

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

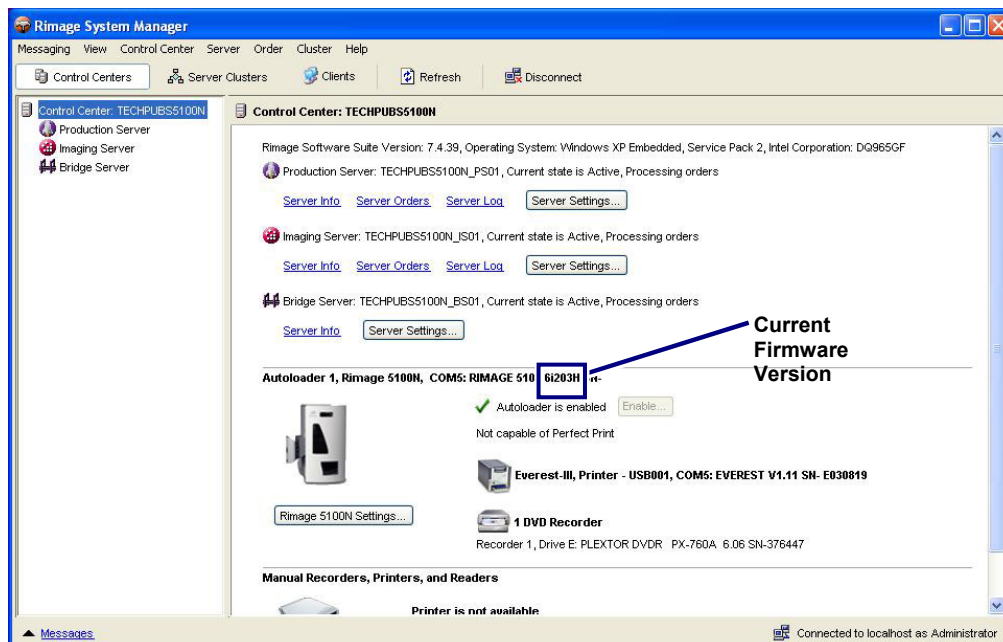
1. Check your current firmware version.

- Select  from your desktop. **Rimage System Manager** opens.
- From the **Messaging Server** dropdown list, select the appropriate **Messaging Server**.

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


- Select **OK**. The *Control Centers* window displays.
- 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.



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 well as view our award winning user documentation and service information. Select a tab below to learn more.

- 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. From here you can 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 implementation.
- » If your Rimage system is part of an integrated solution, contact your solution provider to ensure your software version is compatible with the 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. 05U4A_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.
- 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.

The screenshot shows the Rimage website interface. At the top right is the RIMAGE logo and a 'PRODUCTS' dropdown menu. Below the logo is a breadcrumb trail: Home » Support » Professional Series » Professional 5300N. The main heading is 'Professional 5300N v. 6.207 Firmware'. Below this, the file details are listed: File Size: 25 KB, Version: 6.207, Publish Date: 09/05/2008. There are two links: 'Release Notes' and 'Installation Instructions'. A prominent 'Download Now' button is visible. Under the heading 'Description', it states: '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 . 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  for each paused Production Server. Production Server starts.
6. 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.

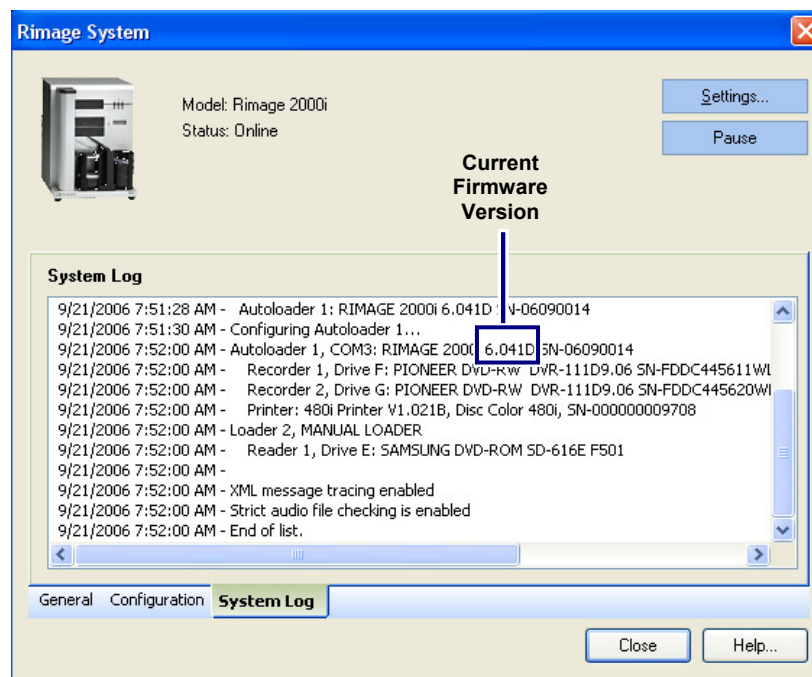
Notes:

- 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 **6.041D**, and the letter **D** is for manufacturer use.



