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

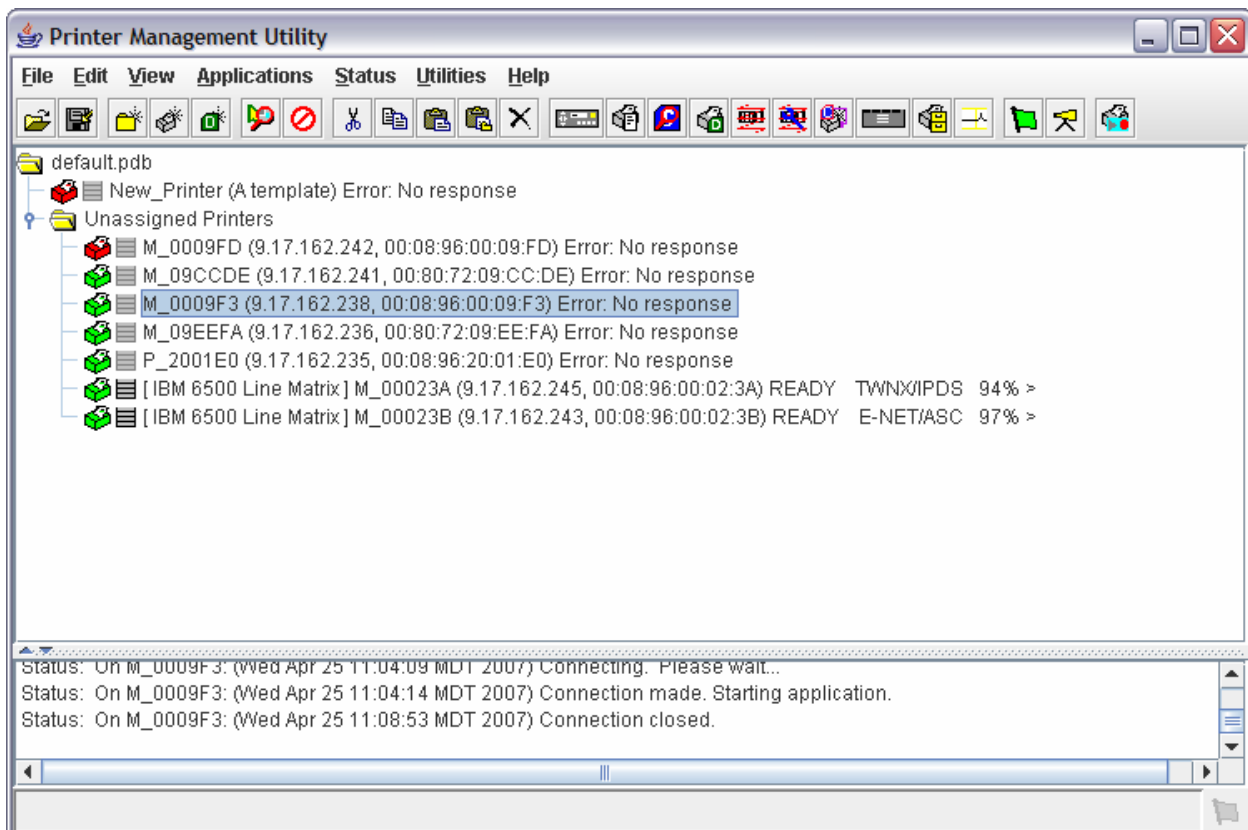1.1 Preparation for Printer Microcode Download

    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.
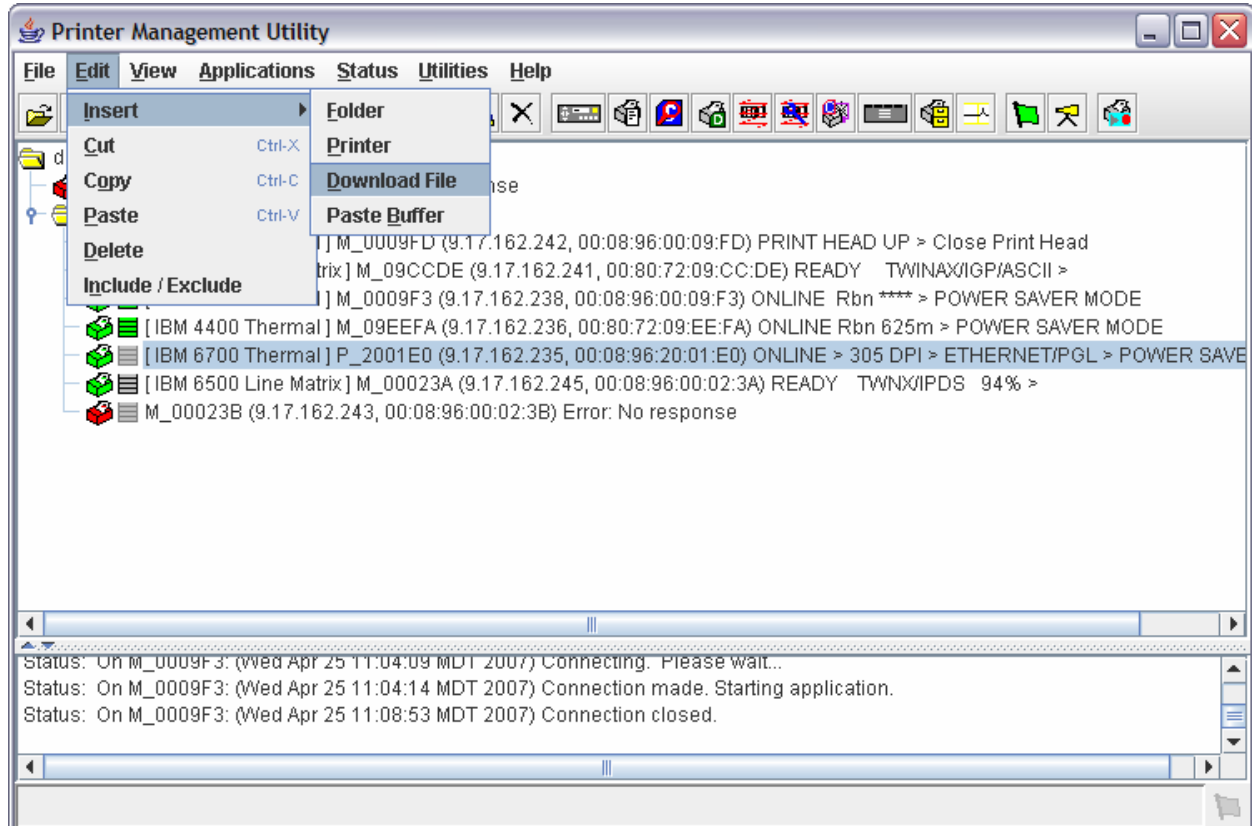
1.2 Installation of PMU
    A   Download and install the latest version of the Printer Management Utility (PMU) from the InfoPrint website (www.InfoPrint.com).
    B   Ensure that you read the readme file for Java requirements and loading instructions.
