**Technical Bulletin - PrintSet 4.21 (build 4.21.00.0048)**

**Question**

**Question:** What's new in Print Set 4.21?

**Related products:**
- EasyCoder PF2i (203, 300 dpi)
- EasyCoder PF4i (203, 300 dpi)
- EasyCoder PM4i (203, 300 dpi)
- EasyCoder PX4i (203, 300 dpi)
- EasyCoder PX6i (203, 300 dpi)
- EasyCoder PD41 (203, 300 dpi)
- EasyCoder PD42 (203, 300 dpi)
- Printer PB50 (Bluetooth, WiFi)

The enclosed document contains information on problems, corrections of known issues, limitations and new implementations for new PrintSet 4.21 release.

<table>
<thead>
<tr>
<th>Action</th>
<th>Result</th>
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<tbody>
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<td>4.21.0.48</td>
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<tr>
<td>PrintSet build version</td>
<td>4.21.0.48</td>
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<tr>
<td>Supported printers</td>
<td>EasyCoder PD41, PD42, PF2i, PF4Ci, PF4i, PM4i, PX4i, PX6i and PB50</td>
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<td>Supported firmware</td>
<td>IPL 2.XX. Less than 2.60 firmware updates only</td>
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<tr>
<td></td>
<td>FP 8.XX. Less than 8.60 firmware updates only</td>
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<td></td>
<td>FP &amp; IPL 10.XX</td>
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<td></td>
<td>PB50 FP 11.1.1 and greater</td>
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<tr>
<td></td>
<td>PB50 IPL 11.2 and greater</td>
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<tr>
<td>Supported Operating Systems</td>
<td>Windows 2000/XP or Windows 2000</td>
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<td>Size</td>
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**Answer**

This is from release document for PrintSet 4.21 (build 4.21.00.0048).

It is highly recommended to uninstall previous versions of PrintSet before installing PrintSet 4.21.

It is also highly recommended when using serial connection that flow control to be activated. Xon/Xoff -> Enable is the preferred flow control configuration.

1. **New Implementation:**

The new functionality for printset 4.21 release is directed to improving the wireless user interface. This was done by removing the tab buttons in the main window wireless and allowing the user to complete the wireless dialogs in the same order as the wizard before changes can be applied or saved. Added "next" and "previous"
buttons in the Wireless Network tab to create a logical flow. Additional warnings message are added if the user tries to leave a required field blank or empty.

1.1 Support for IPL standard protocol, serial and LAN

This includes added support for IPL printer model (PD41/42, PM/PX/PF series, PB50) using standard protocol & XON/OFF + status (both for serial and ethernet port connection to printer).

2. Corrected Issues:

2.1 PrintSet auto diagnostics does not wait for response.

Previously, when lifting printhead while Services Menu/ auto-diagnostics is running, then closing printhead and pressing Feed button. Printset did not wait for response from printer but keeps sending request at predetermined interval. After printer has recovered from headlift condition, it sends all the buffered responses and results in incorrect displayed value.

- Corrected. Service menu has been removed from latest printset version.

2.2 Firmware download problem

- Corrected. Firmware upgrade works with no problem.

2.3 Firmware Update FP -> IPL loops

Previously, updating firmware from FP firmware to IPL firmware over serial (115k,8,N,1) results in infinite loop. Issue has been corrected.

2.4 AutoConnect slow and CPU intensive.

Corrected. It takes shorter time for printset to detect and connect printer serially with latest printset 4 version.

2.5 PrintSet 4 does not reflect the true TCP/IP parameters.

- Corrected. TCP/IP parameters are reflected correctly.

2.6 IPL: Network settings not shown correct when using DHCP.

- Corrected.

2.7 Input field for IP address not scaled correctly.

- Corrected. Previous issue on the last set of octets not showing has been corrected.

2.8 Serial connection dialog takes several minutes to show.

- Corrected.

2.9 Incorrect tab order in TTLS settings dialog

- Corrected.

2.10 Printset 4.0.2.340 shows wrong firmware for IPL beta version.

- Corrected.