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 your autoloaders and printers. From here you can download software, service packs, and firmware, as well as view our award winning user documentation and service information. Select a tab below to learn 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 or 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 for recovery, should any problems arise, and perform a system test before full installation.
- » If your Rimage system is part of an integrated solution, contact your solution provider to ensure your software version is compatible with the hardware components of the system.

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



PRODUCTS

Home > Support > Desktop Series > Rimage 2000i

Rimage 2000i v. 6.210 Firmware

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


-  [Release Notes](#)
-  [Installation Instructions](#)


[Download Now](#)

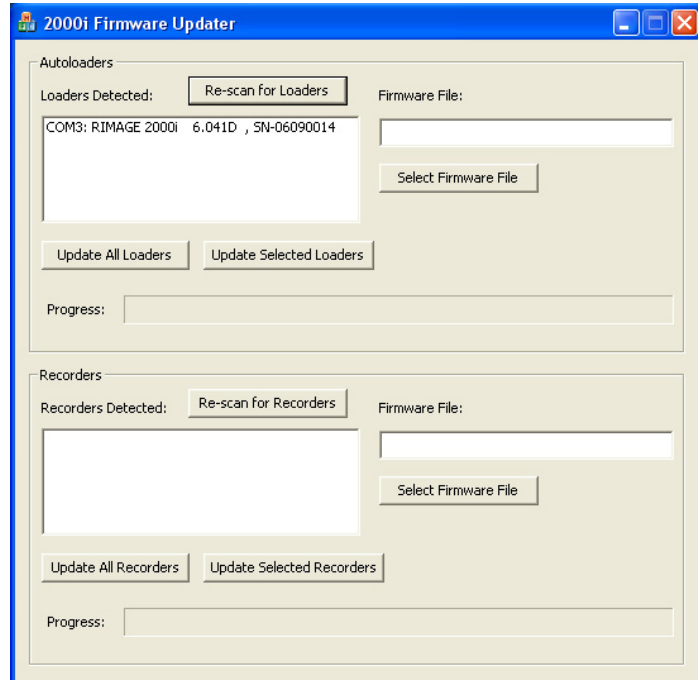
Description

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


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**.
 - c. 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.



- 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.

 **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.

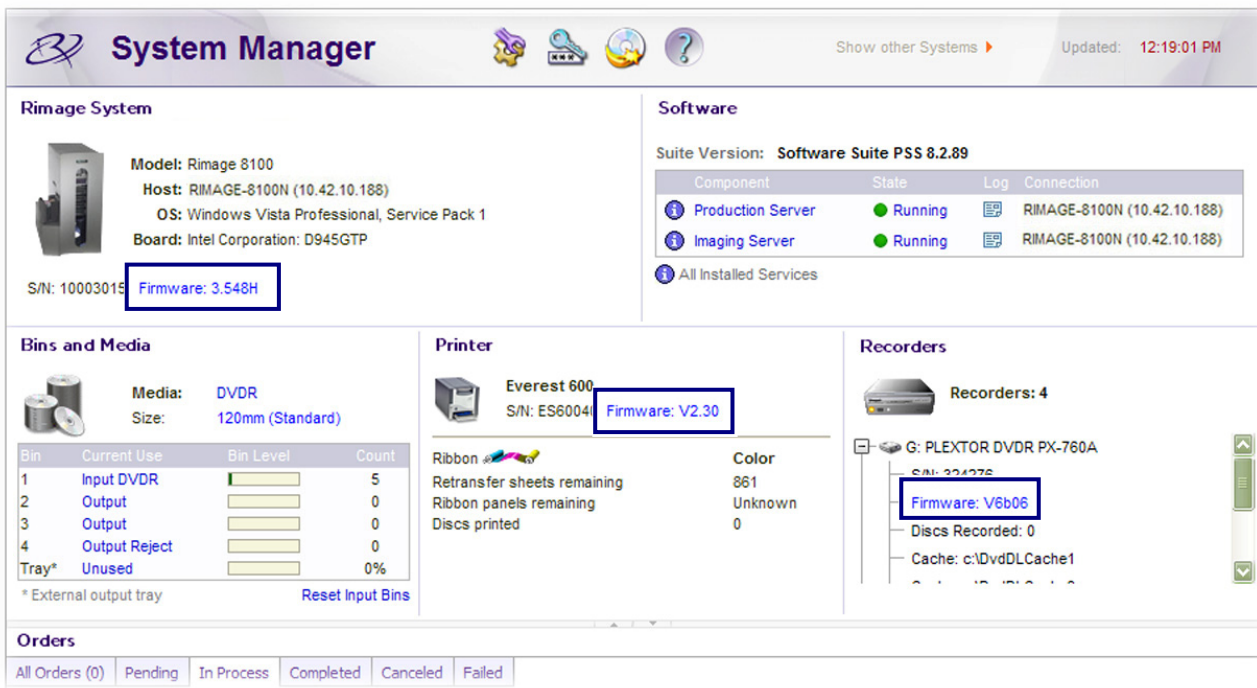
The firmware update is complete.

