

How to downgrade h series software back to v1.5.1

Please make sure they have the physical disc for v1.5.1 on site. We will first login to create database backups, then we need the disc to reload the OS. After the machine boots up for the first time, we will need to remote back into the printer to restore the database, re-license ink security and active and EACs.

Example: H3 #313043\DPS

Research EAC in Salesforce

- Search for the asset serial number and then search for the SAP Sales Order #

313043 Search [Switch to Lightning](#)

Search for **313043*** (starts with)

Service Appointments **Assets** IJS Escalations Dashboards +

Asset [Customize](#)
PRT_VUTEK H3, X4 (02if200000aypg9)

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Asset Detail

Asset Name	PRT_VUTEK H3, X4 (02if200000aypg9)	Status	Installed
Product	PRT_VUTEK H3	Serial Number	313043
Material_Part_Number	45172464	Version Number	
Account	DPS Advertising UAB	SAP Sales Order #	1641702
Account Address	Metalo Str. 6A Vinius, , 02190 Lithuania	Purchase Date	
Contact		Shipping #	81154860
Sold To	Rigas Sesoma SIA	Ship Date	3/27/2019
Ship To	PM-TM SIA	Activation Code	
Dealer	Rigas Sesoma SIA	Installation HostId / Dongle ID	
Parent Asset			

1641702 Search

Search for **1641702*** (starts with)

Service Appointments **Assets** IJS Escalations Dashboards +

1641702 [Search Again](#) [Options...](#)

Assets (5) [Show Filters](#)

Asset Name	Serial Number	Install/Activation Date	Account Name
PRT_VUTEK H3, X4 (02if200000aypg9)	313043	9/9/2019	DPS Advertising UAB
Fix1641702-01 (02if200000chflh)	250/29	5/10/2006	Bismillah Textiles Ltd.
SERVER_NX_PRIM_GEN_II_XF_PROSERVER_7.X.W/ (02if200000aypgE)	A00054300		DPS Advertising UAB
LICENSE_SW_FAST_4_H3 & H5 PRINTERS (02if200000cGFEO)	00003-58741	9/13/2019	DPS Advertising UAB
REFERENCE ONLY_S/N_XF_SW LICENSE (02if200000aypgA)	00003-20402	9/9/2019	DPS Advertising UAB

- Under the SAP sales order we should find either X4 or H5 licensees if the customer is entitled to these features.
- These will need to re-entered each activation code after restoring the system to v1.5.1

Asset
LICENSE, SW, FAST 4, H3 & H5 PRINTERS (02if200000cGFEO) [Customize Page](#) | [Printable View](#) |

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Asset Detail

Asset Name	LICENSE, SW, FAST 4, H3 & H5 PRINTERS (02if200000cGFEO)	Status	Installed
Product	LICENSE, SW, FAST 4, H3 & H5 PRINTERS	Serial Number	00003-58741
Material_Part_Number	3000010016	Version Number	1.0
Account	DPS Advertising UAB	SAP Sales Order #	1641702
Account Address	Metalo Str. 6A Vilnius, 02190 Lithuania	Purchase Date	
Contact		Shipping #	81200399
Sold To	Rigas Sesoma SIA	Ship Date	9/4/2019
Ship To	DPS Advertising UAB	Activation Code	00003-58741-WKKPP-TRPFK
Dealer	Rigas Sesoma SIA	Installation HostId / Dongle ID	
Parent Asset			

Asset
REFERENCE ONLY,S/N, XF SW LICENSE (02if200000aypgA) [Customize Page](#) | [Printable View](#)

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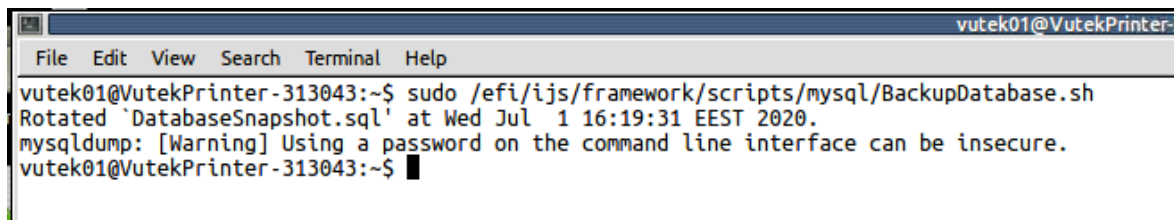
Asset Detail

Asset Name	REFERENCE ONLY,S/N, XF SW LICENSE (02if200000aypgA)	Status	Installed
Product	KIT SW LAC, FXF V7.0 PROSERVER, PREMIUM	Serial Number	00003-20402
Material_Part_Number	45182507	Version Number	7.0
Account	DPS Advertising UAB	SAP Sales Order #	1641702
Account Address	Metalo Str. 6A Vilnius, 02190 Lithuania	Purchase Date	
Contact		Shipping #	81154860
Sold To	Rigas Sesoma SIA	Ship Date	3/27/2019
Ship To	PM-TM SIA	Activation Code	00003-20402-ZJSWQ-SLDKP
Dealer	Rigas Sesoma SIA	Installation HostId / Dongle ID	
Parent Asset			

Create Database Backup

- Before reloading the OS, shutdown the vutek software and run the database backup script.
- Enter the following command in a Terminal window to generate a new database backup.

