

FARGO® WORKBENCH UTILITY UPDATE MANAGER

PLT-02882, Rev. A.0

July 2016



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Revision History

Date	Description	Version
July 2016	Initial Release	A.0

Contacts

For additional offices around the world, see www.hidglobal.com corporate offices.

North America

611 Center Ridge Drive
Austin, TX 78753
USA
Phone: 866-607-7339
Fax: 949-732-2120

Asia Pacific

19/F 625 King's Road
North Point, Island East
Hong Kong
Phone: 852 3160 9833
Fax: 852 3160 4809

Europe, Middle East and Africa

Haverhill Business Park Phoenix Road
Haverhill, Suffolk CB9 7AE
England
Phone: 44 (0) 1440 711 822
Fax: 44 (0) 1440 714 840

Brazil

Condomínio Business Center
Av. Ermano Marchetti, 1435
Galpão A2 CEP 05038-001
Lapa - São Paulo/SP Brazil
Phone: 55 11 5514-7100

HID Global Customer Support: www.hidglobal.com/support



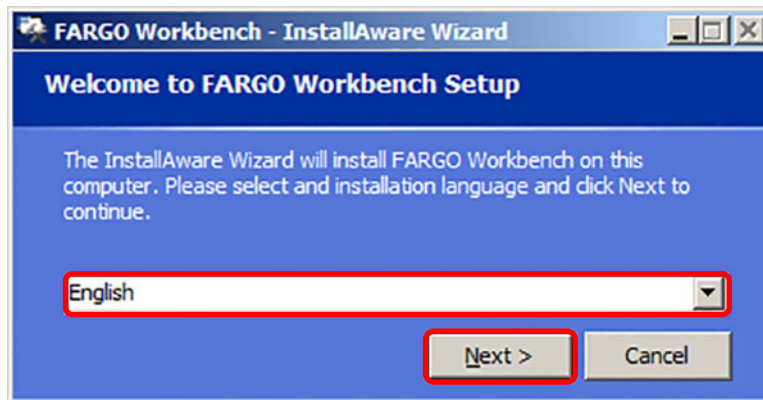
Contents

- 1 Installing Workbench 4**
 - 1.1 Obtain Workbench 4
 - 1.2 Using Update Manager to Update Printer Firmware..... 6
 - 1.3 Using Update Manager to Update Printer Drivers10
 - 1.3.1 Applying Updates 10
 - 1.3.2 Manually Starting the Update..... 11
 - 1.3.3 Manually Removing Existing Printer Drivers12

