

Firmware Update – Costco – Jan 2021

Model:

- WM-Ai-P, IP-Ai-P and Uni-9

Subject:

- Updating firmware and installing patch file:
 - WM-Ai-P – From C2150H to C2150U with Z1760A patch file.
 - IP-Ai-P – From C2194C to C2194F with Z1760A patch file.
 - Uni-9 – From C224G to C2249T with Z1760A patch file.

Notes:

- Prior to any work a full backup must be made and successful communication should be confirmed with a ping test.
- Installation of the firmware and patch should be completed during the PM.
- In addition to firmware updates, the Z1760A patch file will be install in each unit after updating the firmware.
- Download all firmware and the patch file from the Rice Lake website, then load only ONE firmware, plus patch, onto the USB at a time:
 - Example: Load the C2150U firmware and the Z1760A patch onto a USB. Update the WM-Ai-P. When complete, remove the C2150U firmware from the USB. The patch file can remain.

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1: Required Tools:

- 1.1 White USB thumb drive PN: 160906, or USB thumb drive of 8gig or less, formatted to FAT 32.
- 1.2 Firmware:
 - <https://www.ricelake.com/en-us/ishida>.
 - Dealer log in is required to view.

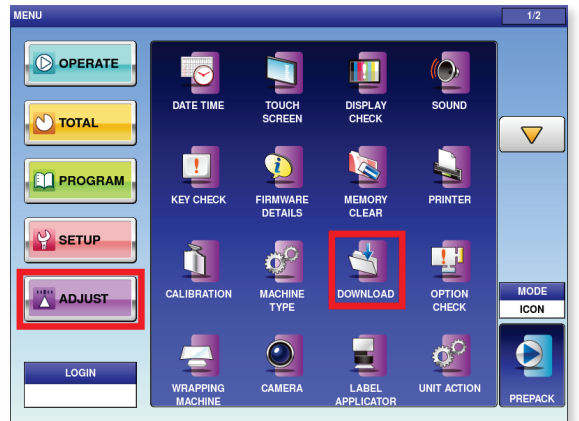


2: Updating the WM-Ai-P firmware from C2150H to C2150U

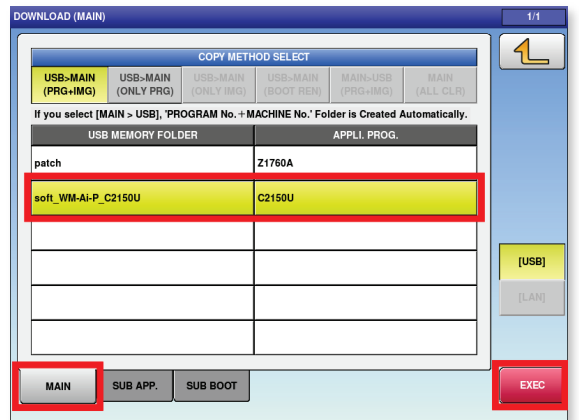
- 2.1 Open the access panel located under the screen and insert the USB drive loaded with firmware and patch file.



- 2.2 Prior to any service, a full backup must be taken.
- 2.3 From the main menu enter the service code + PLU then enter the ADJUST and DOWNLOAD menus.

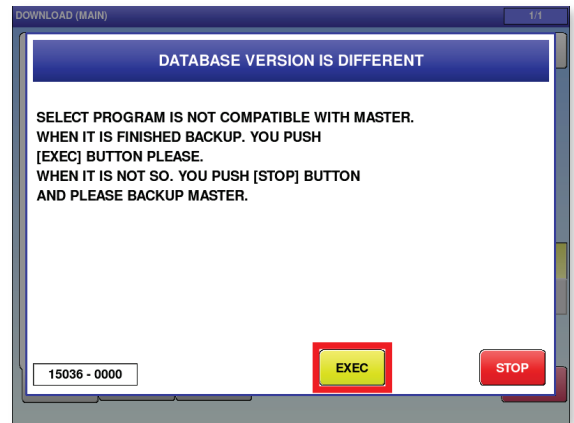


- 2.4 Select the MAIN tab.
- 2.5 Both the firmware (soft) and the patch file will appear under the USB MEMORY FOLDER column.
- 2.6 Touch “soft” then touch EXEC.

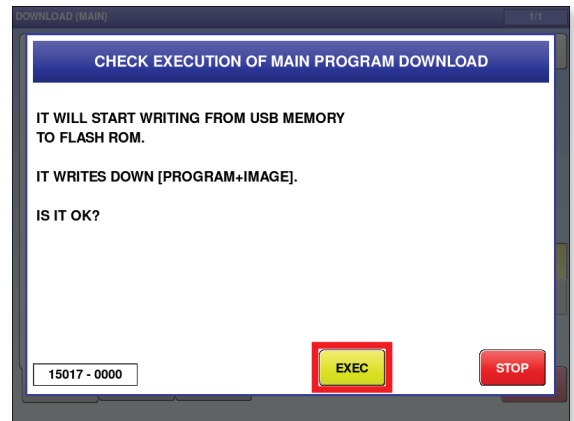


2.7 Message 15036-0000 DATABASE VERSION IS DIFFERENT will appear, indicating that a MEMORY CLEAR is required.

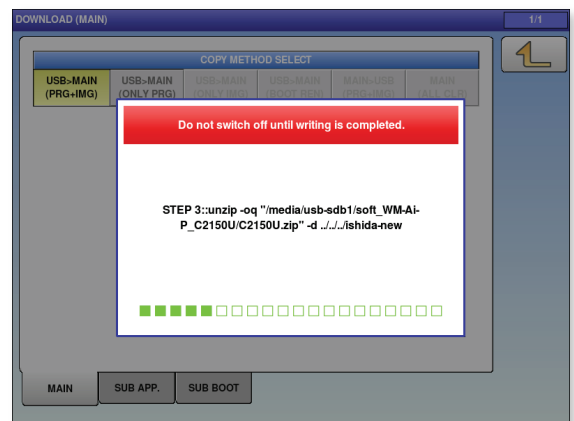
2.8 Touch EXEC only if a backup has already been taken, as all data will be unrecoverable after touching EXEC.



2.9 Message 15017-0000 CHECK EXECUTION OF MAIN PROGRAM DOWNLOAD will display, press EXEC to confirm download.



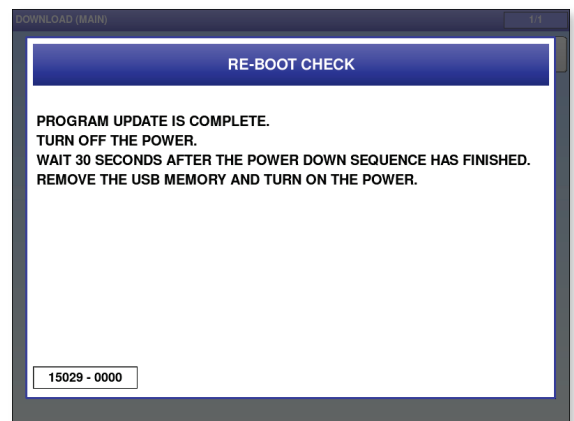
2.10 The DO NOT SWITCH OFF UNTIL WRITING IS COMPLETE message will be displayed, as well as a progress graph.



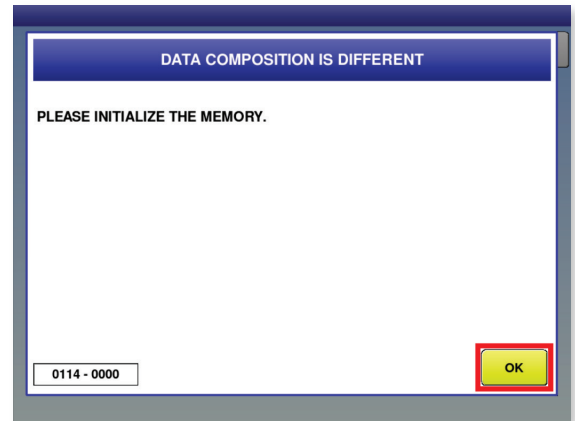
2.11 Once loading has completed, message 15029-0000 RE-BOOT CHECK will appear.

2.12 Manually power off.

2.13 After the screen becomes dark, wait 60 seconds, then power on.

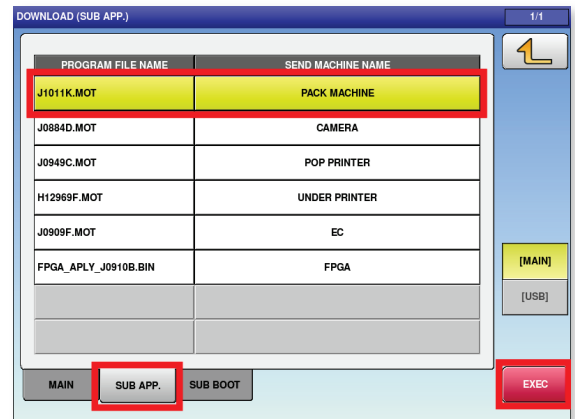


2.14 4.15 Message 0114-0000 DATA COMPOSITION IS DIFFERENT IS DIFFERENT will display upon startup, requesting that the memory be initialized. Press OK.

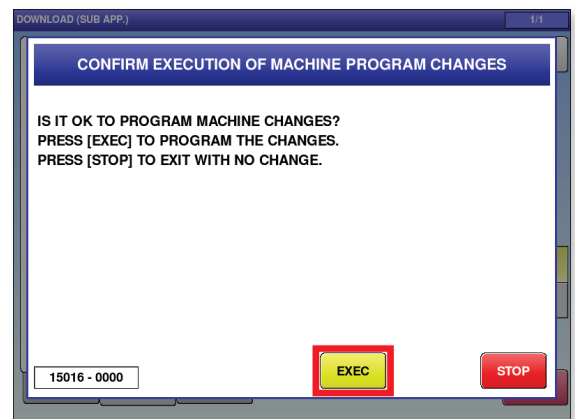


2.15 Return to the DOWNLOAD menu and select the SUB APP tab.

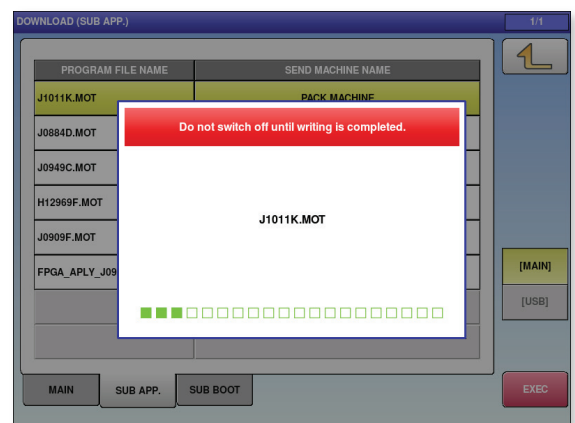
2.16 Select the first sub-app, PACK MACHINE, then touch EXEC.



