Update Firmware for Rimage Autoloaders Using Rimage System Manager

The procedure in this document explains how to update the firmware on the Rimage Producer[™] and Professional[™] series of autoloaders, as well as on Rimage 2000i autoloaders that use OfficeNet Software Suite. Firmware updates keep your autoloader running at peak performance. Updates can be performed from any networked PC on which Rimage System Manager is installed.

Notes:

- The Producer III and Producer IIIN series of autoloaders include the 6100, 6100N, 7100, 7100N, 8100, and 8100N. The Producer II series of autoloaders includes the Amigo II, Protégé II, and Autostar II. The Professional series of autoloaders includes the 5300N, 5100N, DLN5200, and DL5200.
- The Rimage 2000i autoloader can use either OfficeNet or Rimage 2000i Software. For instructions on how to update the firmware on autoloaders using Rimage 2000i Software, refer to the *Update Firmware for the Rimage 200i and 360i Autoloaders* document available at www.rimage.com/support.
- Unless otherwise indicated, all Windows navigation statements in this document are Windows XP paths. Windows 2000 and Windows Vista paths may differ slightly.

Procedure for Rimage Producer or OfficeNet Software Suites Version 7.0 and Higher

- 1. Check your current firmware version.
 - a. Select **Select** from your desktop. **Rimage System Manager** opens.
 - b. From the Messaging Server dropdown list, select the appropriate Messaging Server.

Tip: The default is **This Computer**.

- c. Select **OK**. The Control Centers window displays.
- d. Locate your autoloader's **current firmware version**. The current firmware version is located before the autoloader serial number in the *Control Centers* window, as shown below.
 - Note: The letters found in the firmware version numbers are for manufacturer use only. For example, in the sample shown below, the version number is 6.203, and the letter **H** is for manufacturer use.

🚭 Rimage System Manager		
Messaging View Control Center Ser	ver Order Cluster Help	
🗟 Control Centers 🖧 Server	Clusters 🕏 Clients 😰 Refresh 🛃 Disconnect	
Control Center: TECHPUBS5100N	Control Center: TECHPUBS5100N	
Inaging Server	Rimage Software Suite Version: 7.4.39, Operating System: Windows XP Embedded, Service Pack 2, Intel Corporation: DQ965GF	^
	Server Info Server Orders Server Log Server Settings	
	lmaging Server: TECHPUBS5100N_IS01, Current state is Active, Processing orders	
	Server Info Server Orders Server Log Server Settings	
	H Bridge Server: TECHPUBS5100N_BS01, Current state is Active, Processing orders	
	Server Info Server Settings	
	Firmware	
	Autoloader 1, Rimage 5100H, COM5: RIMAGE 510 61203H 11- Version	
	Autoloader is enabled Enable	
	Not capable of Perfect Print	
	Everest-III, Printer - USB001, COM5: EVEREST V1.11 SN-E030819	
	Rimage 5100N Settings The set of the set	
	Recorder 1, Drive E: PLEXTOR DVDR PX-760A 6.06 SN-376447	
	Manual Recorders, Printers, and Readers	
	Printer is not available	~
Messages	😅 Connected to localhost as	Administrator

- 2. Locate the latest firmware version at www.rimage.com/support.
 - a. From the Support menu select: Product Series > Your Product > Software, Firmware & Service Packs tab.

Note: The latest firmware versions are listed under the Firmware heading.

b. If the firmware version listed on the Software, Firmware & Service Packs tab is newer than your autoloader's current version, download the firmware. Refer to step 3.

> If the firmware version listed is the same as your autoloader's current version, no further action is needed. Periodically check the Rimage Support site for firmware version updates.

Professional 5300N Support



At Rimage, we know how important support is to our users.

We strive to provide you with as much information as possible to set up, use and troubleshoot your autoloaders and printers. From here you can download software, service packs, and firmware, as w as view our award winning user documentation and service information. Select a tab below to learn more.

Software, Firmware & Service Packs User Ma	anuals Repair Servi	ce
--	---------------------	----

Select a link below for more information on downloading the latest software, service pack, or firmware for your product. From access release notes and download instructions.

Important! Before downloading any type of software:

» Follow your organization's upgrade policies and procedures.

» Ensure prior system backup to allow from recovery, should any problems arise, and perform a system test before full impl

If your Rimage system is part of an integrated solution, contact your solution provider to ensure your software version is (hardware components of the system.