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 Manager* window opens.
 - b. Check your **current firmware version number** under the Rimage System, Printer, or Recorders section, as shown.





System Manager Show other Systems ▶ Updated: 12:19:01 PM


Rimage System

 **Model:** Rimage 8100
Host: RIMAGE-8100N (10.42.10.188)
OS: Windows Vista Professional, Service Pack 1
Board: Intel Corporation: D945GTP
S/N: 10003015 **Firmware:** 3.548H


Software

Suite Version: **Software Suite PSS 8.2.89**

Component	State	Log	Connection
Production Server	Running		RIMAGE-8100N (10.42.10.188)
Imaging Server	Running		RIMAGE-8100N (10.42.10.188)

 All Installed Services


Bins and Media

 **Media:** DVDR
Size: 120mm (Standard)

Bin	Current Use	Bin Level	Count
1	Input DVDR	<div style="width: 100%;"></div>	5
2	Output	<div style="width: 0%;"></div>	0
3	Output	<div style="width: 0%;"></div>	0
4	Output Reject	<div style="width: 0%;"></div>	0
Tray*	Unused	<div style="width: 0%;"></div>	0%


* External output tray [Reset Input Bins](#)

Printer

 **Everest 600**
S/N: ES6004 **Firmware:** V2.30

	Color
Ribbon	
Retransfer sheets remaining	861
Ribbon panels remaining	Unknown
Discs printed	0

Recorders

 **Recorders: 4**


G: PLEXTOR DVDR PX-760A
S/N: 224276 **Firmware:** V6b06
 Discs Recorded: 0
 Cache: c:\DvdDLCache1

Orders

All Orders (0) Pending In Process Completed Canceled Failed

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 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 well as view our award winning user documentation and service information. Select a tab below to learn more.

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. For access release notes and download instructions.

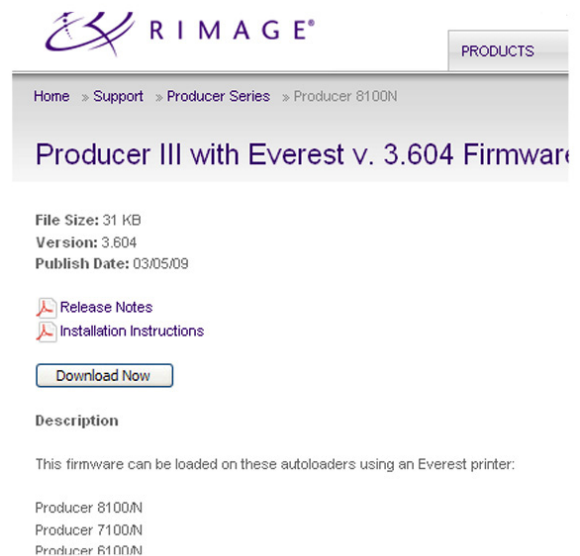
Important! Before downloading any type of software:

- » Follow your organization's upgrade policies and procedures.
- » Ensure prior system backup to allow for recovery, should any problems arise, and perform a system test before full installation.
- » If your Rimage system is part of an integrated solution, contact your solution provider to ensure your software version matches the 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, 2008


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.



The screenshot shows the Rimage website interface. At the top right is the 'PRODUCTS' button. The breadcrumb trail reads: Home > Support > Product Series > Producer 8100N. The main heading is 'Producer III with Everest v. 3.604 Firmware'. Below this, the file details are listed: File Size: 31 KB, Version: 3.604, Publish Date: 03/05/09. There are links for 'Release Notes' and 'Installation Instructions'. A prominent 'Download Now' button is visible. Under the 'Description' section, it states: 'This firmware can be loaded on these autoloaders using an Everest printer: Producer 8100N, Producer 7100N, Producer 6100N.'

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.