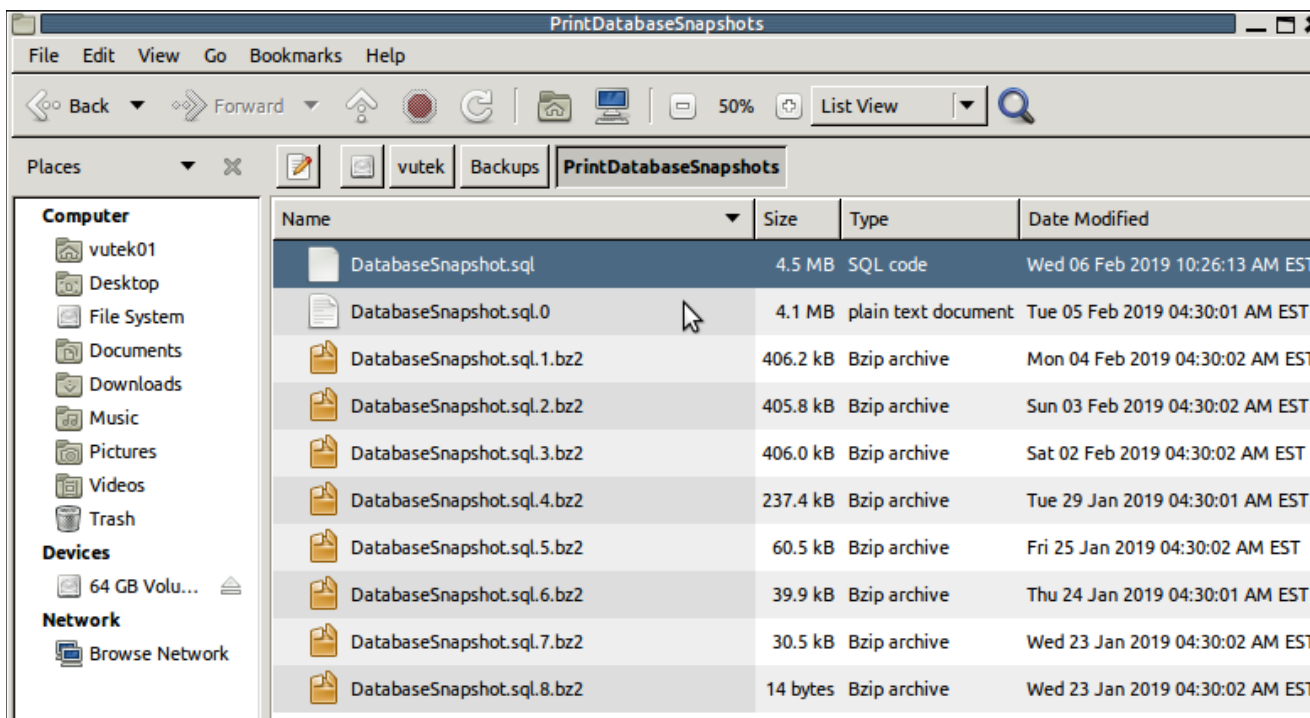
```
sudo /efi/ijs/framework/scripts/mysql/BackupDatabase.sh
```



```
vutek01@VutekPrinter-313043:~$ sudo /efi/ijs/framework/scripts/mysql/BackupDatabase.sh
Rotated 'DatabaseSnapshot.sql' at Wed Jul 1 16:19:31 EEST 2020.
mysqldump: [Warning] Using a password on the command line interface can be insecure.
vutek01@VutekPrinter-313043:~$
```

