

### What is firmware?

Firmware is the internal software for a device that makes the device functional. Firmware is essentially the "control program" that contains instructions on how the device should operate. Many everyday devices have firmware that we don't even think about, such as modern traffic lights, coffee machines, and digital watches. You might correctly guess that any "smart" technology device will have firmware in it that makes it function.

### How often should I upgrade my firmware?

Entrust Datacard recommends that you upgrade your firmware as often as is feasible for your organization. Firmware releases typically involve a combination of security enhancements to keep up with changing technologies, performance enhancements, and resolution of known issues. They may also contain new features to help you expand the value of your solution.

Entrust Datacard offers a solution to help with firmware upgrades in its Adaptive Issuance™ Remote Monitoring and Management application, RMM, which will allow you to schedule firmware upgrades.

### How do I know what firmware I need?

For the upcoming release of D2.15.1 and D3.16.1 we have utilities to load the correct firmware version through the website or on the DVD (if you have received one).

If your existing firmware starts with "D2" then you will need the most recent "D2" firmware, in this case D2.15.1. Old firmware is typically removed from our online sites to avoid confusion.

If your existing firmware starts with "D3" then you will need the most recent "D3" firmware, in this case D3.16.1. Old firmware is typically removed from our online sites to avoid confusion.

### How do I update my firmware?

The latest Entrust Datacard firmware updates can be found on [Datacard.com](http://Datacard.com). Download the firmware version that supports your printer model. You may use the lookup functionality on the website to know which firmware version you need to install.

To perform the update, your printer must be on and connected. Double-click on the firmware executable file (.exe) and follow the instructions. Note: [Datacard.com](http://Datacard.com) and [PartnerPage](http://PartnerPage) also have a Firmware Update Instructions document posted with the firmware files should you need further assistance.

A firmware update DVD may also be available for use, which contains all the necessary files and the installer application. If you use the DVD, you only need to run the DVD, connect to the printer, and follow the instructions. The DVD will detect which version of firmware you need.

### How long does it take to update firmware?

The time it takes to install new firmware will vary based on your network speed and bandwidth as well as how you have architected your printer fleet across locations. You might typically see 15 to 20 minutes per printer.

### Can I downgrade my firmware?

Sometimes you can downgrade your firmware, but Entrust Datacard does not recommend it. Many firmware versions will block you from downgrading, and this is because the upgrade contains a fundamental change that cannot be reverted. Often these are for components that increase the security of your printer, and hence blocking a downgrade is a security control. You can usually tell if a firmware version is "downgradable" based on the second number in the version. For instance, D3.15.3 is a current firmware version. You could downgrade it to the prior D3 "15" version, such as D3.15.2 but you cannot downgrade it to a D3 "14" version. Entrust Datacard will be releasing two new firmware versions, D3.16.1 and D2.15.1, for printers in the SD, CD, CE family, and we recommend that all customers upgrade to the respective new versions due to the enhanced security they provide.

### When will the SD260 have rewrite capability?

The D2.15.1 firmware upgrade will provide rewrite capability for the SD160 and SD260 printers, excluding the SD260L (long body). No additional hardware is required.

### Do we have any document showing our printers having a PCI approved as some customers requesting this?

Datacard®CardWizard® issuance software meets or exceeds the requirements for PCI PA-DSS, although it is not a payment application and therefore is not required to be compliant. We have done audits of the printer hardware and have been making regular update to support PCI compliance. Future audits will allow us to make similar statements about our financial printers.

### When firmware is released and available is it always compatible with Datacard software?

Yes, our firmware releases are tested with other Entrust Datacard software to ensure compatibility.

## FAQ on Drivers

### What is a printer driver?

A printer driver is a software utility that can be installed on a computer. It provides an interface for interacting with the printer and converts the printed material (what you want to print) into a format that the printer can understand and utilize for printing. The printer driver often allows customization of printing preferences or settings and provides basic data on the printer such as status or supply levels.

### Do I need a new driver?

To use the latest Entrust Datacard ribbons on a printer, you should update your driver to XPS 6.2. Entrust Datacard recommends updating the printer driver based on your needs. Each driver version will typically contain fixes for known issues as well as enhancements or new features. As well, support for newer operating systems, such as Windows 10, may require a driver update.

### How do I update my driver?

Entrust Datacard drivers can be found on [Datacard.com](http://Datacard.com). Simply download the driver .exe file to your computer and double-click on the executable file to run the installation program. Note: Please check that the driver version you are downloading works with the printer model you have and the operating system (Windows version) on your computer.

### Can I downgrade my driver?

You may uninstall your driver and install a new driver, even an older one, if it is supported on your operating system (Windows version). You may do this by going to your list of devices in the Windows Devices and Printers window, right-clicking on the XPS Card Printer, selecting "Remove device" and then running "XPS Card Printer Uninstall" from the Windows Start menu (All Programs > Datacard Printers > XPS Card Printer Uninstall). You can also use the installation program to remove the current version. You must restart your PC after uninstalling. Please see the XPS Card Printer Driver Guide, available on [Datacard.com](http://Datacard.com) for detailed instructions.