efi Inkjet Solutions

Technical Support

Version 2.x.x Software Installation Guide

Description:

This document describes the procedure for installing 2.x.x software for the affected printers. Also see FSB-00395, https://inkjet.support.efi.com/doc.php?doc=3532, for additional information.

Affected Printers: GS3250LX, GS3250

Version 2.x.x Software Installation Guide

This document describes the procedure for installing 2.x.x software for the Affected Printers.

Installation Overview

This document contains the following sections:

Software Installation When Replacing Single Motherboard

Important! Before installing software on printer, ensure that the BIOS settings are updated. Incorrect BIOS settings will interfere with the Software Installation procedure. See BIOS Settings.

Required Parts

Part Number	Description
45098829	Installation DVD
45101905	Installation DVD GS3250r

Full Software Installation for Single Motherboard Configuration

1. Before installing software on printer, ensure that the following system components are properly configured:

BIOS Settings

1. To configure the BIOS, perform the following steps:
   a. Power ON system.
   b. During boot sequence, press **F2** to enter setup.
   c. When **Setup Utility** screen, shown in **Figure 1** is displayed, select **Main** tab and press **ESC** to go to **Exit** menu.
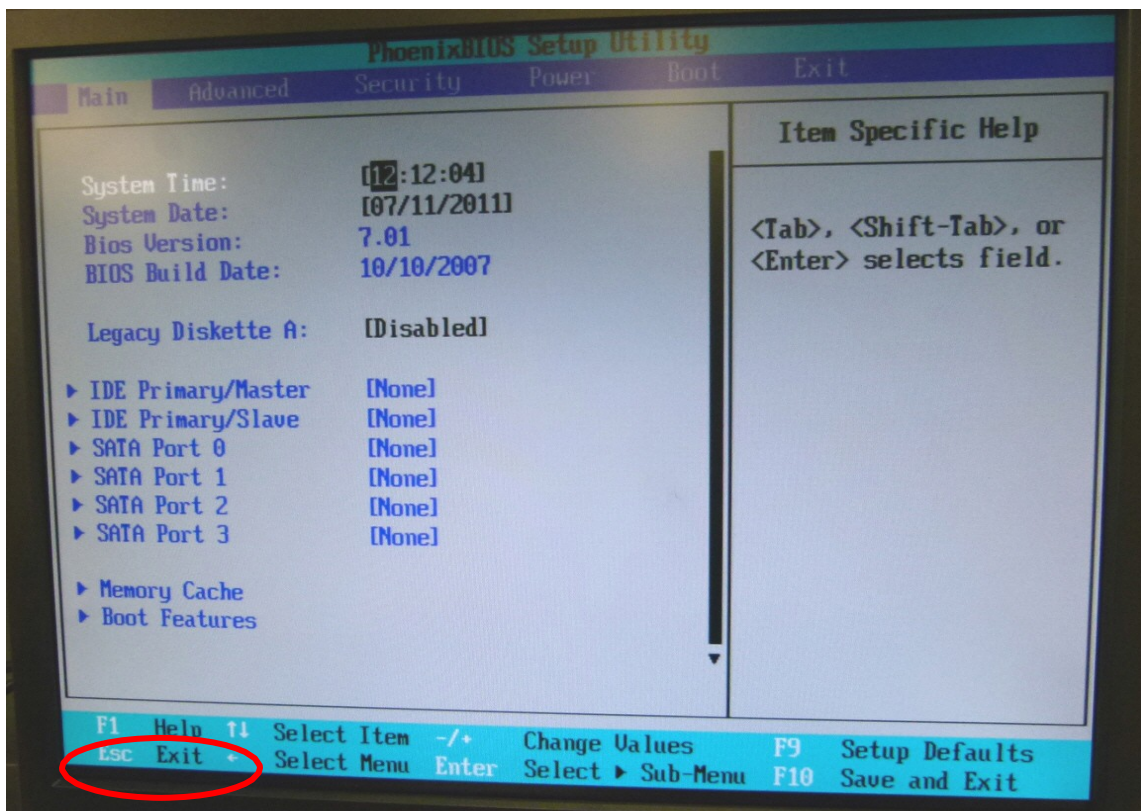

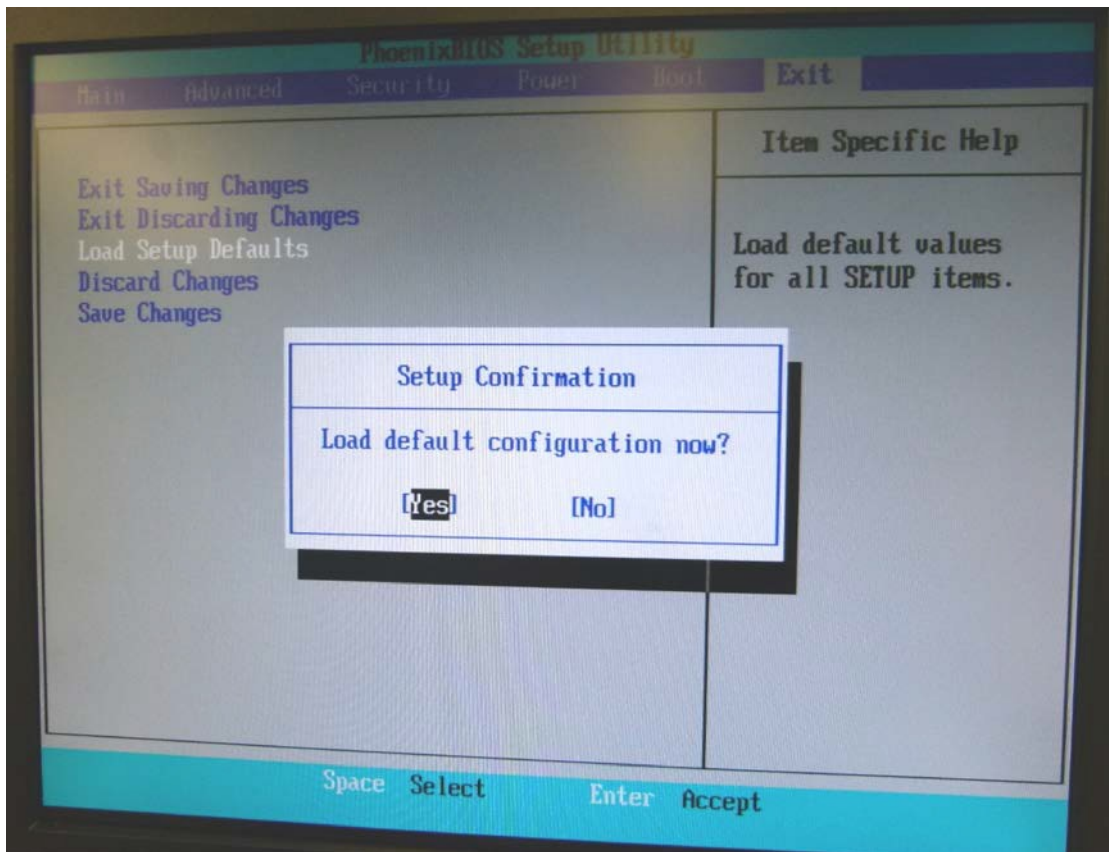
Figure 1: Setup utility Main tab

Figure 2: Load Setup Defaults

d. Select **Load Setup Defaults** and press **ENTER**.
e. Select **Yes** in **Setup Confirmation** Dialog Box.
f. Click on Boot tab. Set boot order to:

 1. USB KEY
 2. CDROM
 3. ALL PCI SCSI

Note: There is a BIOS bug that does not allow the user to scroll down the selection list. You may need to add items to get to the required selection and then remove the unnecessary items.

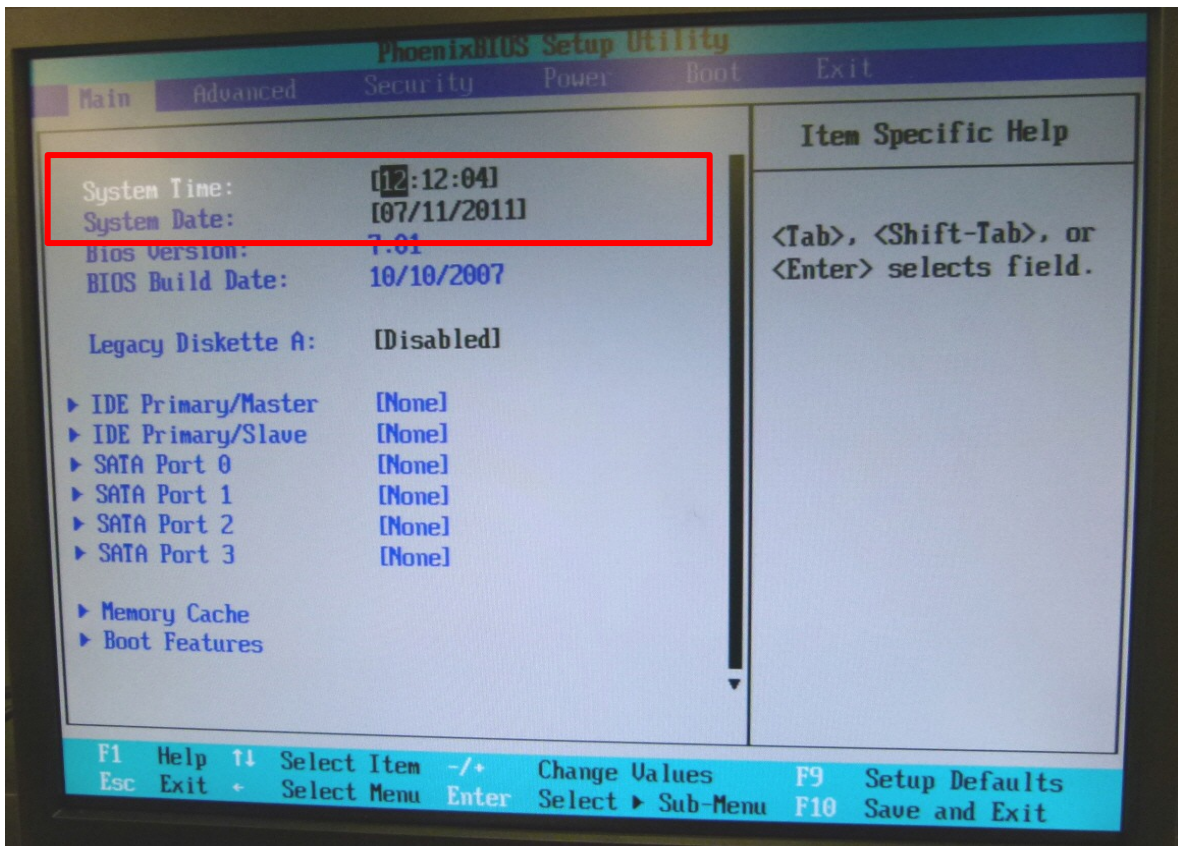g. Navigate to the **Main** tab and verify that date and time are set correctly.

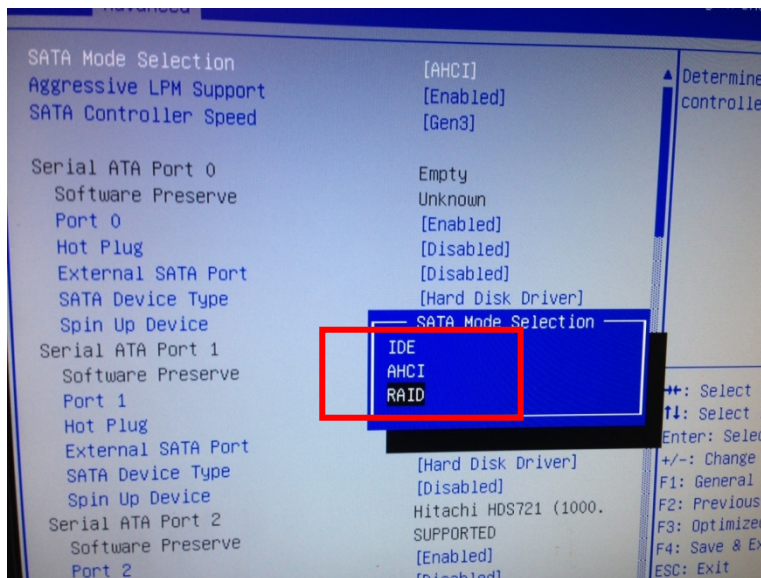**Figure 3: Set correct time and date**

Figure 4: SATA Mode selection

h. Set **SATA Mode Selection** to **RAID**

i. Press **F10** to save settings and exit **BIOS** configuration.

OS Drive and RAID Settings

Each system is attached to a group of 3 or more hard drives. First hard drive is used to house OS and VUTEk printer software. Remaining hard drives are configured as a **RAID0** array. RAID acts as data drive and is where user image files and associated metadata are stored. **Failure to properly configure RAID will result in failed software installation**. A common issue with RAID is loose or missing power and/or data connections. It is essential to verify each system can communicate with all hard drives during boot up.

Configuring OS and Raid Drives

1. Power ON system.
2. During boot up, system will list all recognized drives and prompt user to enter RAID setup. Enter **CTRL-I** to enter RAID setup, shown in **Figure 5**.

    Note: Boot process will continue if **CTRL-I** is not entered within 2 seconds. If this occurs, press **CTRL+ALT+DELETE** and repeat step 2.
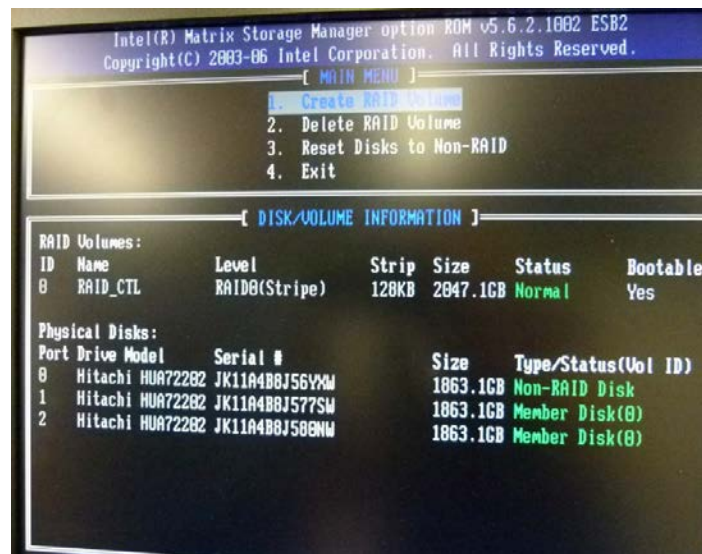

Figure 5: RAID Setup [Main menu]

3. A list of all attached and operational hard drives is displayed at bottom of screen.

    IMPORTANT: If less than 3 discs are listed, there is a problem with one or more drives. Power system OFF and ensure all power and data cabling is connected and properly seated. Check data connections at motherboard and disc ends. Do not progress to Step 4 until all 3 discs are reported during startup.

4. In RAID setup screen, select **Create RAID Volume.** Name RAID: **RAID**
5. Choose type **RAID0 (Stripe)**.

Figure 6: Create RAID Volume

6. Select discs:
    a. Select discs 1 and 2 as part of RAID by highlighting entry for each disc and pressing **SPACE** bar. A small green triangle will appear next to drives that are selected.
    b. After drive selection, press **ENTER** to exit selection window.
7. Click **Create Volume**. Press **Y** when asked "Are you sure you want to create this volume?"

Figure 7: Confirm volume creation

8. System will pause for a few seconds while RAID volume is being created.
9. After RAID volume creation, select **Exit** from **Configuration** menu.
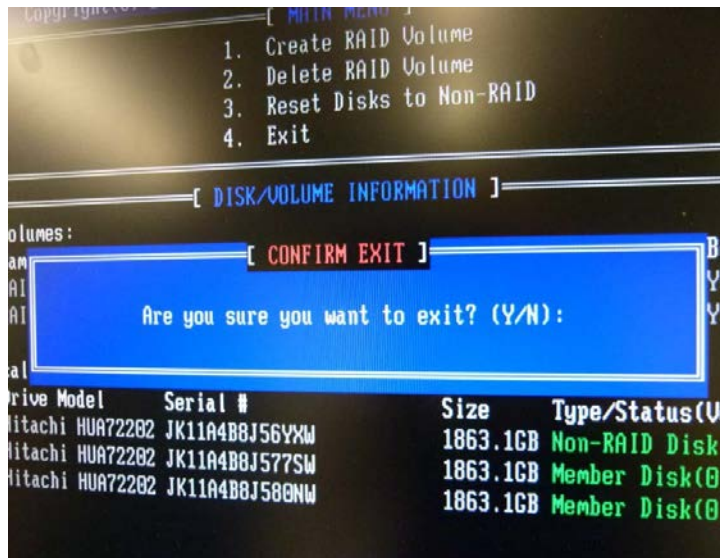10. Type **Y** to confirm exit.

Figure 8: Confirm Exit

Serial Server

Prior to installation, perform the following steps to verify that serial server is online.

1. Ensure serial server is powered **ON**. Serial server is mounted in ink cabinet as shown in **Figure 9**.
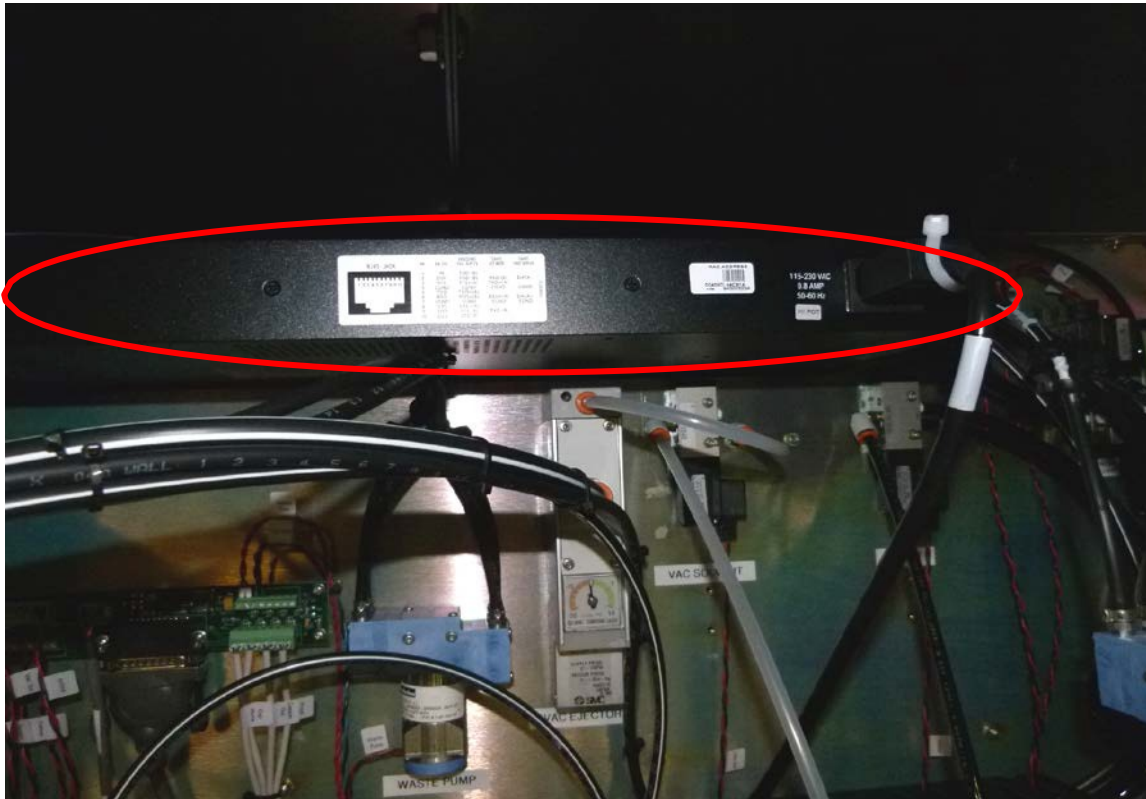

Figure 9: Serial server in ink cabinet

2. Ensure that an Ethernet connection exists between serial server and Ethernet hub, located in CPU side of electronics cabinet.
3. Examine rear of serial server in ink waste cabinet. Locate and record serial server MAC address. MAC address can be found on small white tag labeled "MAC Address", shown in **Figure 10**. Be certain to record all 12 characters.