2.11 Export file, program crashes.
- Corrected.

2.12 Error when applying media settings in PM4i
- Corrected.

2.13 Added images (without applying) remains in printset.
- Corrected.

2.14 Hardware options not working fine
- Corrected.

2.15 The WLAN security setting is not displayed
- Corrected. The protocol drop down box now display correct 'Pre-shared key (PSK)'

2.16 PrintSet 4 downloads "scalable" fonts as IPL bitmaps
- Previously, downloading TrueType font as user-defined "scalable" font to an IPL printer but in fact, downloaded as bitmap font. Issue has been corrected with latest printset version.

2.17 PM4i Printer hangs while establishing the connection
- Corrected. Printer does not hang while reading printer settings using serial connection.

2.18 After reboot the PD41 printer is not active in Printset.
- Corrected.

2.19 Apply button does not save settings
- Corrected.

2.20 Unable to upgrade firmware through serial communication.
- Corrected.

2.21 Unable to add format files.
- Corrected. Format file can now be added using printset.

2.22 Default value of IP selection is wrong in printset.
- Corrected. It is now showing correct default value of IP Selection as DHCP+BOOTP.

2.23 Printset does not support IPL Standard serial protocol
- Corrected. Previously, XON/XOFF protocol is the only protocol that IPL printers supports. PrintSet now supports both Standard and XON/XOFF + Status protocol for IPL printers.

2.24 Printer hangs when refreshed using serial com
- Corrected.

2.25 WEP_KEYedit box is not validated
- Corrected. Pop-up message will now displayed if user selects "Static WEP" option and click Apply button
without providing WEP keys.

2.26 Settings do not get APPLIED after Apply button is hit the first time

-Corrected. Previous problem is related to IPL printers only.

2.27 "Factory default" button not working in wireless network

-Corrected. After clicking factory default button, correct wireless option value 'None' is selected now.

2.28 Media Settings shows 100% and does not exit

-Corrected. Previously, using printset to change the media type to "Label with Gaps" and click on "Apply" button. The status window does not get closed. In fact, settings has been applied to printer, sometimes 'Connection lost' error message has been displayed with a "OK" button. Reason is due to communication error for IPL printers and has been improved in Printset 4.21 version.

2.29 WEP keys are not encryted for printer (FP)

-Corrected. Previously, using printset- Wireless network > Security subtab and select "Static WEP". Then go to Settings sub-tab and provide WEP keys. If you connect printer (running fingerprint firmware), observe that WEP key field is not encrypted. This has been corrected with latest printset 4.21 version.

2.30 Inner Authentication setting is shown blank

-Corrected. When changing to dynamic WEP or WPA 8021x, the default value of Inner Authentication displayed MSCHAPv2

2.31 DDNS name tab present in network option for PB50

-Corrected.

2.32 Country/Region settings mismatch in FP and IPL

-Corrected. Country/Region column (Wireless network: wireless tab) is now grayed out for IPL printers.

2.33 Enable message turns to disable in Alerts option

-Corrected. Under Alert option, it is now showing correct Enable combo box as unchecked.

2.34 SSID box becomes blank after selecting Factory default.

-Corrected. After factory default is performed, it now shows 'INTERMEC'

2.35 All Security options are enabled when ADHOC is selected.

-Corrected. Only "NONE" and "STATIC WEP" options are now enabled.

2.36 Unhandled Exception occurs when changing inner authentication

-Corrected. Observed with no error message.

2.37 Network wizard not working.

-Corrected.

2.38 Com(Active) is not shown connected to PB50

-Corrected. Com(Active) is now shown as connected.
2.39 Avalanche agent address and agent port are enabled when "Broadcast" is selected

- Corrected. Avalanche agent address and agent port are now disabled

2.40 Avalanche agent options are enabled

- Corrected. All Avalanche agent options are now disabled when enabler mode is "Disabled".

2.41 "Send Test Mail "option enabled for IPL disconnected printer

- Corrected. When adding disconnected IPL printer, send Test mail option is now disabled and cannot send any test mail.

2.42 Network option is not present for disconnected IPL printer.

- Corrected. When adding Easylan Wireless interface to printer from Hardware tab, network option is now present.