2.17 Message 15016-0000 CONFIRM EXECUTION OF MACHINE PROGRAM CHANGES will appear, press EXEC to confirm download.



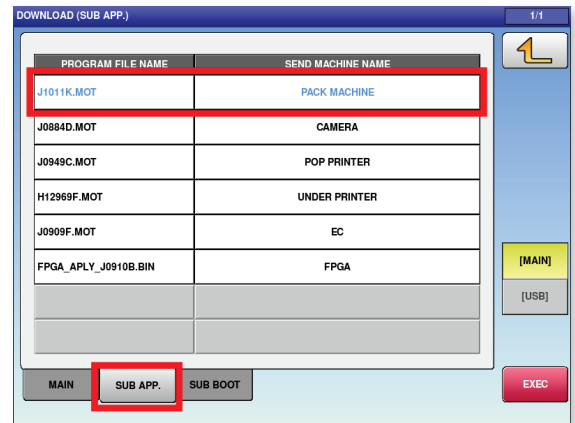
2.18 The DO NOT SWITCH OFF UNTIL WRITING IS COMPLETE message will be displayed, as well as a progress graph.



2.19 Once loading has completed, the sub app will appear highlighted in BLUE, indicating successful loading.

2.20 Manually power off.

2.21 After the screen becomes dark, wait 60 seconds, then power on.

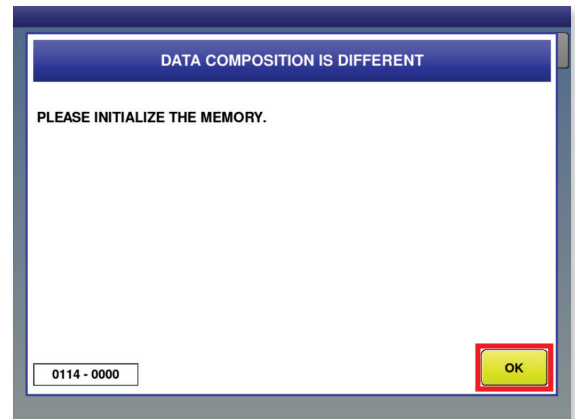


2.22 Message 0114-0000 DATA COMPOSITION IS DIFFERENT will display upon startup, requesting that the memory be initialized. Press OK.

2.23 Return to the DOWNLOAD menu and select the SUB APP tab.

2.24 Select the next sub-app and repeat the loading and reboot process.

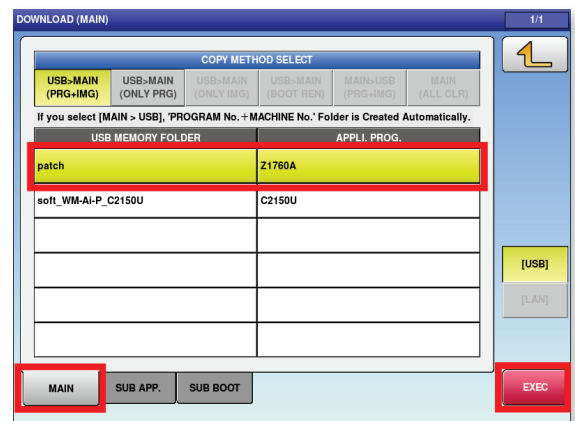
2.25 Repeat for all sub-apps, except UNDER PRINTER.



2.26 Once all sub-apps have been loaded, rebooting between each, return to the DOWNLOAD menu and select the MAIN tab.

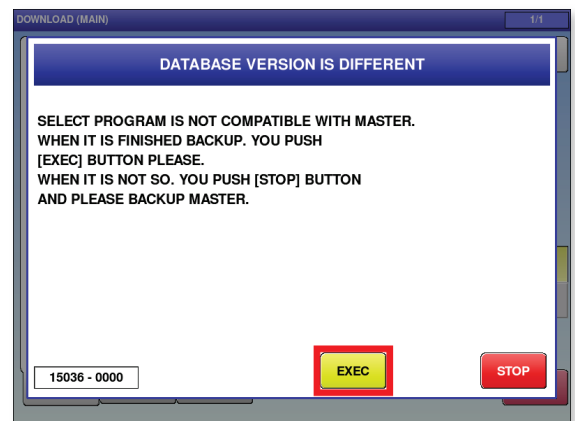
2.27 Both the firmware (soft) and the patch file will appear under the USB MEMORY FOLDER column.

2.28 Touch "PATCH" then touch EXEC.

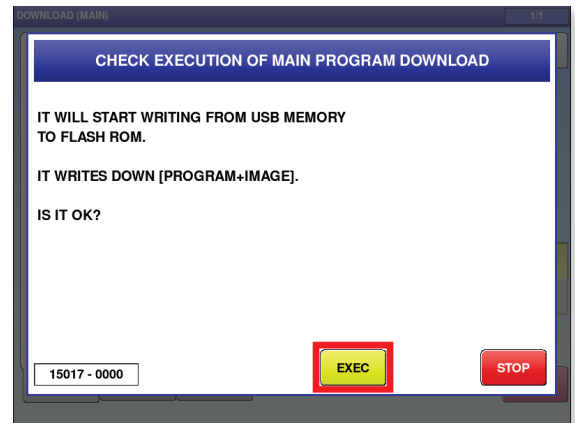


2.29 Message 15036-0000 DATABASE VERSION IS DIFFERENT will appear, indicating that a MEMORY CLEAR will be required.

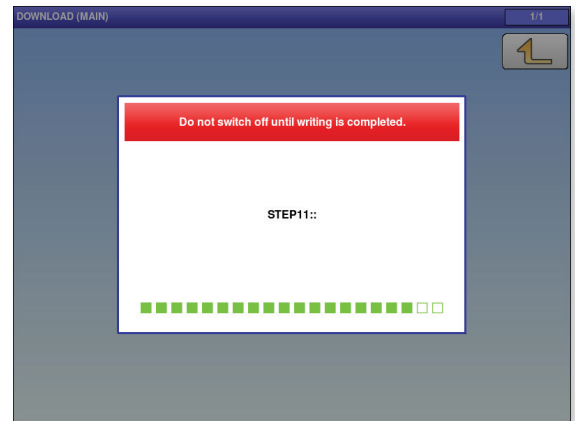
2.30 Touch EXEC.



2.31 Message 15017-0000 CHECK EXECUTION OF MAIN PROGRAM DOWNLOAD will display, press EXEC to confirm download.



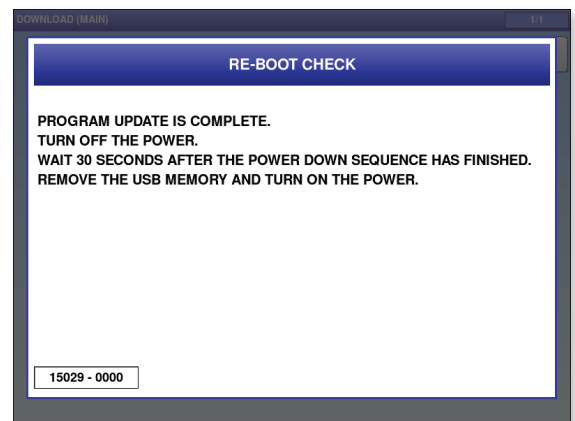
2.32 The DO NOT SWITCH OFF UNTIL WRITING IS COMPLETE message will be displayed, as well as a progress graph.



2.33 Once loading has completed, message 15029-0000 RE-BOOT CHECK will be displayed.

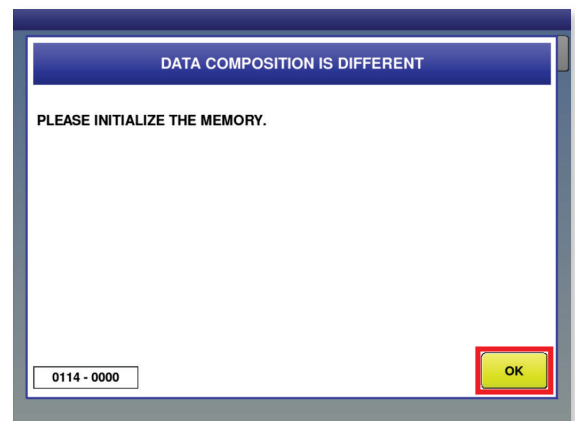
2.34 Manually power off.

2.35 After the screen becomes dark, wait 60 seconds, then power on.

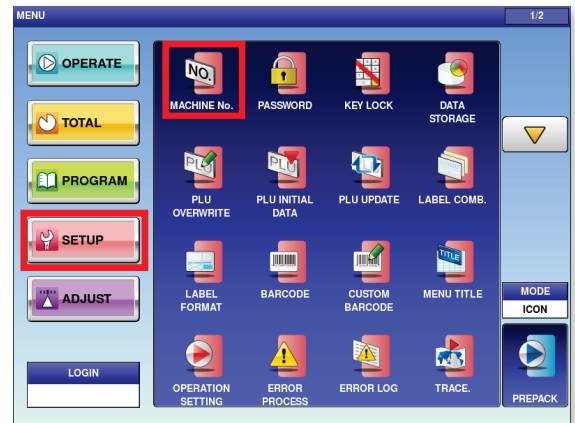


2.36 Message 0114-0000 DATA COMPOSITION IS DIFFERENT will display upon startup, requesting that the memory be initialized. Press OK.

