ROLAND DG
BN-20 Utility Troubleshooting

BN-20 UTILITY - Troubleshooting

The BN-20 Utility is required to run the maintenance options on your BN-20 or BN-20A. From time-to-time connection from this software to the printer can get corrupt and you won't be able to carry out maintenance duties. These dropouts can be caused by Windows Updates, System updates or the normal system gremlins.

Luckily there are some quick easy checks to get this working again before you go down the path of total uninstall and reinstall of all your Roland Software.

First check if the printer still accessible via Versaworks. Open Versaworks and in the top left you'll see the icons like in the images to the right.

The first shows that it's not connected with the circle crossed out next to the BN-20A text as well as Not Connected under that. You can see the crosses on the ink to show this.

The second image shows a connected printer with the green circle and the ink levels without crosses. Note: Setup Incomplete indicates there is no media loaded on the printer.
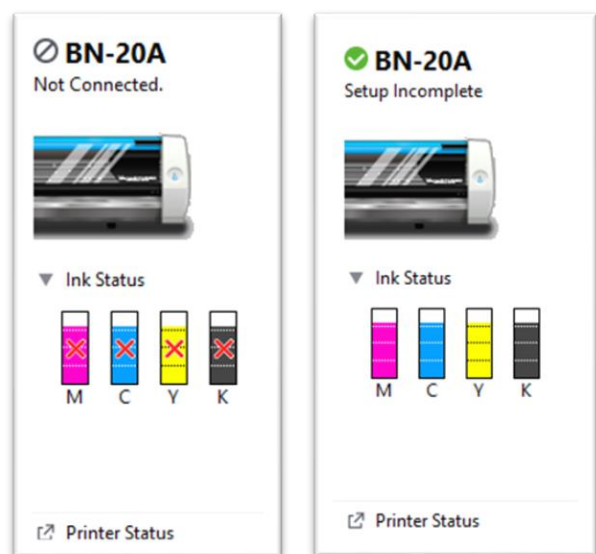
If not connected in VW or in the BN-Utility then physically check your cables are all plugged in properly.

The next step is a non-intuitive one hence this article! Turn off your printer remove your inks and turn back on. Once powered back up reinsert inks. This should get the Utility back online for you. If not try the same with your Waste Tank.

Failing the above it might be time to uninstall and reinstall the software. You can download the latest software from Roland DG's Download Centre: https://downloadcenter.rolanddg.com

To browse our other Help Files, please head to Graphic Arts Supplies Help Centre https://graphicartshelp.zendesk.com/hc/en-us