    C   Follow instructions in Readme or PMU Manual for installation.

1.3 Start the PMU program from the Start button ("Programs –> InfoPrint Solutions –> PMU -> Printer Management Utility" is the default path).
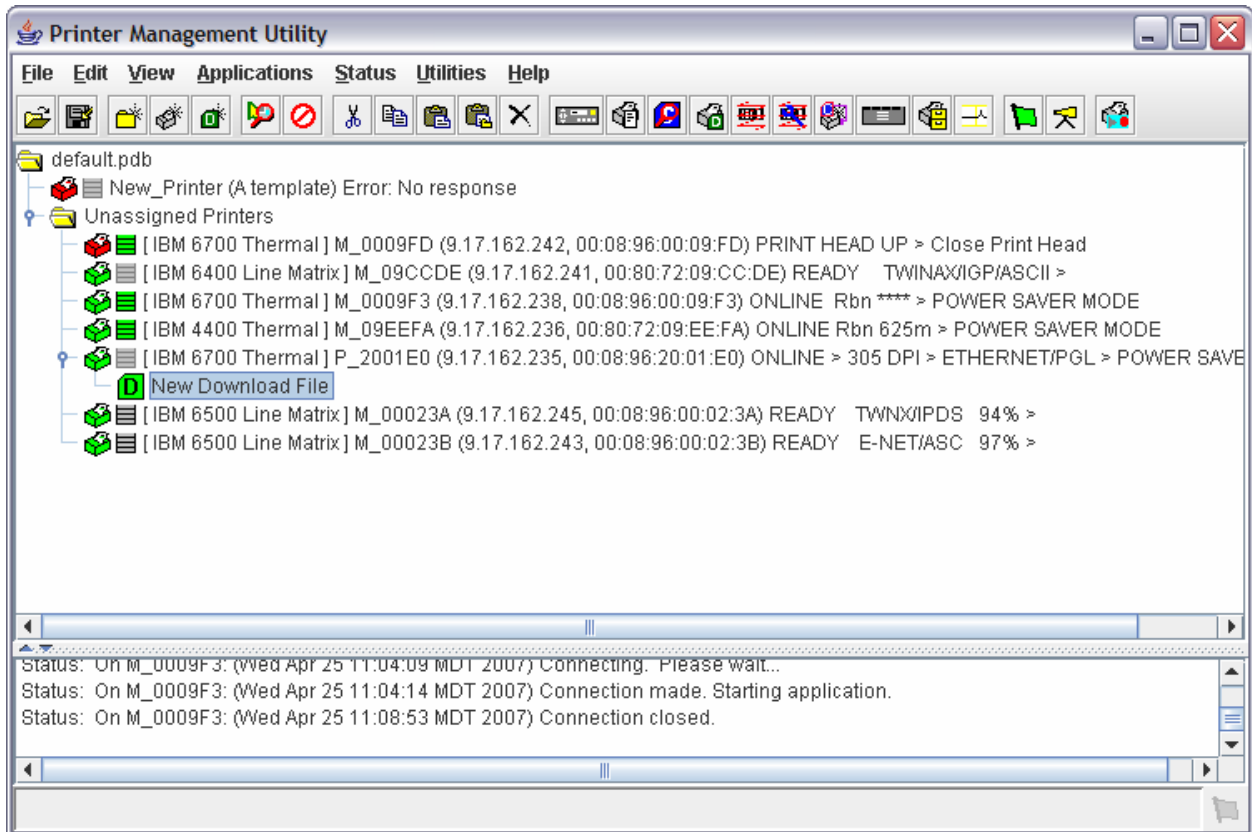
1.4 Highlight desired printer. If the printer is not in the list, it can be manually added to the list.   Add additional printers please see the Adding a Printer Manually Appendix A of these instructions.