2.37 Proceed to clear the memory, then the load a backup.



2.38 Once the memory has been cleared and loading of a backup has been completed, enter the SETUP and MACHINE No. menu.

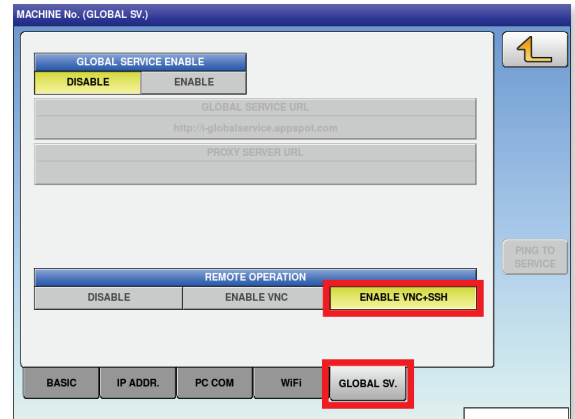


2.39 Select the GLOBAL SV. tab.

2.40 Set REMOTE OPERATION to ENABLE VNC+SSH.

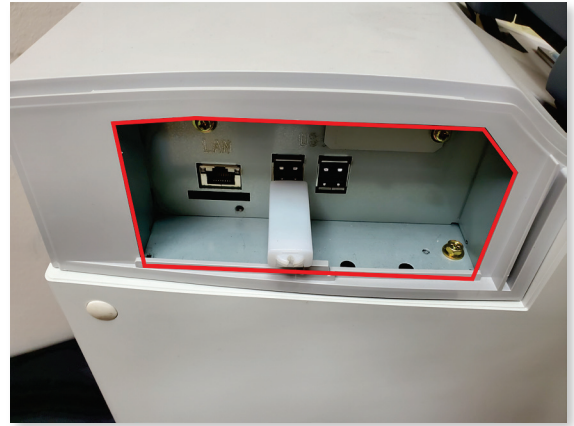
2.41 Do not change any other settings.

2.42 Exit and reboot.



3: Updating the IP-Ai-P firmware from C2194C to C2194F

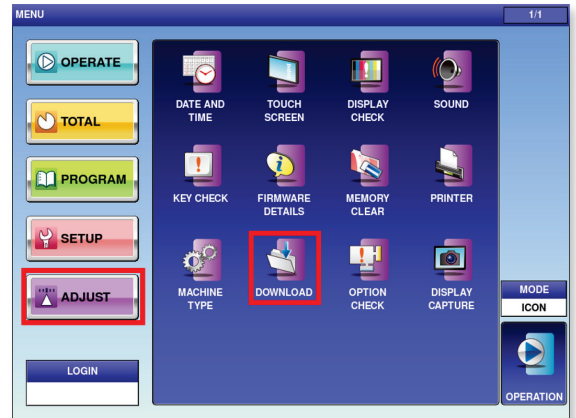
3.1 Open the access panel located under the screen and insert the USB drive loaded with firmware and patch file.



3.2 Prior to any service, a full backup must be taken.

3.3 Refer to the TAKING A BACKUP section for details.

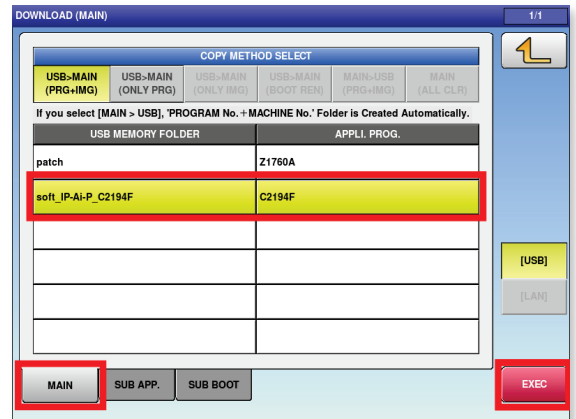
3.4 From the main menu enter the service code + PLU then enter the ADJUST and DOWNLOAD menus.



3.5 Select the MAIN tab.

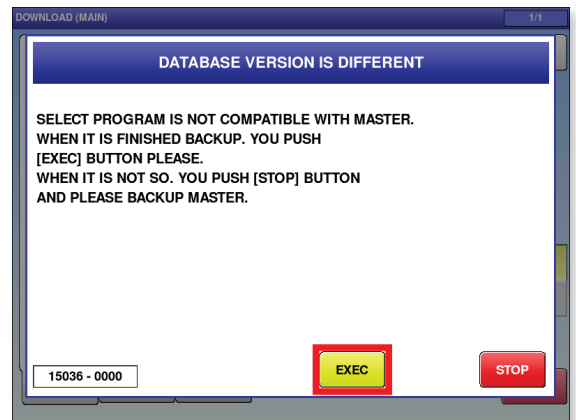
3.6 Both the firmware (soft) and the patch file will appear under the USB MEMORY FOLDER column.

3.7 Touch “soft” then touch EXEC.

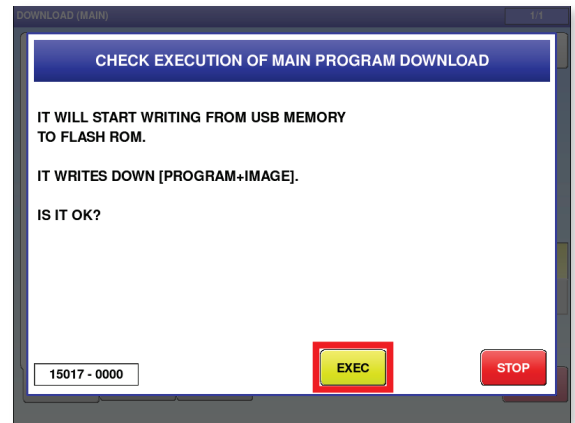


3.8 Message 15036-0000 DATABASE VERSION IS DIFFERENT will appear, indicating that a MEMORY CLEAR is required.

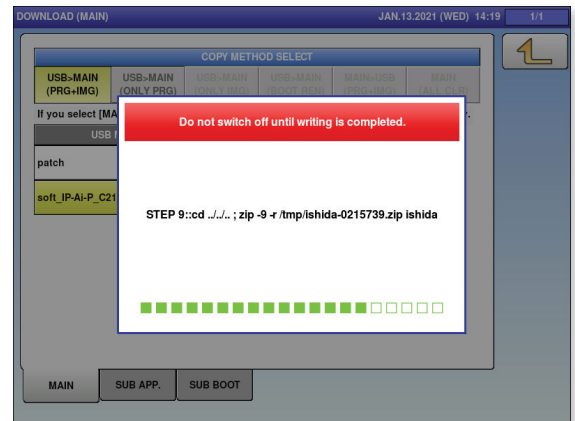
3.9 Touch EXEC only if a backup has already been taken, as all data will be unrecoverable after touching EXEC.



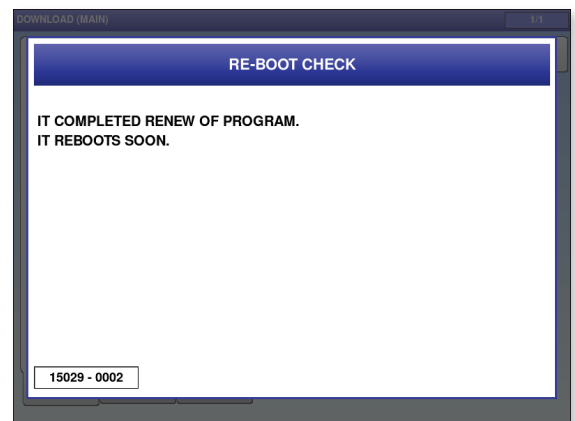
- 3.10 Message 15017-0000 CHECK EXECUTION OF MAIN PROGRAM DOWNLOAD will display, press EXEC to confirm download.



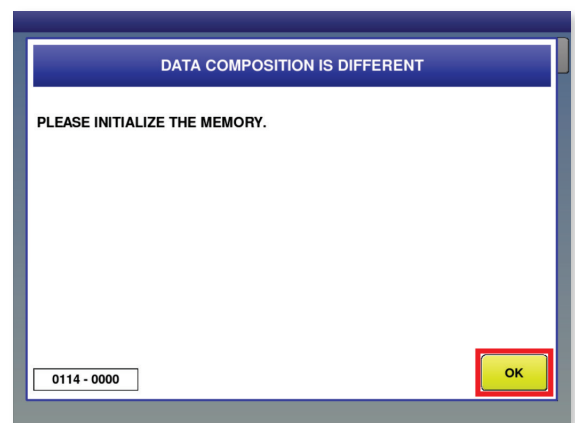
- 3.11 The DO NOT SWITCH OFF UNTIL WRITING IS COMPLETE message will be displayed, as well as a progress graph.



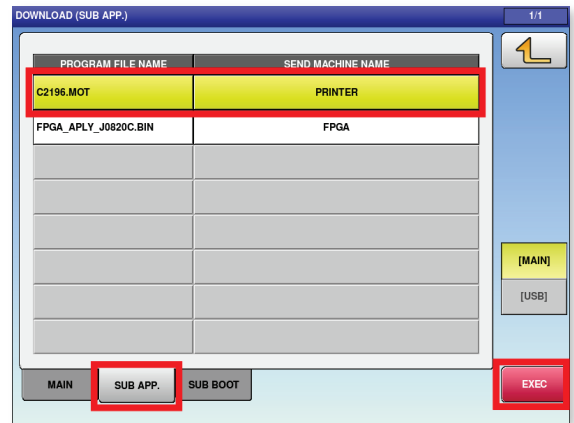
- 3.12 Once loading has completed, message 15029-0002 RE-BOOT CHECK will be displayed prior to automatically rebooting.



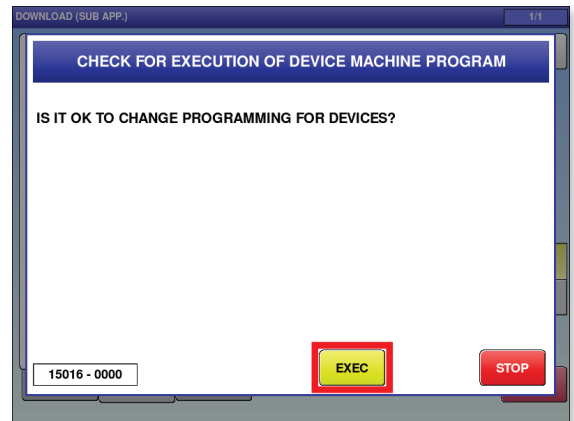
- 3.13 Message 0114-0000 DATA COMPOSITION IS DIFFERENT will display upon startup, requesting that the memory be initialized. Press OK.



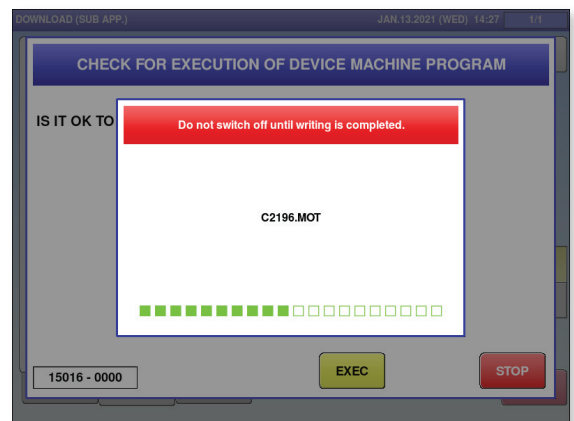
- 3.14 Return to the DOWNLOAD menu and select the SUB APP tab.
- 3.15 Select the first app under the SUB APP tab, PRINTER, then touch EXEC.



