



# Everest 600 Invalid Ribbon Error Instructions

For Everest 600 printers running firmware versions below 2.40.


Follow these instructions if you receive an **Invalid Ribbon** error when attempting to install a new Everest 600 print ribbon.

**Note:** Unless otherwise indicated, all Windows navigation statements in this document are Windows XP paths. Other Windows operating system paths may differ slightly.

1. Locate the latest firmware version at [www.rimage.com/support](http://www.rimage.com/support). The version will be 2.45 or above. From the **Support** menu select: **Printer Series > Everest 600 > Software, Firmware & Service Packs** tab.

**Note:** All of the latest firmware versions are listed under the **Firmware** heading.

Everest 600 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.

**For Help**

- » Visit the KnowledgeBase
- » Call Technical Support 1-800-553-8312 option 2
- » Contact Rimage

Important Everest 600 Update Information  
Watch Everest 600 Video Tutorials

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 the download page, you can also 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 in production mode.
- » If your Rimage system is part of an integrated solution, contact your solution provider to ensure your software version is compatible with the other software or hardware components of the system.



Firmware	Version	Date
<b>Printers</b>		
Everest 600 Printer	v. 0505A_2.45	January 14, 2010
<b>Service Packs</b>		
CD Designer Software Suite 8.0 - 8.2	SP 1	March 1, 2010
<b>Software</b>		
CD Designer Software Suite	v. 8.30	March 1, 2010
<b>Drivers and Utilities</b>		
Everest 600 Mac Printer Driver	v. 1.0	March 1, 2010

2. Download the **latest firmware** version.
  - a. Create a **new folder** on the C:\ drive labeled *Updated Firmware*.
  - b. From the **Software, Firmware & Service Packs** tab, select the **link** to the latest firmware version. The *Firmware Download* page displays.

Home » Support » Everest 600 firmware 2.45

## Everest 600 v. 0505A\_2.45 Firmware


File Size: 249 KB  
Version: 0505A\_2.45  
Publish Date: 01/14/2010

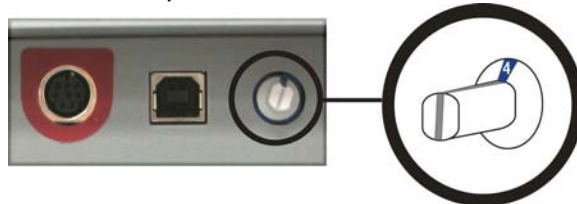
 Release Notes  
 Installation Instructions

[Download Now](#)

Description

This firmware can be loaded on autoloaders or AutoPrinters using an Everest 600 printer or a stand-alone Everest 600 printer.

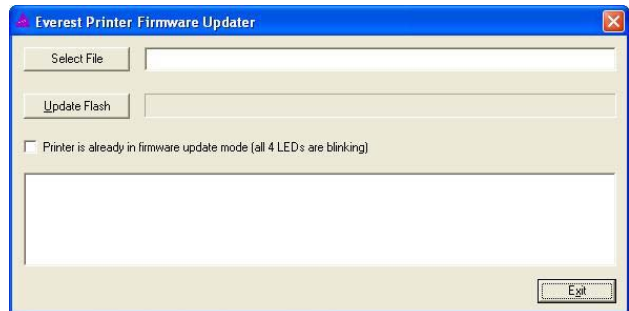
- c. Select the **Download Now** button.
  - d. Accept the **End User License Agreement**. The *File Download* dialog box displays.
  - e. Save the **.zip file** to the *C:\Updated Firmware* folder that you created in step 2a.
  - f. Extract the **file** contained in the .zip file to the same folder.
3. Prepare the **Everest 600 printer** for the firmware update.
- a. Close any **open applications**.
  - b. Disconnect the **power cord** from the back of the Everest printer. The Everest printer powers off.
  - c. Change the **mode switch** on the back of the printer to position 4 (firmware update mode).
-  **Tip:** A flat head screwdriver may be used to turn the mode switch.



- d. Reconnect the **power cord** to the back of the Everest printer. The Everest printer powers on.

4. Update the **Everest 600 printer** with the latest firmware version.

- a. Close any **open applications**.
- b. In Windows Explorer, select: **C: > Program Files > Rimage > Utilities > *Ev3+Updater.exe***. The *Everest Printer Firmware Updater* dialog box displays.



**Note:** If this utility is not available on your PC, download it from [www.rimage.com/support/ev600updater](http://www.rimage.com/support/ev600updater).

- c. Select the **Printer is already in firmware update mode** checkbox.
- d. Select the **Select File** button. The *Select Flash File* dialog box displays.
- e. Browse to the **firmware file** in the *C:\Updated Firmware* folder.

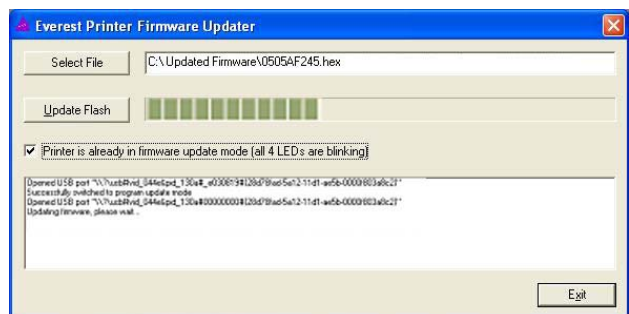


**Note:** The file will have a **.hex** extension.

- f. Select **Open**. The firmware file displays in the *Select File* field on the *Everest Printer Firmware Updater* dialog box.
- g. Select **Update Flash**. The firmware update process begins.

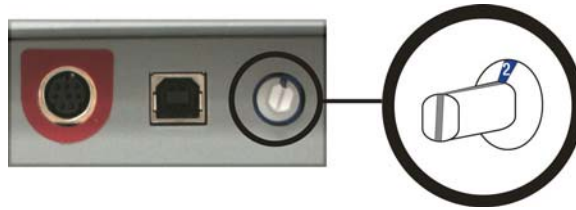
**Notes:**

- During the update process, a status bar displays in the **Update Flash** field and the printer's indicator lights blink. The update process may take a few minutes.
- When the update process is complete, an *Ev3Updater* message that the firmware update succeeded displays.



- h. Select **OK** to close the message box.
- i. Select **Exit** on the *Everest Printer Firmware Updater* dialog box. The dialog box closes.

5. Return the **mode switch** to its original position.
  - a. Disconnect the **power cord** from the back of the Everest printer.
  - b. Turn the **mode switch** to position 2.



- c. Reconnect the **power cord** to the back of the Everest printer. The printer initializes.
6. Install **the latest service pack** for the Everest Printer, found at [www.rimage.com/everestupdate](http://www.rimage.com/everestupdate).

The printer is ready for use.