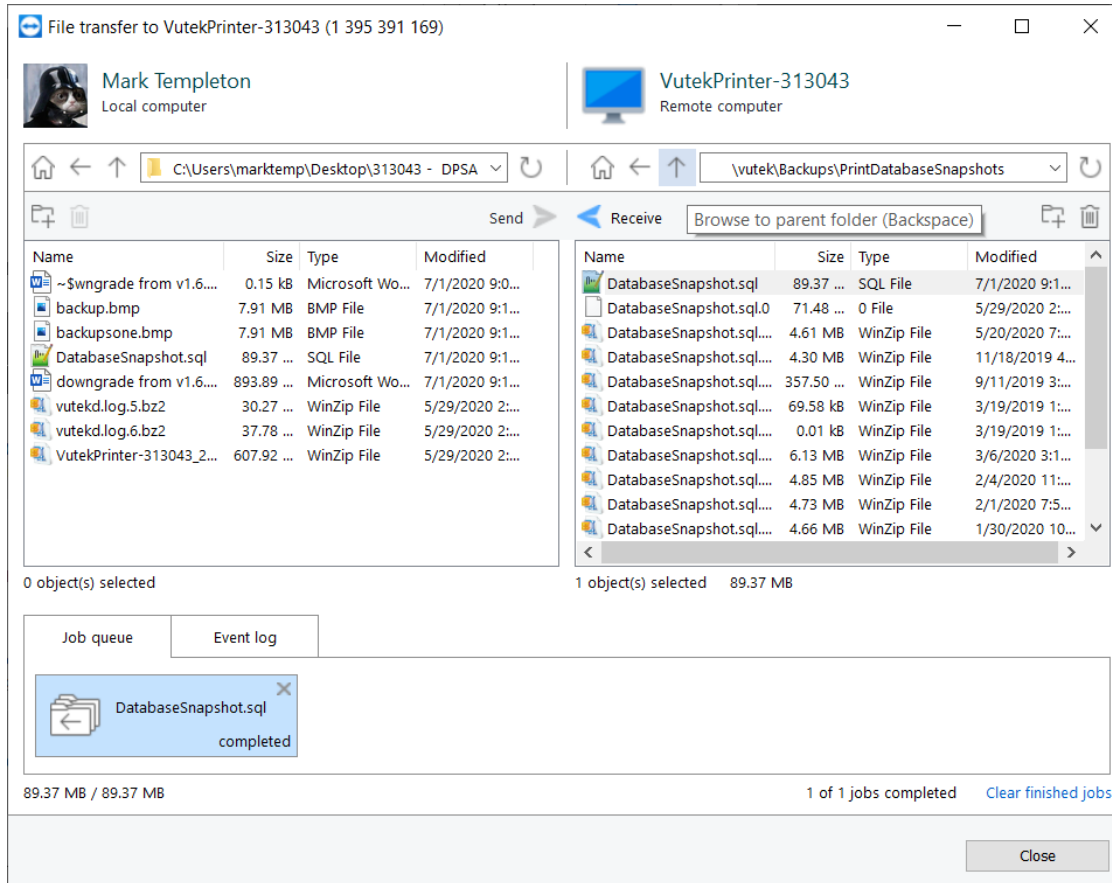
- The backups are located on the RAID at

`/vutek/Backups/PrintDatabaseSnapshots`



- Download the Data Base Snap shot file to your local machine.

Note: The file resides on the printer's RAID and should survive the OS reload. You are saving a copy just in case something goes horribly wrong.



- Customer network configuration is saved in the `/etc/network/interfaces` file.
- Copy / Save this file.

Note: Either we restore this file after reloading the OS or we manually re-enter the customer's network settings back into the VUI.

- You can also just view this file by entering this command.

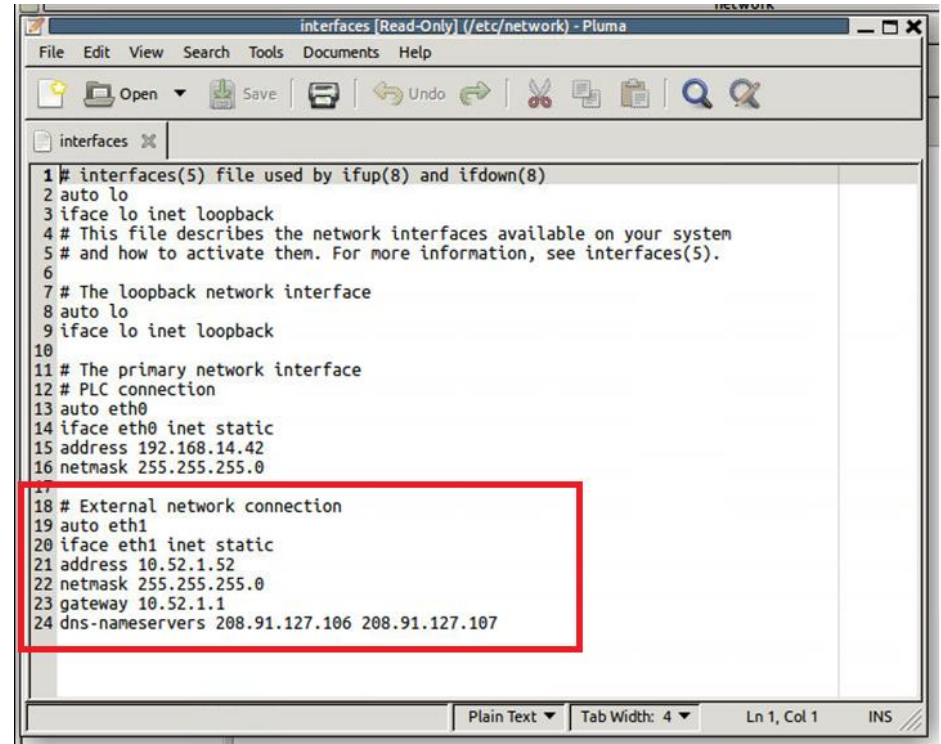
```
more /etc/network/interfaces
```

```
vutek01@VutekPrinter:~$ more /etc/network/interfaces
# interfaces(5) file used by ifup(8) and ifdown(8)
auto lo
iface lo inet loopback
# This file describes the network interfaces available on your system
# and how to activate them. For more information, see interfaces(5).

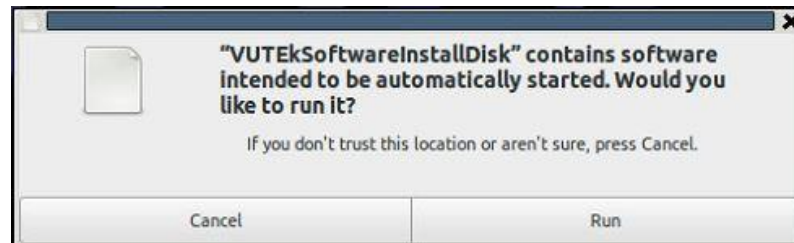
# The loopback network interface
auto lo
iface lo inet loopback

# The primary network interface
auto eth0
iface eth0 inet static
address 192.168.14.42
netmask 255.255.255.0

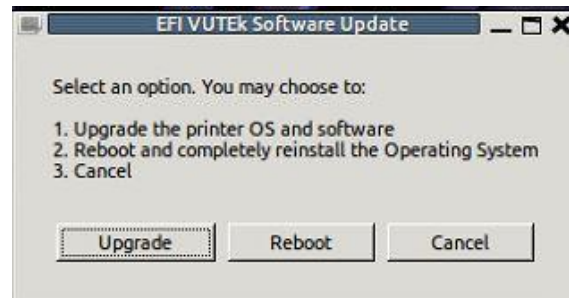
auto eth1
iface eth1 inet dhcp
vutek01@VutekPrinter:~$ █
```