MAC Address

Figure 10: MAC address label on serial server

4. Verify a connection between motherboard **eth0** network interface (right connector) and network hub as shown **Figure 11**.
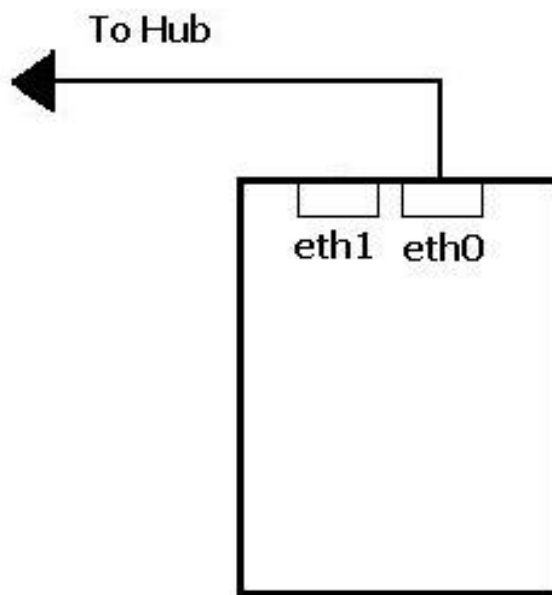

Figure 11: Ethernet connection

5. Verify Ethernet hub is powered ON.

Installation

Installation is a two stage process. During **Stage 1**, base Linux Operating System is installed from DVD to OS drive. During **Stage 2**, VUTEk Software is installed. At end of each stage, system must be rebooted. Time to complete a full installation is approximately 30-35 minutes.

Installation procedure described in this document explains what is termed a "full install". During a full install, the system's hard drives are formatted. Operating system and VUTEk printer software are reinstalled using factory defaults. Under this type of install, all customized settings and user data is destroyed. Typically, a full install is only necessary during manufacturing process or in case of a catastrophic data corruption or hard drive failure.

Installation: Stage 1: OS

1. Power OFF system.

   IMPORTANT: Disconnect any external USB storage devices (e.g.: USB Hard drive, USB keys) from system before software installation. Failure to do so may result in Linux OS being installed on external USB device rather than OS hard drive.

2. Power ON printer by pushing green power button.
3. Insert disc 45098829 into DVD drive located in right front of operator station shelf. If system does not boot from CD, perform BIOS Settings section again and verify DVD drive connections.
4. Select **English** from **Language Selector** menu when it is displayed and press **ENTER**. See **Figure 12**. Clear away language menu.

   NOTE: Only English is currently supported by the installer.

Figure 12: Language Selector menu

5.   From **Installer Selection** screen, navigate to '**Install GS2000/GS3200 (Single MB) Software** ' shown in **Figure 13** and press **ENTER**.
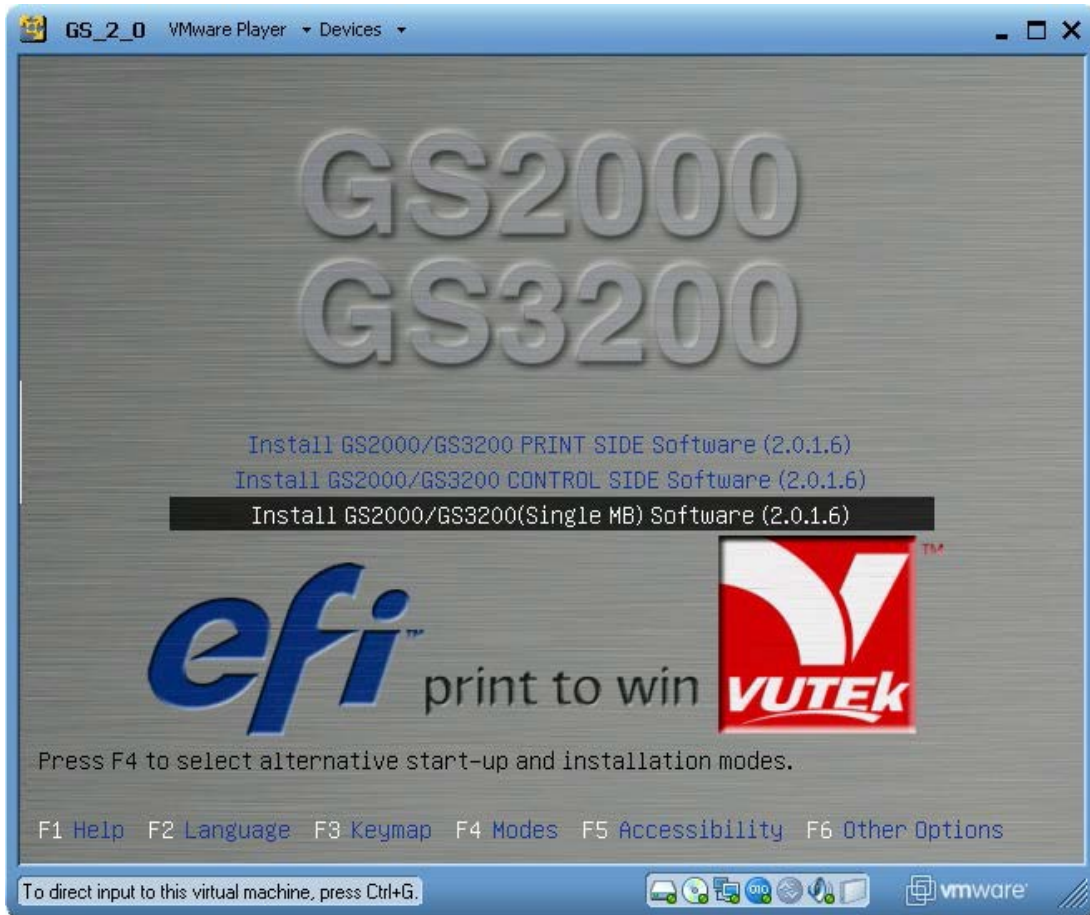

Figure 13: Installer boot screen main menu

6.   Software installation begins. This process takes approximately 20-25 minutes.

Figure 14: Installation Progress Bar

Installation: Stage 2: VUTEk Software

1. After Stage 1 is complete, system will eject disc from drive and restart. System will then boot into Linux OS that was just installed. Once booting process is complete, you will see screen shown in **Figure 15**.
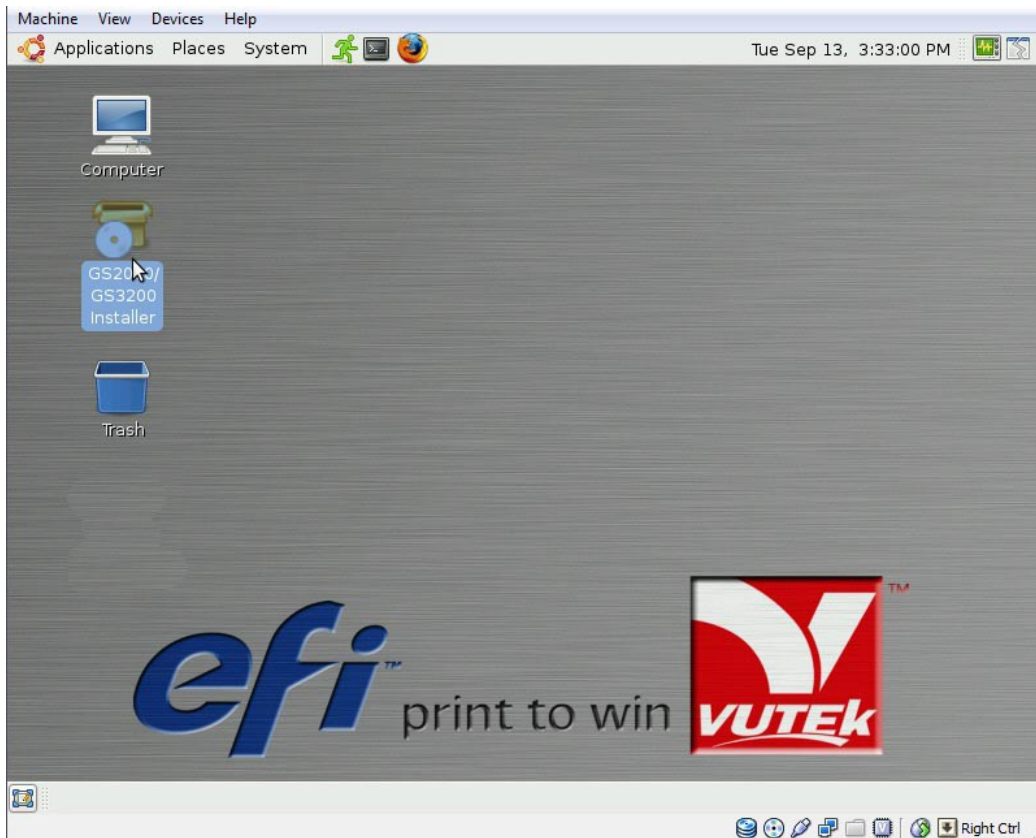

Figure 15: Desktop

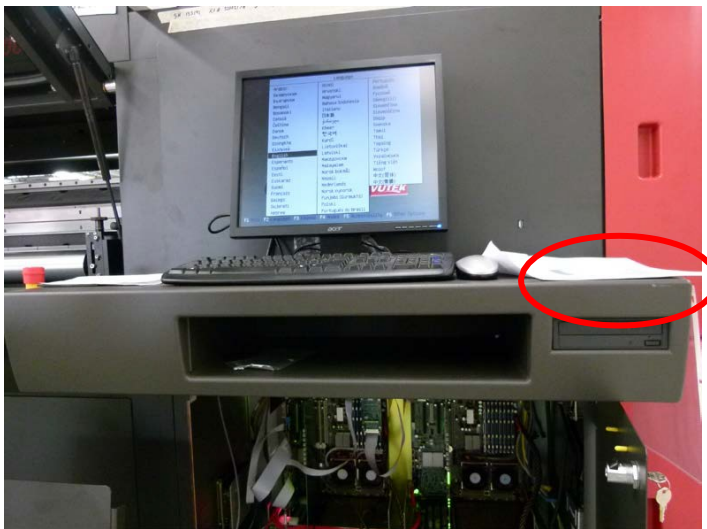2. Insert installer disk into DVD drive in operator console, shown in **Figure 16**.

Figure 16: Operator console DVD drive

3. Wait approximately 15-45 seconds while system detects disc. When system has detected disc, an icon appears on desktop labeled **Vutek-SW Install DVD**. See **Figure 17**.

4. When icon appears, double-click on **GS2000/GS3200 Installer** icon to run installer.

5. After double-clicking on GS2000/GS3200 Installer icon, installer will run and prompt for confirmation to begin installation as shown in **Figure 18**.
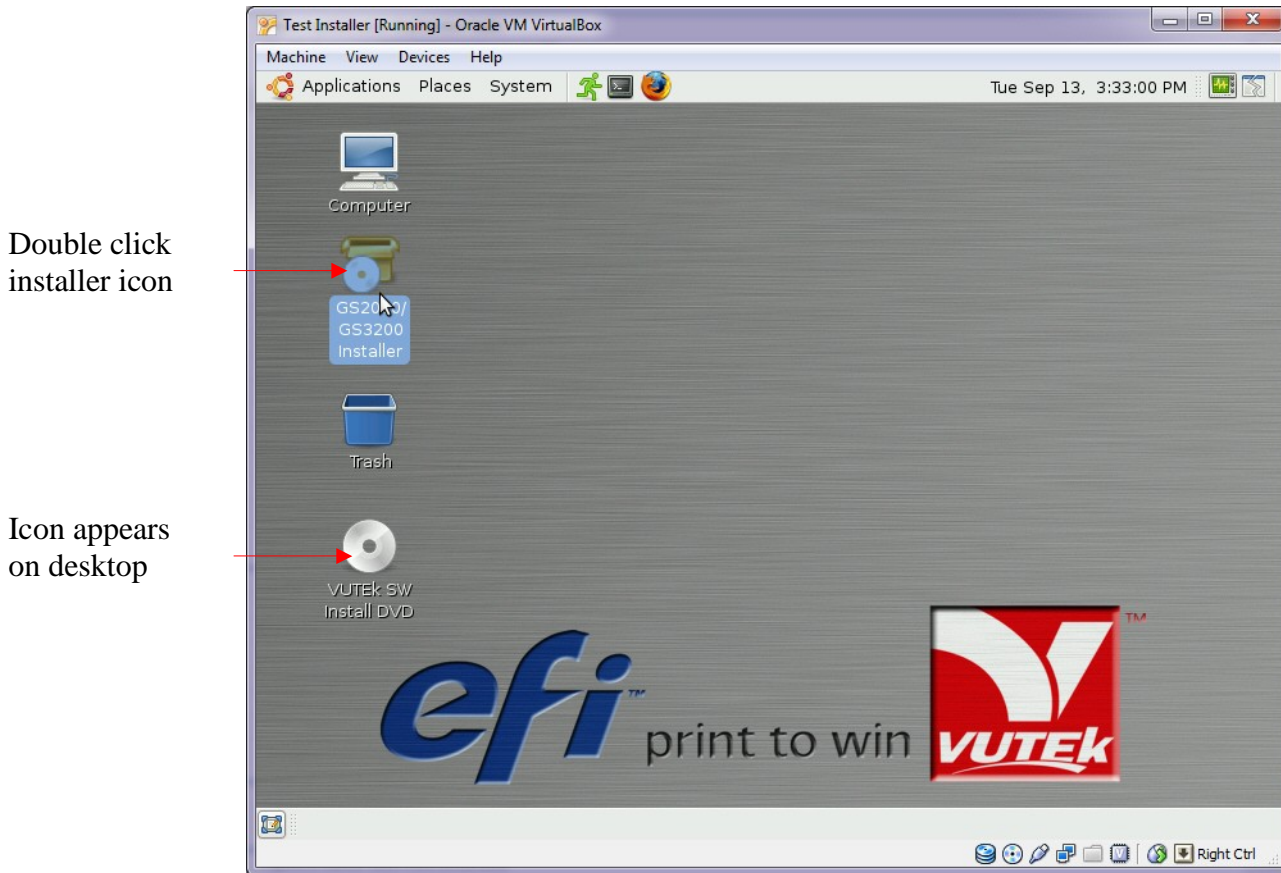
Double click installer icon