Firmware	Version	Date
Professional 5300N Autoloader	v. 6.207	September 5, 2008
Professional 5300N Autoloader	v. 6206	November 1, 2007
Everest III Printer	V. 0504A_1.21	August 12, 2008
Everest 600 Printer	v. 0505A_2.40	March 4, 2009

- 3. Download the latest firmware version.
 - a. At the control center, create a **new folder** labeled *Updated Firmware* on the C:\ drive.
 - b. From the Software, Firmware & Service Packs tab, select the link to the latest firmware version. The Firmware Download page displays.
 - c. Select the Download Now button.
 - Accept the Rimage Firmware License Agreement. The File Download dialog box displays.
 - e. Save the .zip file to the *Updated Firmware* folder that you created in step 3a.



Professional 5300N v. 6.207 Firmware

File Size: 25 KB Version: 6.207 Publish Date: 09/05/2008

Release Notes
Installation Instructions

Download Now

Description

This firmware can be loaded on the Professional 5300N autoloader.

- 4. Update the autoloader with the latest firmware version.
 - a. From the left panel of **Rimage System Manager**, select **U**. The right panel displays Production Server information.
 - b. Select . Production Server pauses.

Tip: Repeat **steps a – b** for each Production Server, as needed.

- c. From the Control Center menu, select Update Autoloader Firmware.
- d. Browse to the firmware file in the C:\Updated Firmware folder.

Note: Firmware files must be .HEX or .BIN files.

- e. Select **OK**. The program runs and the autoloader is updated.
- 5. Select **I** for each paused Production Server. Production Server starts.
- Perform diagnostic test 3 (lift calibration). Refer to the operator level diagnostic test instructions for your autoloader at www.rimage.com/support. From the Support menu select: Product Series > Your Product > Repair tab > Operator Level Diagnostics link.

(!) **Important!** The diagnostic test instructions that you use depend on the firmware version that you have installed on your autoloader. Make sure that you use the correct instructions.

The firmware update is complete.

Update Firmware for the Rimage 2000i and 360i Autoloaders

The procedure in this document explains how to update the firmware on Rimage 2000i and 360i autoloaders. Firmware updates keep your autoloader running at peak performance. Updates can be performed at the control center (PC) where the Rimage 2000i or Rimage 360i Software is installed.

Notes:

- The Rimage 2000i autoloader can use either OfficeNET Software Suite or Rimage 2000i Software. For instructions on how to update the firmware on autoloaders that use OfficeNET Software Suite (as well as on autoloaders that use Producer Software Suite), refer to the *Update Firmware for Rimage Autoloaders Using Rimage System Manager* document available at www.rimage.com/support.
- Unless otherwise indicated, all Windows navigation statements in this document are Windows XP paths. Windows 2000 and Windows Vista paths may differ slightly.

Procedure for Rimage 2000i and 360i Software Version 7.0 and Higher

- 1. Check your current firmware version.
 - a. Open Quick Disc.
 - b. Select the Rimage System button from the toolbar. The Rimage System window opens.
 - c. Select the **System Log** tab. The autoloader firmware version is located between the autoloader model and serial number in the autoloader description, as shown.
 - Note: The letters found in the firmware version numbers are for manufacturer use only. For example, in the sample shown above, the version number is 6.041, and the letter D is for manufacturer use.

Rimage System	
Model: Rimage 2000i Status: Online	<u>S</u> ettings Pause
Gurrent Firmware Version	
System Log 9/21/2006 7:51:28 AM - Autoloader 1: RIMAGE 2000i 6.041D : V-06090014 9/21/2006 7:51:30 AM - Configuring Autoloader 1	
9/21/2006 7:52:00 AM - Autoloader 1, COM3: RIMAGE 2000 6.041D 5N-06090014 9/21/2006 7:52:00 AM - Recorder 1, Drive F: PIONEER DVD-RW_DVR-111D9.06 SN- 9/21/2006 7:52:00 AM - Recorder 2, Drive G: PIONEER DVD-RW_DVR-111D9.06 SN- 9/21/2006 7:52:00 AM - Printer: 480i Printer V1.021B, Disc Color 480i, SN-00000000	-FDDC445611WL -FDDC445620Wl)9708
9/21/2006 7:52:00 AM - Loader 2, MANUAL LOADER 9/21/2006 7:52:00 AM - Reader 1, Drive E: SAMSUNG DVD-ROM SD-616E F501 9/21/2006 7:52:00 AM - 9/21/2006 7:52:00 AM - XML message tracing enabled	=
9/21/2006 7:52:00 AM - Strict audio file checking is enabled 9/21/2006 7:52:00 AM - End of list.	~
General Configuration System Log Close	Help

- 2. Locate the latest firmware version at www.rimage.com/support.
 - a. From the Support menu select: Desktop Series > Your Product > Software, Firmware & Service Packs tab.
 - Note: The latest firmware versions are listed under the Firmware heading.
 - b. If the firmware version listed on the Software, Firmware & Service Packs tab is newer than your autoloader's current version, download the firmware. Refer to step 3.