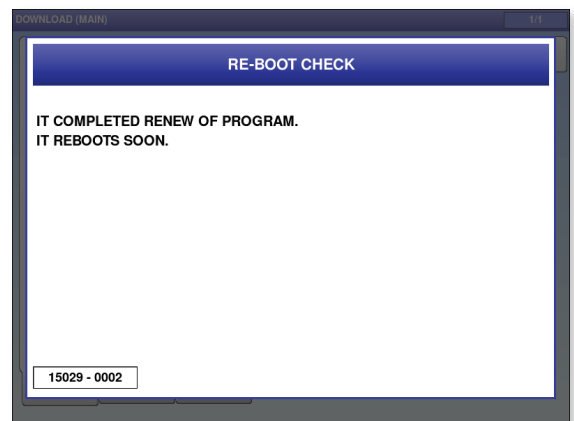
- 3.16 Message 15016-0000 CONFIRM EXECUTION OF MACHINE PROGRAM CHANGES will appear, press EXEC to confirm download.



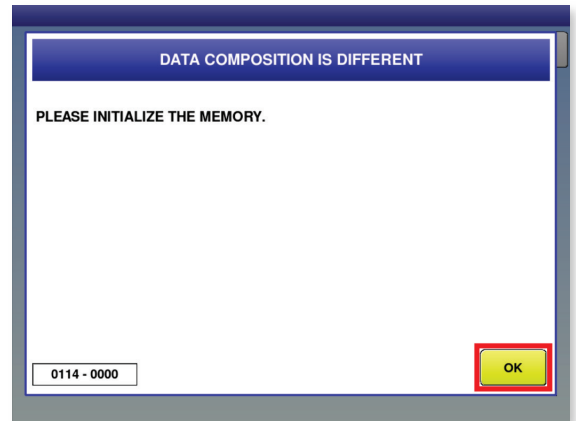
- 3.17 The DO NOT SWITCH OFF UNTIL WRITING IS COMPLETE message will be displayed, as well as a progress graph.



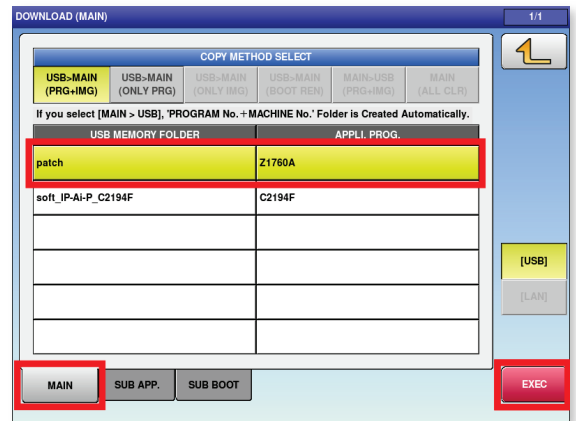
- 3.18 Once loading has completed, message 15029-0002 RE-BOOT CHECK will be displayed prior to automatically rebooting.



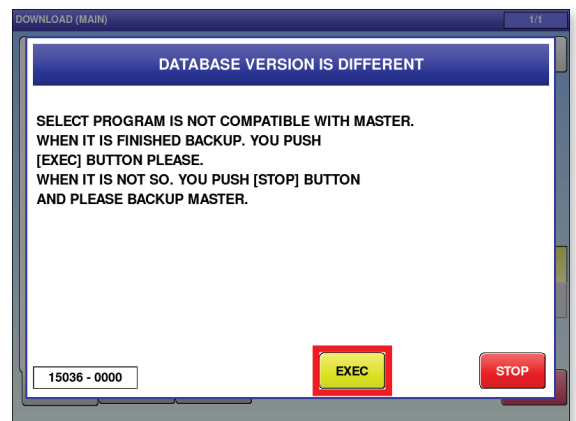
- 3.19 Message 0114-0000 DATA COMPOSITION IS DIFFERENT will display upon startup, requesting that the memory be initialized. Press OK.
- 3.20 Return to the DOWNLOAD menu and select the SUB APP tab.
- 3.21 Select the next sub-app and repeat the loading and reboot process.



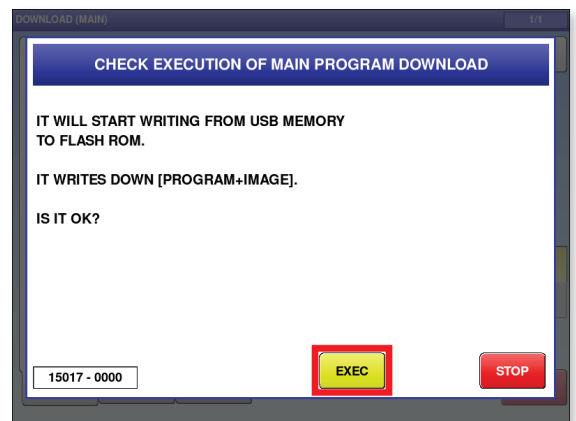
- 3.22 Return to the DOWNLOAD menu and select the MAIN tab.
- 3.23 Both the firmware (soft) and the patch file will appear under the USB MEMORY FOLDER column.
- 3.24 Touch "PATCH" then touch EXEC.



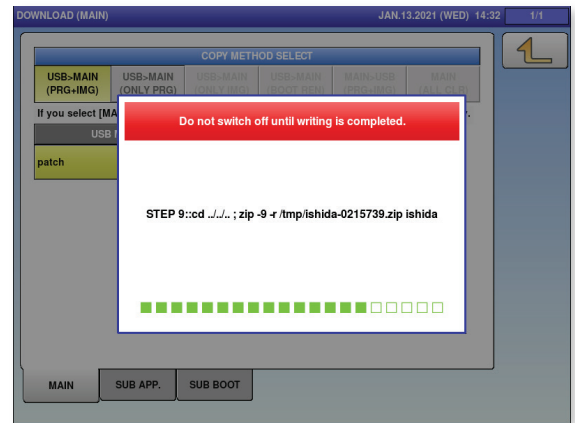
- 3.25 Message 15036-0000 DATABASE VERSION IS DIFFERENT will appear, indicating that a MEMORY CLEAR will be required.



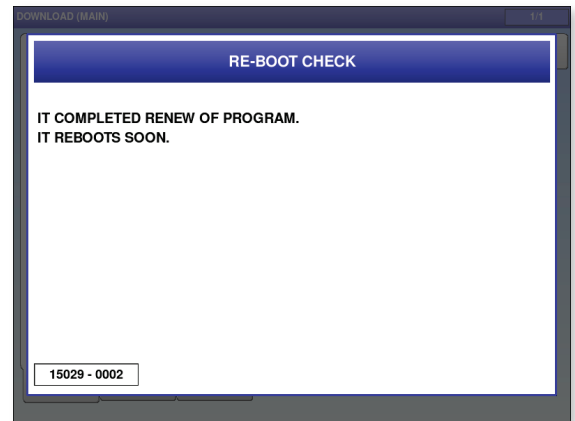
- 3.26 Message 15017-0000 CHECK EXECUTION OF MAIN PROGRAM DOWNLOAD will display, press EXEC to confirm download.



3.27 The DO NOT SWITCH OFF UNTIL WRITING IS COMPLETE message will be displayed, as well as a progress graph.



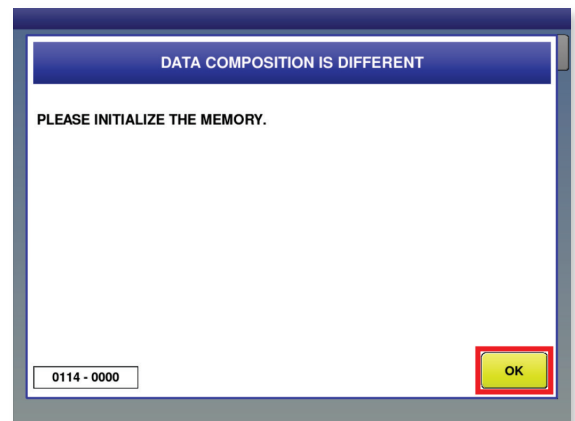
3.28 The scale will display the 15029-0002 RE-BOOT CHECK message prior to automatically rebooting.



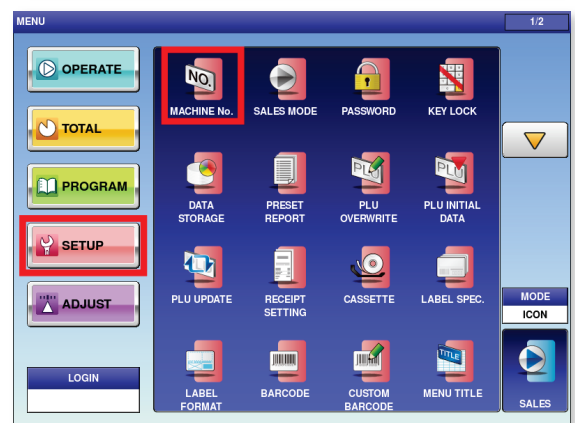
3.29 Message 0114-0000 DATA COMPOSITION IS DIFFERENT will display upon startup, requesting that the memory be initialized. Press OK.

3.30 Proceed to clear the memory, then the load a backup.

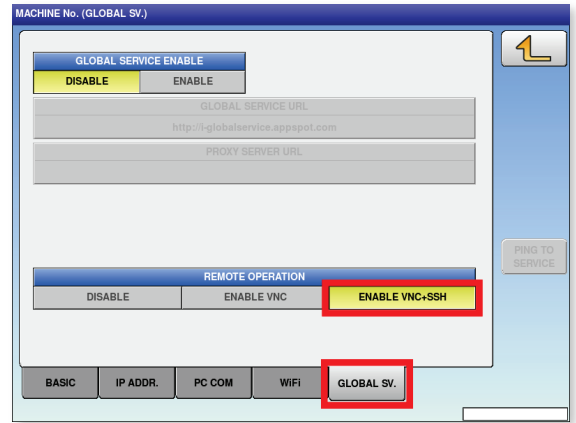
3.31 Refer to the MEMORY CLEAR and LOADING A BACKUP sections, if needed.



3.32 Once the memory has been cleared and loading of a backup has been completed, enter the SETUP and MACHINE No. menu.



- 3.33 Select the GLOBAL SV. tab.
- 3.34 Set REMOTE OPERATION to ENABLE VNC+SSH.
- 3.35 Do not change any other settings.
- 3.36 Exit and reboot.