Icon appears on desktop

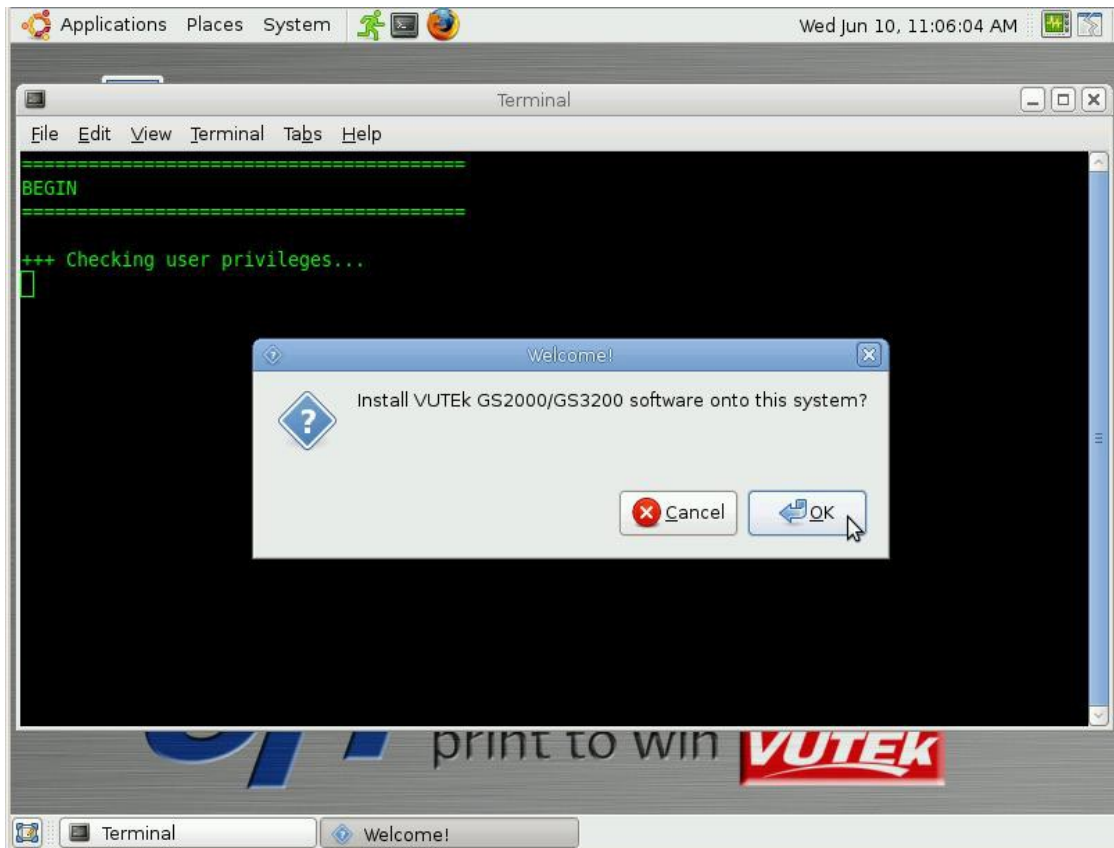**Figure 17: Installer Icon on desktop**

Figure 18: Confirmation Dialog Box

6. Click **OK** to begin installation.

7. When System Configuration prompts, select correct configuration for your printer system. The system will ask:

   a. What generation of lamp fan controller board is installed? Select **Gen 3** or **Gen 4.** See Figure 20 for identification.
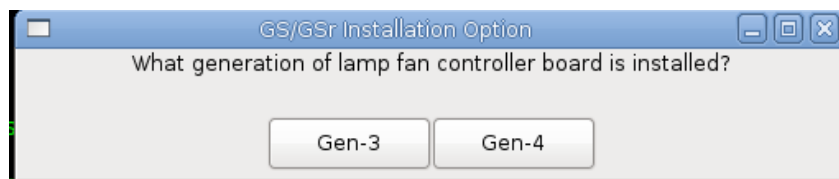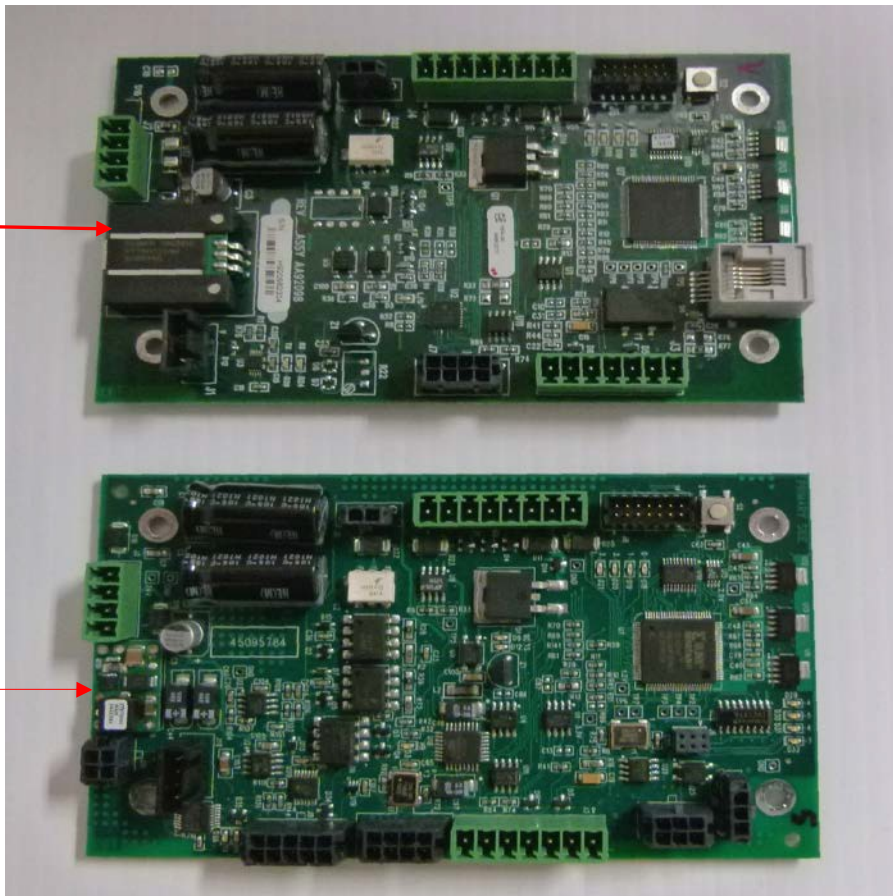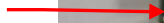

Figure 19: Lamp Fan Controller Dialog Box

Figure 20: Gen. 3 vs. Gen. 4 Fan Controller Boards

Gen 3 Fan Controller board
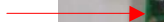
Gen 4 Fan Controller board

1. If **Gen 4** is selected, a choice between Mercury Arc or **LED lamps** is presented. Select based on lamp type installed on printer.

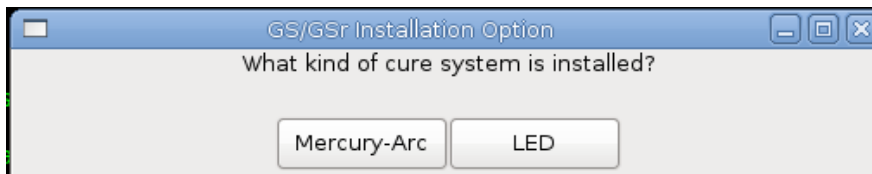**Figure 21: Cure System Type Dialog Box**

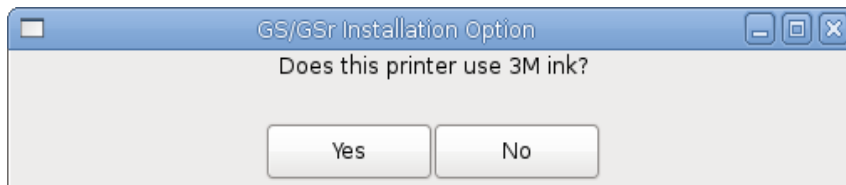a. Does this printer use 3M ink? Respond depending on ink type used.

Figure 22: 3M Ink Dialog Box

Note: The dialog box shown in step a. and **Figure 22** will only appear on printers with LED lamp style.

b. What generation of pixel board is installed? **Select Gen 4**
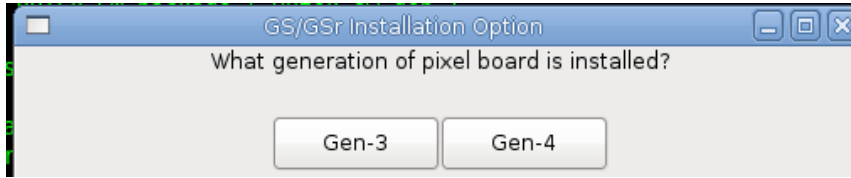
Figure 23: Pixel Board Generation Dialog Box

Note: Revisions 2.0.4 and greater do not display Figure 21 Pixel Board Generation Dialog Box.

See **Figure 2**4 for photos of both types of pixel boards. Gen 3 is wider and has only one row of switches. Gen 4 is narrower and has two rows of switches.

Gen 4 pixel board

Gen 3 pixel board

Figure 24: Gen 3 vs. Gen 4 pixel boards

c. Does this printer have a heavy duty unwinder? **Answer YES or NO, depending on the type of unwinder installed.**
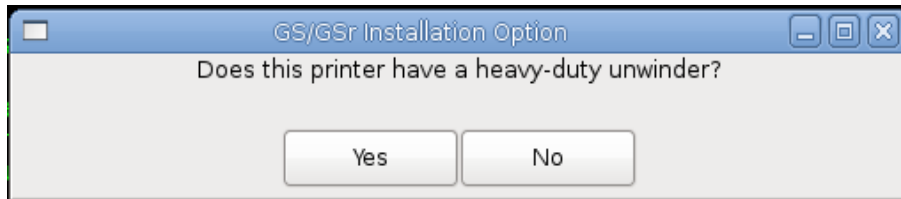
Figure 25: Heavy Duty Unwinder Dialog Box

d. Does this machine have double sided printing capability? **If a tick sensor is installed behind platen as shown in Figure 27, reply YES.**
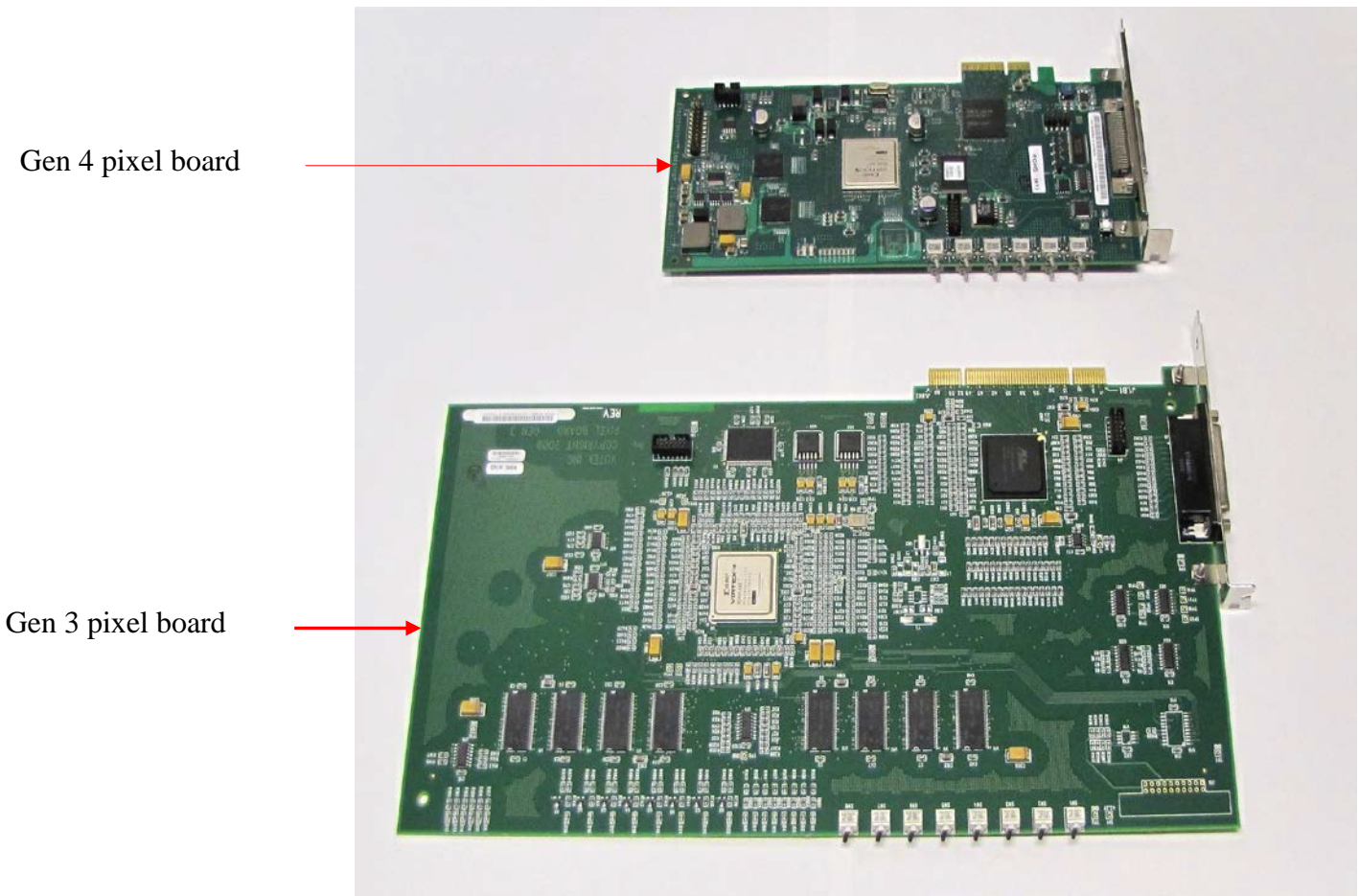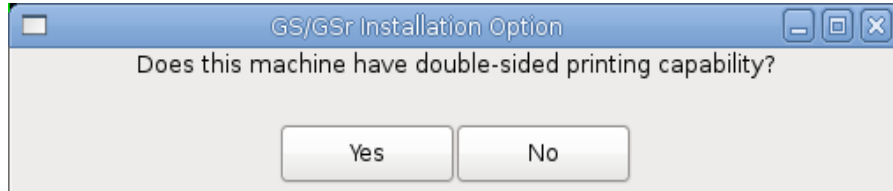

Figure 26: Double Sided Printing Dialog

Note: Figure 26 is displayed only on GS3250r printers.

Figure 27: Tick mark sensor for double-sided printing

Note: During install, an error may be displayed in status field and a dialog box may prompt you to locate and enter the MAC address from the serial server. This occurs if the serial server is new, has been reset to factory defaults, or has not yet been configured. See **Figure 28.**

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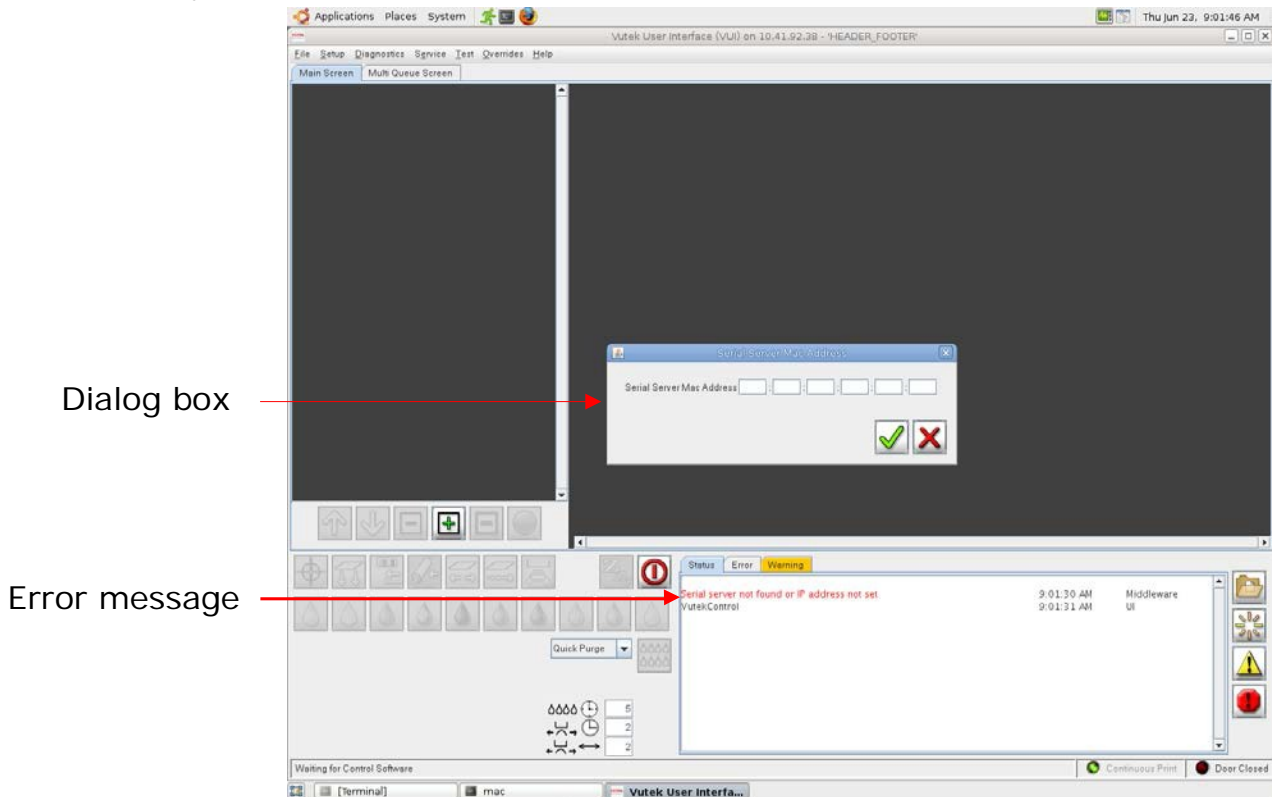
Dialog box

Error message

Figure 28: Enter MAC address

MAC address can be found on rear of serial server, marked on a small white tag. Mac address is 12 characters long and typically begins with 00409D. Enter MAC address in following format:

Example: MAC Address: 00409D112233

Enter: 00:40:9D:11:22:33

Completing Installation

1. When Stage 2 of installation is complete, installer disc will be ejected from DVD drive. Dialog box shown in **Figure 29** will display.
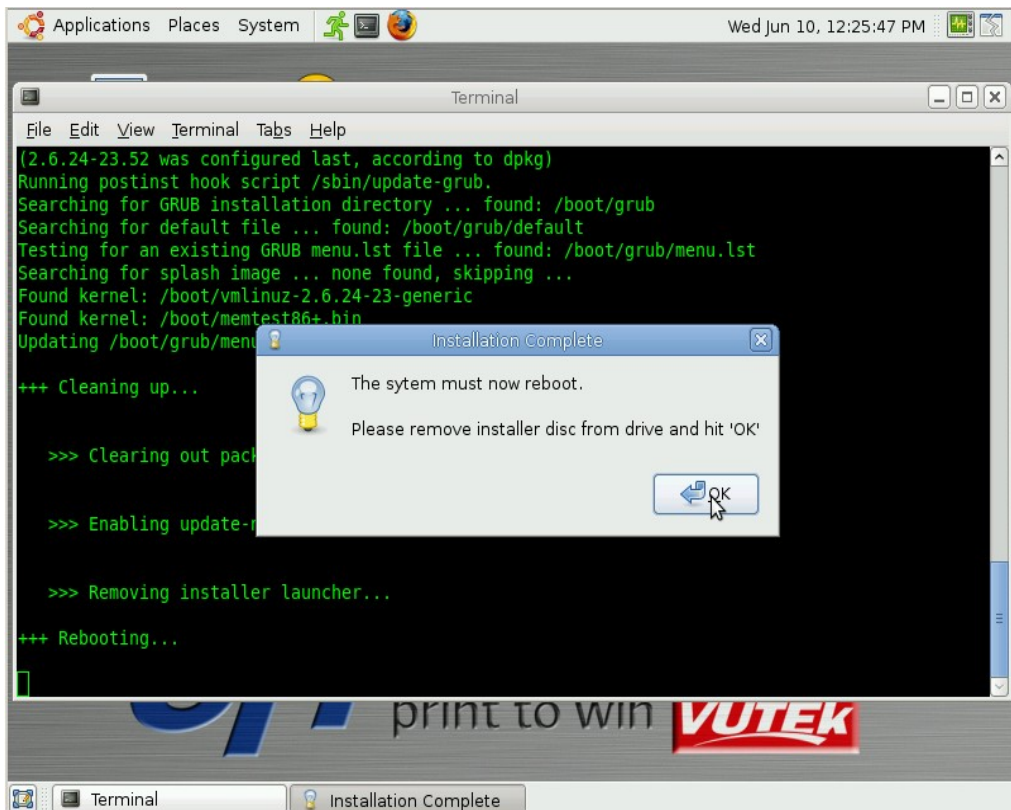
Figure 29: Reboot Dialog box

2. Remove installer disc from drive and click **OK** in Installation Complete dialog box. This system automatically reboots.

3. When system comes back up, VUTEk software will automatically start.

4. Perform the Upgrading Software, New Motherboard Configuration – Print and Control Side to update the video drivers.

Update Installation for Single Motherboard Configuration

Installation procedure described in this document explains what is termed a "full install". During a full install, the system's hard drives are formatted. Operating system and VUTEk printer software are reinstalled using factory defaults. Under this type of install, all customized settings and user data is destroyed. Typically, a full install is only necessary during manufacturing process or in case of a catastrophic data corruption or hard drive failure.

Moving to an updated version of only VUTEk printer software rarely requires a full reinstall. Instead, users may perform what is called an "update install". During an update install, only VUTEk printer software is changed. System hard drives are not formatted, and user data such as image files and customized settings are preserved. Since an update install only changes a small subset of software components on the system, a typical upgrade installation takes only a few minutes.

