglobal.com/drivers/30713>.
- Where can I download a developer guide to help integrate the 5122 with my application?
Download *OMNIKEY 5422 and 5122 Software Developer Guide* (PLT-03296) from https://www3.hidglobal.com/system/files/doc_eol_expired_files/plt-03296_a.3_-_omnikey_5422_and_5122_sw_dev_guide.pdf.
- Is it necessary to update the printer firmware to support the 5122 encoder?
Yes, a new printer firmware file is required to support the OMNIKEY 5122 encoder. It is backward compatible with the OMNIKEY 5121 encoder.

Revision history

Date	Description	Revision
May 2023	Release notes for version 3.3.15.1.	A.1
December 2022	Release notes for version 3.3.10.1	A.0



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