

HID® FARGO® HDP®5000e

Printer Firmware
Release Notes

Firmware version: 12.9.6.747
PLT-07880, A.3
August 2025



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Contacts

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What's new

Date	Description	Revision
August 2025	Release notes for printer firmware 12.9.6.747.	A.3

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

1.1 Scope

This document provides information on HID® FARGO® HDP®5000e version 12.9.6.747. Included are product features, enhancements, and resolved issues since the previous release.

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

1.2 New features and enhancements

- Added encrypted connections for trusted communication using TLS. (FSA-817)
- Added printer maintenance logs. (FSA-1228)
- Added support for Virtual Here. (FSA-819)
- Added support for magnetic encoding. (FSA-624)
- Added RED-DA compliance. (FSA-1422)
- Added HDP5000e delamination detection and error. (FSA2-2272)
- Added Mag Clean routine to the display. (FSA2-2510)
- Disabled HDP5000e web page. (FSA2-2342)
- Added compliance with Radio Equipment Directive Delegated Act (RED-DA)

1.3 Resolved issues

- Resolved an issue where the base printer reboots when printing to Guardian lamination. (FSA2-2208)
- Resolved an issue where the hopper first tries an EE value stuck at zero. (FSA2-2467)
- Resolved an issue where the printer does not error when a flipper is needed to complete the job. (FSA2-2431)
- Resolved an issue where the long cleaning card in the HDP5000e jams the card into flipper roller. (FSA2-2427)
- Resolved an issue where the printer reboots when it should error. (FSA2-2416)
- Resolved an issue where the image shifts with holographic IntM film. (FSA20-2401)
- Resolved an issue where refreshing the web page causes communication loss with the printer. (FSA2-2374)

1.4 Known issues

- The F-panel on single transfer is not legible. (FSA3-1585)
- HDP5000e- 5122 encoder disconnects from Virtual Here client. (FSA2-2355)
- HDP5000e SSDP does not post the printer to the network. (FSA2-1460)
- HDP5000e gives no SNMP feedback. (FSA2-1459)
- HDP5000e DNS lookup gives wrong host name. (FSA2-2529)
- Two prompts are given for remove a lamination material. (FSA2-2505)

Revision history

Date	Description	Revision
August 2025	Release notes for printer firmware 12.9.6.747.	A.3
April 2025	Release notes for printer firmware 12.8.4.573,	A.2
November 2024	Release notes for printer firmware 12.7.2.511.	A.1
September 2024	Release notes for printer firmware 12.6.1.411.	A.0



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