If the firmware version listed is the same as your autoloader's current version, no further action is needed. Periodically check Rimage.com for firmware version updates.

- 3. Download the latest firmware version.
 - a. At the control center, create a **new folder** labeled *Updated Firmware* on the C:\ drive.
 - b. From the Software, Firmware & Service Packs tab, select the link to the latest firmware version. The Firmware Download page displays.
 - c. Select the Download Now button.
 - d. Accept the **Rimage Firmware License Agreement**. The *File Download* dialog box displays.
 - e. Save the .zip file to the *Updated Firmware* folder that you created in step 3a.

Rimage 2000i Support



At Rimage, we know how important support is to our users.

We strive to provide you with as much information as possible to set up, use and troubleshoot y autoloaders and printers. From here you can download software, service packs, and firmware, as view our award winning user documentation and service information. Select a tab below to Ir more.

End of Service for some Rimage 2000i autoloaders

Software, Firmware & Service Packs	User Manuals	Repair	Service

Select a link below for more information on downloading the latest software, service pack, or firmware for your product access release notes and download instructions.

Important! Before downloading any type of software:

- » Follow your organization's upgrade policies and procedures.
- * Ensure prior system backup to allow from recovery, should any problems arise, and perform a system test before full
- If your Rimage system is part of an integrated solution, contact your solution provider to ensure your software versi hardware components of the system.

Firmware	Version	Date	
Rimage 2000i Autoloader	v. 6.210	September 2, 200	
AD-5200A Recorder	v. 1-G8	October 28, 2008	
AD-5170A Recorder	v. 1-Gp	April 16, 2008	



File Size: 21 KB Version: 6.210 Publish Date: 09/02/2008

Notes Release Notes

Download Now

Description

This firmware can be loaded only on the Rimage 2000i.

- Update Autoloader Firmware
- 4. Update the autoloader with the latest firmware version.
 - a. At the control center, pause all jobs on the Rimage system.
 - b. Close Quick Disc.
 - From the Windows *Start* menu select: Programs > Rimage > Utilities. Updater. The *Firmware Updater* window opens.
 - Note: The available autoloaders display in the *Loaders Detected* field.
 - d. Select the Select Firmware File button.
 - e. Browse to the **firmware file** in the C:\Updated Firmware folder.

Note: Firmware files must be .HEX or .BIN files.

Loaders Detected:	Re-scan for Loaders	Firmware File:
COM3: RIMAGE 2000i	6.041D , SN-06090014	
		Select Firmware File
Update All Loaders	Update Selected Loader	s
Progress:		
Recorders		
Recorders Detected:	Re-scan for Recorders	Firmware File:
		Select Firmware File
, Undate All Recorders	Update Selected Record	ers

- f. Select **Open**. The firmware file name displays in the *Firmware File:* field in the *Firmware Updater* window.
- g. From the *Loaders Detected* field, select the **360i** or **2000i autoloader** that you want to update with the latest firmware.

III Tip: Select the Update All Loaders button to update all of the detected autoloaders.

h. Select the **Update Selected Loaders** button.

Note: A status bar displays in the *Progress*: field while the autoloader updates.

- i. When the update is complete, close the *Firmware Updater* window.
- j. At the control center, start all jobs on the Rimage system.

The firmware update is complete.

Update Firmware Using WebRSM

The procedure in this document explains how to use WebRSM to update the firmware on Rimage autoloaders, printers, and recorders. Firmware updates keep your system running at peak performance. Updates can be performed from any networked PC on which WebRSM is accessible.

Procedure for WebRSM

- 1. Check your current firmware version.
 - a. Log on to WebRSM. The Rimage System Manger window opens.
 - b. Check your **current firmware version number** under the Rimage System, Printer, or Recorders section, as shown.