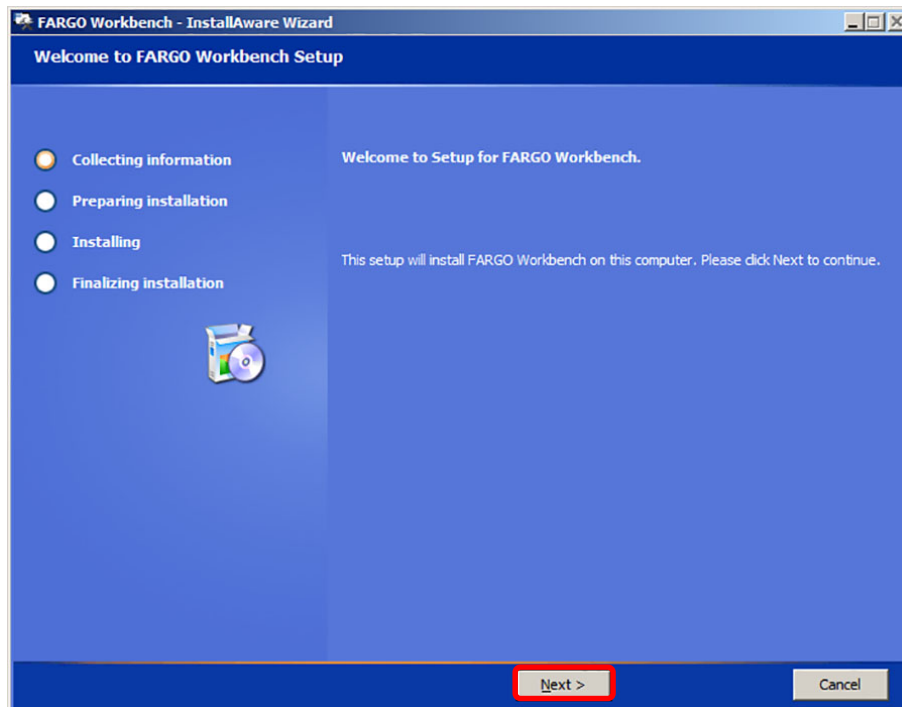
1 Installing Workbench

1.1 Obtain Workbench

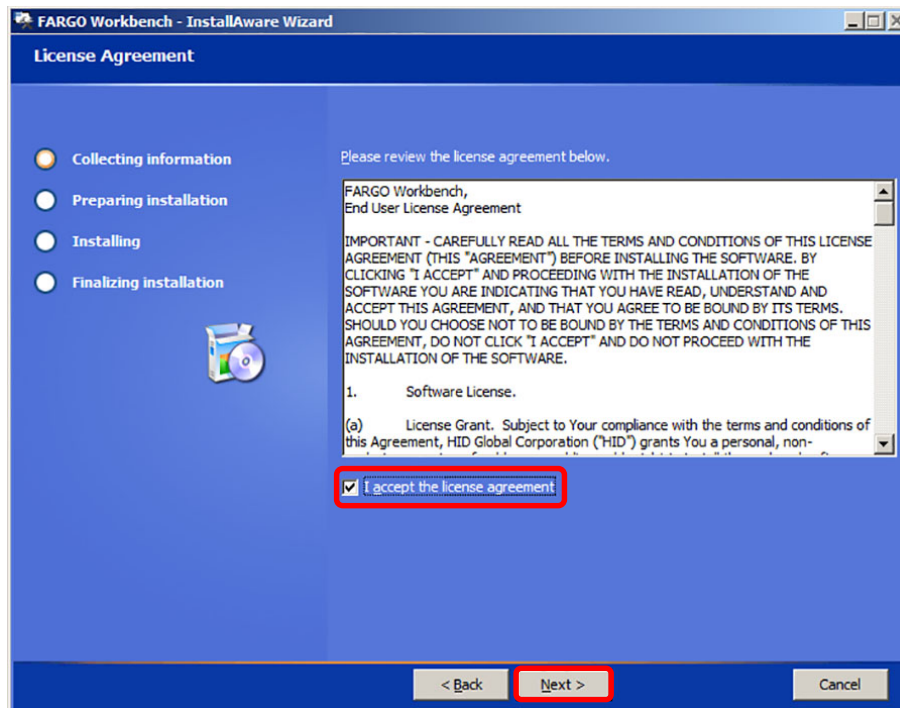
1. Download the Workbench utility from: <https://www.hidglobal.com/drivers/15325>.
2. Read and accept the End User License Agreement.
3. Select **Save File** and click **OK**.
4. Double-click the **.exe** file.
5. Click **Run** to start installation.
6. Select the installation language from the drop-down list and click **Next**.



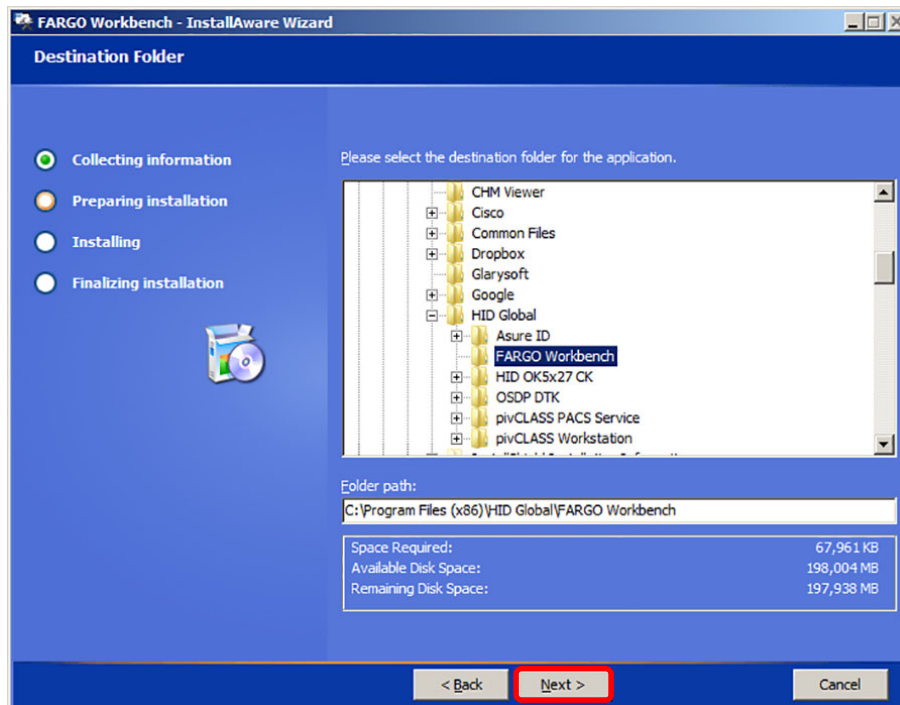
7. Click **Next**.



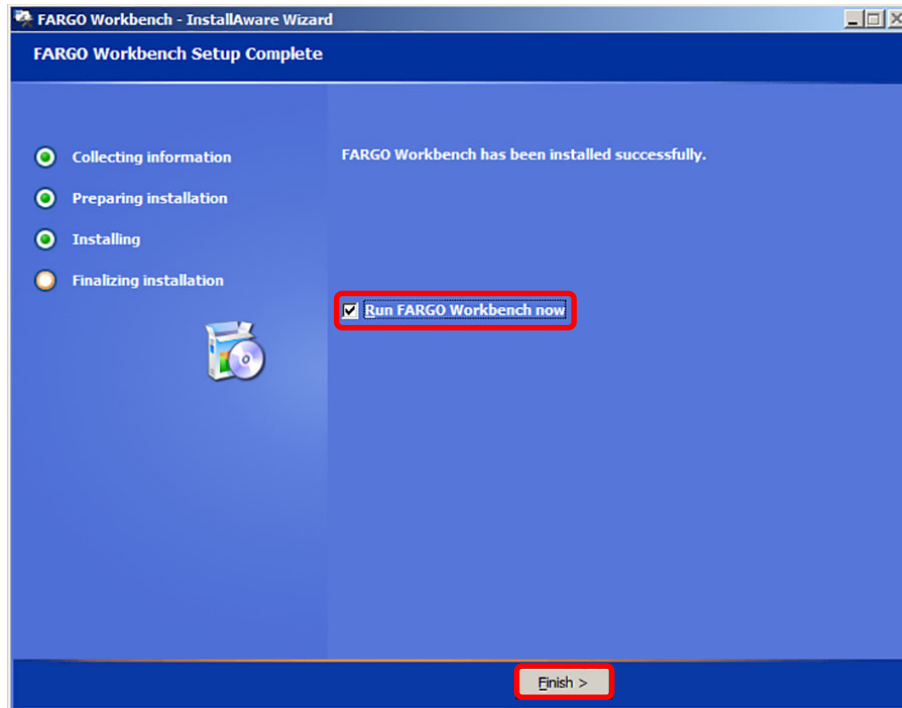
8. Select the **I accept the license agreement** option and click **Next**.