The following steps explain how to perform an update installation.

1. Stop all active print jobs.

2. Shut down software by double clicking Vutekd desktop icon and selecting **Cancel**.

3. Insert **OS/Printer Software** DVD into DVD drive mounted in printer dashboard.
4. System will automatically mount disc. After 5-15 seconds, VUTEk SW Install DVD dialog box opens, shown in **Figure 30**. Click **Run** to begin update.

Figure 30: Dialog Box

Note: You may also see the dialog box shown in **Figure 31** appear after inserting DVD.
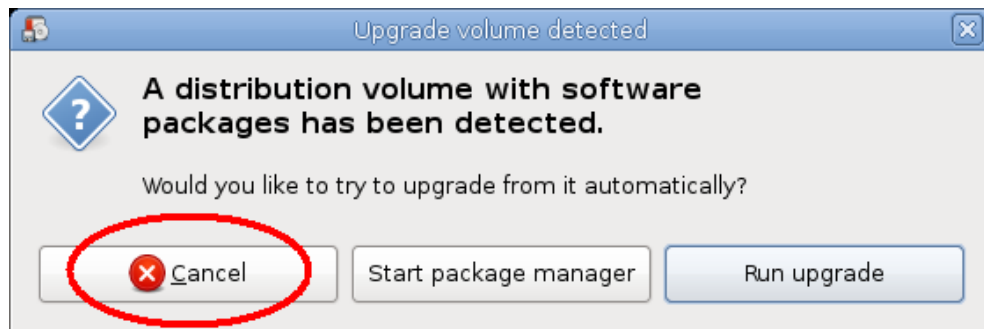
Figure 31: Upgrade volume detected dialog box

If presented with this dialog, dismiss it by clicking **Cancel** button or by closing dialog by clicking on **X** in upper-right corner of window.

5. When System Configuration prompts, select correct configuration for printer system. The system will ask:

   a. What generation of lamp fan controller board is installed?: Select **Gen 3** or **Gen 4**. See **Figure 20** for identification.
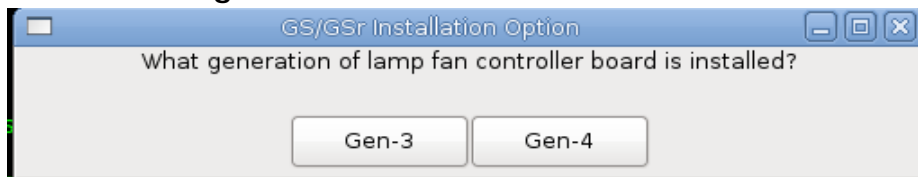
Figure 32: Lamp Fan Controller Dialog Box

   1. If **Gen 4** is selected, a choice between **LED lamps** or **HG lamps** is presented. Select based on lamp type installed on printer.
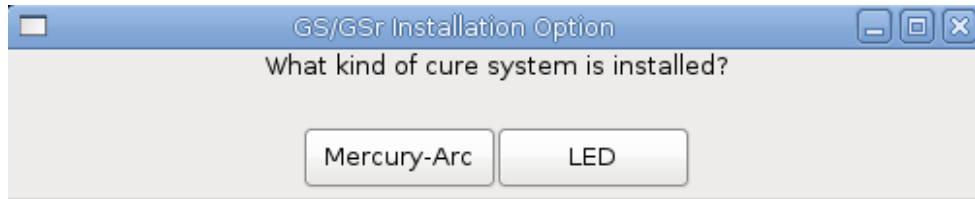
Figure 33: Cure System Type Dialog Box

b. Does this printer use 3M ink? Respond depending on ink type used.
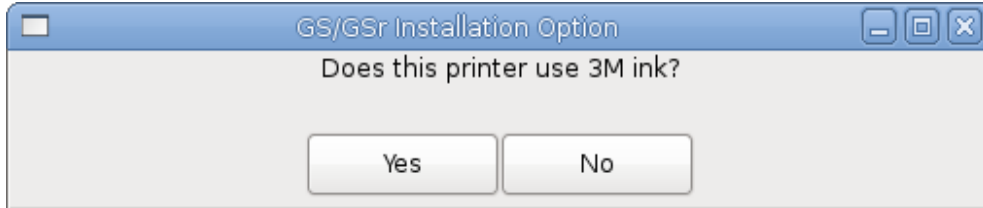
Figure 34: 3M Ink Dialog Box

b. What generation of Pixel Board is installed? **Select Gen 4**
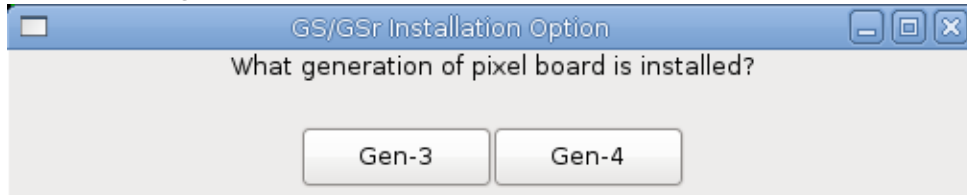
Figure 35: Pixel Board Generation Dialog Box

See **Figure 24** for photos of both types of pixel boards. Gen 3 is wider and has only one row of switches. Gen 4 is narrower and has two rows of switches.

c. Does this printer have a heavy duty unwinder? **Answer YES or NO, depending on the type of unwinder installed.**

Figure 36: Heavy Duty Unwinder Dialog Box

d. Does this machine have double sided printing capabilities? **If a tick sensor is installed behind platen as shown in Figure 37, reply YES.**
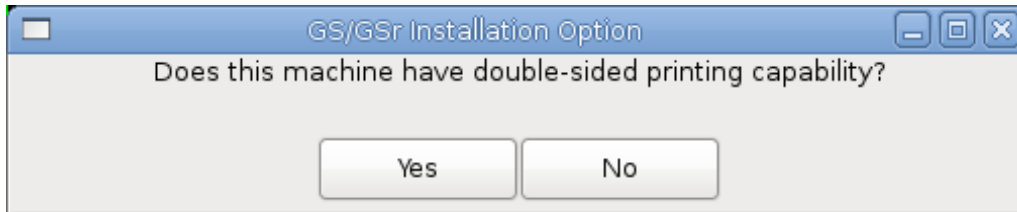
Figure 37: Double Sided Printing Dialog Box

Note: Figure 37 is displayed only on GS3250r printers

Figure 38: Tick mark sensor for double-sided printing

6. Upgrade process will ask user for confirmation to perform update, then begin upgrading system software. During this process, user is prompted to specify how database should be updated, shown in **Figure 39**. In almost all cases, user should select **Upgrade Database**.
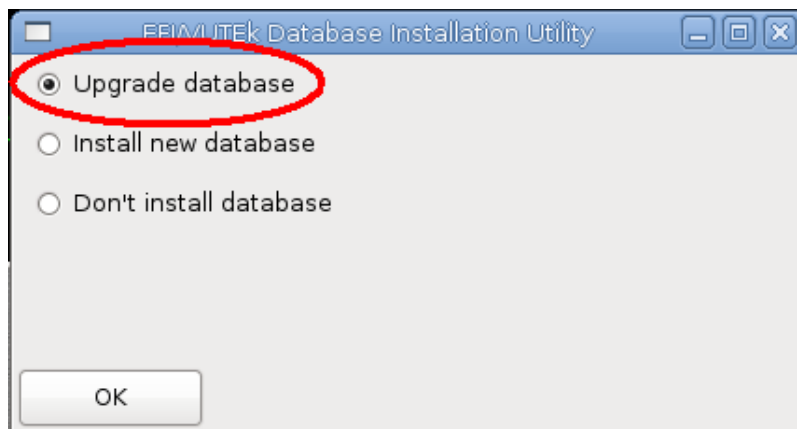
Figure 39: Database Dialog

7. Upgrade is now installed. Restart system to complete installation.

8. To restart VUTEk software manually, double-click on **VUTEkd** icon ![icon] on desktop. A confirmation dialog opens, shown in **Figure 40**. Click **OK**. VUTEk system software should restart within a minute or two.
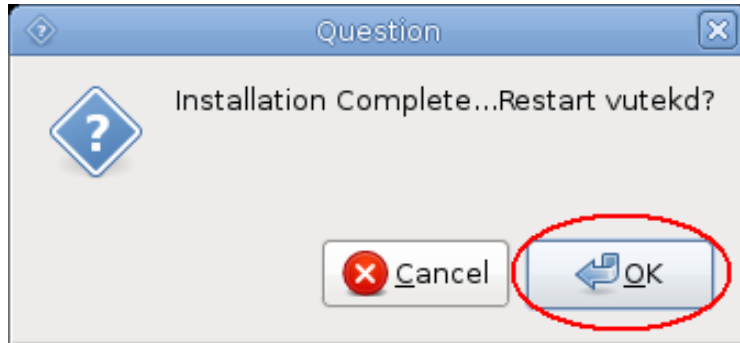
Figure 40: Restart vutekd dialog box

9. To verify new version of software is running, select **Service** and then **Versions** from VUI**.** Currently software version displays in **Software** pane on left side of **Versions** dialog box, shown in **Figure 41**.
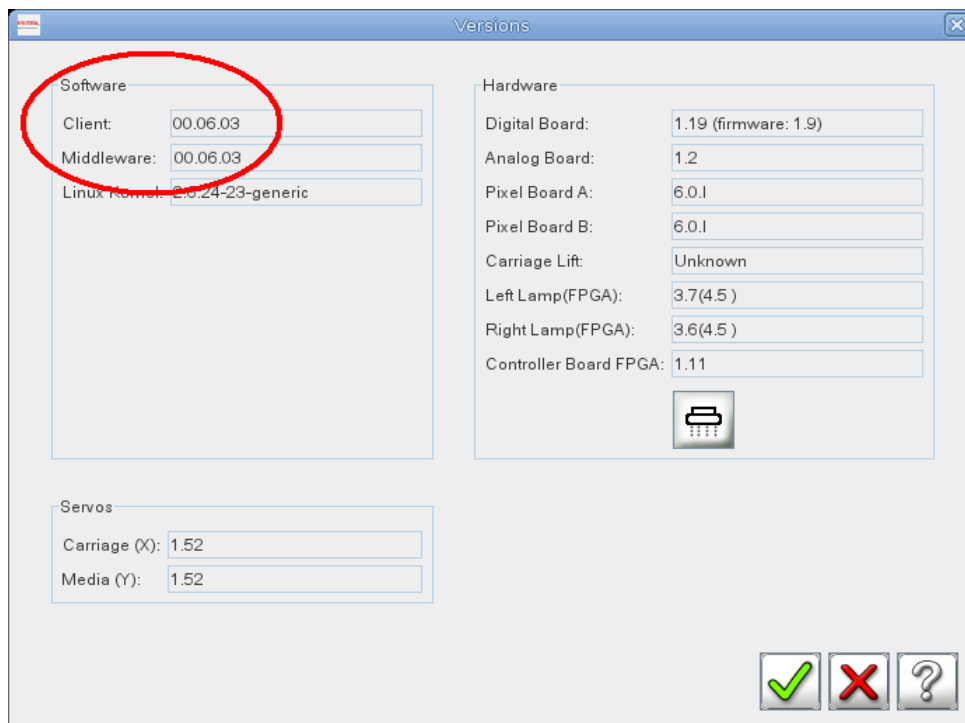
Figure 41: VUI Versions dialog box

10. When new software is running, be sure to remove installation disc from DVD drive.
11. Perform the <u>Upgrading Software, New Motherboard Configuration – Print and Control Side </u>to update the video drivers.

Full Software Installation for Dual Motherboard Configuration

Before installing software on printer, ensure that the following system components are properly configured:

BIOS Settings

1. BIOS settings must be configured on both control and print side systems. To configure BIOS, perform the following steps:

   a. Power ON system.

   b. During boot sequence, press F2 to enter setup.

   c. When **Setup Utility** screen (shown in **Figure 41**) is displayed, select **Main** tab and press **ESC** to go to **Exit** menu.
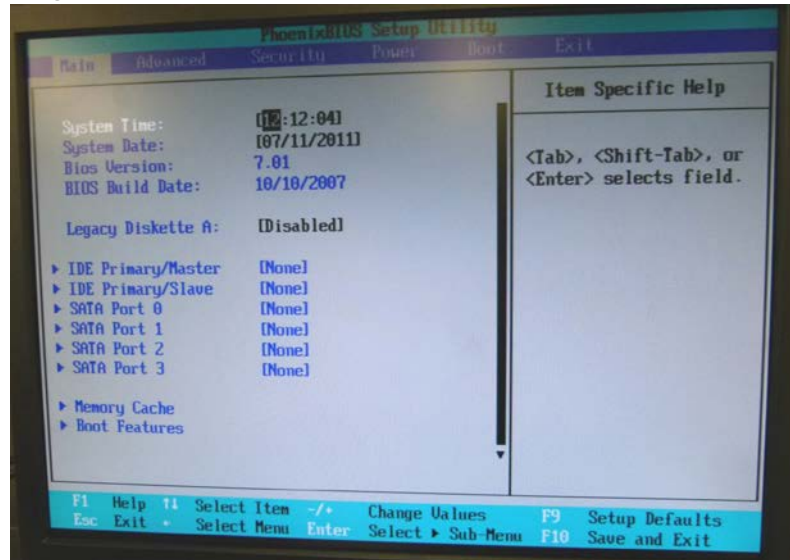
Figure 42: Setup Utility Main tab

   d. Select **Load Setup Defaults** and press **ENTER**.
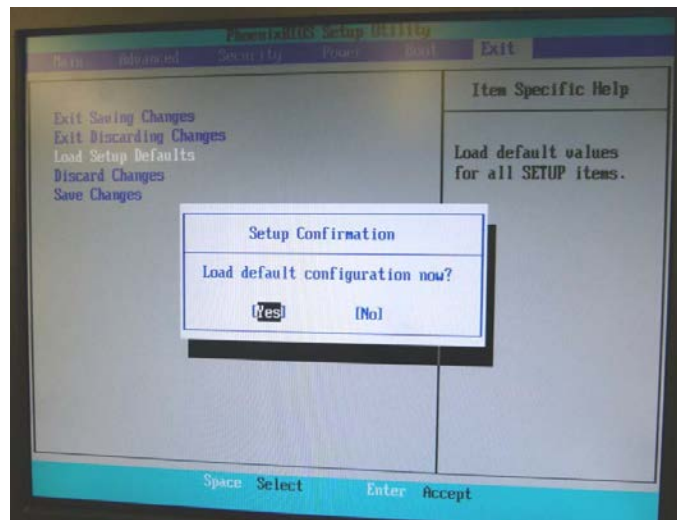
Figure 44: Load Setup Defaults

   e. Select **Yes** in **Setup Confirmation** dialog box

f. Click on **Boot** tab. Set boot order to:

    1. PCI BEV: P3-Optiarc DVD RW AD-72603

    2. USB CDROM:

    3. ALL PCI SCSI

    4. USB KEY:

Note: There is a BIOS bug that does not allow the user to scroll down the selection list. You may need to add items to get to the required selection and then remove the unnecessary items.

Figure 45: BIOS boot order

g. Navigate to **Main** tab and verify that date and time are set correctly.

Figure 46: Set correct time and date

Figure 43: SATA Mode selection

h. Set **SATA Mode** Selection to **RAID**

i. Press F10 to save settings and exit **BIOS** configuration.

OS and RAID Drive Settings

Each system is attached to a group of 3 hard drives. First hard drive is used to house OS and VUTEk printer software. Remaining two hard drives are configured as a RAID0. RAID acts as data drive and is where user image files and associated metadata are stored.
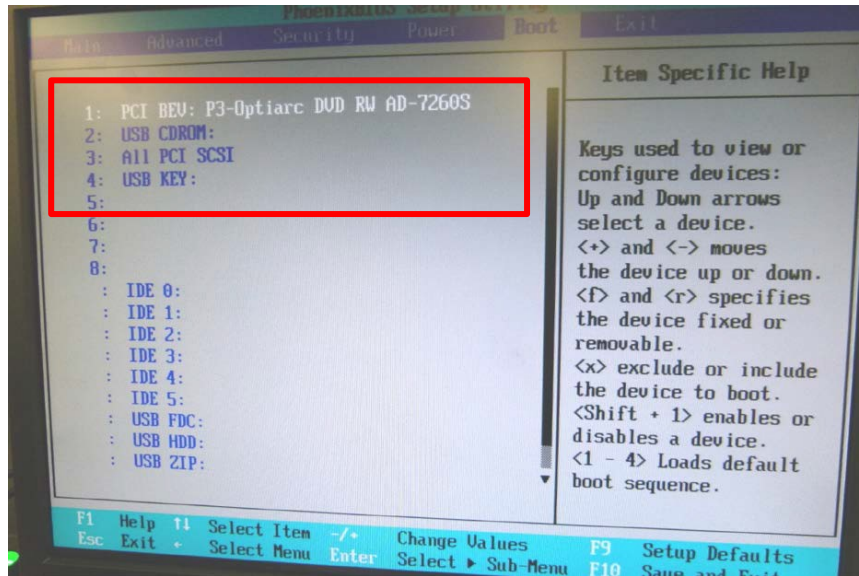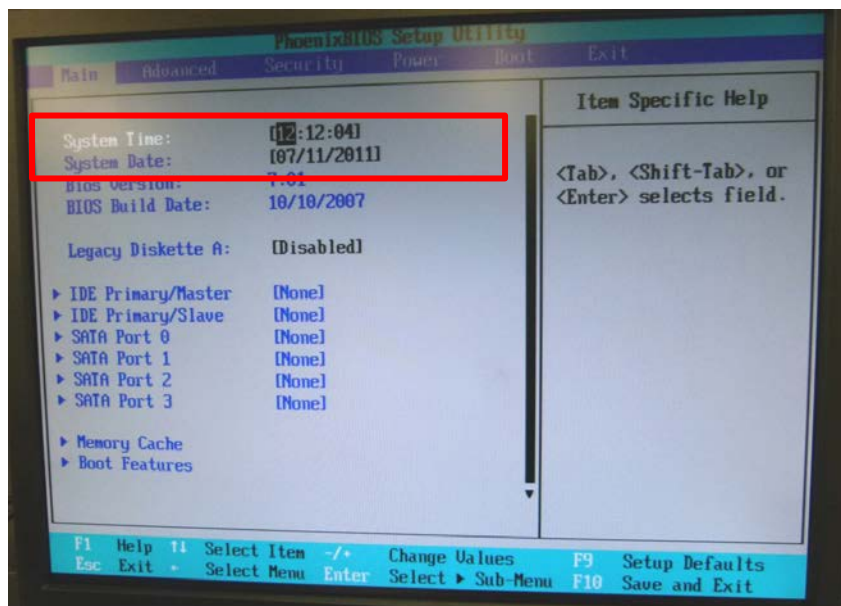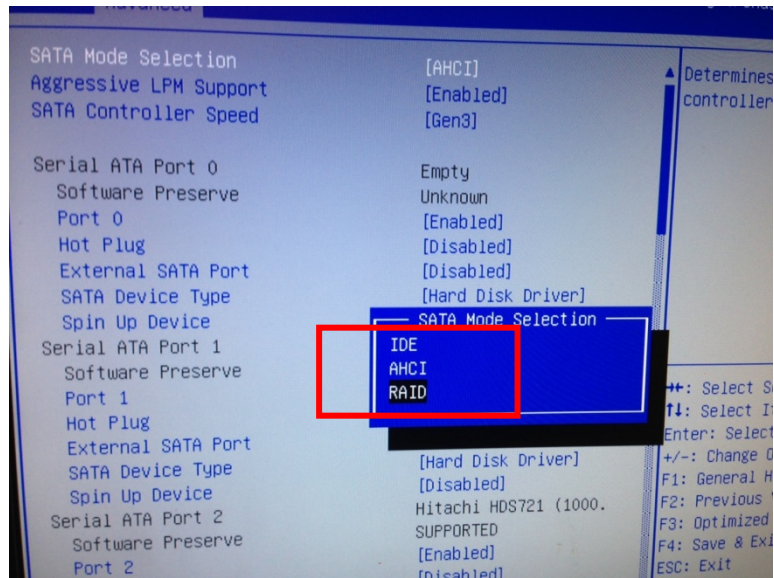**It is extremely important RAID is configured correctly**. **Failure to properly configure RAID will most likely result in failed software installation.** A common issue with RAID is loose or missing power and/or data connections. It is essential to verify each system can communicate with all 3 of its hard drives during boot up.