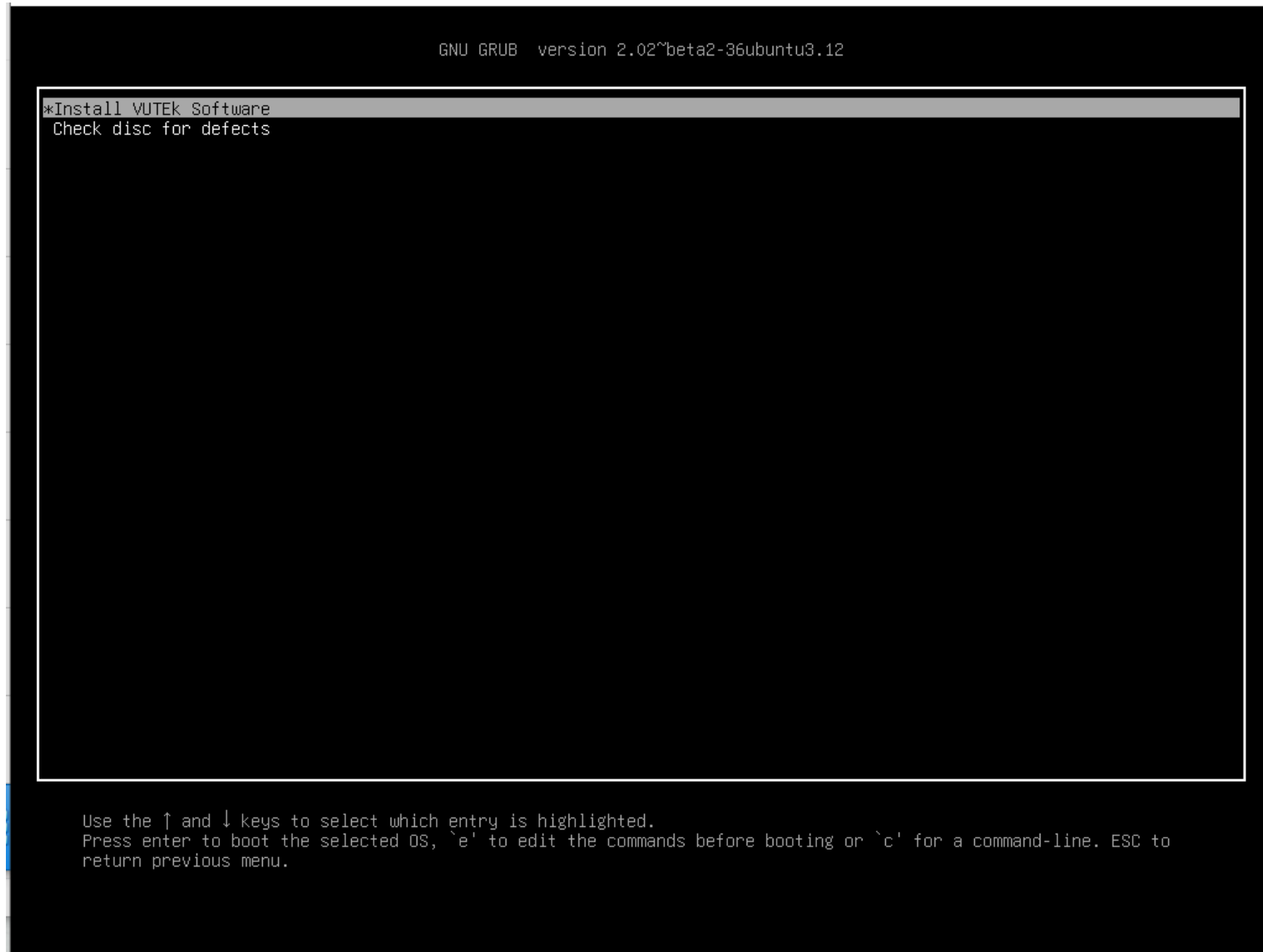
- Put the v1.5.1 disc in the machine.
- Press OK to the SoftwareInstall Disk prompts
- Press "Run"



