FARGO
Technical Bulletin

April 2025

The HID Technical Support bulletin is a monthly bulletin of critical updates, best practices, or troubleshooting procedures provided by the Secure Issuance Technical Support team.

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GLOBAL UPDATES

In this Bulletin we will cover the following items:

- HDP5000e Laminator Lauch
- HDP6600 New Laminator Firmware
- DTC1250e New Firmware
- DTC1500 New Firmware
- DTC4250e New Firmware
- DTC4500e New Firmware
- New Knowledge Base Articles
- HDP6600 New Dye Set

In addition to this bulletin, on the Technical Support page you will find links to request assistance, access our knowledge base with technical articles, access product documentation, access our Warranty Policy and information on the life cycle of our products.

HDP5000e Laminator Lauch

- The HDP5000e has been launched!
- Very Important: to use the laminator, your printer FW needs to be updated with the new firmware (12.7.2.511) as older versions do not support the laminator.

https://www.hidglobal.com/drivers/47721

HDP6600 New Laminator Firmware

- Version 2.0.7.1
- Date Released: 2025-MAR-07
- Please check the Release Notes Document to be aware of New Features, Resolved Issues, and Known Issues

https://www.hidglobal.com/drivers/36502

DTC1250e New Firmware

- Version 3.3.23.2
- Date Released: 2025-MAR-12
- Please check the Release Notes Document to be aware of New Features, Resolved Issues, and Known Issues

https://www.hidglobal.com/drivers/24360

DTC1500 New Firmware

- Version 3.3.23.2
- Date Released: 2025-APR-04
- Please check the Release Notes Document to be aware of New Features, Resolved Issues, and Known Issues

https://www.hidglobal.com/drivers/29900

DTC4250e New Firmware

- Version 3.3.23.2
- Date Released: 2025-MAR-12
- Please check the Release Notes Document to be aware of New Features, Resolved Issues, and Known Issues

https://www.hidglobal.com/drivers/29898

DTC4500e New Firmware

- Version 3.3.23.2
- Date Released: 2025-APR-04
- Please check the Release Notes Document to be aware of New Features, Resolved Issues, and Known Issues

https://www.hidglobal.com/drivers/41497

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KNOWLEDGE ARTICLES:

Did you know HID has more than 8000 knowledge base articles for your review?

Click on :

Knowledge Base

ASSISTANCE BY CHAT:

- HID has a new channel to assist you, faster and easier than a phone call
- Using our CHAT, it is possible to request assistance sending and receiving photos and documents
- Register in our Technical Support Community and start enjoying the benefits of our chat:

Technical Support Portal

ASP Training:

- MEXICO – Mexico City May 6 - 8
- INDIA - New Delhi May 7 - 9

New Knowledge Base Articles

	Link
How to resolve a ribbon wrinkle issue on a HDP5000/HDPii printer?	https://hidglobal.my.salesforce-sites.com/publicKnowledgeBasePage?Id=kaLV50000000eAL
How to resolve “Operation must use an updateable query” (0x80004005)	https://hidglobal.my.salesforce-sites.com/publicKnowledgeBasePage?Id=kaLV50000000fCr
How to fix error 338 Laminator Card Jam on HDP6600	https://hidglobal.my.salesforce-sites.com/publicKnowledgeBasePage?Id=kaLV50000000dar
How to uninstall the printer driver manually on windows using Print Management	https://hidglobal.my.salesforce-sites.com/publicKnowledgeBasePage?Id=kaLV50000000M5N
How to resolve white line on photos on DTC4500e?	https://hidglobal.my.salesforce-sites.com/publicKnowledgeBasePage?Id=kaLV50000000Nnp
Why does my lam 2 material get rejected on my HDP6600 laminator?	https://hidglobal.my.salesforce-sites.com/publicKnowledgeBasePage?Id=kaLV50000000YL3
How to add new text font for AsureID	https://hidglobal.my.salesforce-sites.com/publicKnowledgeBasePage?Id=kaLV50000000FDZ

New Dye Set for the FARGO ® HDP6600

As HID implements continuous improvements in dye standards, we are excited to launch a new HDP6600 dye set. This will be an improved dye formulation to uphold the high-quality color standards expected from HID FARGO ribbons.

As a result of this new dye set, the current YMCK ribbon (PN: 084911) and YMCKK ribbon (PN: 084912) will be discontinued. A limited supply will continue to be available for those who require continuation of the previous part numbers, while supplies last. After the last sale of the original ribbons, these part numbers will be replaced with the new dye set ribbons: YMCK ribbon (PN: 084921) and YMCKK ribbon (PN: 084922).

Some key things to note:

- All HDP6600 ribbons you currently have in stock will continue to work with your HDP6600 printers and produce high quality color.
- To achieve the best results when using the new ribbons, make sure your printer is running firmware version 10.0.37.524 or later:
  - Without updated firmware, your printer will still work with the new ribbon. The color quality, however, may be diminished.
- There will be no additional cost to you

These new HDP6600 ribbons are expected to uphold the HID standard and deliver the best color quality on the market to our customers.

Please do not hesitate to contact your FARGO sales representative if you have any questions or concerns.

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