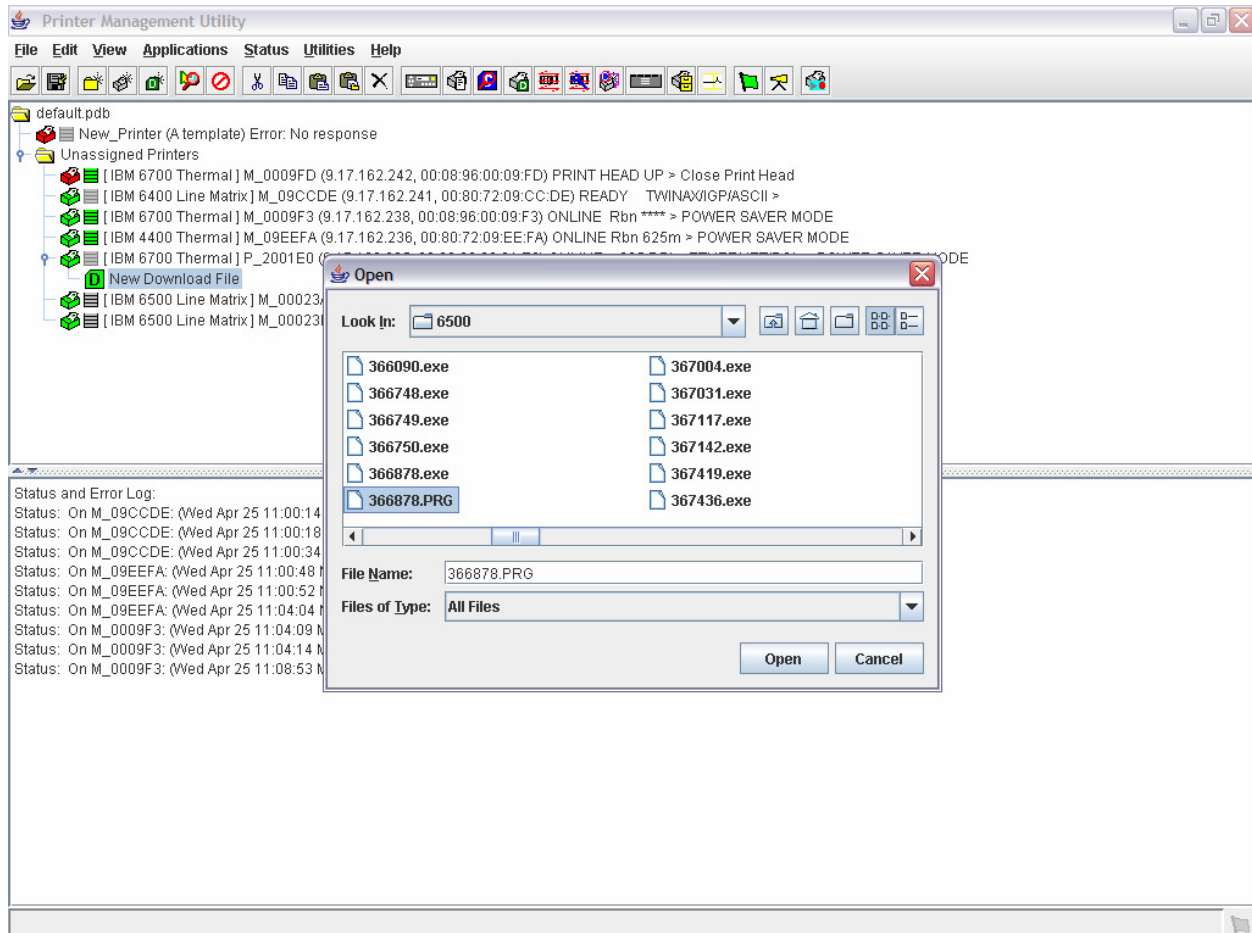

1.5 Click on I**nsert a new download file into the database** toolbar button or select