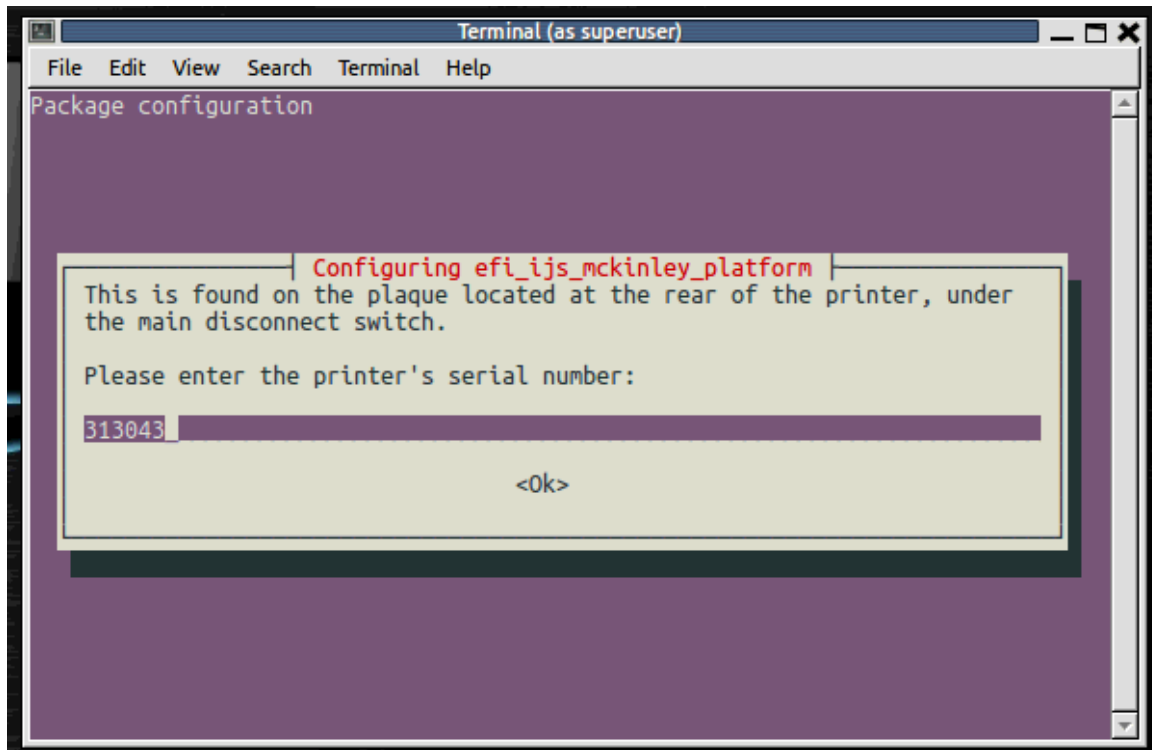
- Press "Reboot"