Configuring OS and Raid Drives

1. Power ON system.
2. During boot up, system will list all recognized drives and prompt user to enter RAID setup. Enter **CTRL-I** to enter RAID setup, shown in **Figure 47**.

   Note: Boot process will continue if **CTRL-I** is not entered within 2 seconds. If this occurs, press **CTRL+ALT+DELETE** and repeat step 2.
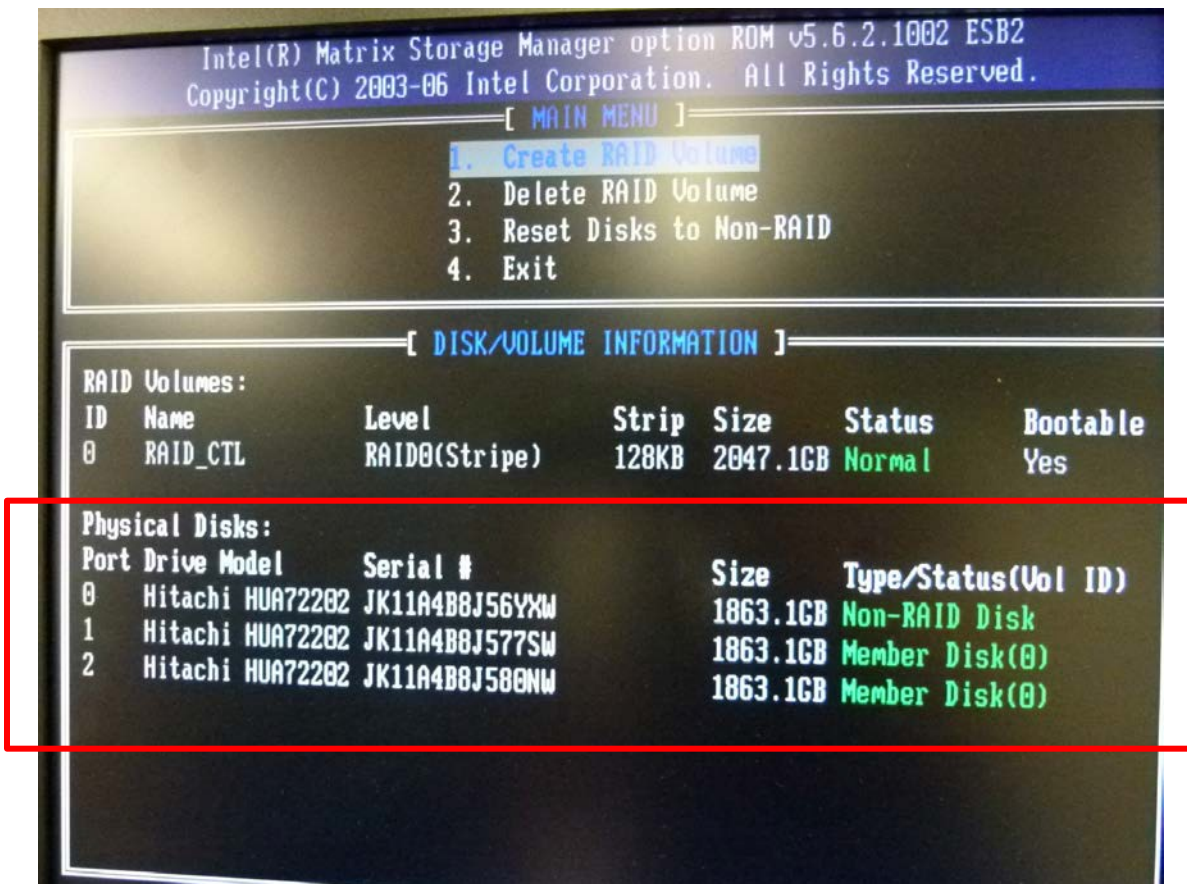

Figure 47: RAID Setup [Main Menu] showing list of operational discs

3. A list of all attached and operational hard drives is displayed at bottom of screen.

   IMPORTANT: If less than 3 discs are listed, there is a problem with one or more drives. Power system off and ensure that all power and data cabling is connected

and properly seated. Check data connections at motherboard and disc ends. **Do not progress to Step 4 until all 3 discs are reported during startup.**

4. In RAID setup screen, select **Create RAID volume.** See **Figure 48.**
   a. On **Control** side system, name RAID: **RAID_CTL**
   b. On **Print** side system, name RAID: **RAID_PRN**
5. Choose type **RAID0 (Stripe)**.

Figure 48: Create RAID volume

6. Select discs:
   a. Select discs 1 and 2 as part of RAID by highlighting entry for each disc and pressing **SPACE** bar. A small green triangle will appear next to drives that are selected.
   b. After drive selection, press **ENTER** to exit selection window.
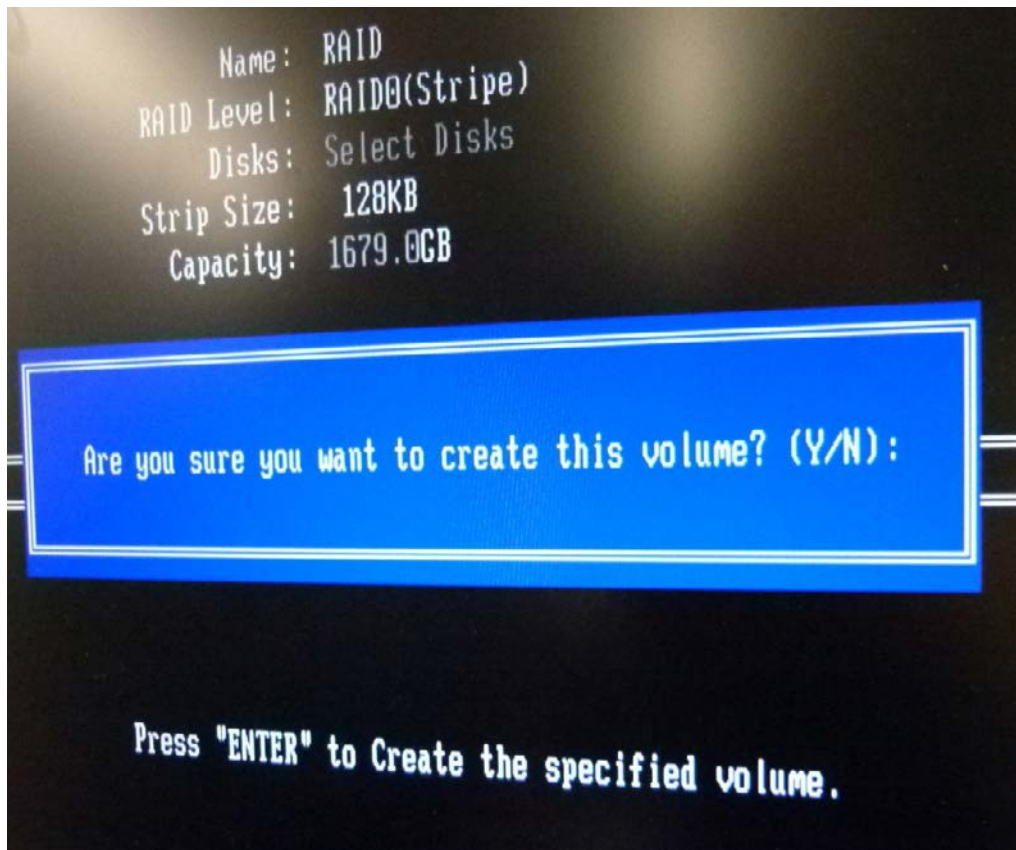7. Click **Create Volume.** Press **Y** when asked "Are you sure you want to create this volume?"

Figure 49: Confirm volume creation
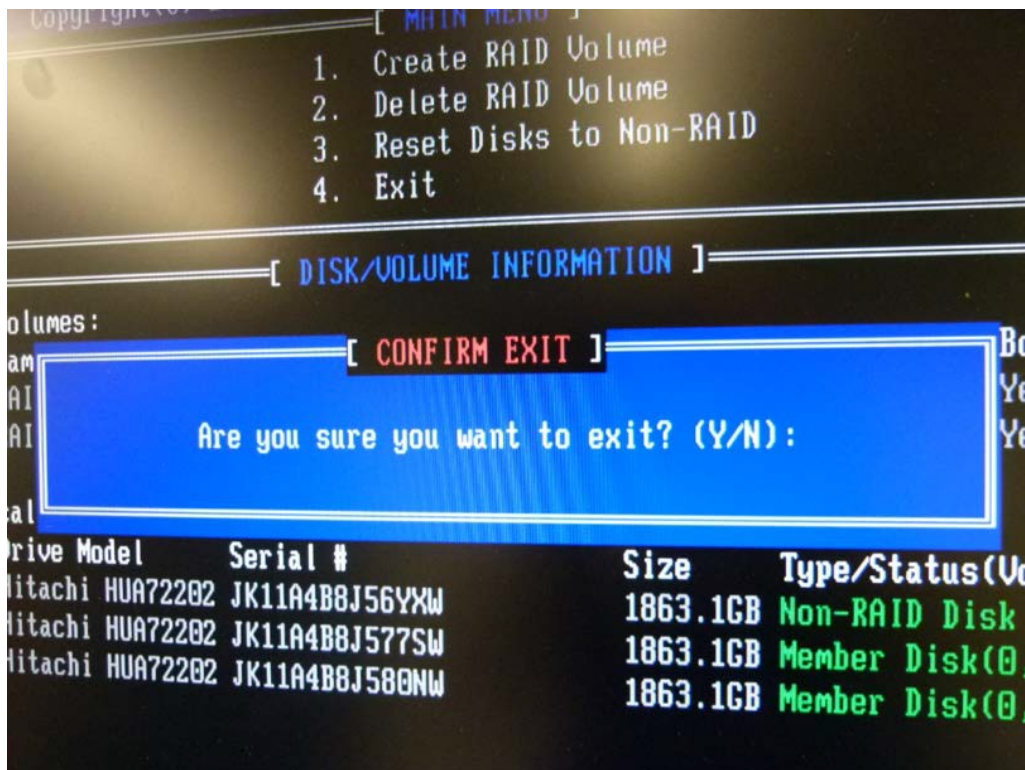
Figure 50: Confirm Exit

8. System pauses for a few seconds while creating RAID volume.
9. After RAID volume creation, select **Exit** from **Configuration** menu.
10. Type **Y** to confirm exit.

Serial Server

Prior to installation, perform the following steps to verify that serial server is online.

2. Ensure serial server is powered **ON**. Serial server is mounted in ink cabinet.
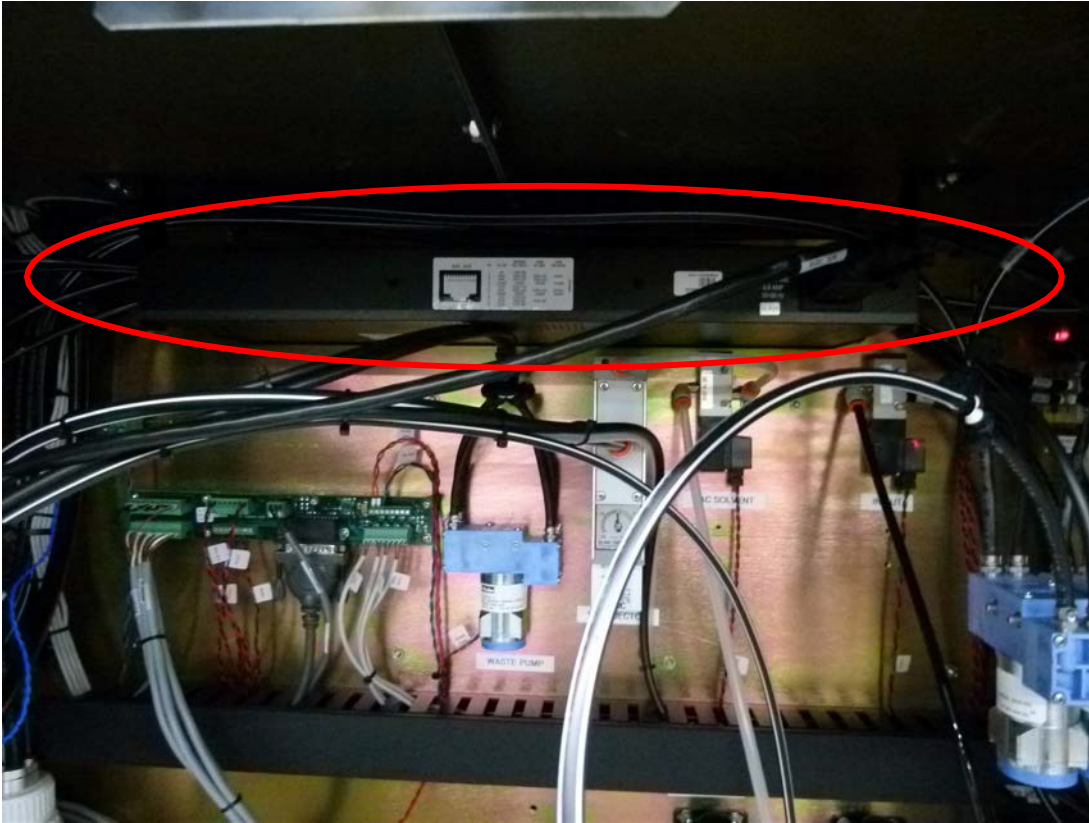
Figure 51: Serial server in ink cabinet

3. Ensure that an Ethernet connection exists between serial server and Ethernet hub, located in CPU side of electronics cabinet.
4. Examine rear of serial server in ink waste cabinet. Locate and record serial server's **MAC address**, which can be found on small white tag labeled "MAC address". Be certain to record all 12 characters.

Figure 52: MAC address label on serial server

5. Verify a connection between Control system motherboard **eth0** network interface (right connector) and network hub as shown in **Figure 53**.

Figure 53: Ethernet connection

6. Verify Ethernet hub is powered **ON**.

Installation

Installation on GS3250 Series dual motherboard configuration printers must be performed on both Print and Control systems. Control system motherboard is located on left side of electronics cabinet CPU side. Print system motherboard is located on right.

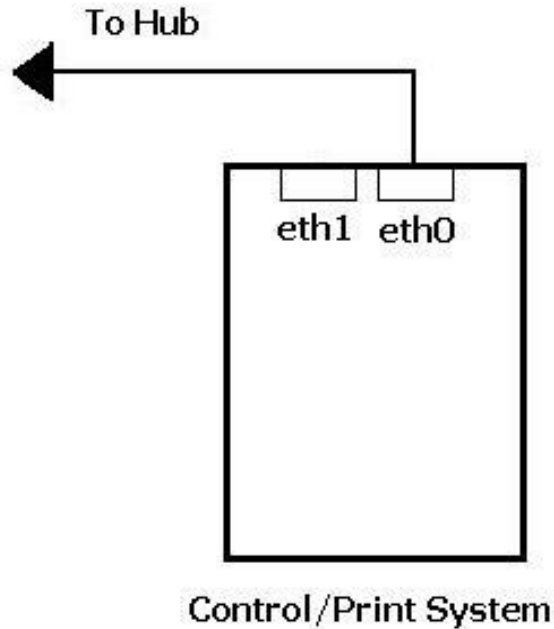Installation is a two stage per side process . During **Stage 1**, base Linux operating system is installed from DVD to OS drive. During **Stage 2**, VUTEk software is installed. At end of each stage, system must be rebooted. Time to complete a full installation is approximately 30-35 minutes per side.

Before You Begin

1. Ensure that all pre-installation steps described above have been completed.
2. Power **OFF** both Print and Control systems.

    IMPORTANT: Disconnect any external USB storage devices (e.g.: USB Hard drive, USB keys) from system before software installation. Failure to do so may result in Linux OS being installed on external USB device rather than OS hard drive.