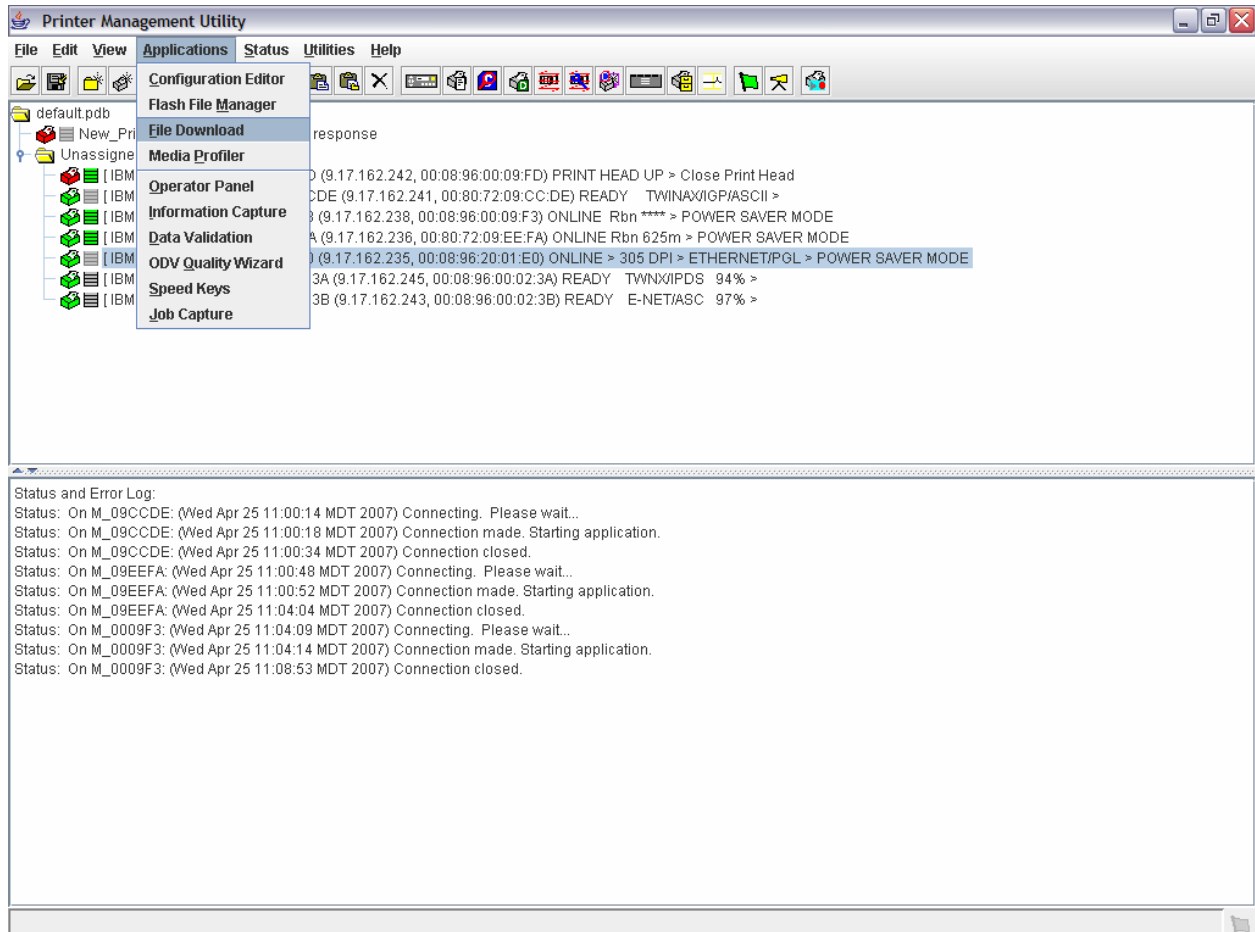 **Edit** –> **Insert** –> **Download file** to add the new file.

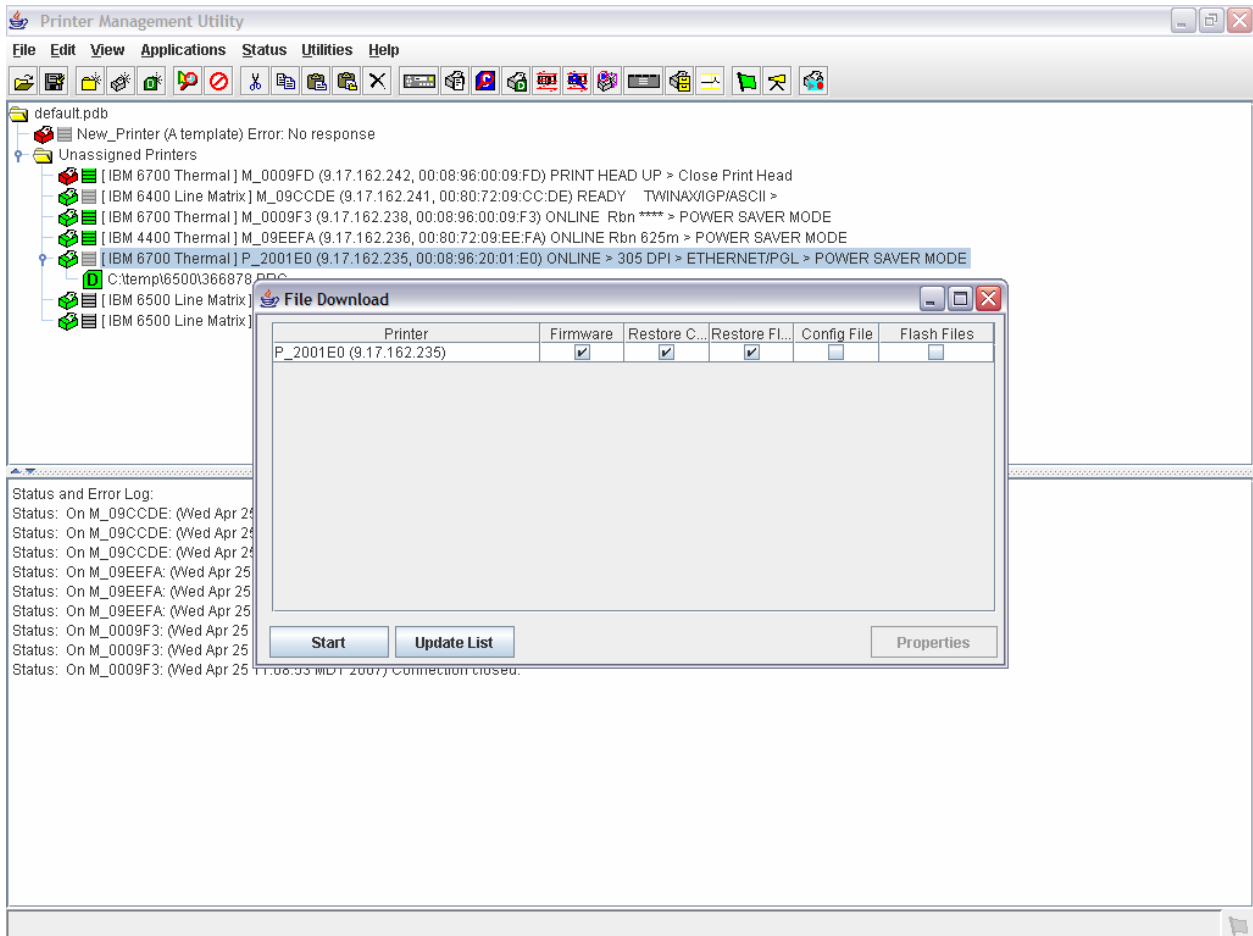1.6 Double Click