



Printer Software Suite Upgrade Procedures

Customers who received NJ1000i software suite version 0.3.2x or version 1.0.0 with the printer and wish to perform a software update to version 1.0.4 should follow these procedures. The new software contains many new beneficial features.

There are two ways to update the software version, either through the Client Control Panel auto updates feature or download the latest software version update from the ENCAD web site. Both methods require web access.

NOTE:

Procedure A should only be used for those customers currently running NJ1000i software version **1.0.0 (or higher)** and high-speed access if available (some of the updates consist of extremely large files, i.e. Client Control Panel update is 59 MB). **Procedure B** is suggested for all customers, but only for those customers currently running version **0.3.2x** or if the server/client workstations are not directly connected to the web or if high-speed access is not readily available (20 MB download file size).

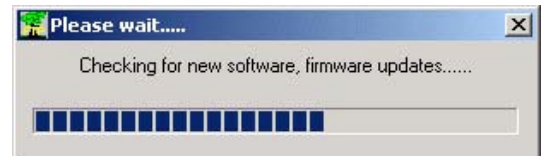
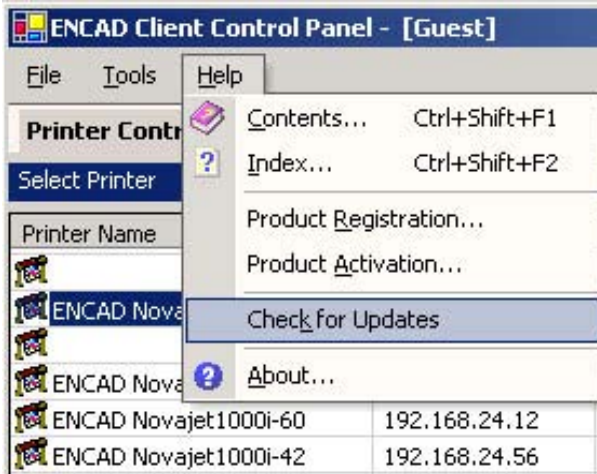
To verify the software version currently loaded, at either Server Control Panel or Client Control Panel, select '[Help](#)' – '[About](#)'. The version number will be displayed. Refer to the appropriate procedure for update instructions.



Procedure A. Updating from Client Control Panel

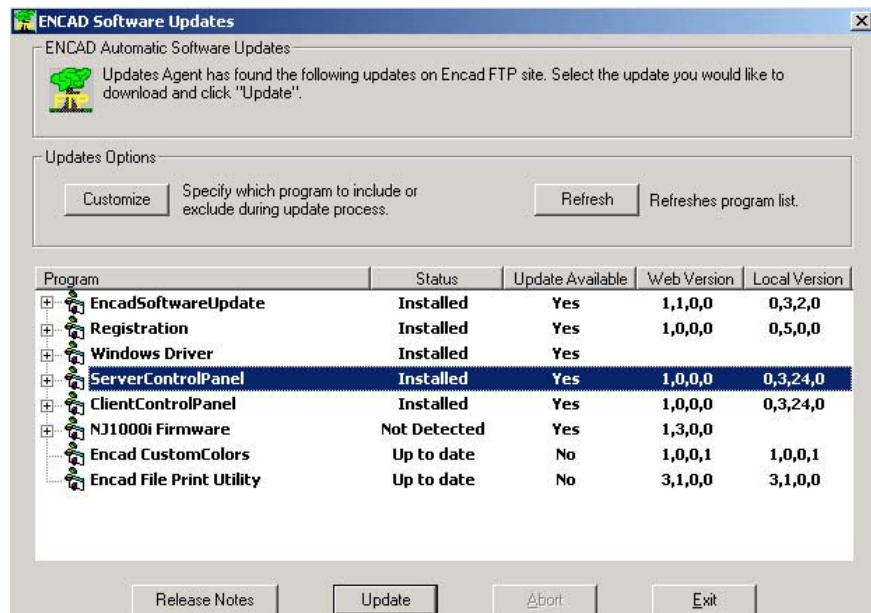
NOTE: Only perform this procedure if current software version is 1.0.0 and the server/client workstation has high-speed web access direct.

Step 1: Launch Client Control Panel (server must be running). At the 'Help' drop down menu select 'Check for Updates'. Activating this feature may take up to 30 seconds or more for the system to properly identify which components are missing from the currently loaded suite.