Control Side Installation: Stage 1: OS

1. Ensure Port 1 on KVM switch, located inside right CPU side of electronics cabinet, is active. Port 1 is active when top LED on KVM switch is illuminated.
2. Power **ON** Control side system.
3. Insert installation DVD into control side CD/DVD drive, located inside electronics cabinet at CPU side bottom. See **Figure 54.**
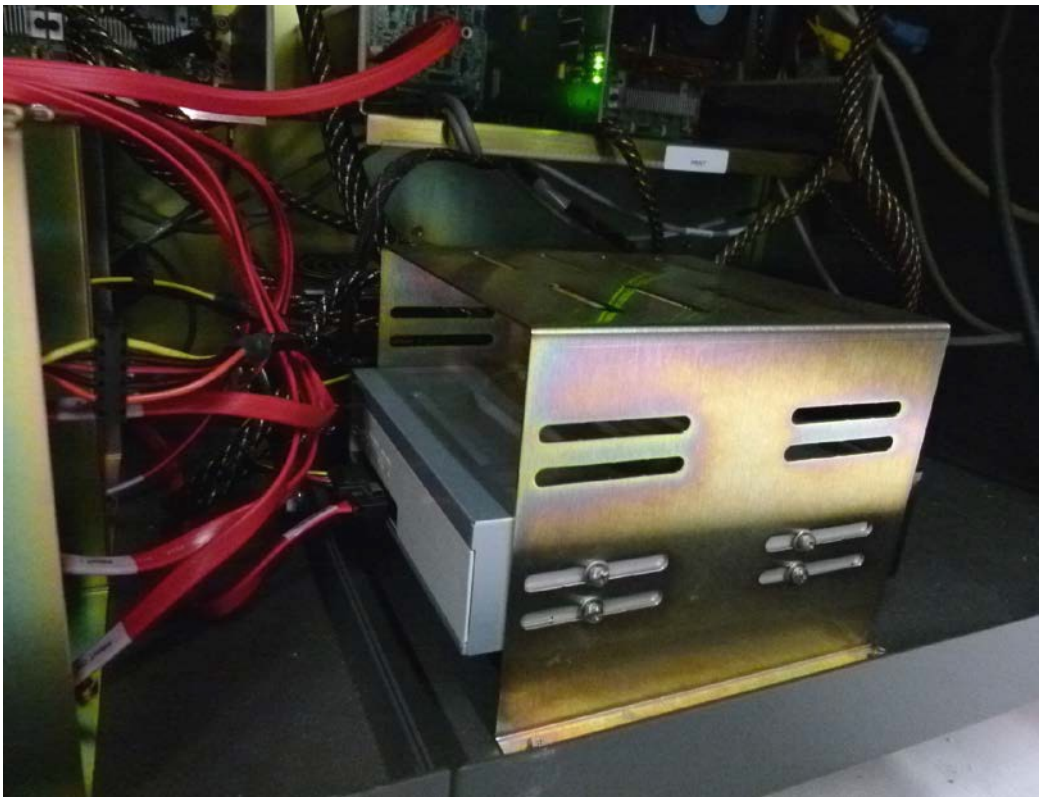
Figure 54: DVD drive in CPU cabinet

4. Reboot system by pressing **CTRL+ALT+DELETE**.
5. System will now boot from disc and bring up the screen shown in **Figure 55**.

Figure 55: Language selector menu

6. Select **English** from **Language Selector** menu when it is displayed and press **ENTER**. Clear away language menu.

   Note: Only English is currently supported by the installer.

7. After language menu is cleared, installer boot menu, shown in **Figure 56** will be visible. Navigate to **Install GS2000/3200 CONTROL Software** and press **Enter**.

Figure 56: Installer Boot Screen Main Menu

8. **Stage 1** of installation process will begin. This process will take approximately 20-25 minutes. Screen shown in **Figure 57**.
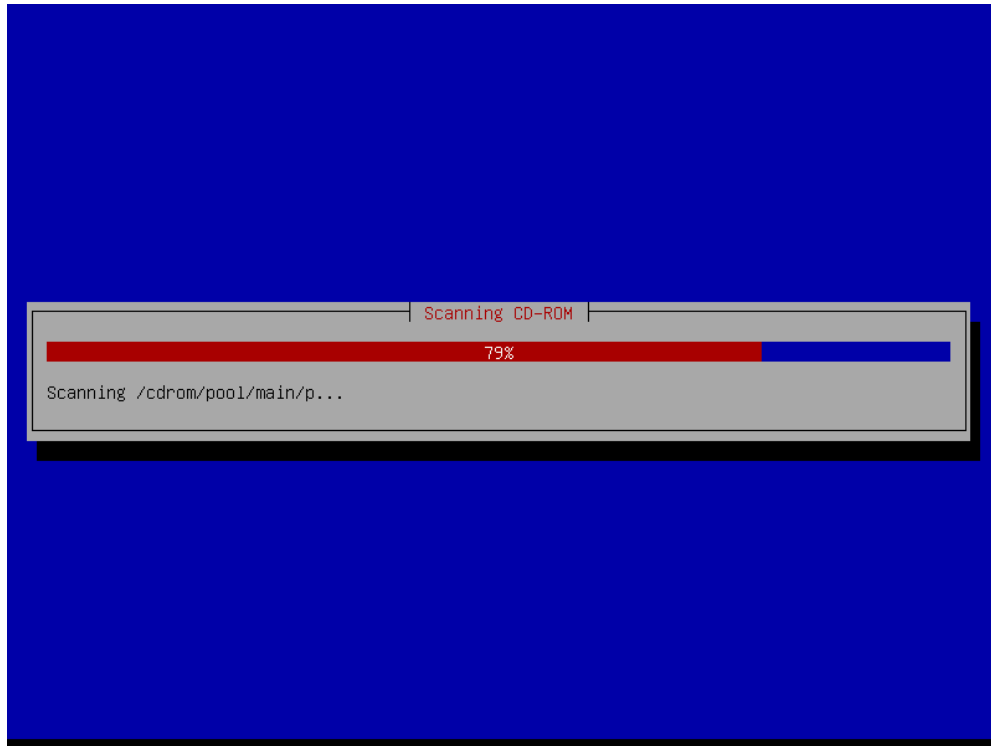

Figure 57: Installation progress bar

Control Side Installation: Stage 2:VUTEk Software

After Stage 1 is complete, system will eject disc from drive and restart. System will then boot into Linux OS that was just installed. Once booting process is complete, you will see screen shown in **Figure 58**.

Figure 58: desktop

1. Insert installer disc into DVD drive in CPU cabinet. See **Figure 54**.
2. Wait approximately 15-45 seconds while system detects disc. When system has detected disc, an icon labeled **VUTEk SW Install DVD** appears on desktop as shown in **Figure 59**.
3. When icon appears, double click on **GS2000/GS3200 Installer** to run installer.

Figure 59: Installer Icon on desktop

4. After double-clicking on GS2000/GS3200 Installer icon, installer will run and prompt for confirmation to begin installation as shown in **Figure 60**.
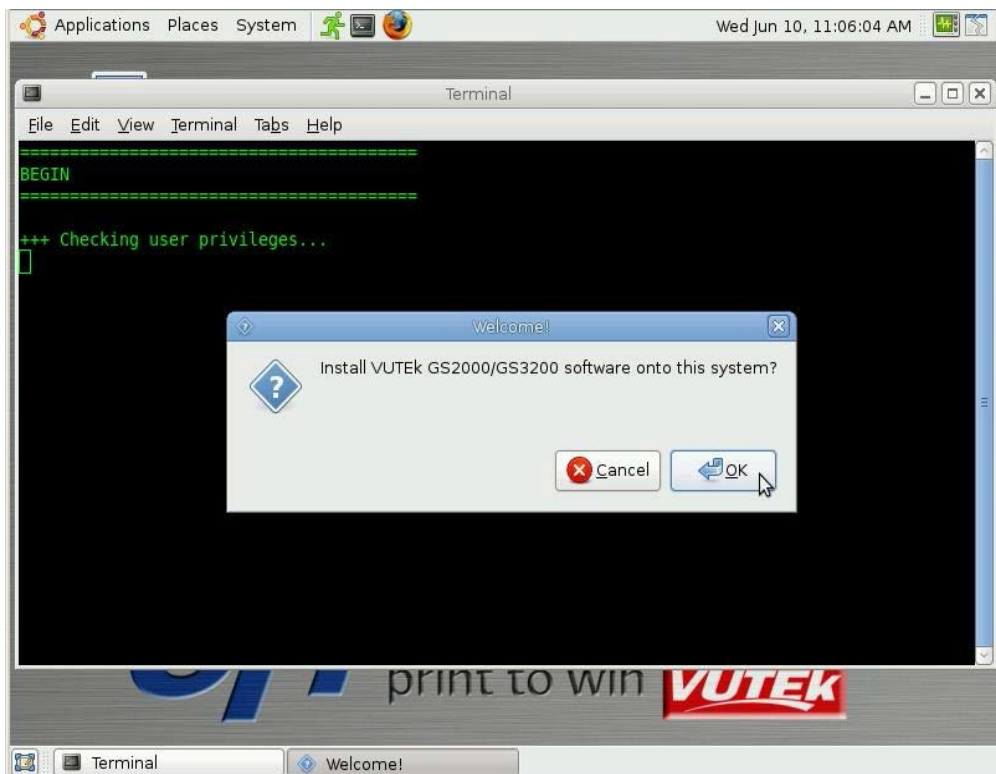

Figure 60: Confirmation Dialog Box

5. Click **OK** to begin installation.
6. When System Confirmation prompts, select correct configuration for your printer system. System prompts user:

   a. What generation of lamp fan controller board is installed? Select **Gen 3** or **Gen 4**. See **Figure 20** for identification.

Figure 61: Fan Controller Board Generation Dialog Box

   1. If **Gen 4** is selected, a choice between Mercury-Arc or **LED lamps** is presented. Select based on lamp type installed on printer.
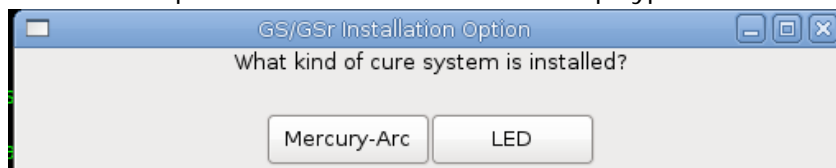

Figure 62: Cure System Dialog Box

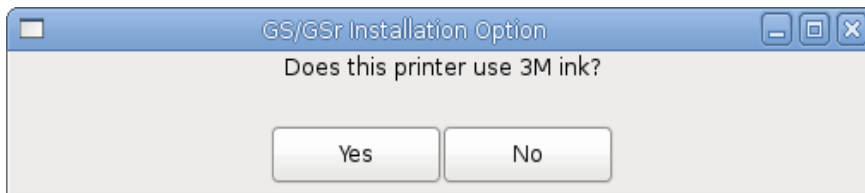   b. Does this printer use 3M ink? Respond depending on ink type used.

Figure 63: 3M Ink Dialog Box

Note: The dialog box shown in step a. and **Figure 61** will only appear on printers with LED lamp style.

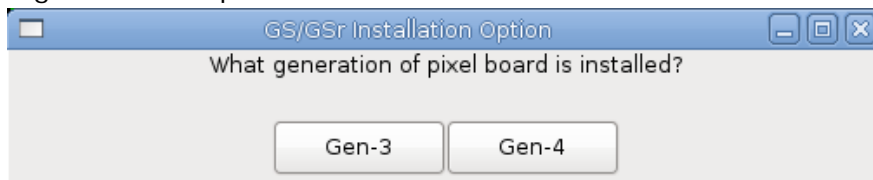   c. What generation of pixel board is installed? **Select Gen 3**

Figure 64: Pixel Board Generation Dialog Box

Note: Revisions 2.0.4 and greater do not display Pixel Board Generation Dialog Box.

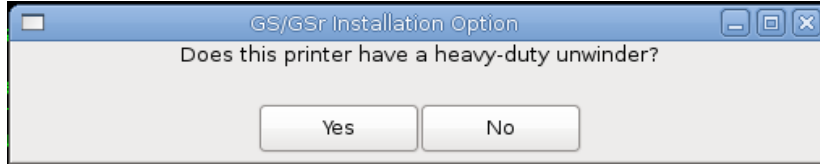d. Does this printer have a heavy duty unwinder? **Answer YES or NO, depending on the type of unwinder installed.**

Figure 65: Heavy Duty Unwinder Dialog Box

Note: During install, an error may be displayed in status field and a dialog box may prompt you to locate and enter the MAC address from the serial server. This occurs if the serial server is new, has been reset to factory defaults, or has not yet been configured. See **Figure 66**.
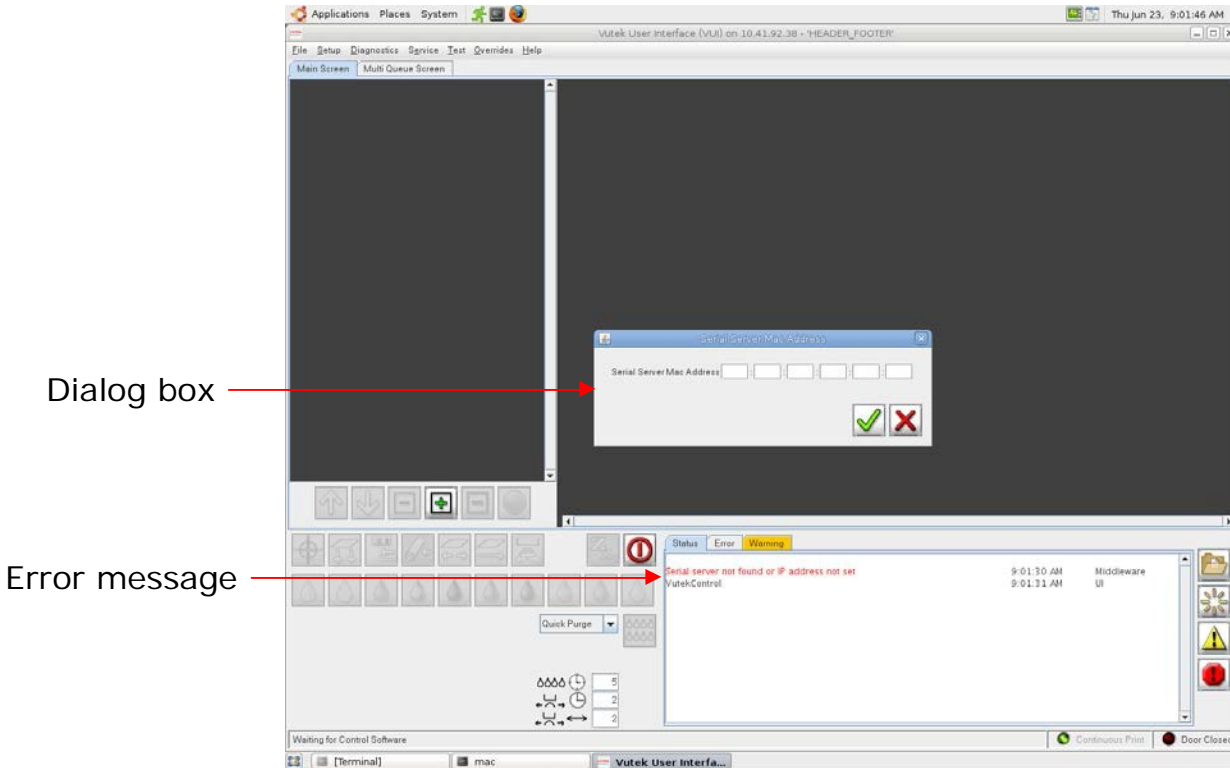
Dialog box

Error message

Figure 66: Enter MAC address

MAC address can be found on rear of serial server, marked on a small white tag. Mac address is 12 characters long and typically begins with 00409D. Enter MAC address in following format:
Example: MAC Address: 00409D112233
Enter: 00:40:9D:11:22:33

Completing Installation

1. Remove installer disc from drive and click **OK** in Installation Complete dialog box.
   System automatically reboots. If it does not, reboot manually.
2. When printer restarts, VUTEk software will automatically start.

Print Side Installation: Stage 1: OS

1. Ensure Port 1 on KVM switch, located inside right CPU side of electronics cabinet, is active.
   Port 1 is active when top LED on KVM switch is illuminated.
2. Power **ON** Control side system.
3. Insert installation DVD into operator console CD/DVD drive.
4. Reboot system by pressing **CTRL+ALT+DELETE**.
5. System will now boot from disc and bring up the boot screen shown in **Figure 67**:

Figure 67: Installer boot screen

6. Select **English** from **Language Selector** menu when it is displayed and press **ENTER**.
   Clear away language menu.

   Note: Only English is currently supported by the installer.

7. After language menu is cleared, installer boot menu, shown in **Figure 68** will be visible.
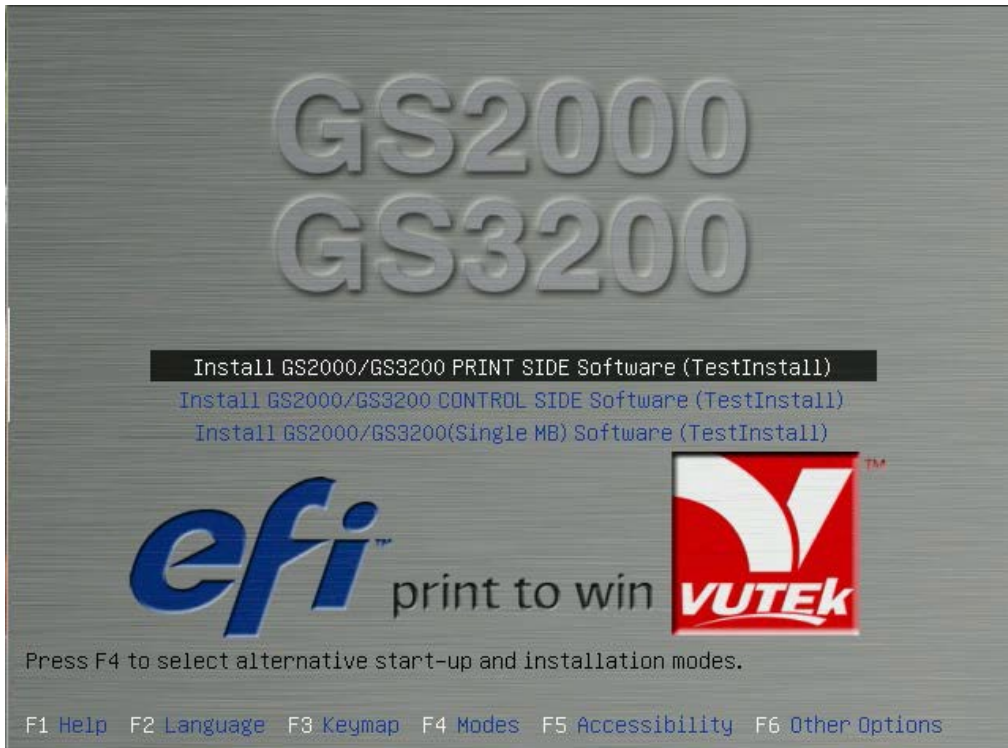   Navigate to **Install GS2000/3200 PRINT Software** and press **Enter**.