on **New Download File.**

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.**
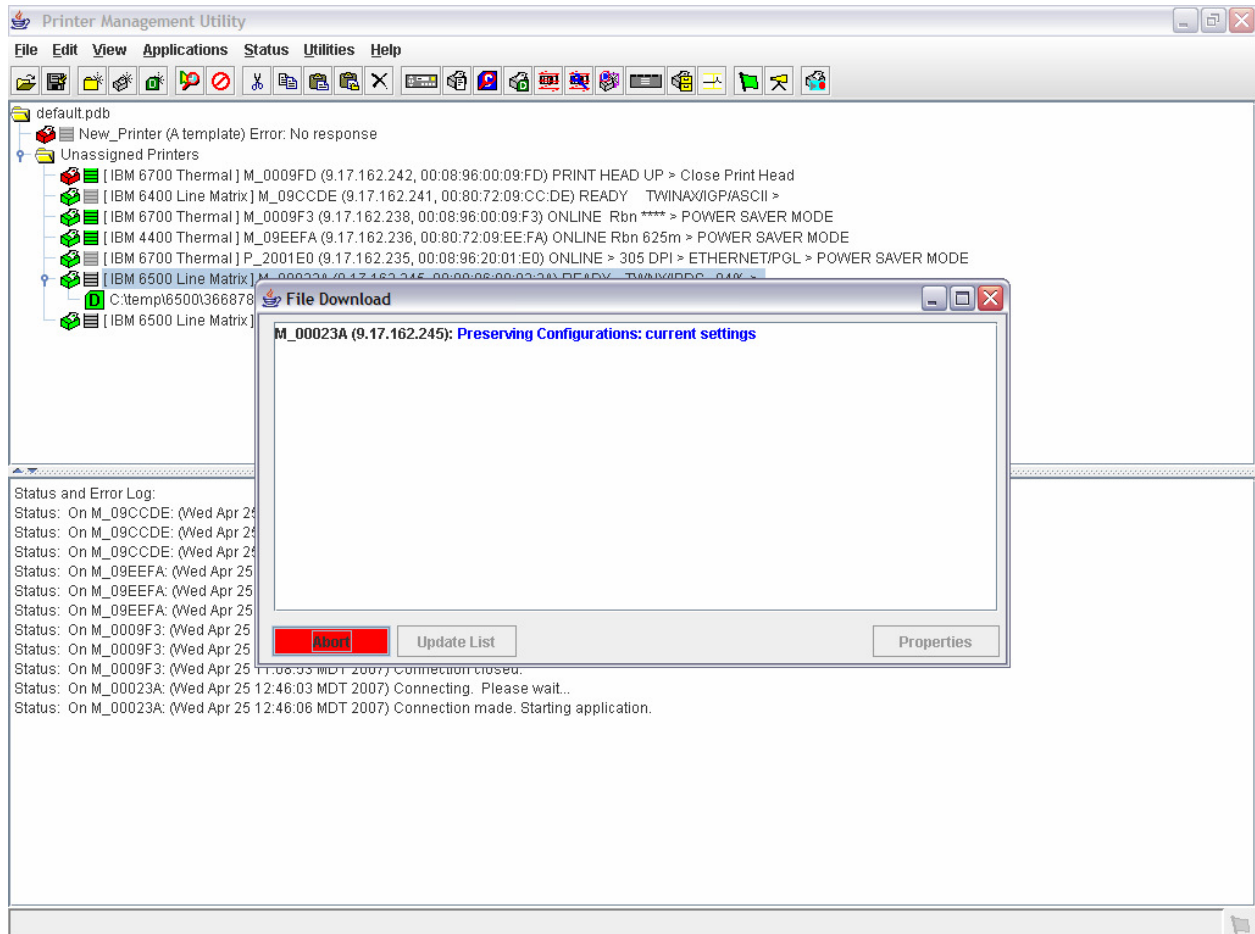