2.43 PB50 disconnected printer shows network option in main window

- Corrected.

2.44 Wireless Dynamic WEP, LEAP configuration does not work

- Corrected. This is relating to PB50 (FP) as earlier printset 4.20 version will not configure Dynamic WEP, LEAP on a PB50 FP 11.2.0. Issue has been fixed with latest printset version.

2.45 Printset 4.1.0.35 will distort an image when loaded.

- Corrected.

2.46 RFID settings for IPL 2.72 and less do not work.

- Corrected. Printset 4.21 version has changed RFID ON setting to use ENABLE/DISABLE for PM4i (RFID) using IPL2.70 to IPL2.72 firmware. Please note for IPL version 2.72.1 & above has no problem.

2.47 Adhoc button changes to INFRA

- Corrected. Issue has been observed to be fixed.

2.48 Network setup wizard does not have WPA2 option

- Corrected. This is relating to PB50 (IPL firmware) when selecting Network setup wizard from printer tasks. WPA2 option is now shown with latest printset version.

2.49 Passkey is getting displayed

- Corrected. This is relating to PB50 (bluetooth) and passkey is now encrypted and not displayed.

2.50 Unable to select the certificate file for IPL printers

- Corrected. After configuring settings for IPL printers using dynamic WEP or WPA 8021x with server certificate validation enabled, user can proceed to upload certificate and on clicking the 'Show Info' button, it now shows the correct path of the certificate file selected.

2.51 PrintSet IPL image downloads has several problems

- Corrected.

2.52 PrintSet IPL out of range errors don't display range
- Corrected. Using latest printset with IPL printers, when user enters a numeric value that is out of range (e.g. Xstart, media length, width etc..) it will now display correct range of values to be entered for user.

2.53 Errors downloading IPL fonts with PrintSet 4.2

- Corrected. Previously older version of Printset does not download the fonts with the correct height and width or point size to IPL printers. This has been fixed with latest printset 4.21 version.

2.54 Unhandled exception error occurs by changing protocol

- Corrected.

2.55 IP not retained changing from Static WEP to default setting

- Corrected. This is relating to configuring PB50 printer to static WEP with shared authentication. After clicking Factory default button, Authentication now changed to 'OPEN'.

2.56 Pre-shared Key not set on IPL printers

- Corrected.

2.57 PrintSet displays TTLS protocol after setting it to PSK

- Corrected. This is relating to PB50 (IPL) previously showing TTLS setting when pre-shared key setting is applied. Now displaying correct PSK with latest printset version.

2.58 Printset shows different serial protocol value from printer

- Corrected. Printset now shows correct serial protocol setting (e.g. XON/XOFF+ STATUS) which is the same as printer (IPL).

2.59 Factory default button in certificate tab not working

- Corrected. From printset wireless network, select security as Dynamic WEP or WPA- 8021x with validation ON. Then go to Certificate sub-tab and select “Use default certificate” or “Upload certificate” and click “Factory default” button. Re-install the factory default certificate is now selected by default.

2.60 Power-up emulation mode not read correctly for 2.72.1,2.73

- Corrected. This is related to IPL printer running IPL 2.72.1 & 2.73 firmware version and when changing the power-up emulation mode with PrintSet to “86XX-15MIL”. Remove printer and add again using printset, check the power-up emulation mode. Now observed to be fixed with printset 4.21 version.

2.61 Data from previous version can cause PrintSet start up errors

- Corrected.

2.62 PrintSet IPL communications error

- Corrected. When adding PD42 printer and click on Refresh button. Observed with no error message now.

2.63 PrintSet IPL communications error (Unable to associate printer using Dynamic WEP via Printset)

- Corrected. When configuring dynamic WEP setting on printer, from Wireless network > Wireless subtab and provide the correct SSID name. Then go to Security sub-tab and select Dynamic WEP option and select “PEAP” from the “Protocol” drop downlist. Next go to “Settings” subtab and provide the User name and password and click on “Apply” button. Printer now gets associated to Access Point with Dynamic WEP correctly.