9. Select the destination folder for the application and click **Next**.

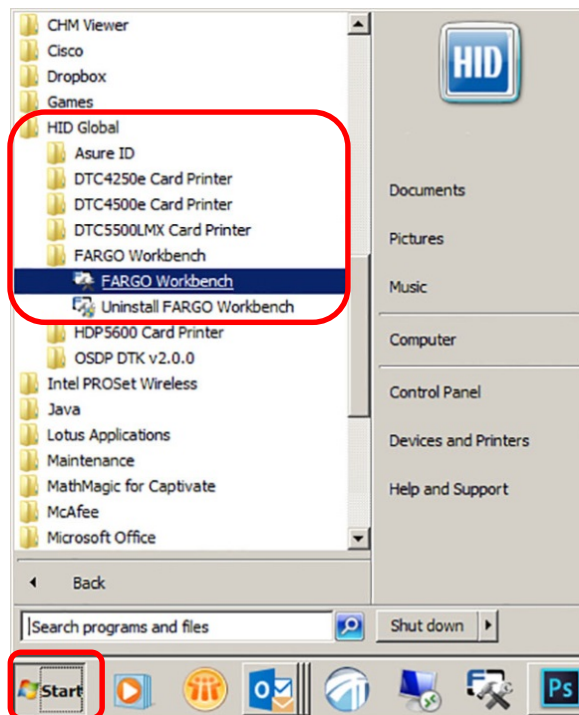


10. Once the installation is complete select **Run FARGO Workbench now** and click **Finish**.

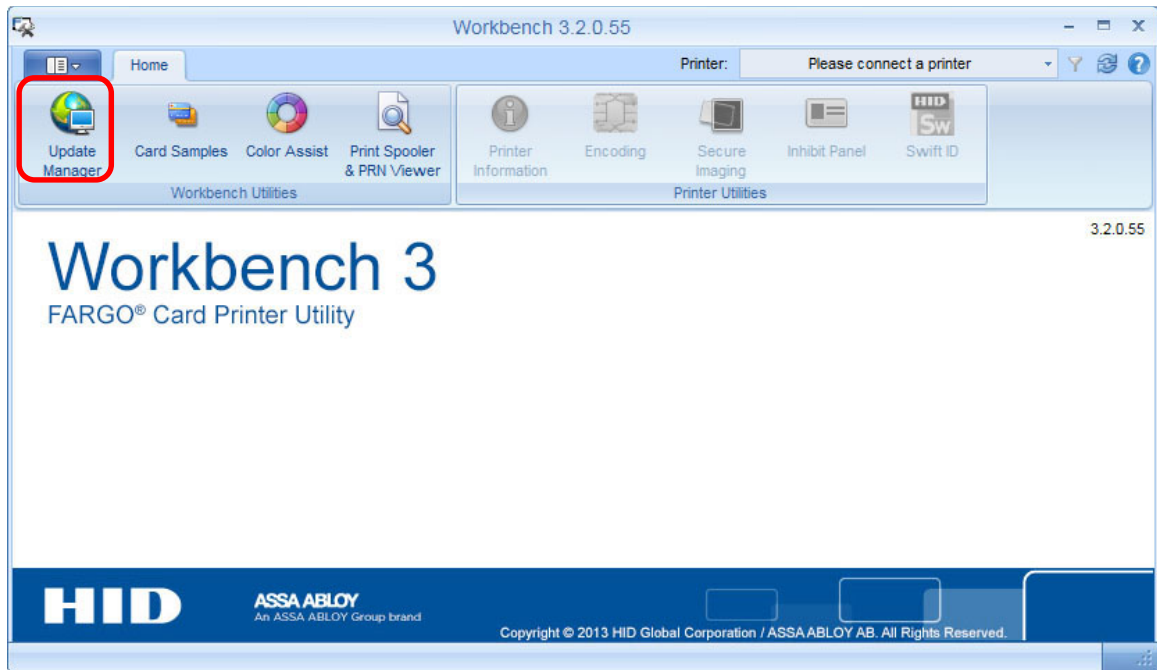


1.2 Using Update Manager to Update Printer Firmware

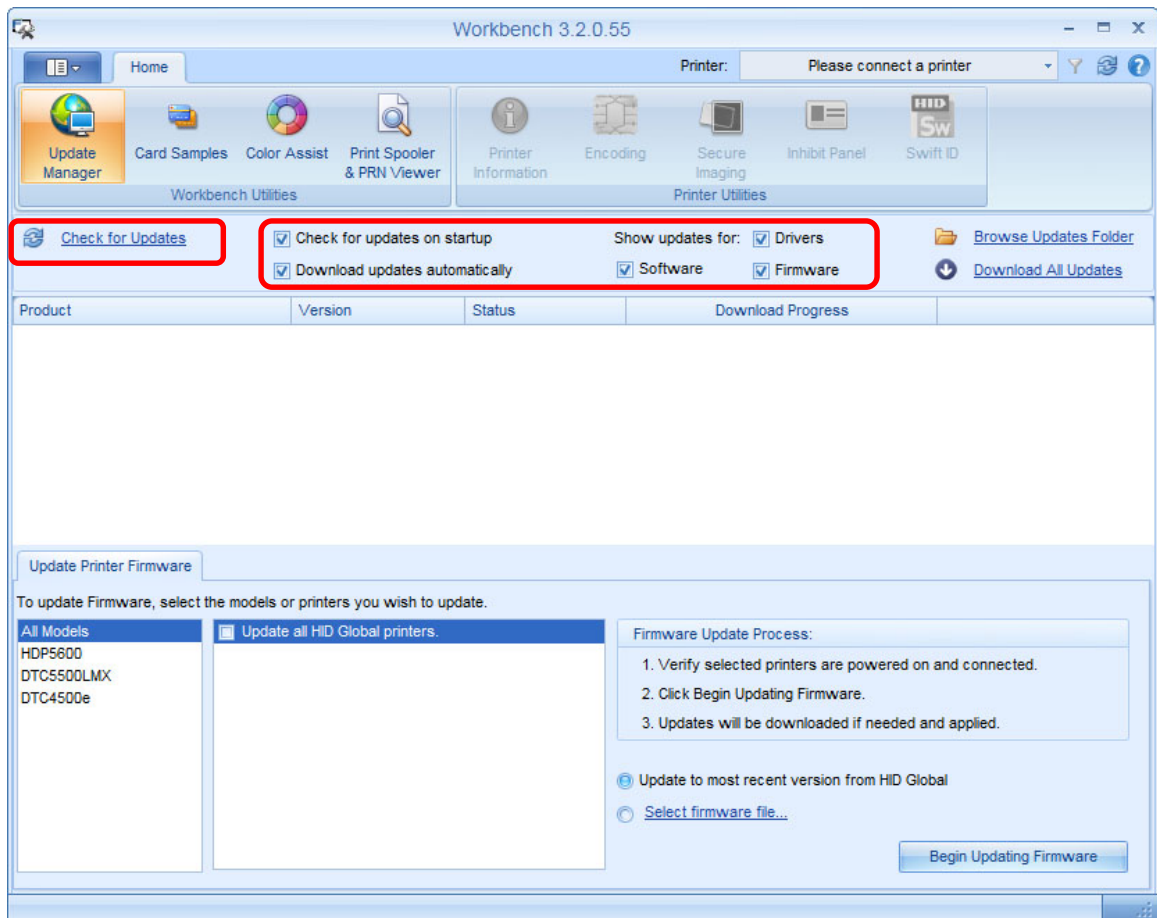
