**Zebra Printer Software Update Network PCA**

**PCA Request Details:**

***Requestor Name:*** Jesse Yearta

***Requestor Job Title:*** System Development Engineer

***Requestor Site:*** Automation engineering

***Date:*** 20220215

***Triggering Event WO#*** *51223895*

***Triggering Event TT Link (If Applicable): :*** [***https://issues.amazon.com/issues/OpsTechITCert-56***](https://issues.amazon.com/issues/OpsTechITCert-56)

***Brief Description of Root Cause for Triggering Event/Why PCA being requested:***

GRR1 trialed and tested of new firmware for ZE500 Zebra print engines for SLAMs, Based of SP Engines. This version addresses security and vulnerability fixes and print rotation feature. The firmware was developed and tested between Amazon and Zebra.

**Impacted Equipment/Sites:**

***Equipment Model/Models Impacted: Zebra ZE500 Auto SLAM print engine***

***EAM Profile:***

***Sites Impacted:***ABE2, ABE3, ABE4, ACY1, AFW1, BDL2, BDL3, BFI1, BFI3, BFI4, BHM1, BNA2, BNA3, BOI2, BOS7, BWI1, BWI2, BWI4, CAE1, CHA1, CHA2, CLE2, CLE3, CLT3, CLT4, CMH1, CMH2, CMH4, CVG1, DAL2, DCA1, DEN2, DEN3, DET1, DFW6, DFW7, DSM5, DTW1, EWR4, EWR9, FAT1, FTW4, FTW6, GEG1, GRR1, GSP1, GYR1, HOU2, HOU3, IND1, IND4, IND5, JAX2, JAX3, JAX7, JFK8, LAS6, LAS7, LEX1, LGA9, LGB3, LGB4, LGB6, LGB7, MCO1, MDT2, MDW4, MDW6, MDW7, MDW9, MEM2, MEM4, MGE1, MGE3, MGE7, MIA1, MKC4, MKC6, MKE1, MKE2, MSP1, OAK3, OAK4, OKC1, ONT2, ONT6, PCW1, PDX9, PHL6, PHL7, PHX3, PHX5, PHX6, PHX7, RDG1, RDU1, RIC1, RIC2, RNO4, SAT1, SAT2, SAV3, SDF1, SDF4, SDF8, SDF9, SJC7, SLC1, SMF1, SNA4, STL4, STL8, TEB3, TEB6, TPA1, TPA2, TUL2, TUS2, YVR2, YVR4, YYC1, YYZ1, YYZ3, YYZ4, YYZ7

**NOTE:** Will be working with Launch Team to identify new sites that may need to be added to list. And to ensure all news sites not release, are updated.

**General Information:**

***PCA Work Order Description:*** *Upgrade Auto SLAM ZE500 print engines*

***Is LOTO needed****: No*

***# of Techs required to perform task:*** *1 CSx and 1 MHE Tech*

***Estimated Time to complete (in hours):*** *20 Minutes/Printer*

***Requested PCA Due Date:*** *April 1st 2022*

***Enter General Task instructions for WO:***

1. Gather the following items prior to start the task:
   1. Work Laptop
   2. A copy of your current firmware on hand from Policy Site
   3. Z downloader installed on your laptop
   4. USB a to b cable on hand (connect your laptop to the back of the ZE500)
2. Backup ALL print engine settings (Print on label or copy from web GUI of the print engine)
3. Flash firmware of ZE500
4. Validate flashing. ZE500 will display current version
5. Load Print engine settings
6. Validate the SLAM operates normally in auto slam mode.
7. Repeat step on each print engine on all of you SLAM lines once you have verified and ran one slam with new firmware.

**Note:** **(Sites with IT managed print engines only)** Please verify which firmware are on these units, if they are not up to date engage your local IT for these managed auto SLAM zebra print engines to have a plan of action.

***Is there a network MCM/CR for this PCA request? <https://mcm.amazon.com/cms/MCM-52955915>***

***Is a PO required for this PCA (Yes or No?): No***

***Are the sites responsible for submitting PO (Yes or No or N/A?): N/A***

***If No, provide PO/Tracking information for the impacted sites below: N/A***

**Action(s) Required by Impacted Sites:**

Upgrade Auto SLAM ZE500 print engine firmware.

1. Gather the following items prior to start this task:
   1. Work Laptop.
   2. A copy of your current firmware on hand from Policy Site
   3. Z downloader installed on your laptop
   4. USB A to B cable on hand (connect your laptop to the back of the ZE500)
2. Complete the instructions and the checklist in the documents below:

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**Helpful Links:**

Network MCM for roll out:

<https://mcm.amazon.com/cms/MCM-52955915>

Pilot Site:

<https://mcm.amazon.com/cms/MCM-38685230>

*OpsTech IT update Policy Page, Software and firmware’s can be source here at bottom of page:*

<https://policy.amazon.com/procedure/1927>

SIM relating to firmware update:

<https://issues.amazon.com/issues/OpsTechITCert-56>