2.64 PrintSet IPL communications error (Disable Media Handling Cut option if no cutter installed)
3) Known Limitations:

It is preferred to uninstall previous versions of PrintSet before installing PrintSet 4.21.

It is only possible to add two PB50 printers connected wirelessly.

3.1 PrintSet 4 does not remember icon settings. (from View-Details to View-Icons)

3.2 Wrong network connection information (shows wrong network connection status)

3.3 Error message appears after running Factory Default Wizard

3.4 PrintSet needs download to file (PrintSet 4.21 does not support download to file (save font files to a file on the PC).)

3.5 PrintSet 4-CompactFlash Card not visible/Font missing - When mounting a CF Card (256MB) with a True Type font loaded (Arial Unicode MS), card1: is not listed & font is not listed under fonts too.

3.6 "Apply" button is missing - When adding IPL printer, under printset System/ hardware options, Apply button is missing.

3.7 Print Quality wizard gives error while printing test labels

3.8 Printset shows wrong information of communication interface (after selecting 'USB device' from IEEE1284)

3.9 Switching the communications methods does not work (From PrintSet, add the printer using serial first, then disconnect the serial cable. Change to use ethernet and hit apply.)

3.10 Firmware wizard is not working properly (printset hangs after firmware is upgraded while checking printer status)

3.11 Network option unavailable for disconnected IPL printers

3.12 Printset shows wrong device name after pressing ‘Factory Default’ button.

3.13 Factory default button is not present for power & display tabs.

3.14 BT Active flag shows "0" even after settings are applied.

3.15 d: of PB50 is missing in printset.

3.16 Changes are not reflecting from network or serial connection to offline. - Connect a PB50-IPL printer either serially or network using printset. Then go to System > Connection and select "Offline" option and click on "Apply" button. It displays incorrect "No connection" error and even printer details are not getting refreshed. (Expected result: printer details should display "offline" mode)

3.17 Factory Default button missing for FP printers (After adding PB50 printer with FP firmware, Select Network option from main window and options tab. Factory default button is missing.)

3.18 IPL wireless settings are not maintained (After selecting dynamic WEP, LEAP & password entered. Return to security tab and found ‘LEAP protocol’ has not been selected.)

3.19 Network option is missing (After adding PB50 printer as Disconnect(IPL Firmware), Select System option and connection tab. Network option is not displayed)
3.20 Wrong error alert message for BT Device name

3.21 "IEE1824" option is not present (PD42 FP disconnected)

3.22 RFID is disabled on factory defaulting RFID settings (FP).

3.23 "Export", "import", and "Add group" options are expected. (not shown on File menu)

3.24 "Add printer" option on right click on "My Printers" is missing.

3.25 Cannot cancel file transfer using "Cancel" button.

3.26 Clicking on "Factory defaults" under 'Alert tab' disables all alerts.

3.27 Sender and recipient mail id not validated for IPL printer.

3.28 8021x without certification validation is not working - When adding a PB50-IPL 11.2.0 printer serially. Then open "Wireless Network" from the main window and try to associate the printer using WPA-8021X-without certificate validation by providing the correct SSID name and other settings. Next, check if the printer is authenticated and IP address is obtained. Printer shows "Authenticating" and IP address is not obtained (expected result: Printer should be authenticated and IP address should be obtained)

3.29 Factory default not working for IPL printers. - After adding a PF2i-IPL printer serially or via network, Open "Media" from the main window and select "Paper" subtab and select the paper type as "Transfer". Now click "Factory default" button and it'll show as 'Direct thermal'.

3.30 Printer does not reboot when Serial protocol is changed (printer should reboot after clicking 'Apply' button.)

3.31 Window hangs when changes made in serial communication. (After adding FP printer from printset using serial communication - Select Serial->Baudrate from main window and click APPLY. Result: Applying window remains hang and settings get applied.)

3.32 PrintSet does not read region, roaming & power mode

3.33 Firmware not able to upgrade with Baudrate 115200 (serial)

3.34 Unable to associate printer using Dynamic WEP via PrintSet

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File Attachments

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