1. Once Workbench is installed, open the application. This is located under the HID Global folder on the **Start** menu.



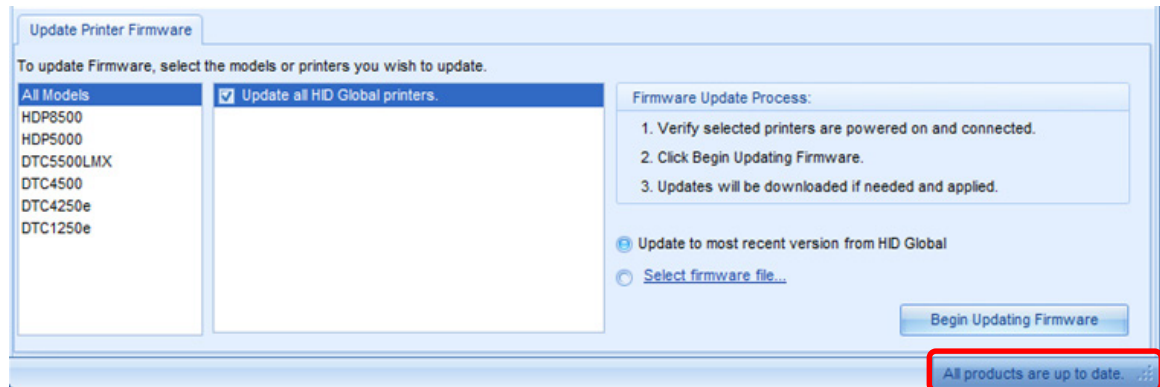
- Once the application is open, click **Update Manager**.



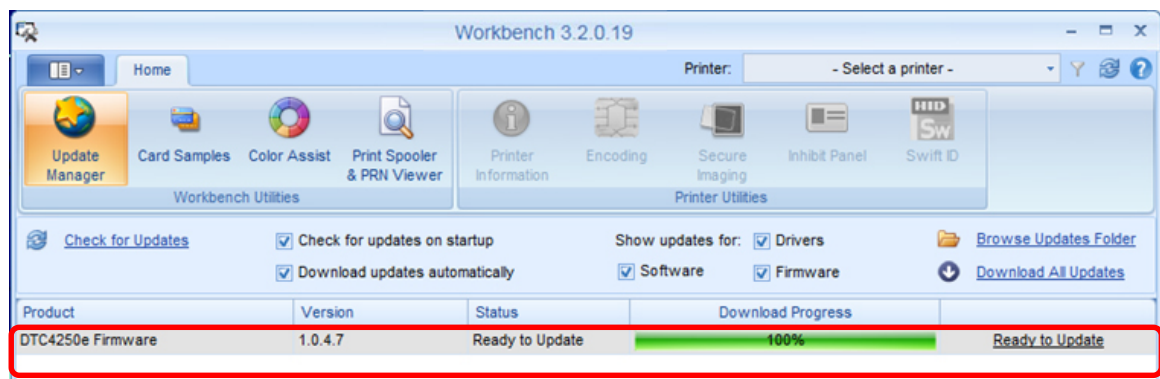
- Ensure all of the selection boxes are checked for the best user experience.
- Click **Check for Updates**