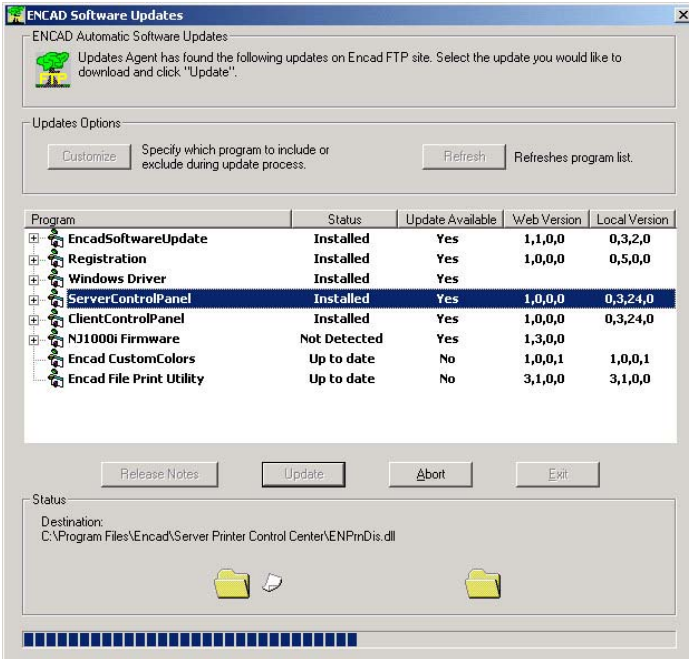


Step 2: Launch Server Control Panel and Client Control Panel. At the Client Control Panel 'Help' drop down menu select 'Check for Updates'. At the Encad Software Updates dialog page select the updates desired and press 'Update'. At a minimum the 'ServerControlPanel' and 'ClientControlPanel' files should be upgraded to enable proper communication between the printer and software, however it is suggested to update all files not marked 'Up to date' under the status column.

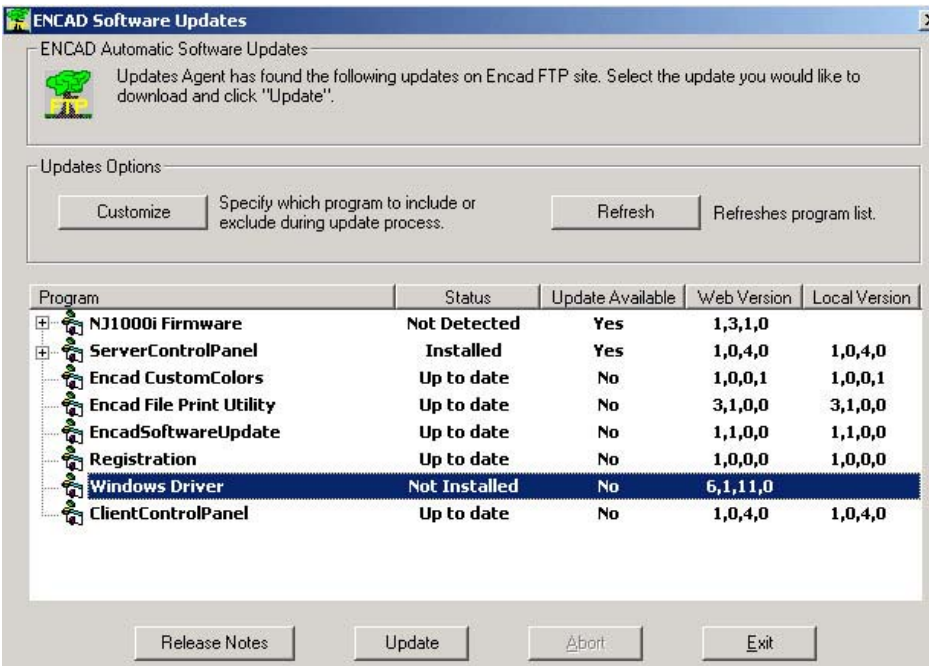
NOTE: EncadSoftwareUpdate version 1.0.0 or higher is required to communicate with the new FTP site.



Step 3: After selecting 'Update' the files will be downloaded; an 'Update complete' prompt should be displayed following the success of file download. Each update can take from 5 seconds to several minutes in duration depending on high-speed download connectivity.



Step 4: When updates are complete (indicated by 'Up to date' in the Status column) proceed to close Client Control Panel and Server Control Panel. Restart both Server and Client to verify communication with printer has been established. If communication cannot be established please refer to Procedure B.

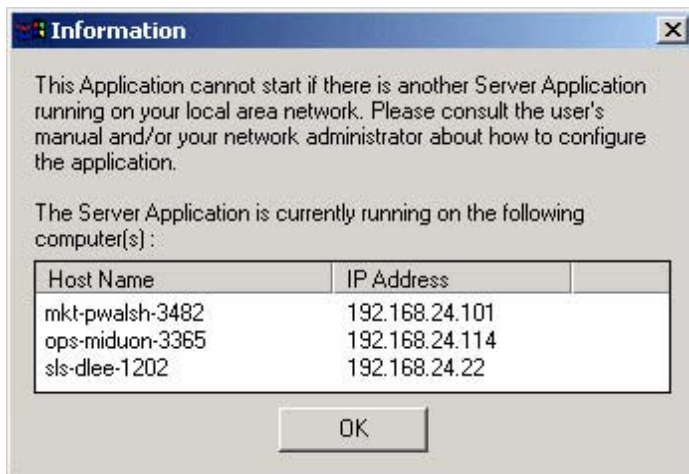


NOTE: If firmware is 'Not Detected' as shown this normally indicates the printer is not connected to the network or is not powered on.

