



# **FARGO<sup>®</sup> WORKBENCH UTILITY** UPDATE MANAGER

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hidglobal.com



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## **Revision History**

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## 1 Installing Workbench

#### 1.1 Obtain Workbench

- 1. Download the Workbench utility from: <u>https://www.hidglobal.com/drivers/15325</u>.
- 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.

🐕 FARGO Workbench - InstallAware Wizard	
Welcome to FARGO Workbench Setup	
The InstallAware Wizard will install FARGO Workbench on the computer. Please select and installation language and dick to continue.	nis Next to
English	
Next >	Cancel

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.





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

₽ <b>₽</b>				Workbench	3.2.0.55					x
	Home					Printer:	Please con	nect a printer	• Y 🔁	0
Update Manager	Card Samples Workbend	Color Assist	Print Spooler & PRN Viewer	Printer Information	Encoding	Secure Imaging Printer Utilities	Inhibit Panel	Swift ID		
FARG	Orkb	enc inter Utili	ty ty						3.2.0.	55
H	D	ASSA ABL	DY OY Group brand	Copyright	© 2013 HID Glo	bal Corporation /	ASSA ABLOY AB. /	All Rights Reserved		
1 · · · · · · · · · · · · · · · · · · ·										

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

₽ <b>X</b>	V	Vorkbench 3.2.0.	55			-		x
Home			Printer:	Please connect	a printer	• Y	B	0
Update Manager Workbend	Color Assist Print Spooler & PRN Viewer	Printer Enc Information	oding Secure Imaging Printer Utilitie	Inhibit Panel S	Swift ID			
Check for Updates	Check for updates on sta	artup natically	Show updates for:	Drivers Firmware	) 	Browse Update: Download All Up	s Folde dates	Ľ
Product	Version	Status	Downl	oad Progress				
Undate Printer Firmware								
To update Firmware, select the n	nodels or printers you wish to upd	ate.						
All Models HDP5600 DTC5500LMX DTC4500e	Update all HID Global printers.		Firmware Update P 1. Verify selected 2. Click Begin Upd 3. Updates will be Update to most rer C Select firmware f	rocess: printers are powered lating Firmware. downloaded if needed cent version from HID C ile	on and co d and appli Global	nnected. ed.		



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

Update Printer Firmware			
To update Firmware, select	the models or printers you wish to update.		
All Models HDP8500 HDP5500 DTC5500LMX DTC4500 DTC450e DTC4250e DTC1250e	Update all HID Global printers.	Firmware Update Process: 1. Verify selected printers are powered on 2. Click Begin Updating Firmware. 3. Updates will be downloaded if needed a Update to most recent version from HID Glo Select firmware file	and connected. nd applied. bal Begin Updating Firmware
			All products are up to date.

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

R				Workbench 3	.2.0.19				-	= x
	Home					Printer:	- Select	a printer -	• Y	<b>I</b>
	-	Ø	Q	6	Ĩ	4		Sw		
Update Manager	Card Samples	Color Assist	Print Spooler & PRN Viewer	Printer Information	Encoding	Secure Imaging	Inhibit Panel	Swift ID		
	Workbend	ch Utilities				Printer Utilities	3			
Check for	r Updates	Check	for updates on s load updates auto	tartup matically	Show u	pdates for: 🔽 ware 💽	Drivers	) ()	Browse Updates F	Folder ates
Product		Versi	on	Status		Downl	oad Progress			
DTC4250e Firmv	vare	1.0.4.3	7	Ready to Upda	ite 🗾		100%		Ready to Update	8

- HID
- 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.

₽ <b>₽</b>			1	Workbench (	3.2.0.55			-	= x
	Home				Printer	Please conne	ect a printer	r - Y	20
Update Manager	Card Samples Workbend	Color Assist	Print Spooler & PRN Viewer	Printer Information	Encoding Section Image Printer U	Jure Inhibit Panel ing Hilities	Swift ID		
Check for	<u>Updates</u>	🔽 Chec	k for updates on st nload updates auto	artup matically	Show updates fo	or: 🔽 Drivers	) 0	Browse Updates Download All Upd	Folder ates
Product		Vers	sion	Status	D	ownload Progress			
Update Printer To update Firmw	Firmware	nodels or print	ers you wish to up	date.	_				
All Models HDP5600		Update all HI	) Global printers.	41 81 81 81 81 81 81 81 81 81 81 81	Firmware Upd	ate Process:			
DTC5500LMX					1. Verify sel	ected printers are power	ed on and o	onnected.	
D104500e					3. Updates v	vill be downloaded if need	ded and app	plied.	
					O Update to mo	st recent version from Hil	D Global		

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.