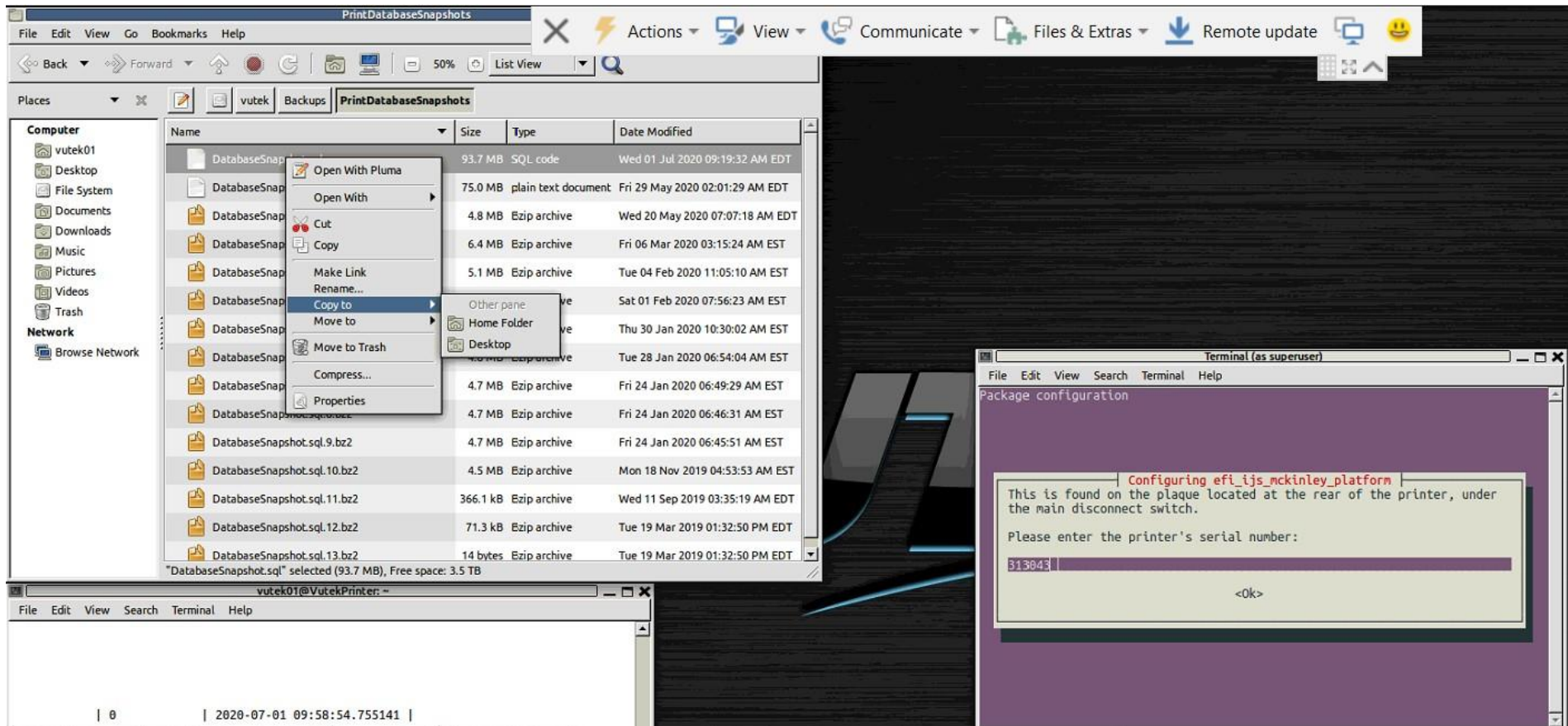
- The system will reboot off the disc, select the Install Vutek Software option.
- The OS load will take about 30-45 minutes.



- Once the OS load finish, the Vutek desktop should be visible. The software installer window will prompt you for the printer serial number. Stop here and read the next step.
- **Do not press enter on this screen.** Leave this window open, we will return to this after we restore the database.



- Open a file explorer window and navigate to the /vutek/Backups/PrintDatabaseSnapshots
- Identify the most recent backup, look read the data modified and select the backup created in the begin of this document.
- Right mouse click on the file and select copy to Home Folder.

