

HID® FARGO® DTC™4500e

Printer Firmware
Release Notes

Firmware Version: 3.3.23.2
PLT-06709, A.4
March 2025



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Contacts

For technical support, please visit: <https://support.hidglobal.com>.

What's new

Date	Description	Revision
March 2025	Release notes for version 3.3.23.2.	A.4

A complete list of revisions is available in [Revision history](#).

1.1 Scope

These release notes provide information on the HID® FARGO® DTC™4500e Printer Firmware version 3.3.23.2. Included are product enhancements, fixes, known issues, and limitations since the previous release.

Note: The reference numbers associated with these features, issues, and fixes are from the HID Global internal tracking system.

1.2 Firmware upgrade

This release of firmware, version 3.3.23.2, includes factory firmware 1.3.4.0 (FRW-00326 revision D) to support the new Flash IC memory. This is the internal memory of the printer.

In future releases, the firmware upgrade procedure will not require any special attention.

1.3 Firmware upgrade procedure

WARNING: IF YOUR PRINTER HAS A SERIAL NUMBER WITHIN THE RANGE OF B8270031 THROUGH B8341099 AND YOUR CURRENT FIRMWARE VERSION IS 1.4.1.1, DO NOT UPGRADE TO FIRMWARE VERSION 1.4.3.1 OR ABOVE. PLEASE CONTACT HID TECHNICAL SUPPORT AT [HTTPS://SUPPORT.HIDGLOBAL.COM](https://support.hidglobal.com).

1. Launch FARGO® Workbench™.
2. Click **Update Manager**.
3. Select the printer(s) you wish to update.
4. Click **Select Firmware file...**
5. Search for the firmware file or enter its name and click **Open**.
6. Click **Begin Updating Firmware**.

Note: It may take several minutes to upgrade the firmware and complete the process.

1.4 Firmware downgrades

When it is necessary to downgrade your printer firmware, the downgrade procedure works as usual for the first downgrade version. If subsequent downgrades are needed, you must use the factory mode setting on the printer for each downgrade version.

The released printer versions and revisions are listed here for reference.

FRW-00338 Firmware application	Firmware version	Revision	Release date
DTC4500e	3.3.23.2	M	March 2025
DTC4500e	3.3.20.1	L	January 2024
DTC4500e	3.3.19.1	K	December 2023
DTC4500e	3.3.15.1	J	June 2023
DTC4500e	3.3.10.1	H	January 2023
DTC4500e	1.4.3.1	G	September 2018

To downgrade one version level, for example from firmware version 3.3.23.2 revision M to firmware version 3.3.20.1 revision L works as usual. To perform subsequent downgrades such as from firmware version 3.3.23.2 revision M to firmware version 3.3.10.1 revision H or firmware version 1.4.3.1 revision G need to use the factory mode setting on the printer before sending the firmware file to the printer.

1.5 Firmware downgrade procedure

To downgrade one version level:

1. Launch FARGO Workbench.
2. Click **Update Manager**.
3. Select the printer(s) you wish to update.
4. Click Select **Firmware file...**
5. Search for the firmware file or enter its name then click **Open**.
6. Click begin **Updating Firmware** to send the file to the printer(s).

Note: It may take several minutes to complete the process.

To downgrade a second or subsequent version level:

1. Disconnect the power from the printer by removing the power cable.
2. Press and hold the power button on the printer. While holding the power button of the printer, reconnect the power cable to the printer and wait for the printer to engage Factory Mode. When the printer displays the factory firmware version, you can release the power button.



3. Launch FARGO Workbench.
4. Click **Update Manager**.
5. Select the printer(s) you wish to update.
6. Click Select **Firmware file...**
7. Search for the firmware file or enter its name then click **Open**.
8. Click begin **Updating Firmware** to send the file to the printer(s).

Note: Depending on the printer manufacturing date (serial number), the screen could take up to 40 seconds to refresh after rebooting.

1.6 Resolved issue

This is a factory upgrade maintenance release, no issues resolved.

1.7 Known issue

- Installing or removing a ribbon may cause communication interruptions with an OMNIKEY® 5121 encoder.
(Reference No. QA19558)

1.8 FAQ

- Where can I get the OMNIKEY SDK for the 5122 encoder?
The OMNIKEY SDK is not available for the 5122 encoder. You can download sample codes from <https://www.hidglobal.com/drivers/30713>.
- Where can I download a developer guide to help integrate the 5122 with my application?
Download *OMNIKEY 5422 and 5122 Software Developer Guide* (PLT-03296) from https://www3.hidglobal.com/system/files/doc_eol_expired_files/plt-03296_a.3_-_omnikey_5422_and_5122_sw_dev_guide.pdf.
- Is it necessary to update the printer firmware to support the 5122 encoder?
Yes, a new printer firmware file is required to support the OMNIKEY 5122 encoder. It is backward compatible with the OMNIKEY 5121 encoder.

Revision history

Date	Description	Revision
March 2025	Release notes for version 3.3.23.2.	A.4
November 2023	Release notes for version 3.3.19.1.	A.2
May 2023	Release notes for version 3.3.15.1.	A.1
December 2022	Release notes for version 3.3.10.1	A.0



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