Step 5: To verify software version currently loaded, at either Server Control Panel or Client Control Panel, select 'Help' – 'About'.



NOTE: If Server Control Panel is unable to start then another server is running on the network (within same subnet). The other server (s) will need to be disabled in order to enable the NJ1000i software suite.



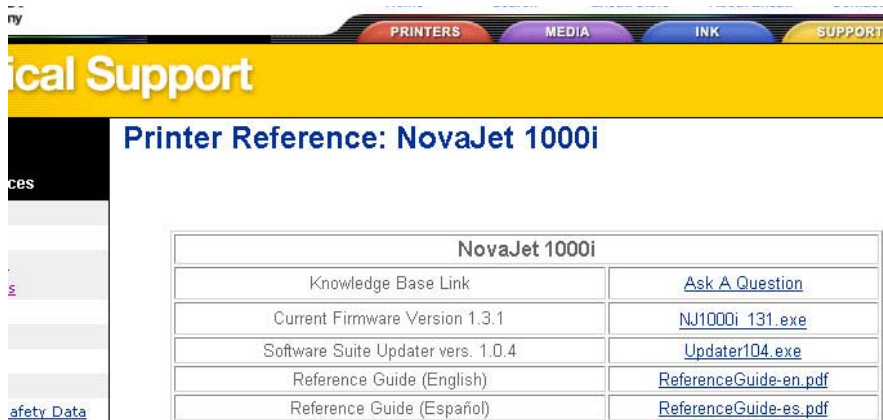
B. Downloading NJ1000i Software from Encad web site

NOTE: This procedure is suggested for use by all customers (especially those customers currently running NJ1000i software version 0.3.2x.)

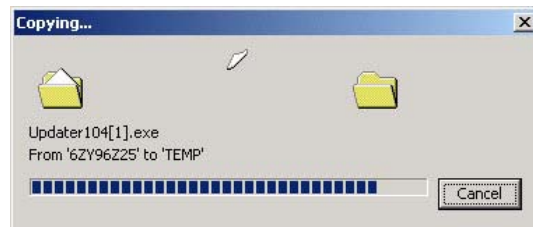
This procedure is suggested if the server/client workstations are not directly connected to the web or if high-speed access is not readily available. The Updater104.exe file is approximately 20 MB in size.

Step 1: Navigate to the following URL link (technical support at Encad):

<http://www.encad.com/Support/Printer%20Reference/1000i.asp>



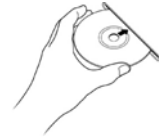
Step 2: Following file download it is suggested to save the Updater104.exe file to a shared network drive, USB mass storage device or CD-ROM. At each workstation, whether it is a Server/Client workstation or just a Client workstation, double-click on the .exe file to perform the applicable updates (automatically updates only those components that were originally installed).



Step 3. The Microsoft SQL server will be reconfigured during the update, this is normal. Select Ok to complete the update.



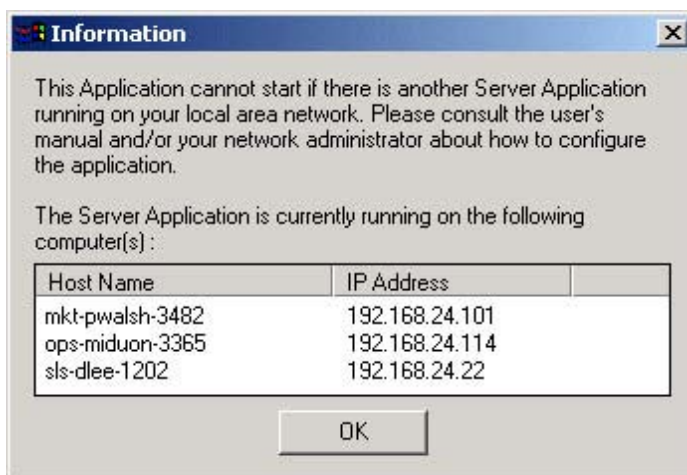
NOTE: the Updater104.exe file is only for updating currently installed software. If a new installation of either server or client software is desired on another workstation please locate the NJ1000i system CD, which originally shipped with the printer, and perform the installation using this CD. An update to the installed files may then follow the installation using Updater104.exe file.



Step 4: To verify software version currently loaded, at either Server Control Panel or Client Control Panel, select 'Help' – 'About'.



NOTE: If Server Control Panel is unable to start then another server is running on the network (within same subnet). The other server (s) will need to be disabled in order to enable the NJ1000i software suite.



Contact technical support if a problem is encountered with any of the above procedures.