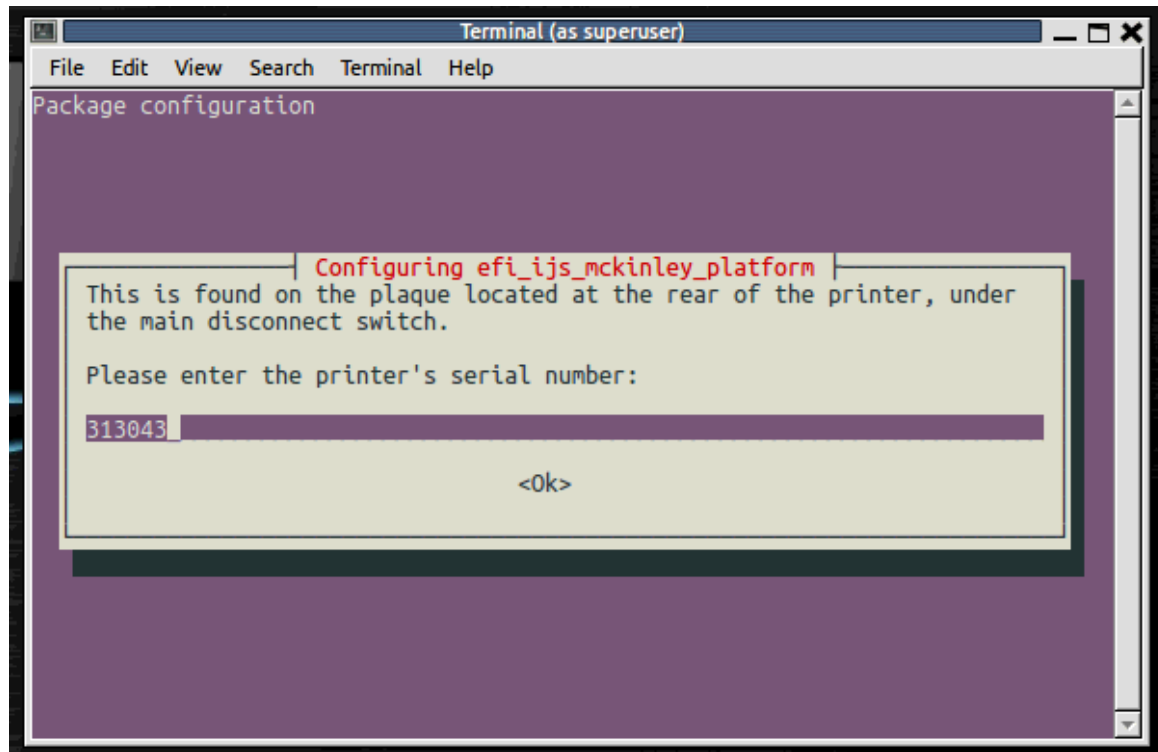


- Once the backup file has been copied to the home folder. Open a terminal window and enter this command.

```
mysql -uroot -pbaltimore printdb < DatabaseSnapshot.sql
```

```
vutek01@VutekPrinter:~$ mysql -uroot -pbaltimore printdb < DatabaseSnapshot.sql
```

- Return to the software installer dialog.
- Enter the printer serial number and press enter.
- The software installer should finish and the system will reboot automatically.



- After the printer restarts and the desktop is displayed, Shut down the vutek software.
- We will now re-license the ink system using the challenge and accept scripts.
- In the terminal window, type this command.

```
sudo chmod +x /efi/ijs/framework/script/generate-ink-challenge.sh
```

```
vutek01@VutekPrinter:~$ sudo chmod +x /efi/ijs/framework/scripts/generate-ink-challenge.sh
```

- In the terminal window, type this command.

```
sudo /efi/ijs/framework/script/generate-ink-challenge.sh
```

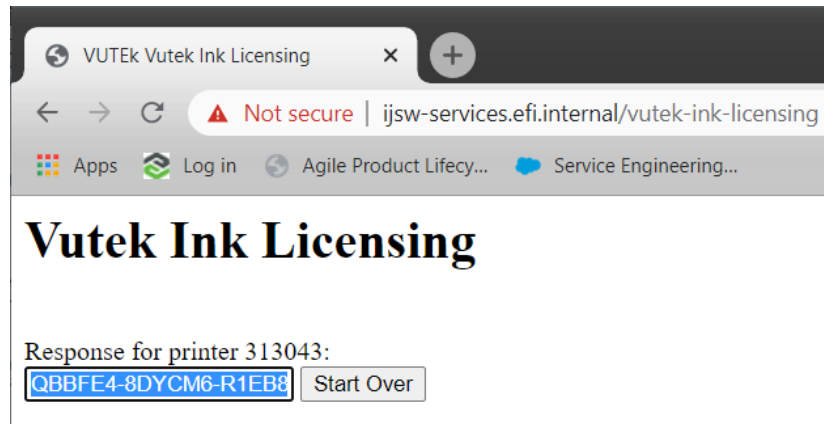
```
vutek01@VutekPrinter:~$ sudo /efi/ijs/framework/scripts/generate-ink-challenge.sh  
1A3KNM-N617WH-RMAZSE-5DK1CA-F18PAF-411QDH-0URKWD-KP0000
```

- Copy to clipboard the long code that the script generates.

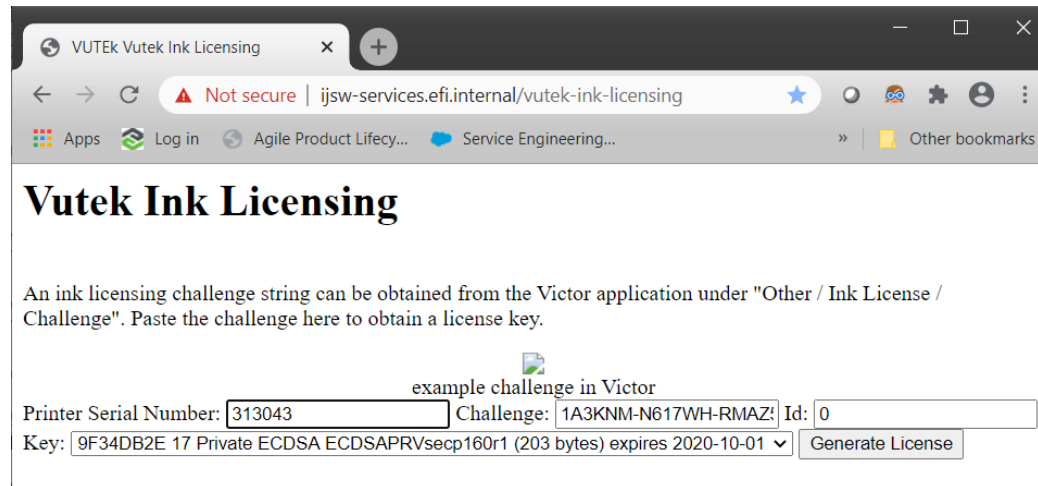
- Using the internal EFI licensing site, enter the printer serial number and challenge code.