Update Printer Firmware Update Status	Remove completed firmware updates
Printer	Status
DTC550 Card Printer	Updating Please wait.
L	



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

Update Printer Firmware Update Status	Remove completed firmware updates
Printer	Status
DTC550 Card Printer	Update complete.

### **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.

Home Update Home Card Samples Color Assist Print & PR Workbench Utilities Check for Updates Check for Updates Download up Product Version DTC550 Driver 3.0.4 Update Printer Firmware To update Firmware, select the models or printers you Al Models Update all HD Global	Spooler I Viewer I viewer dates on startup dates automatically Status Ready to Update	Printer:       Please connect a printer         Imaging       Imaging         Printer Utilities       Swift ID         Show updates for:       Imaging         Show updates for:       Imaging         Printer Utilities       Browse Update         Software       Firmware         Download Progress       Apply Update	es Folder Jodates
Update Update Manager Card Samples Color Assist Print Workbench Utilities Check for Updates Check for Update all HD Global	Spooler Viewer Viewer Adates on startup dates automatic ally Status Ready to Update	Encoding Secure Inhibit Panel Swift ID Imaging Printer Utilities Show updates for:   Divers  Browse Update Software  Firmware  Download All  Download Progress  Apply Update	es Folder Jpdates
Check for Updates Check for updates Check for up Download up Product Version DTC550 Driver 3.0.4 Update Printer Firmware To update Firmware, select the models or printers you Al Models Update all HD Global	dates on startup status status Ready to Update	Show updates for:  Drivers Show updates for: Show updates for: Download Progress 100% Apply Update	tes Folder Jodates
Product         Version           DTC550 Driver         3.0.0.4           Update Printer Firmware         To update Firmware, select the models or printers you           All Models         Update all HID Global	Status Ready to Update	Download Progress  100% Apply Update	)
DTC550 Driver 3.0.0.4	Ready to Update	100% Apply Update	J
Update Printer Firmware To update Firmware, select the models or printers you Al Models			
All Models Update all HID Global	wish to update.		
HDP5600	printers.	Firmware Update Process:	
DTC5500LMX		2. Click Begin Updating Firmware.	
51010000		3. Updates will be downloaded if needed and applied.	
		Update to most recent version from HID Global     Select firmware file      Begin Updating Firmware	vare

 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.

<b>5</b> 2		1	Norkbench 3.2	2.0.55		- = x	
Home				Printer:	Please connect a	printer 👻 🍸 🔁 🕜	
Update Manager	a Oolor Assi	st Print Spooler & PRN Viewer	Printer Information	Encoding Secure Imaging	Inhibit Panel Sv	Sw vift ID	
Workbench Utilities Printer Utilities							
Check for Update	eck for updates on st	artup	Show updates for:	Drivers	Browse Updates Folder		
	Dov	vnload updates auto	matically	Software	Firmware	Download All Updates	
Product	Ve	rsion	Status	Dow	vnload Progress		
Update Printer Firmwa	are						
To update Firmware, se All Models	ect the models or pri	nters you wish to up ID Global printers	date.	Firmware Update	a Drocese:		
HDP5600 DTC5500LMX DTC4500e				I. Verify select     Click Begin U     J. Updates will     Update to most	ted printers are powered or pdating Firmware. be downloaded if needed a recent version from HID Gio	n and connected. and applied. obal	
				Select firmwar	e file	Begin Updating Firmware	

2. Locate the Driver .exe file to install.

🕌 fargoworkbenchsetup_v3.2.0.55								
Correction → FARGO Workbench → 3.2.0.55 → fargoworkbenchsetup_v3.2.0.55 → 🚱 Search fargoworkbenchse								
Organize ▼ Include in library ▼ Share with ▼ New folder								
📔 My Videos 🔺	Name *	Date modified	Туре	Size				
Boaming	S11033W_RevQ_FARGOWorkbenchSetup_v3.2.0.55.exe	4/4/2016 4:29 PM	Application	44,370 KB				
Tracing								
Computer	[							



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.



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