Figure 68: Installer boot screen menu

8. Stage 1 software installation begins. Progress bar is shown in **Figure 69.** This process takes approximately 20-25 minutes.
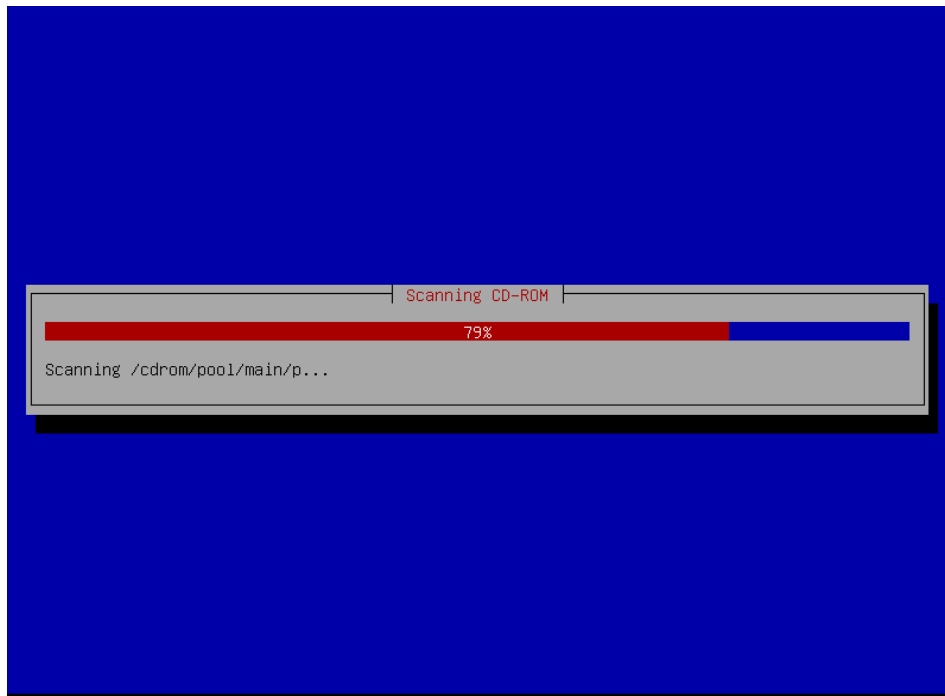

Figure 69: Installation Progress Bar

9. Remove installer disc from drive.

10. Perform the Upgrading Software, New Motherboard Configuration – Print and Control Side to update the video drivers.

Print Side Installation: Stage 2: VUTEk Software

Stage two installation of Print-Side system is similar to Control-Side Stage 2 installation. When Print- Side installation of Stage 2 is started, it will run to completion without prompting user until it is complete.

1. After Stage 1 is complete, system will eject disc from drive and restart. System will then boot into Linux OS that was just installed. Once boot process is complete, you will see screen shown in **Figure 70**.
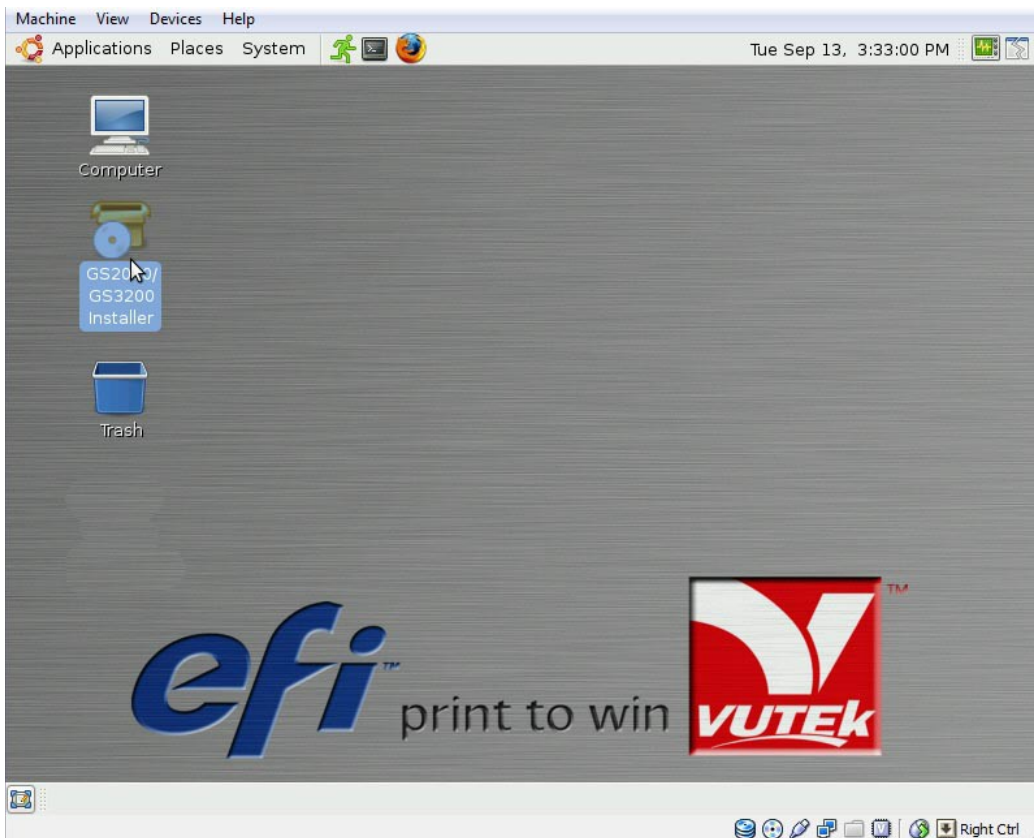

Figure 70: Desktop

2. Insert installer disc into DVD drive in operator console, shown in **Figure 71**.

Figure 71: Print side DVD Drive

3. Wait approximately 15-45 seconds while system detects disc. When system has detected disc, an icon labeled **VUTEk SW Install DVD** appears on desktop as shown in **Figure 72**.
4. When icon appears, double click on **GS2000/GS3200 Installer** to run installer.

Double click installer icon

Icon appears on desktop

Figure 72: Installer Icon on desktop

5. After double-clicking on GS2000/GS3200 Installer icon, installer will run and prompt for confirmation to begin installation as shown in **Figure 73**.
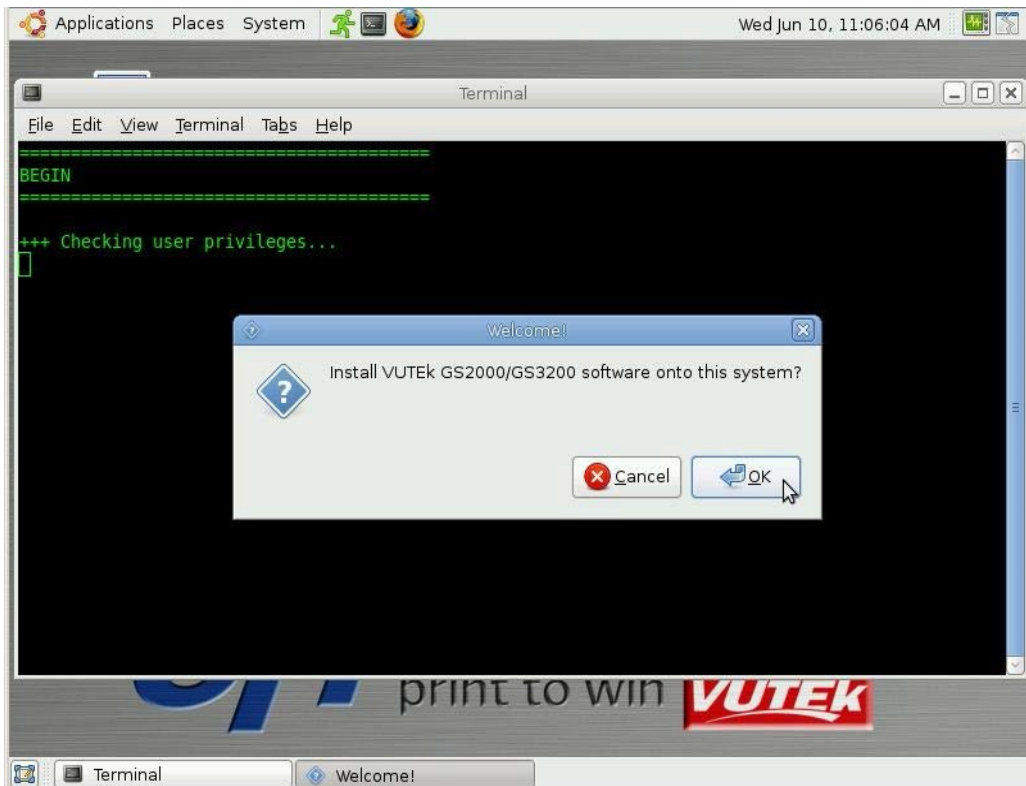

Figure 73: Confirmation Dialog Box

6. Click **OK** to begin installation.
7. When System Confirmation prompts, select correct configuration for your printer system. System will ask:

   a. What generation of pixel board is installed? **Select Gen 3.**
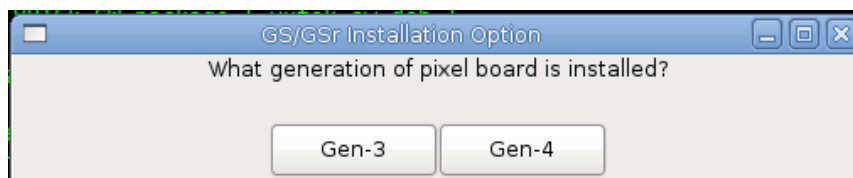

Figure 74: Pixel Board Generation Dialog Box

Note: Revisions 2.0.4 and greater do not display Pixel Board Generation Dialog Box.

Note: During install, an error may be displayed in status field and a dialog box may prompt you to locate and enter the MAC address from the serial server. This occurs if the serial server is new, has been reset to factory defaults, or has not yet been configured. See **Figure 75.**

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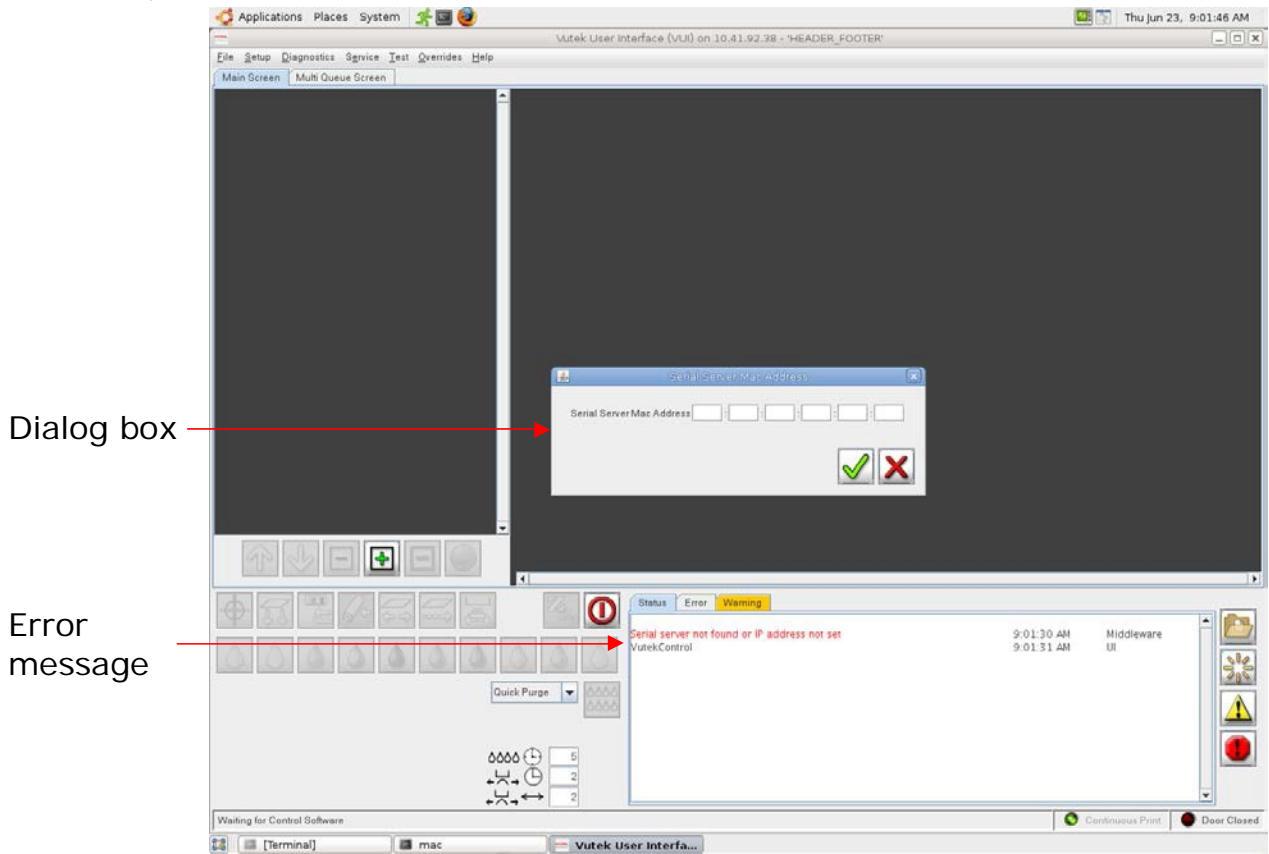
Figure 75: Enter MAC address

MAC address can be found on rear of serial server, marked on a small white tag. Mac address is 12 characters long and typically begins with 00409D. Enter MAC address in following format:

Example: MAC Address: 00409D112233
Enter: 00:40:9D:11:22:33

Completing Installation

1. When Stage 2 of installation is complete, installer disc will be ejected from DVD drive. Dialog box shown in **Figure 76** will display.
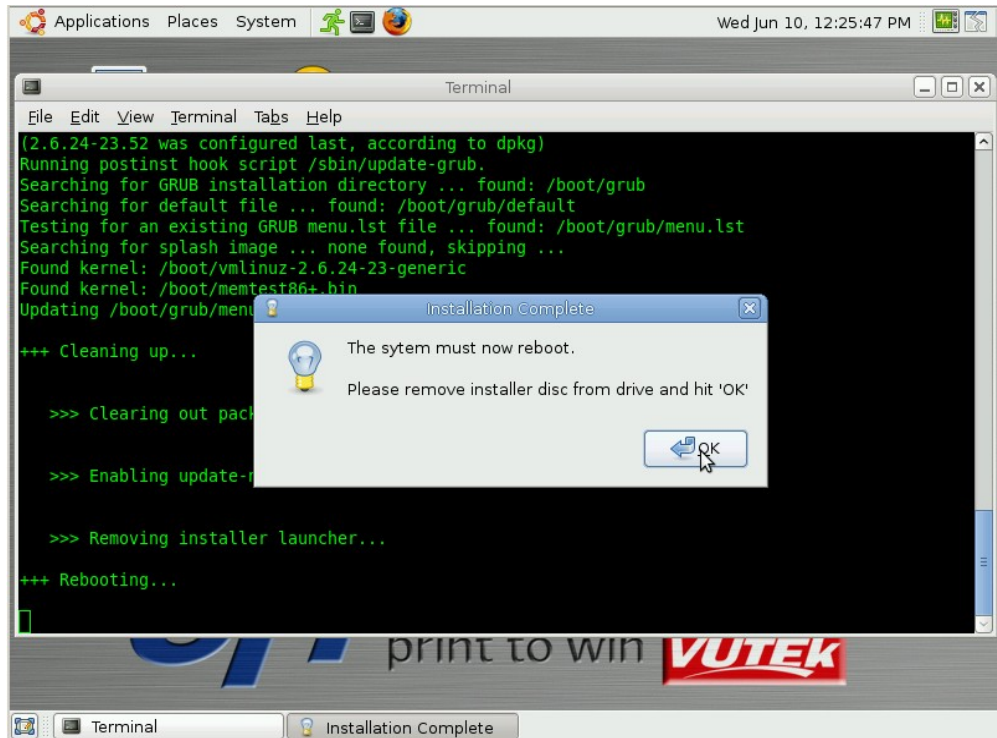
Figure 76: Reboot dialog box

2. Remove installer disc from drive and click **OK** in Installation Complete dialog box.
3. Manually reboot system.
4. Upon completion of Stage 2 Print-Side installation, installer disc will be ejected and system automatically restarts. Upon restart, VUTEk software will automatically start and VUI initializes.
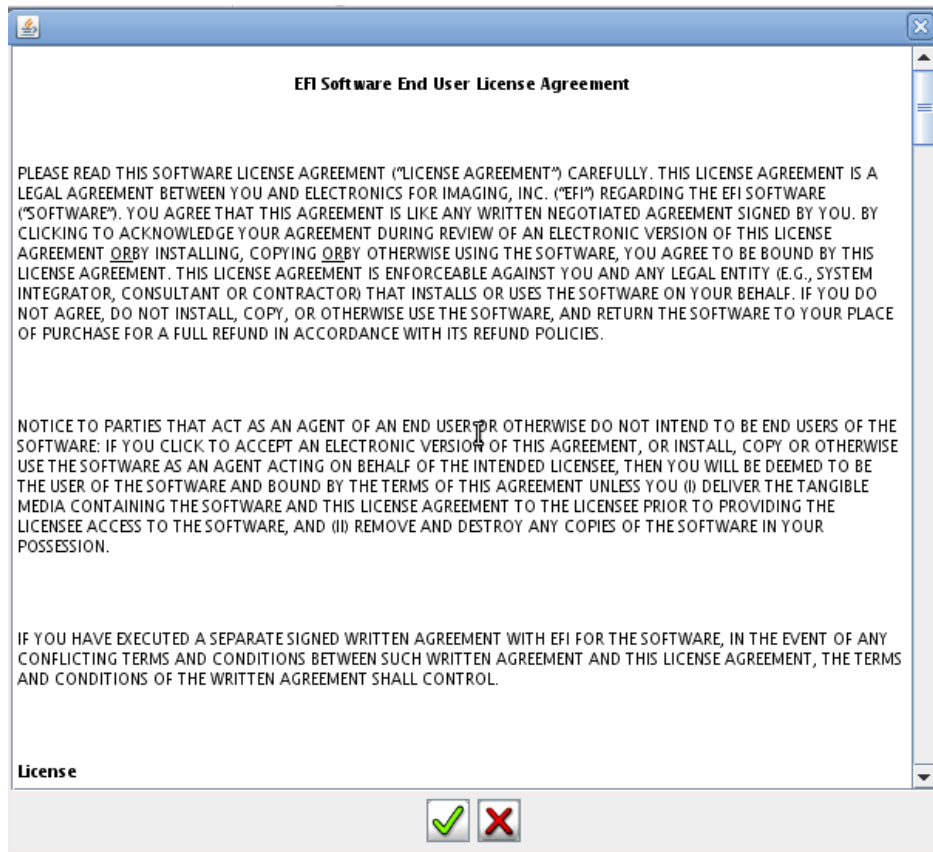5. Accept license agreement, shown in **Figure 77**.

Figure 77: License Agreement

6. Perform the Upgrading Software, New Motherboard Configuration – Print and Control Side to update the video drivers.

7. At this point, printer is ready for use.

Update Installation for Dual Motherboard Configuration

Moving to an updated version of just VUTEk printer software rarely requires a full reinstall. Instead, users may perform what is called an "update install". During an update install, only VUTEk printer software is changed. System hard drives are not formatted and user data such as image files and customized settings are preserved. Since an update install only changes a small subset of software components on system, a typical upgrade installation takes only a few minutes.

The following steps explain how to perform an update installation. All steps should be performed using the _**Print-Side**_ system:

1. Stop all active print jobs.

2. Insert **OS/Printer Software** DVD into DVD drive mounted in operator station, shown in **Figure 71**.

3. System will automatically mount disc. After 5-15 seconds, system will present user with dialog box shown in **Figure 78**. Click **Run** to begin update.