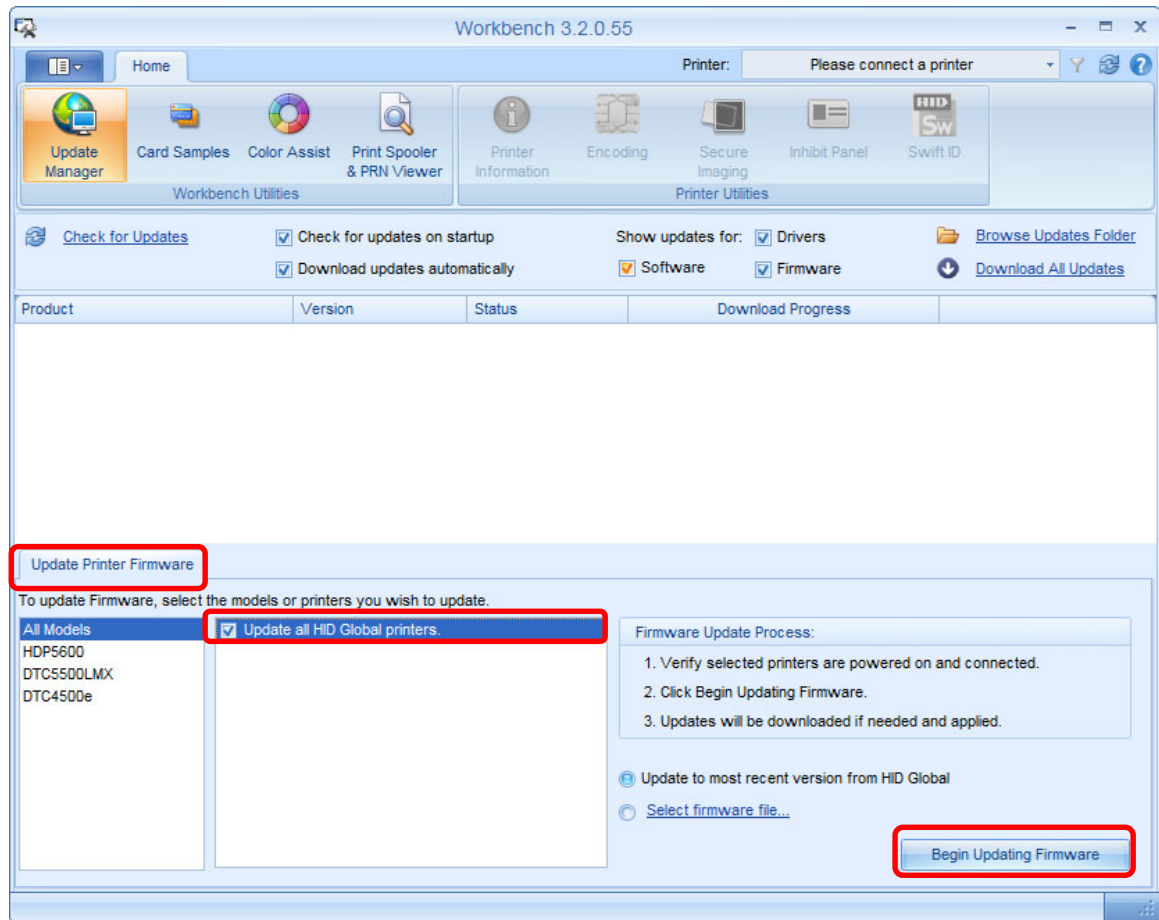
- If all items are up-to-date a notification will display at the bottom of Workbench window.



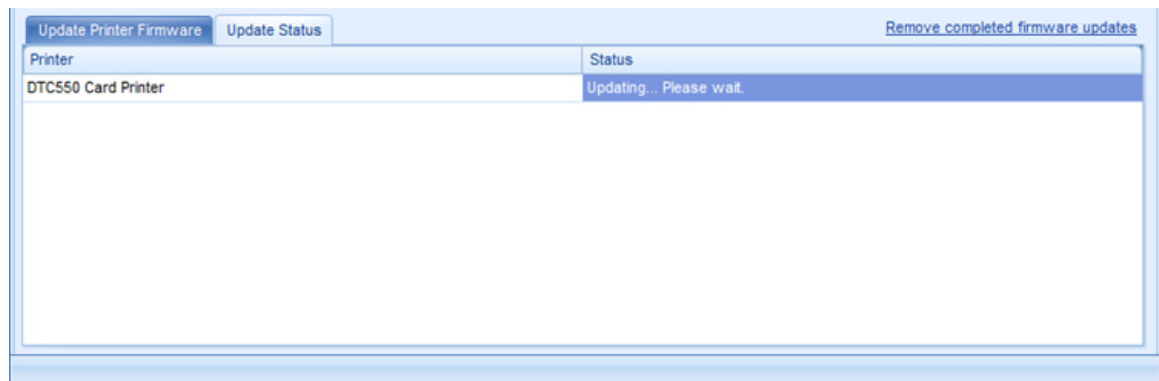
- If updates are available, they are displayed for review.