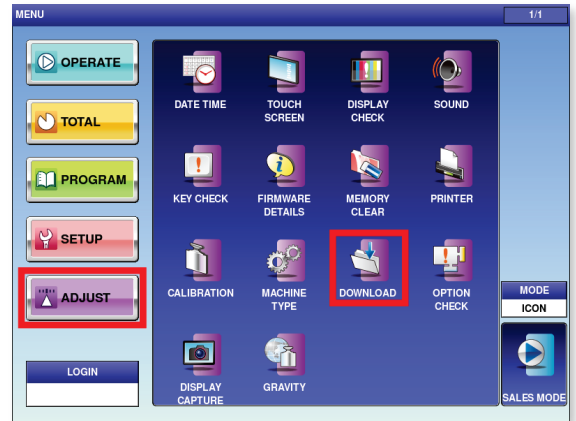


4: Updating the Uni-9 firmware from C224G to C2249T

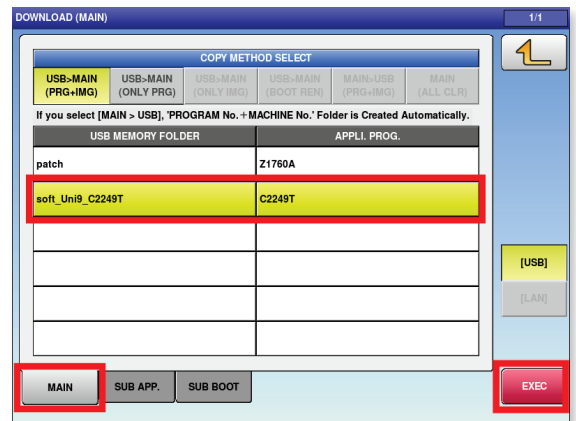
4.1 Open the access panel located under the screen and insert the USB drive loaded with firmware and patch file.



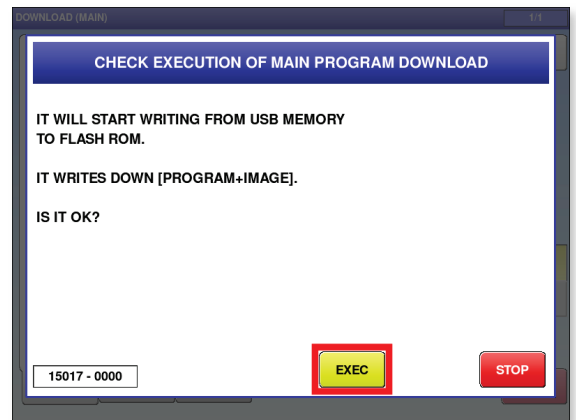
4.2 Prior to any service, a full backup must be taken.
4.3 Refer to the TAKING A BACKUP section for details.
4.4 From the main menu enter the service code + PLU then enter the ADJUST and DOWNLOAD menus.



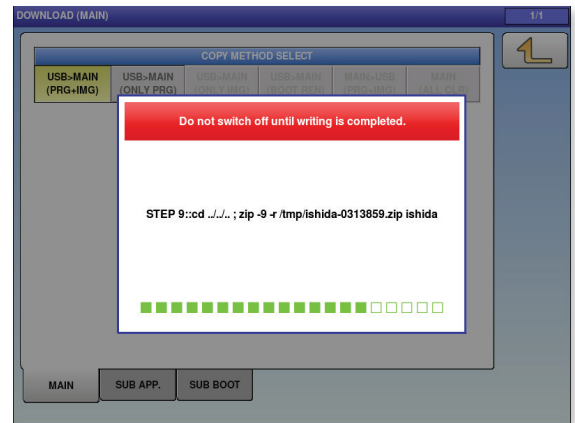
4.5 Select the MAIN tab.
4.6 Both the firmware (soft) and the patch file will appear under the USB MEMORY FOLDER column.
4.7 Touch “soft” then touch EXEC.
4.8 Depending on firmware versions, message 15036-0000 DATABASE VERSION IS DIFFERENT may appear, indicating that a MEMORY CLEAR will be required.



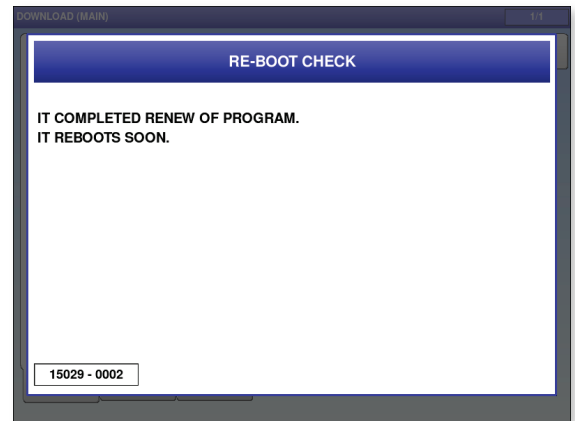
4.9 Message 15017-0000 CHECK EXECUTION OF MAIN PROGRAM DOWNLOAD will display, press EXEC to confirm download.



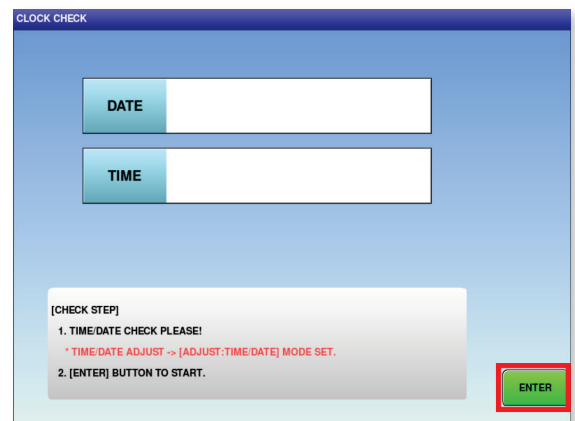
4.10 The DO NOT SWITCH OFF UNTIL WRITING IS COMPLETE message will be displayed, as well as a progress graph.



4.11 Once loading has completed, message 15029-0002 RE-BOOT CHECK will be displayed prior to automatically rebooting.

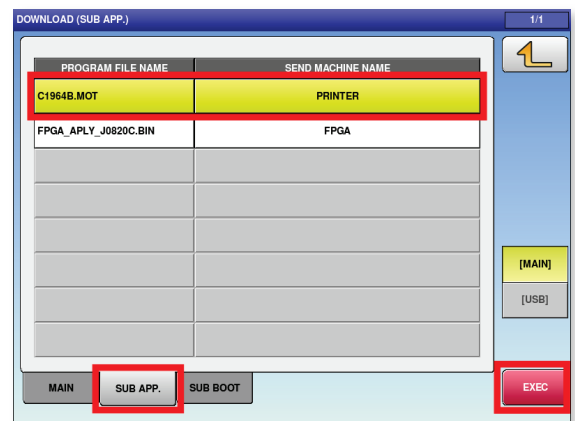


4.12 The CLOCK CHECK screen will be displayed, press the green ENTER key to confirm.

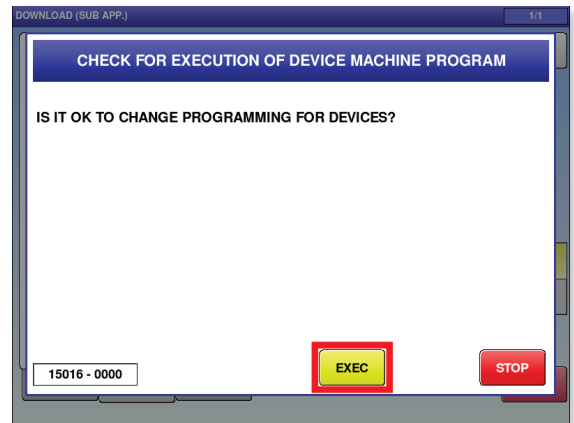


4.13 Return to the DOWNLOAD menu and select the SUB APP tab.

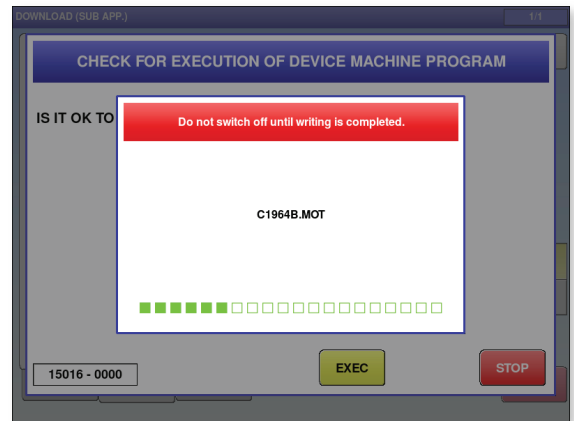
4.14 Select the first app under the SUB APP tab, PRINTER, then touch EXEC.



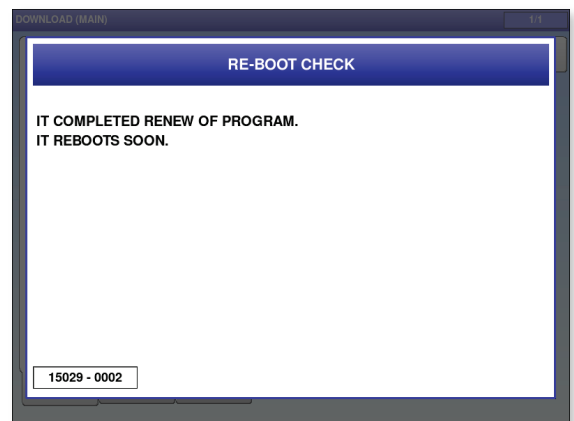
4.15 Message 15016-0000 CONFIRM EXECUTION OF MACHINE PROGRAM CHANGES will appear, press EXEC to confirm download.



4.16 The DO NOT SWITCH OFF UNTIL WRITING IS COMPLETE message will be displayed, as well as a progress graph.



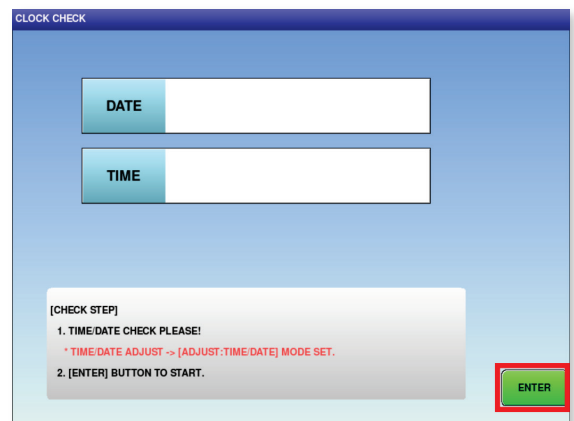
4.17 Once loading has completed, message 15029-0002 RE-BOOT CHECK will be displayed prior to automatically rebooting.