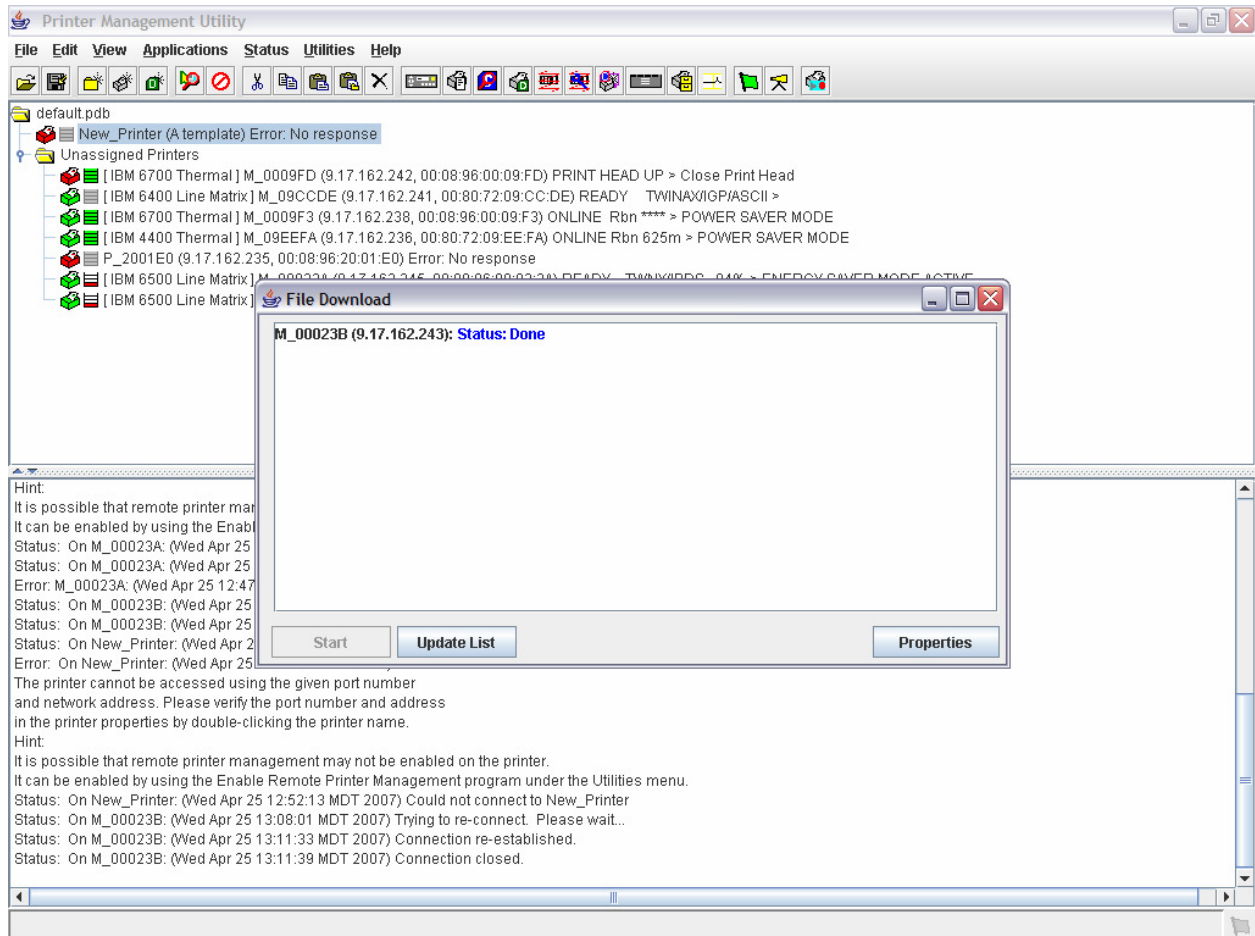1.8 Highlight the printer, then select "Applications –> File Download".

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.