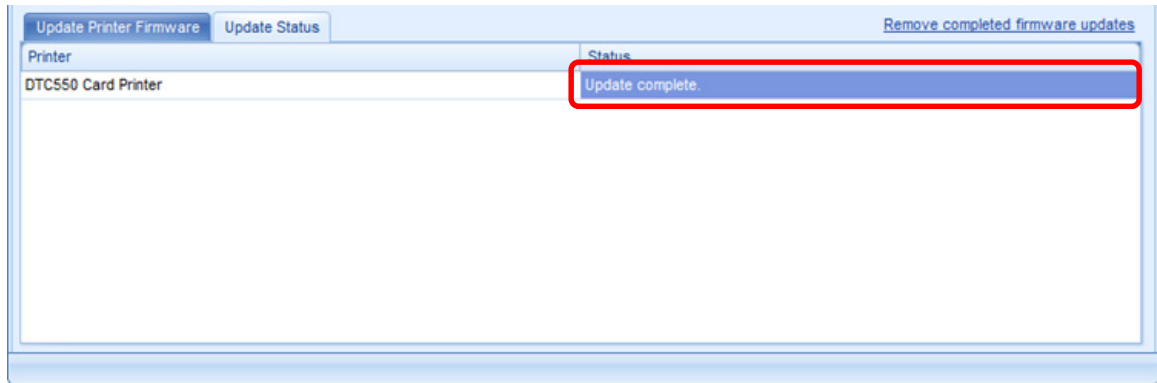
7. Ensure that all of the printers to update are connected to the computer and powered on. Only connected printers that are powered on will receive the firmware updates.
8. Select the **Update Printer Firmware** tab.
9. Select **Update all HID Global printers**.
10. Click **Begin Updating Firmware**.



11. Firmware will be sent to the printer(s) that are powered on, connected to the computer and have available firmware updates. Do not disconnect the printer(s) or turn off power to the printer(s) during the update process.



- When the firmware update is complete, a notice displays.

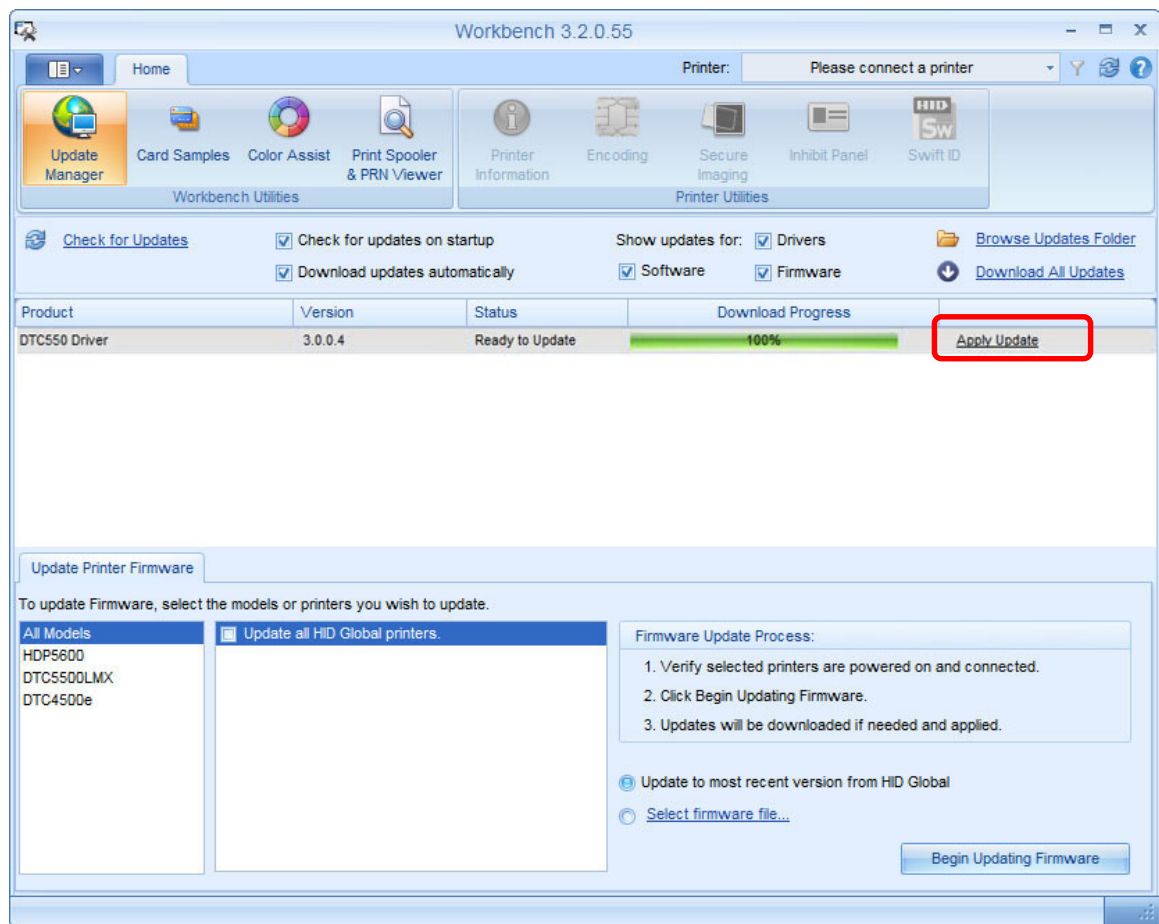


1.3 Using Update Manager to Update Printer Drivers

To ensure the best performance, apply all available driver updates.