Note: This site requires VPN access to the EFI network.

`ijsw-services.efi.internal/vutek-ink-licensing`



- Copy the response code to the clip board.



- In a printer terminal window, enter this command.

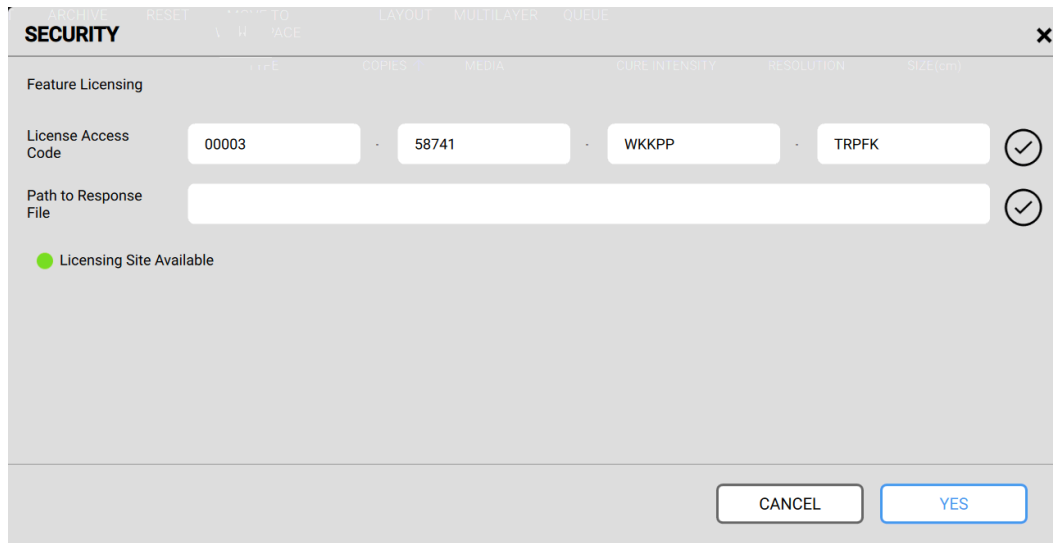
```
/efi/ijs/framework/script/accept-ink-response.sh
```

```
vutek01@VutekPrinter:~$ /efi/ijs/framework/scripts/accept-ink-response.sh
```

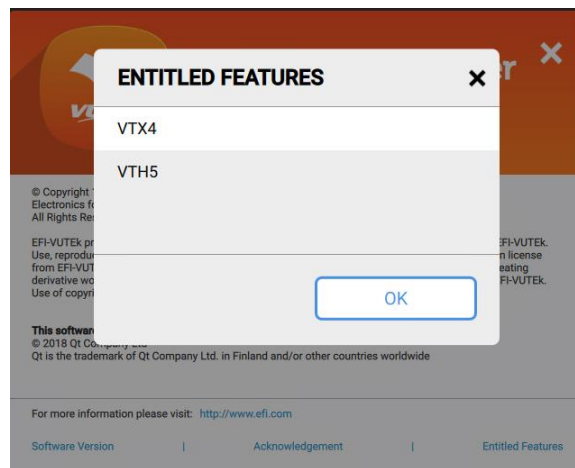
- Paste the response code from the licensing site and press enter. You should see a response that the license was accepted successfully.

```
vutek01@VutekPrinter:~$ /efi/ijs/framework/scripts/accept-ink-response.sh
Killing VUTEk printer control software launcher
Shutting down the electronics...
Shutting down the printer actor tests...
Shutting down the applications...
/efi/ijs/framework/scripts/accept-ink-response.sh: line 7: 3033 Killed          sudo /etc/init.d/vutekd kill
Please enter the ink license response: QBBFE4-8DYCM6-R1EB8Y-T53U01-C0FNPK-4DRDFW-G4N88V-X59GC2-JKRCY8-5R1Y92-AZ0719-X1NX7M-PJVB0X-WNHF89-100000
```

- Start the Vutek Software and let the printer initialize.
- You may get error messages about the missing h5 or X4 licenses.
- From the security menu, enter any EAC for X4 or h5



- Check the help menu, entitled features to verify these EAC are now active.



- Verify the customer's network settings are correct. If they were using static IP, we can manually re-enter these values in the VUI network dialog.
- Also you could use the `sudo caja` to open a root file explorer window. Then replace the existing interfaces file with the previously saved file. You will need to restart the printer computer to make these network changes take effect.
- At this point the printer software should be entering a ready state and all their previous images available in the VUI. Run the printer and verify the printer will print. Let'r Rip!