Figure 78: Dialog Box

NOTE: You may also see the following dialog box appear after inserting the DVD:
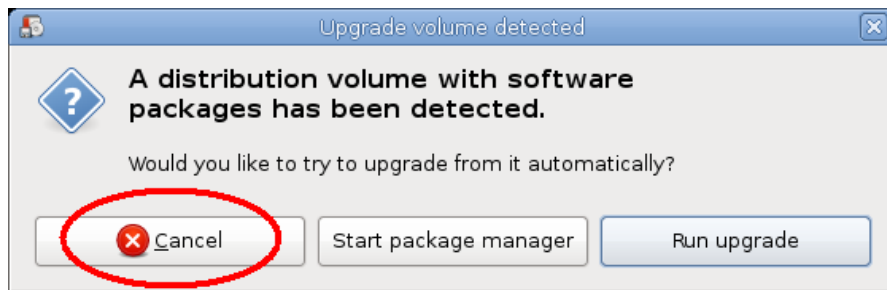

Figure 79: Upgrade volume detected dialog box

If presented with this dialog, dismiss it by clicking on the "Cancel" button or by closing the dialog by clicking on the "**X**" in the upper-right corner of the window.

4. When System Confirmation prompts, select correct configuration for your printer system. System will ask:

    e. What generation of lamp fan controller board is installed? Select **Gen 3** or **Gen 4**. See **Figure 20** for identification.

Figure 80: Lamp Fan Controller Dialog Box

        1. If **Gen 4** is selected, a choice between **LED** or **HG** is presented. Select based on lamp type installed on printer.
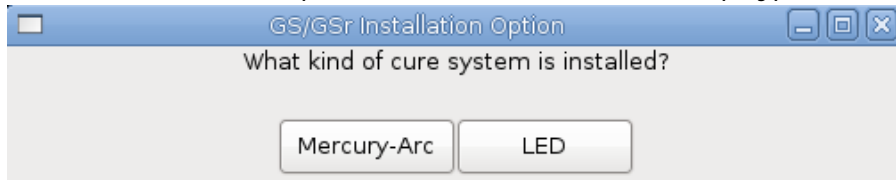

Figure 81: Cure System Dialog Box

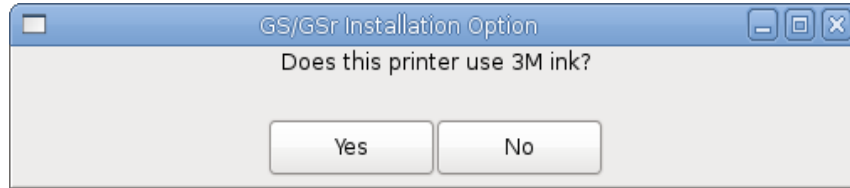a. Does this printer use 3M ink? Respond depending on ink type used.

Figure 82: 3M Ink Dialog Box

Note: The dialog box shown in step a. and **Figure 80** will only appear on printers with LED lamp style.

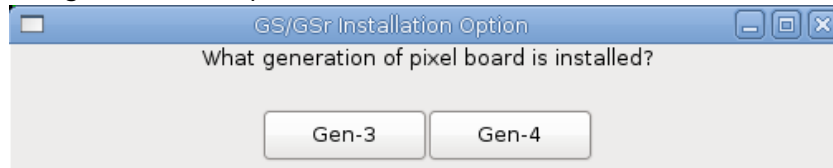b. What generation of pixel board is installed? **Select Gen 3**

Figure 83: Pixel Board Generation Dialog Box

Note: Revisions 2.0.4 and greater do not display Pixel Board Generation Dialog Box.

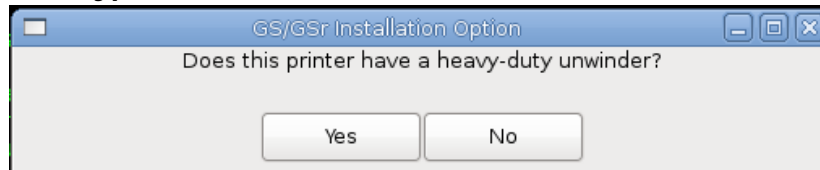c. Does this printer have a heavy duty unwinder? **Answer YES or NO, depending on the type of unwinder installed.**

Figure 84: Heavy Duty Unwinder Dialog Box

5. Upgrade process will ask user for confirmation to perform update, then begin upgrading Print-Side system software. During this process, user is prompted to specify how database should be updated, as shown in **Figure 83**. In almost all cases, user should select **Upgrade Database**.
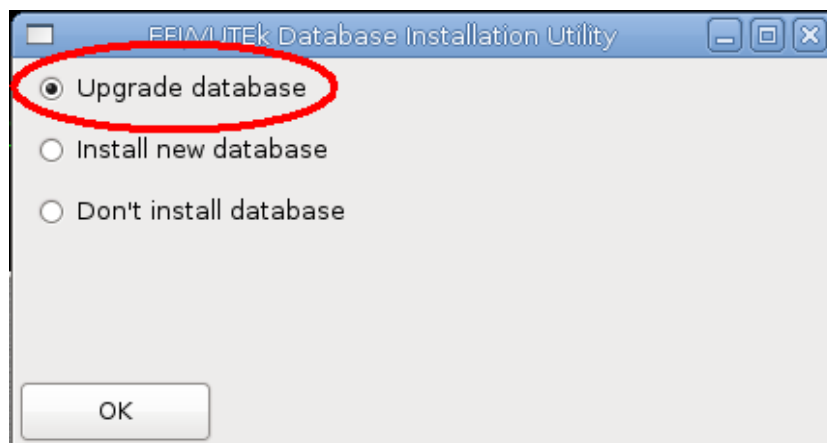
Figure 85: Upgrade database dialog box

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6. Next, update script will ask user whether or not to update software on Control-side system. Always select **OK** to ensure both Print and Control side systems are running same version of software.
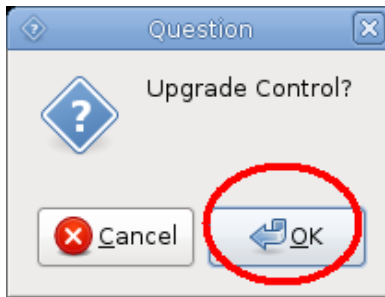

Figure 86: Upgrade control confirmation

7. As in step #5, user will be prompted for how to proceed with Control system configuration and database. Again, user should select **Upgrade Database** as well as responding with **OK** when asked whether or not to restore database.

8. At this point, upgrade is complete. VUTEk software needs to be restarted in order for newly updated software to run. Updater script will offer to restart software (on both Control and Print systems). *However, this feature is not currently functioning*. Therefore, when prompted with the dialog box shown below, the user should select **Cancel** as shown in **Figure 87**.
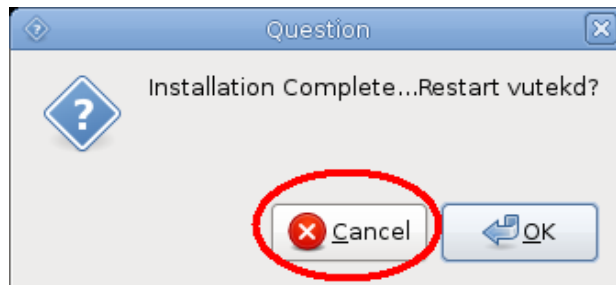

Figure 87: Installation complete dialog

9. To restart VUTEk software manually, double-click on **Print Vutekd** and **Control Vutekd** icons (shown in **Figure 88**) on desktop. Clicking on each icon will bring up dialog box identical to one shown in step 8. However, in this case, user should select **OK**. VUTEk software on both Print and Control-side systems should restart within a minute or two.

Figure 88: VUTEkd icons

10. To verify new version of software is running, select *Service→Versions* from VUI. Currently running software version is displayed in **Software** section on left-side of dialog box as shown in **Figure 89**.
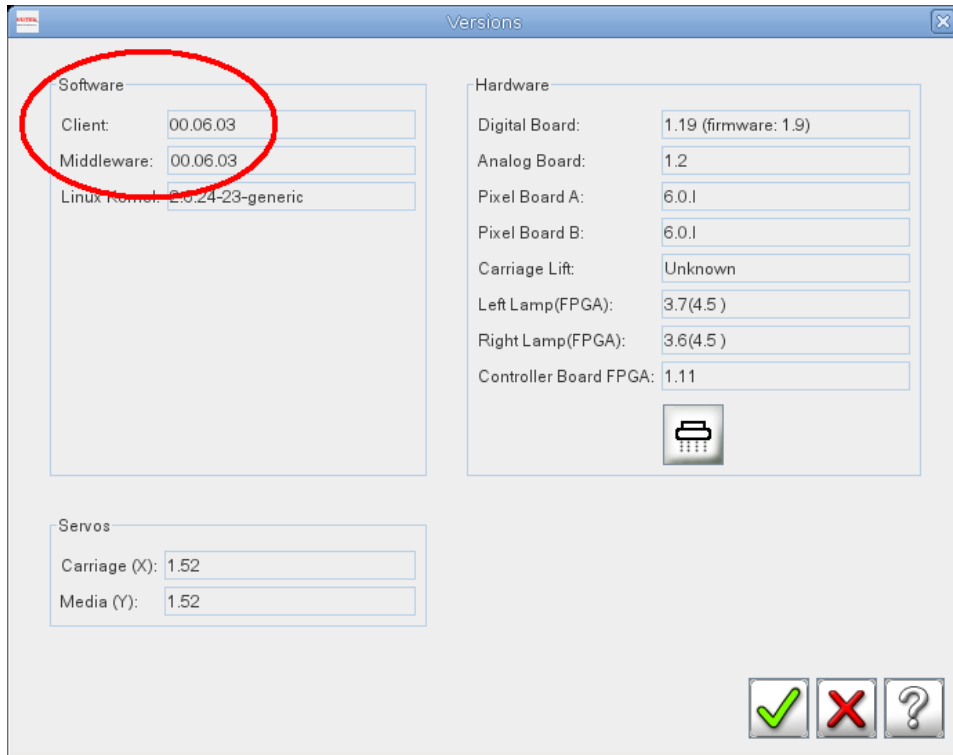
Figure 89: Version window

11. When new software is running, be sure to remove installation disc from DVD drive.

> **Important:** When VUI comes up, if error message "Serial Server Not Configured" is displayed in status field, use STOP ⬣ button to right of status field clear error message. System will then program serial server and fan speed controller boards.

12. Perform the Upgrading Software, New Motherboard Configuration – Print and Control Side to update the video drivers.

Upgrading Software, New Motherboard Configuration – Print and Control Side

Follow these instructions if one or both motherboards have been replaced and are a newer revision than the existing motherboards.

1. Insert **Motherboard Update CD** and double click on **UpdateVideoConfig.sh**.

   Note: This Motherboard Update portion only needs to be completed when a new motherboard is installed into printer.

2. Click on **Run in Terminal**. This will update the Video Configuration file used by the GUI and will provide the correct screen resolutions.
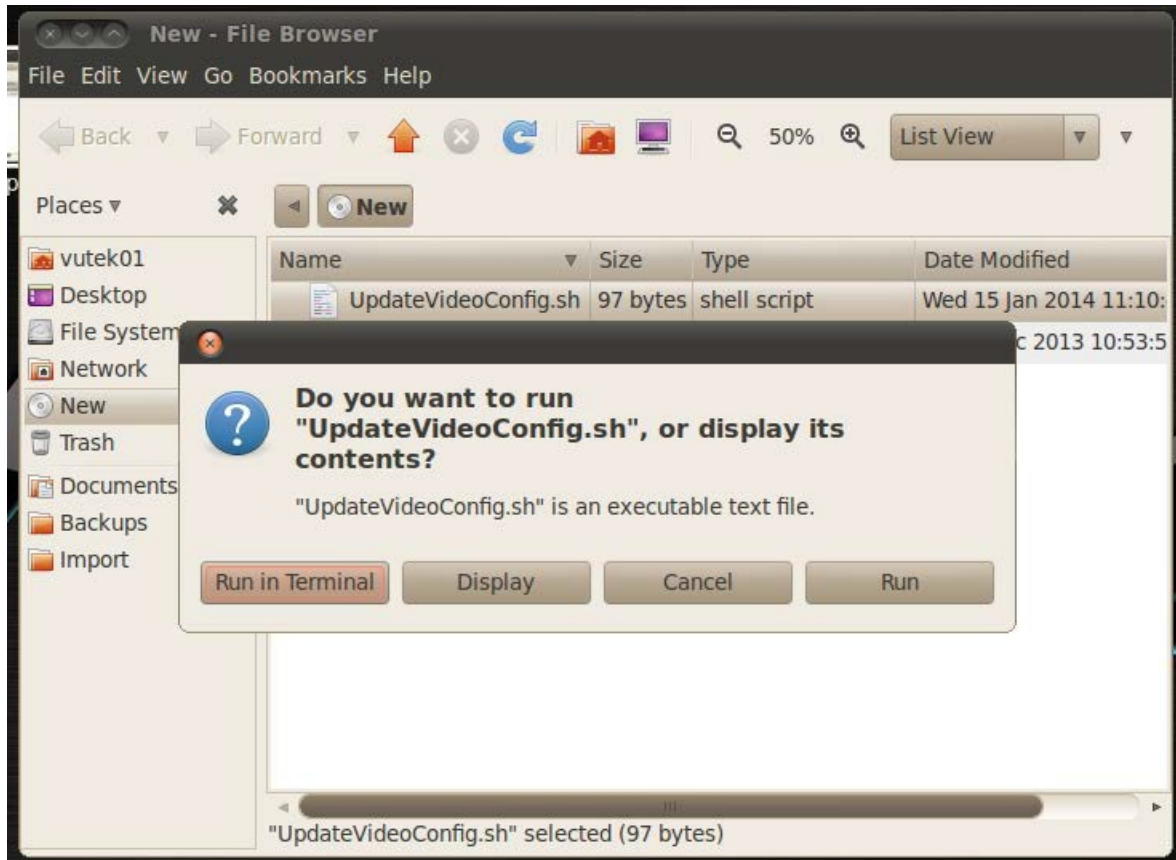
Figure 90: Run in Terminal selection

3. Eject CD and click **OK** to reboot the system.
4. When printer restarts, VUTEk software automatically starts.
5. For dual motherboard configurations, this procedure must be performed on both Print and Control sides.

   Note: The file **UpdateVideoConfig.sh** is also available from the FTP site.

Upgrading Ethernet Drivers, New Motherboard Configuration – Print and Control Side

Follow these instructions if one or both motherboards have been replaced and are a newer revision than the existing motherboards.

1. Insert **Motherboard Update CD** and double click on **Installethernetdrivers.sh**.

   Note: This update portion only needs to be completed when a new motherboard is installed into printer.

2. Click on **Run in Terminal**. This will update the Ethernet Configuration file used by the system and will provide the correct Ethernet connections.
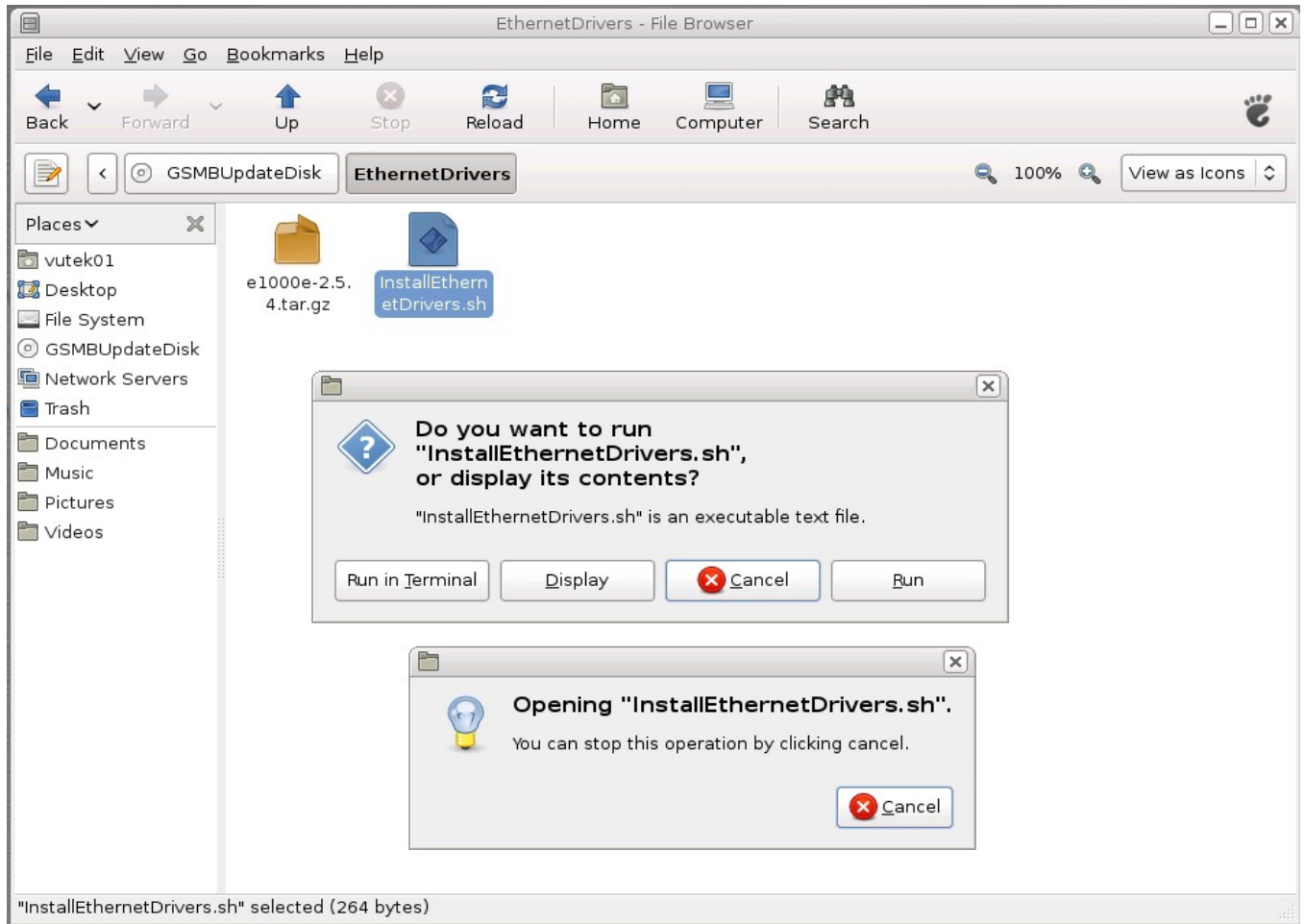
Figure 91: Run in Terminal selection

3. Eject CD and click **OK** to reboot the system.
4. When printer restarts, VUTEk software automatically starts.
5. For dual motherboard configurations, this procedure must be performed on both Print and Control sides.

     Note: The file **Installethernetdrivers.sh** is also available from the FTP site.