1.3.1 Applying Updates

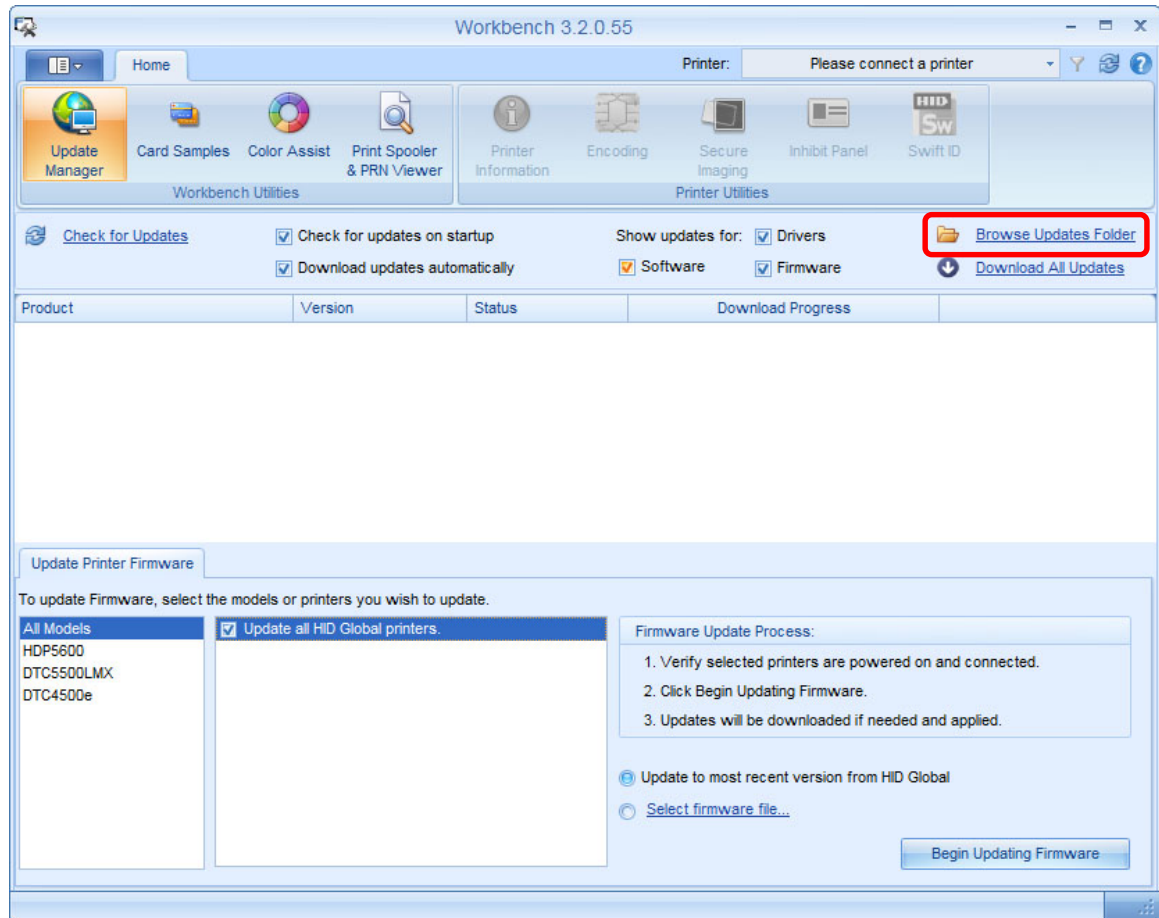
- Go to the **Update Manager** interface within Workbench and click **Apply Update** for the drivers you are updating. **Note:** The Drivers that have been downloaded will appear in the window.



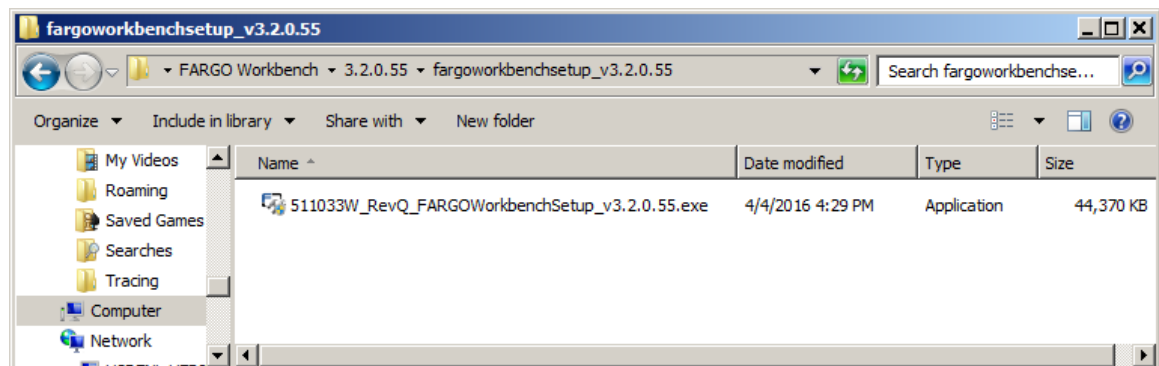
- The driver will launch and the installation process can be started.
Note: If a driver is listed but the **Apply Update** option is not available, see *Section 1.3.2: Manually Starting the Update*.