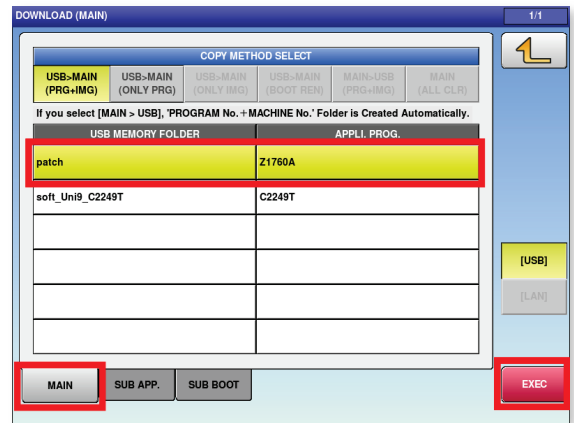
4.18 After rebooting, the CLOCK CHECK screen will be displayed, press the green ENTER key to confirm.

4.19 Return to the DOWNLOAD menu and select the SUB APP tab.

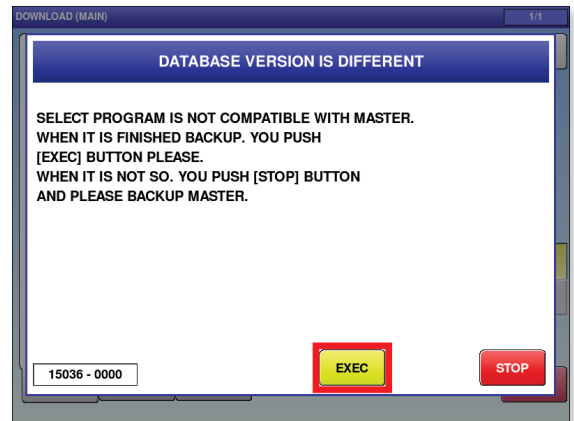
4.20 Select the next sub-app and repeat the loading and reboot process.



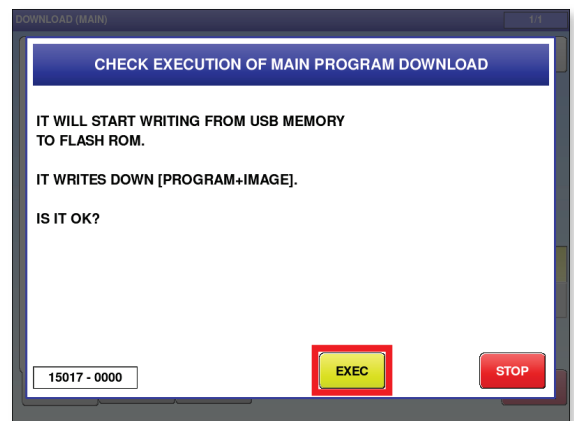
- 4.21 Return to the DOWNLOAD menu and select the MAIN tab.
- 4.22 Both the firmware (soft) and the patch file will appear under the USB MEMORY FOLDER column.
- 4.23 Touch "PATCH" then touch EXEC.



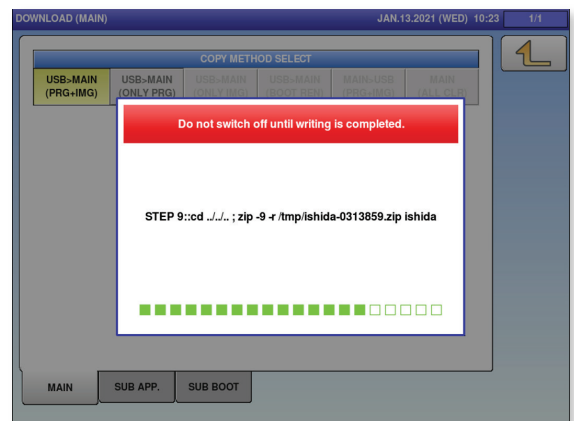
- 4.24 Message 15036-0000 DATABASE VERSION IS DIFFERENT will appear, indicating that a MEMORY CLEAR is required.
- 4.25 Touch EXEC only if a backup has already been taken, as all data will be unrecoverable after touching EXEC.



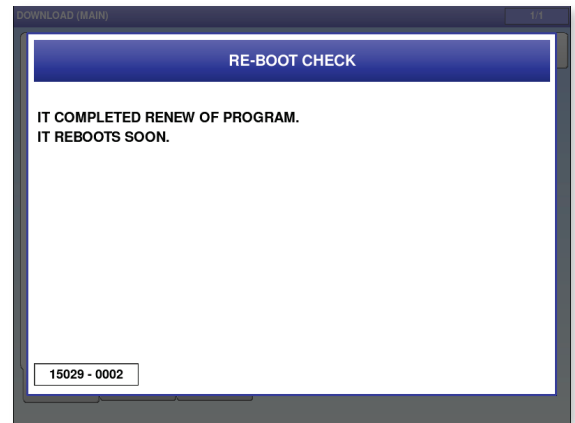
- 4.26 Message 15017-0000 CHECK EXECUTION OF MAIN PROGRAM DOWNLOAD will display, press EXEC to confirm download.



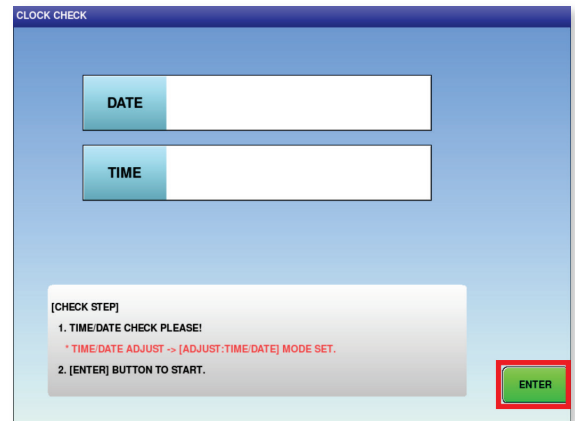
- 4.27 The DO NOT SWITCH OFF UNTIL WRITING IS COMPLETE message will be displayed, as well as a progress graph.



4.28 Once loading has completed, message 15029-0002 RE-BOOT CHECK will be displayed prior to automatically rebooting.



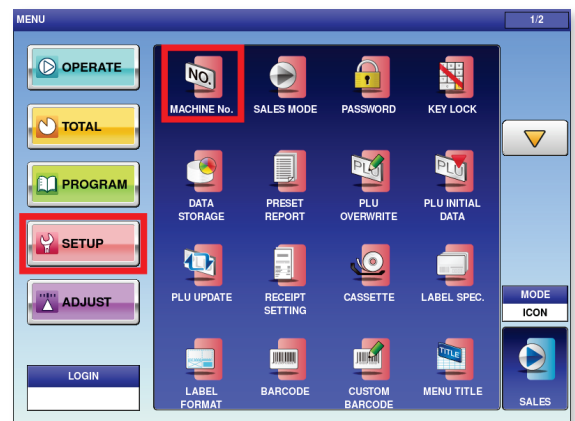
4.29 After rebooting, the CLOCK CHECK screen will be displayed, press the green ENTER key to confirm.



4.30 Proceed to clear the memory, then the load a backup.

4.31 Refer to the MEMORY CLEAR and LOADING A BACKUP sections, if needed.

4.32 Once the memory has been cleared and loading of a backup has been completed, enter the SETUP and MACHINE No. menu.

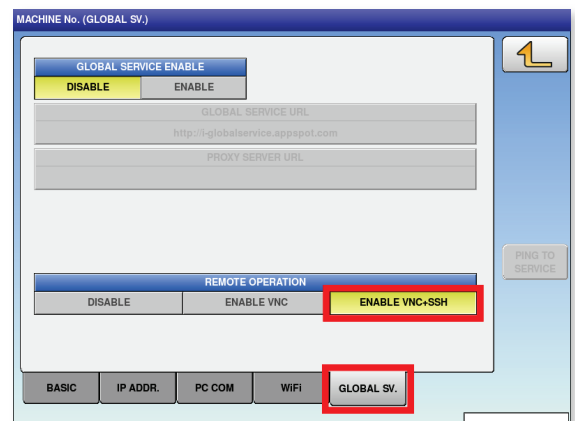


4.33 Select the GLOBAL SV. tab.

4.34 Set REMOTE OPERATION to ENABLE VNC+SSH.

4.35 Do not change any other settings.

4.36 Exit and reboot.



5: Appendix – Preparing Firmware and Patch Files

5.1 Navigate to the Rice Lake website:

- <https://www.ricelake.com/en-us/ishida>.
- Dealer log in is required to view.

