

# Customer Information Bulletin

**Subject:** WannaCrypt Ransomware Firmware Patch

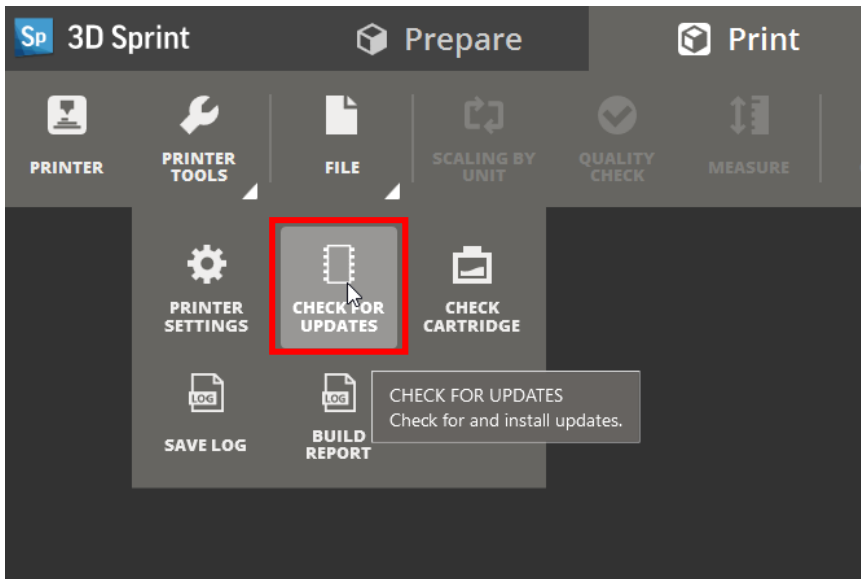
**Projet 2500**

## Purpose:

The purpose of this CIB is to inform the customers of the proper sequence for updating the machines firmware. This two stage process for updating the machines firmware will ensure the WannaCrypt Ransomware patch is successfully installed.

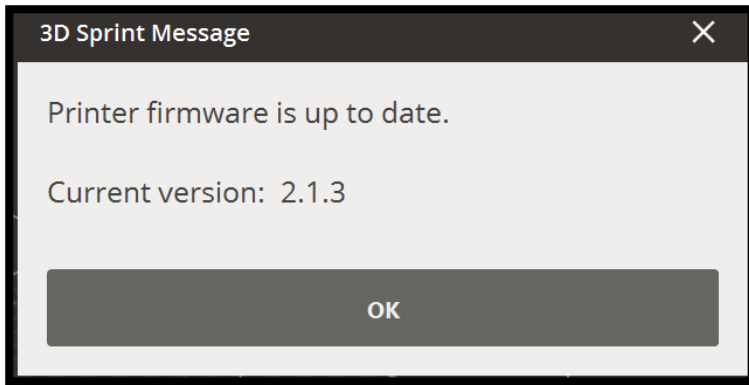
## Identification:

1. Open 3D Sprint Client Software™
2. Confirm your machine has firmware version 2.1.3 (Acrylate) or 1.0.3 (Wax). Select **Print>Printer Tools>Check for Updates**.
3. Select **Yes** to update to 2.1.3 or 1.0.3 or skip to step 6 if machine has the latest firmware.
4. On your printers UI, select **Yes** to update the printers firmware. The printer will update the firmware and reboot.



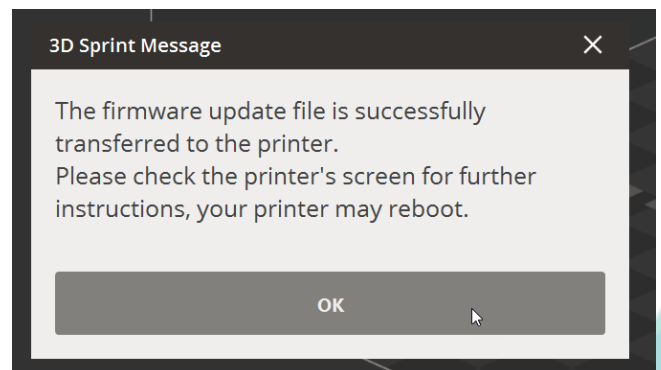
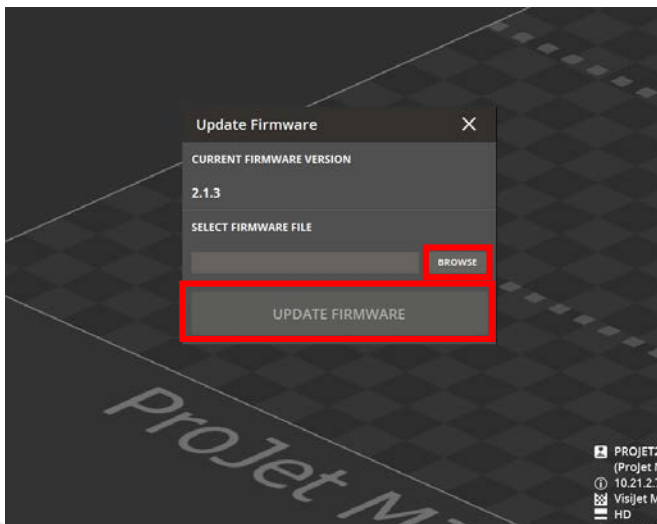
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- Once you have updated to the latest firmware, confirm the latest firmware by selecting [Print>Printer Tools>Check for Updates](#) from 3D Sprint. It should say 2.1.3 or 1.0.3.
- Select **OK**.



- The second stage to completing the WannaCrypt Ransomware patch is to update the machine to either 2.1.4 (Acrylate) or 1.0.4 (Wax).
- Select the below link that corresponds to your machine and download the firmware to your computer.
  - 2500 <https://3dsystems.teamplatform.com/pages/160261?t=bwdc96v4nerh>
  - 2500 Wax <https://3dsystems.teamplatform.com/pages/160260?t=c7t3zno3y1zz>
- From 3D Sprint, select [Print>Printer Tools](#)
- Hold down ctrl-alt-shift and select [Check for Updates](#). The below box will come up.
- Click [Browse](#) and search for the downloaded firmware. Select firmware.
- Click [Update Firmware](#).
- On your printers UI, select **Yes** to update the printers firmware. The printer will update the firmware and reboot.
- Follow the message prompt in 3D Sprint.

## END PROCEDURE



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CIB# CIB00031\_WannaCryptPatch Rev\_A  
Date: 6/28/2017

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