1.3.2 Manually Starting the Update

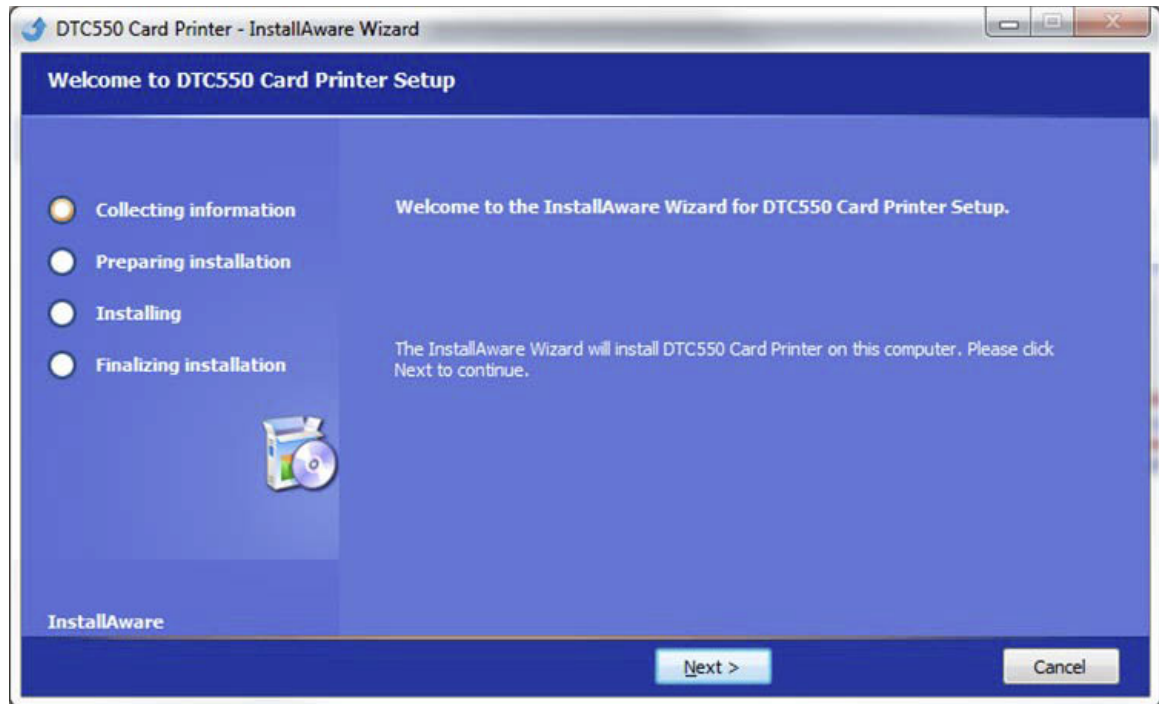
1. Select **Browse Updates Folder**.



2. Locate the Driver **.exe** file to install.



3. Double-click the **.exe** file to run the driver installer.

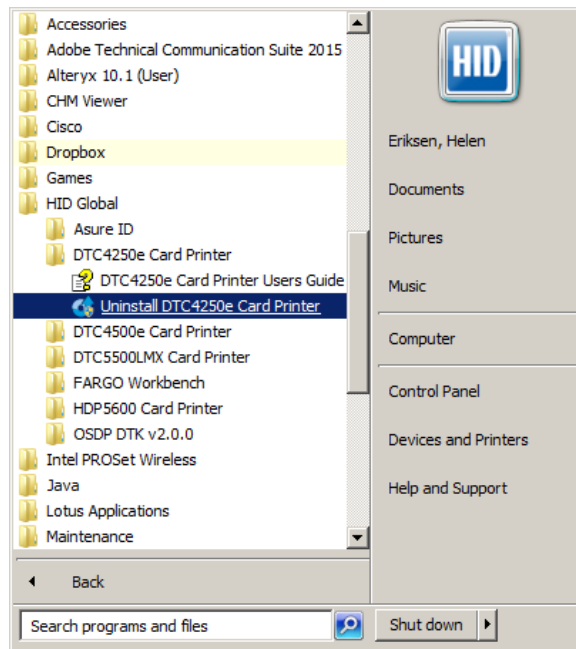


4. Reboot the computer to complete the driver installation.

1.3.3 Manually Removing Existing Printer Drivers

If you have issues with driver installation software not properly removing the existing version of the printer driver, you may need to remove the existing printer driver manually.

1. To remove the existing printer driver, select **Start** menu > **HID Global** and remove the drivers for the applicable printer models.



Note: Removing the printer driver(s) may cause any adjustments that were set in the printer driver(s) to be lost. Most users will not be affected by updating the printer driver.



However, advanced users should keep this consideration in mind and remember to review, and if necessary, apply the modified settings to the updated driver after installation is complete.

2. Once existing drivers have been manually removed, reboot the computer.
3. Once the computer has rebooted you can return to Workbench and repeat the driver installation process.