5.2 Download all three firmware's as well as the patch file.

5.3 Navigate to the downloaded files.

5.4 All four downloaded zipped folders will need to be individually extracted:

5.5 Right click a zipped file then select "Extract All..."

5.6 Repeat for the remaining three zipped folders.

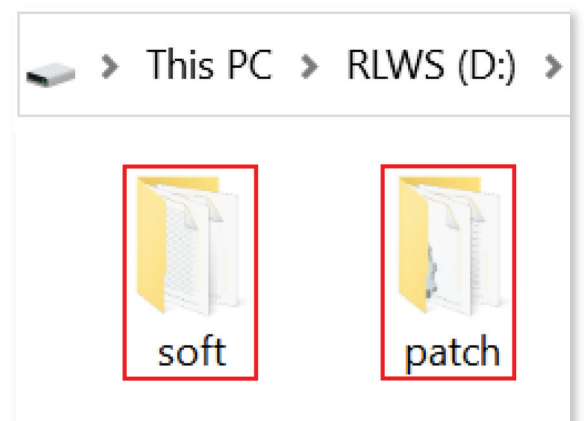
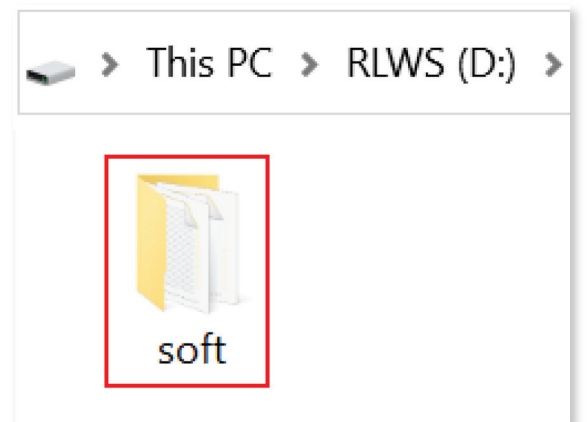
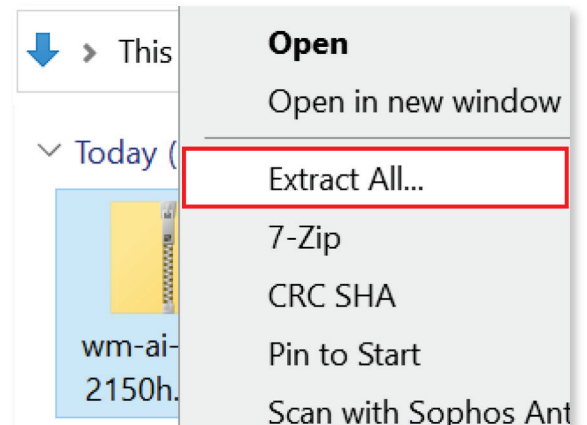
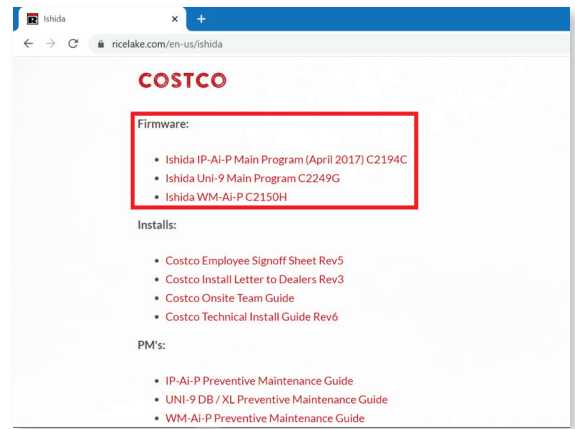
5.7 Open one of the extracted folders, then move the "soft" folder onto the White Ishida USB drive, e.g. "RLWS (D:)".

- Note: Do not extract any files from within the "soft" folder.

5.8 No more than one firmware version should be stored on the USB at a time.

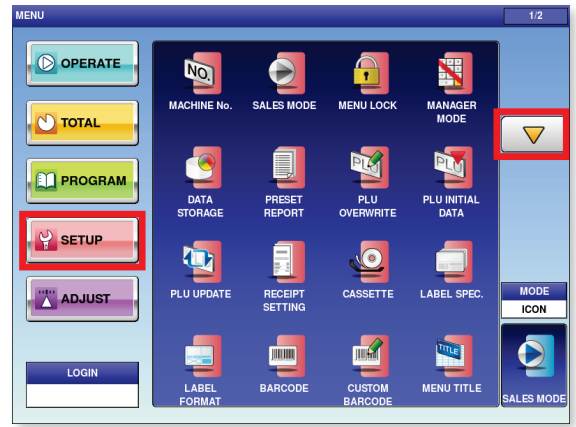
5.9 Open the extracted patch folder, then move the "patch" folder onto the USB drive.

5.10 Note: Do not extract any files from within the "patch" folder.

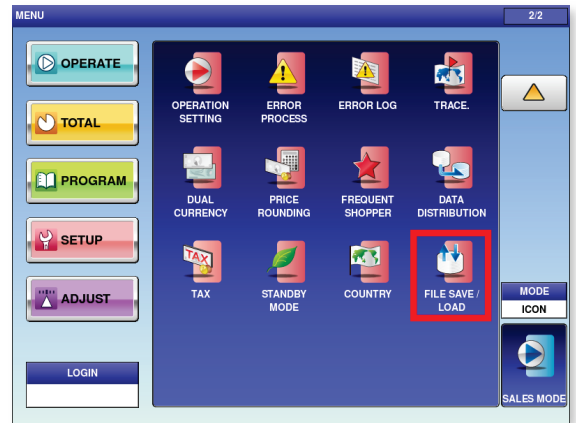


6: **Appendix – Taking a Backup**

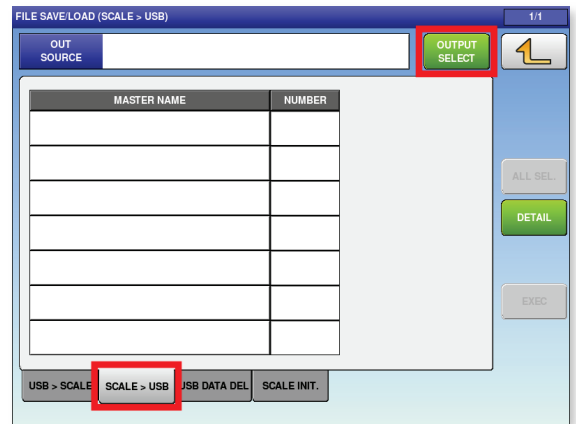
- 6.1 From the main menu enter the service code + PLU to enter the SETUP menu.
- 6.2 Press the DOWN ARROW.



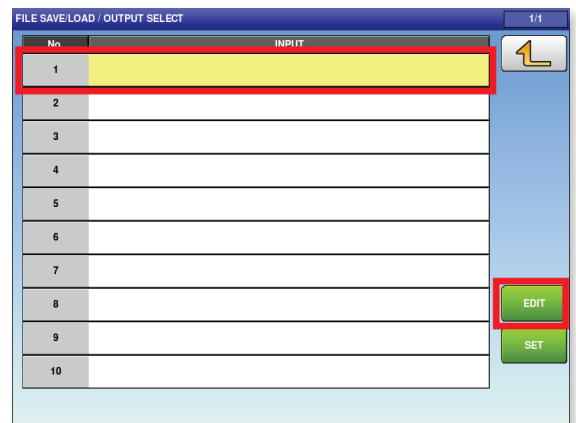
- 6.3 Touch the FILE SAVE/LOAD menu.



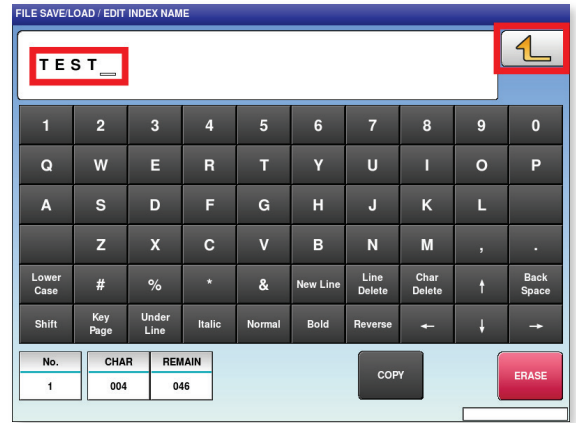
- 6.4 Select the SCALE > USB tab.
- 6.5 Touch the OUTPUT SELECT key.



- 6.6 Select an open position to highlight, then touch EDIT.

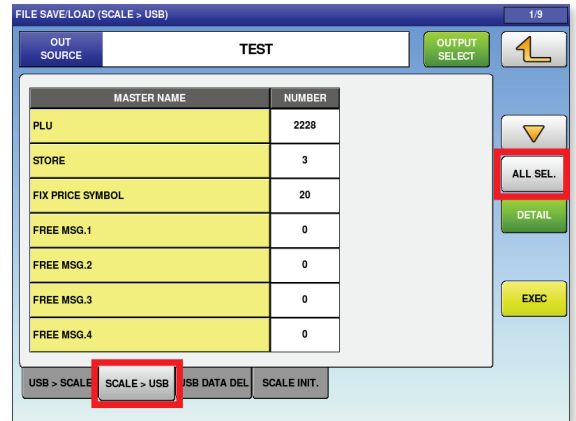


6.7 Name the file then touch the return arrow in the upper right.



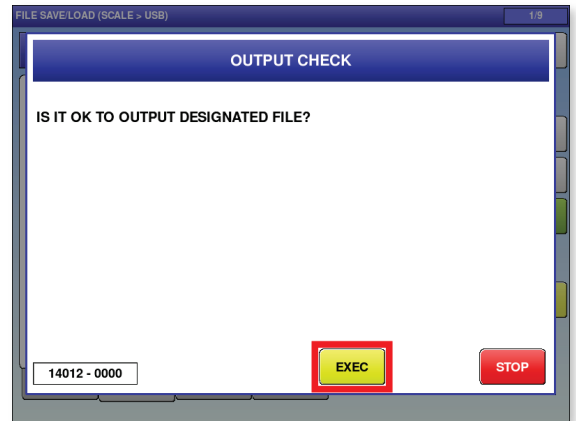
6.8 Touch ALL SEL.

6.9 Touch EXEC.

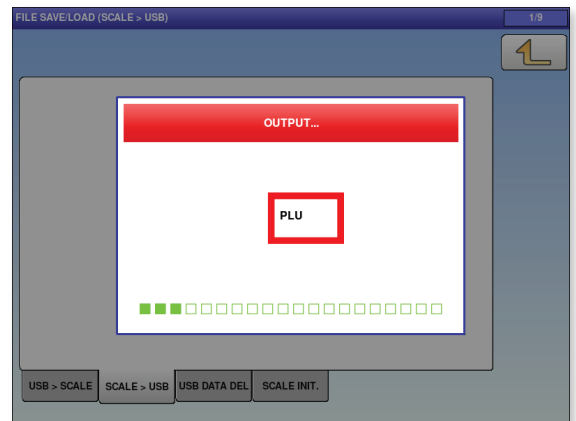


6.10 Message 14012-0000 OUTPUT CHECK will appear.

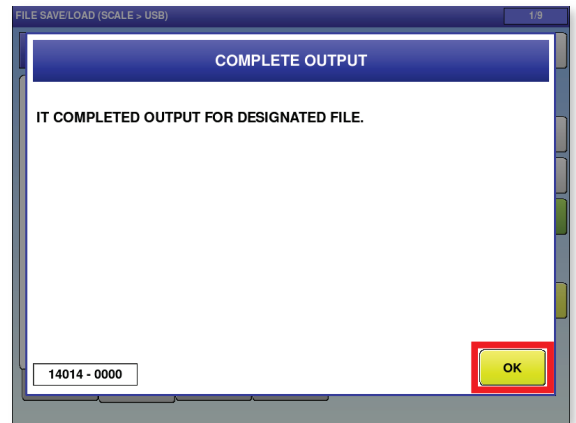
6.11 Touch EXEC.