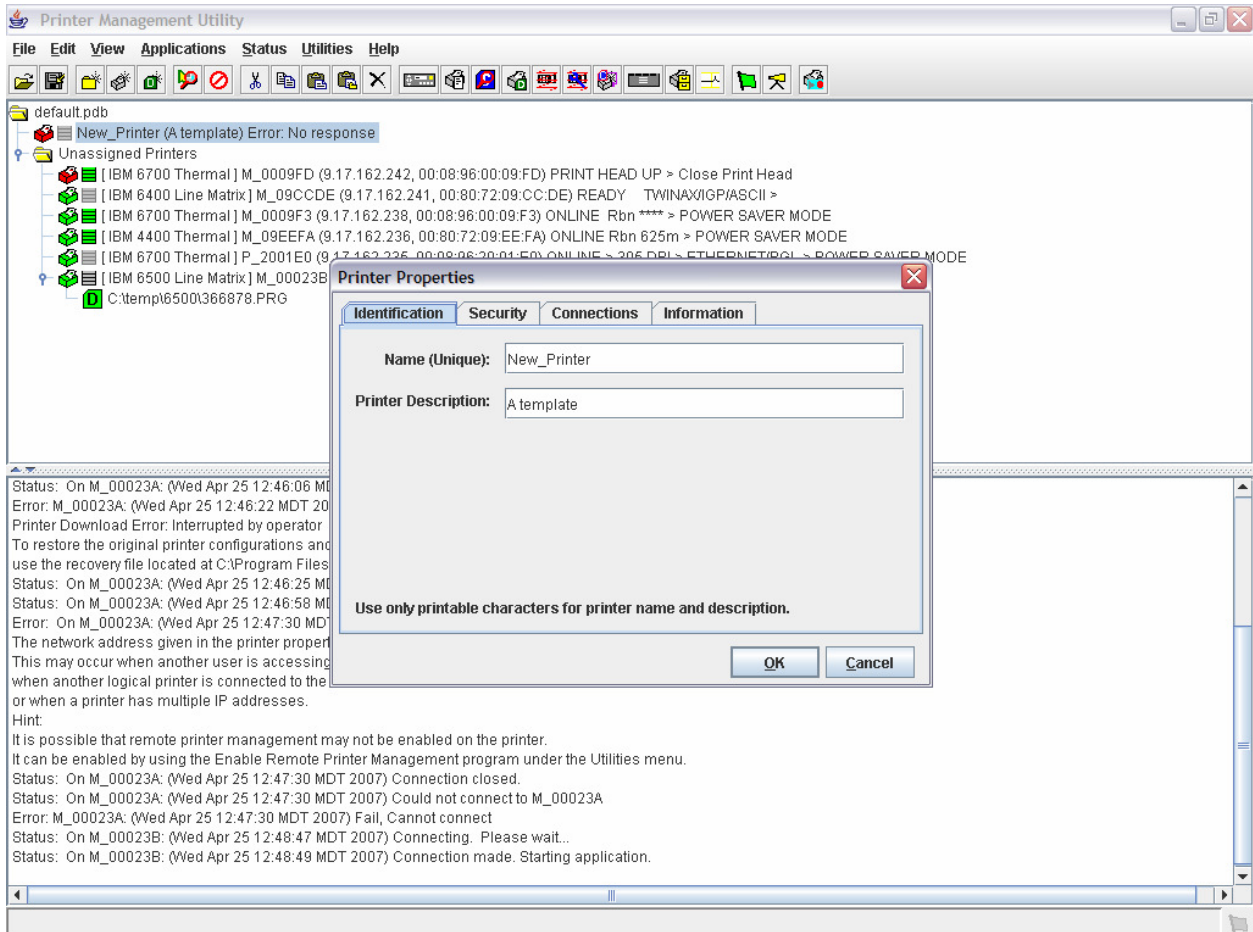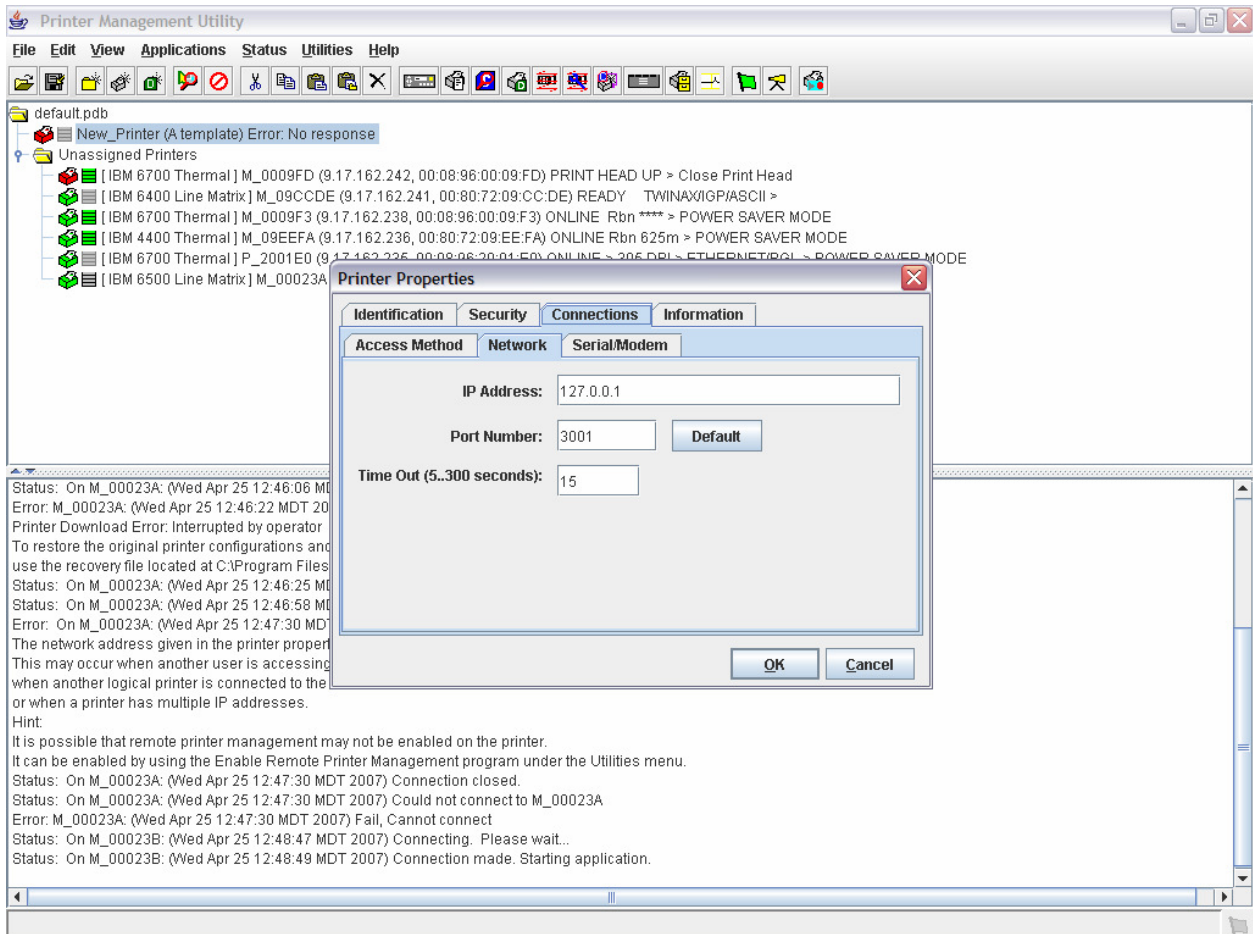**1.11** The printer will reboot and the progress will indicate **Done** when everything is complete.