B System Manager	ي 🕾 🍕	2	Show other Systems Vupdated: 12:19:01 PM
Rimage System		Software	
Mardali Diana 0400		Suite Version: Softwar	e Suite PSS 8.2.89
Host: RIMAGE-8100N (10.42.10.188)		Component	State Log Connection
OS: Windows Vista Professional, Ser	vice Pack 1	Production Server	Running RIMAGE-8100N (10.42.10.188)
Board: Intel Corporation: D945GTP		Imaging Server	Running RIMAGE-8100N (10.42.10.188)
S/N: 10003015 Firmware: 3.548H		All Installed Services	
Bins and Media	Printer		Recorders
Media: DVDR Size: 120mm (Standard)	S/N: ES60041 Firm	ware: V2.30	Recorders: 4
Bin Current Use Bin Level Count	Ribbon 🖋	Color	G: PLEXTOR DVDR PX-760A
1 Input DVDR 5	Retransfer sheets remaining	861	- <u>CMI- 204076</u>
2 Output 0	Ribbon panels remaining	Unknown	- Firmware: V6b06
3 Output 0	Discs printed	0	- Discs Recorded: 0
Trav* Unused 0%			- Cache: c:\DvdDLCache1
* External output tray Reset Input Bins			
Orders	i 🔺 /	*	
All Orders (0) Pending In Process Completed Can	celed Failed		

- 😚 Update Firmware
- 2. Locate the latest firmware version at www.rimage.com/support.
 - a. From the Support menu select: Product Series > Your Product > Software, Firmware & Service Packs tab.
 - Note: The latest firmware versions are listed uner the Firmware heading.
 - b. If the firmware version listed on the Software, Firmware & Service Packs tab is newer than the version listed for your autoloader, printer, or recorder, download the firmware. Refer to step 3.

If the firmware version listed is the same as your product's current version, no further action is needed. Periodically check the Rimage Support site for firmware version updates.

Producer 8100N Support



At Rimage, we know how important support is to our users.

We strive to provide you with as much information as possible to set up, use and troubleshoot your autoloaders and printers. From here you can download software, service packs, and firmware, as as view our award winning user documentation and service information. Select a tab below to lear more.

Software, Firmware & Service Packs	User Manuals	Repair	Service
Contriano, Finitifiano di Contrioo Falono	www.monterene	1 corporation	

Select a link below for more information on downloading the latest software, service pack, or firmware for your product. F access release notes and download instructions.

Important! Before downloading any type of software:

- » Follow your organization's upgrade policies and procedures.
- » Ensure prior system backup to allow from recovery, should any problems arise, and perform a system test before full in
- If your Rimage system is part of an integrated solution, contact your solution provider to ensure your software version hardware components of the system.

Firmware	Version	Date
Producer III Autoloader with Everest Printer	v. 3.604	March 5, 2009
Producer III Autoloader with Prism Printer	v. 3.604	March 5, 2009
Everest III Printer	v. 0504A_1.21	August 12, 200

- 3. Download the latest firmware version.
 - a. At the control center, create a **new folder** labeled *Updated Firmware* on the C:\ drive.
 - b. From the Software, Firmware & Service Packs tab, select the link to the latest firmware version for your autoloader, printer, or recorder. The Firmware Download page displays.
 - c. Select the Download Now button.
 - d. Accept the **Rimage Firmware License Agreement**. The *File Download* dialog box displays.
 - e. Save the **.zip file** to the **Updated Firmware folder** that you created in step 3a.



Home » Support » Producer Series » Producer 8100N

Producer III with Everest v. 3.604 Firmware

File Size: 31 KB Version: 3.604 Publish Date: 03/05/09

Notes Release Notes Notallation Instructions

Download Now

Description

This firmware can be loaded on these autoloaders using an Everest printer:

Producer 8100/N Producer 7100/N Producer 6100/N



- 4. Update the autolader, printer, or recorder with the latest firmware version.
 - a. On the Rimage System Manager window, pause **Production Server**. Refer to the WebRSM online help for instructions.
 - b. Select the **firmware link** for the autoloader, printer, or recorder that you want to update. The corresponding *Firmware* dialog box displays.
 - c. Select **Browse** and navigate to the the **firmware file** in the C:\Updated Firmware folder.

Note: Firmware files must be .HEX or .BIN files.

- d. Select **Upload**. The autolader, printer, or recorder is updated with the latest firmware version.
- e. Close the Firmware dialog box.
- f. Start Production Server.

The firmware update is complete.

E	Printer Firmware	×	
		^	ļ
	System: Rimage 8100		
	Server: RIMAGE-8100N		
	Current version: 2.30		
	Printer - Everest 600		
	File:		
	Browse	=	
	Upload		
	Select a firmware (flash) file. Select only .HEX or .BIN files. Click [Upload] to upload firmware to Printer		
	Close Window		J
		V	J