6.12 The backup will begin, indicated by the green graph.

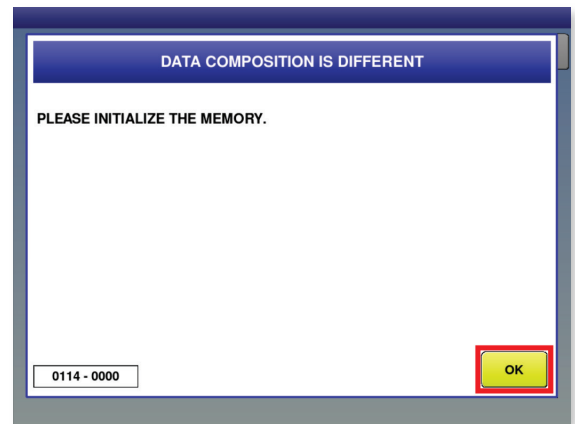


- 6.13 Once completed, message 14014-0000 COMPLETE OUTPUT will appear.
- 6.14 Touch OK.

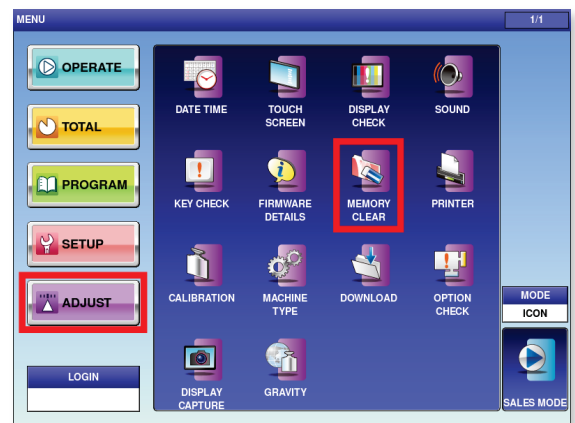


7: Appendix – Memory Clear

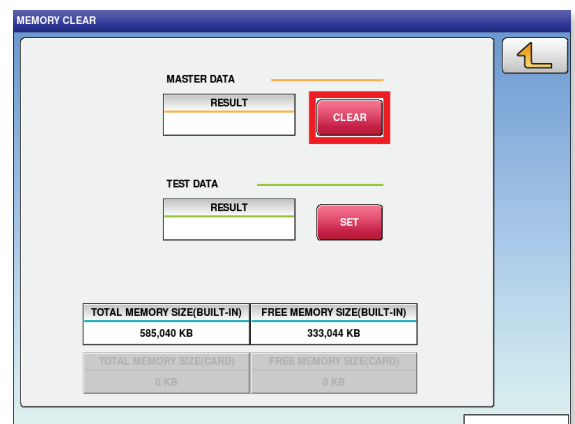
7.1 If message 15036-0000 DATABASE VERSION IS DIFFERENT appeared earlier, message 0114-0000 DATA COMPOSITION IS DIFFERENT will display upon startup, requesting that the memory be initialized. Press OK.



7.2 From the main menu enter the service code + PLU then enter the ADJUST and MEMORY CLEAR menus.



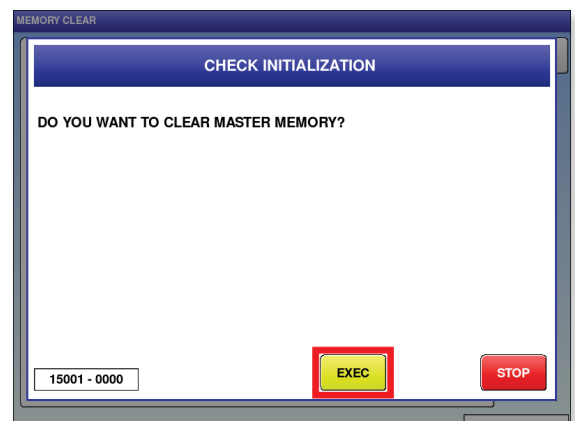
7.3 Press CLEAR at the MASTER DATA field.



7.4 Message 15001-0000 CHECK INITIALIZATION will display, press EXEC to confirm.

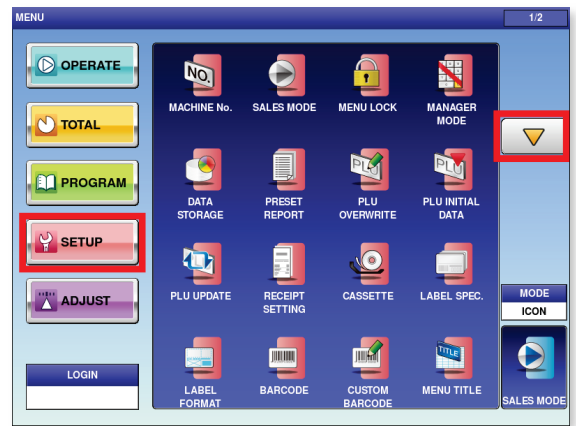
7.5 The process will take several seconds.

7.6 Navigate to the FILE SAVE/LOAD menu to load the backup; refer to the appropriate section for details, if needed.

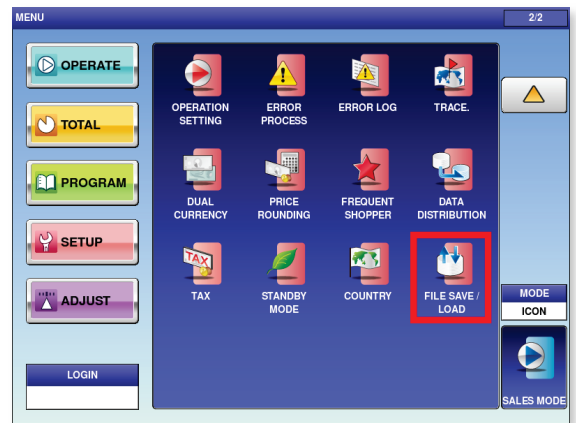


8: Appendix – Loading a Backup

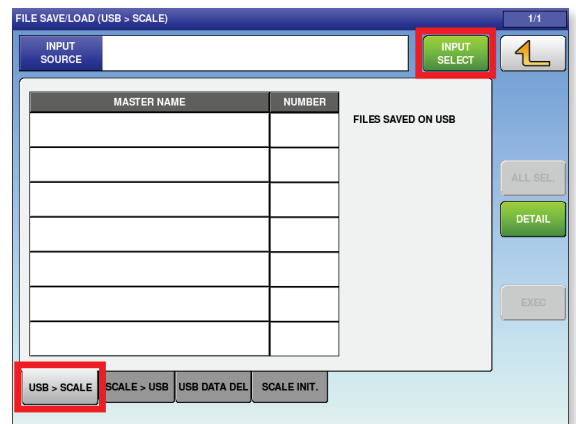
- 8.1 From the main menu enter the service code + PLU to enter the SETUP menu.
- 8.2 Press the DOWN ARROW.



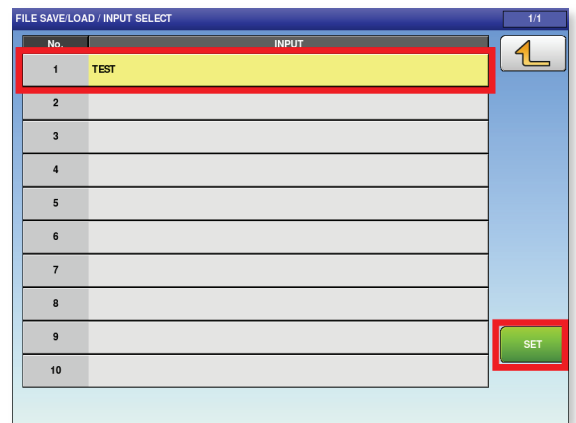
- 8.3 Touch the FILE SAVE/LOAD menu.



- 8.4 Select the USB > SCALE tab.
- 8.5 Touch the INPUT SELECT key

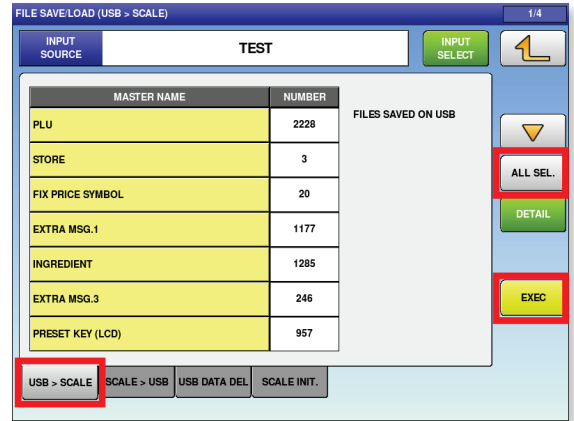


- 8.6 Select the desired position to highlight, then touch EDIT.



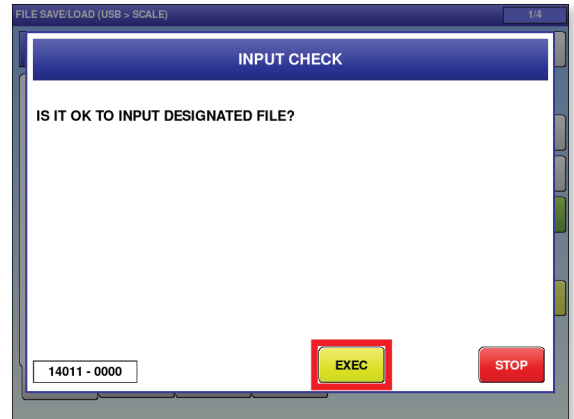
8.7 Touch ALL SEL.

8.8 Touch EXEC.

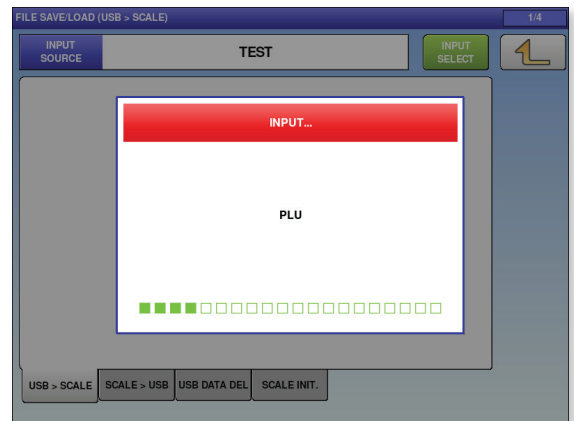


8.9 Message 14011-0000 INPUT CHECK will appear.

8.10 Touch EXEC.



8.11 Loading will begin, indicated by the green graph.



8.12 Once completed, message 14014-0000 COMPLETE OUTPUT will appear.

8.13 Touch OK.