Appendix A

Adding a Printer Manually
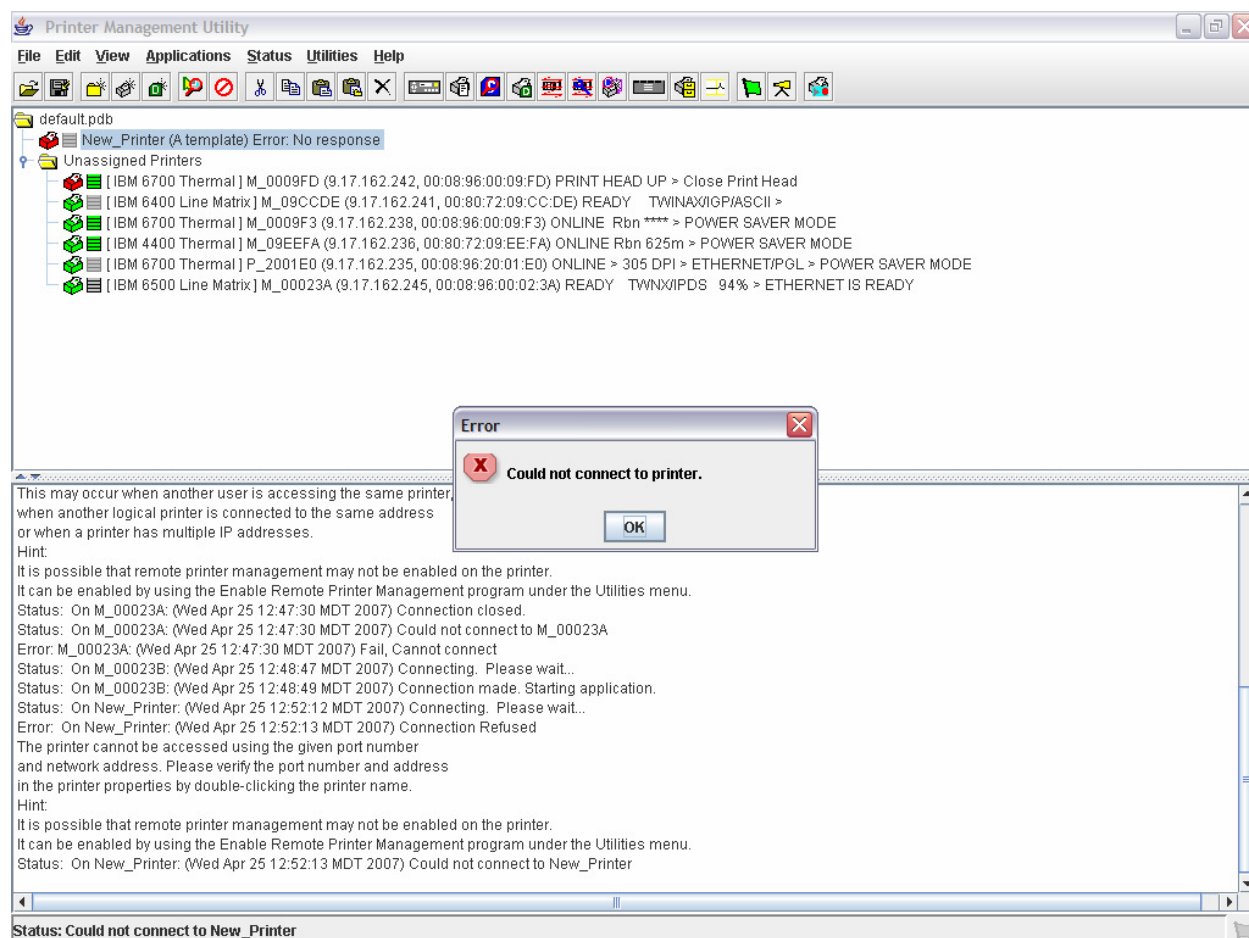
A.1 Double click on New_Printer.

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

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 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.