

WorkCentre 232/238/245/255/265/275 Upgrade Procedure

Purpose

The purpose of this document is to enable System Administrators to upgrade a WorkCentre from version **12.27.24.000** or later to version 12.60.22.000.

[Exception 1: If upgrading from 12.50.03.011 release, please contact Xerox customer support to upgrade your machine to 12.60.22.000.](#)

The upgrade process will take up to half an hour. The WorkCentre will be unavailable during this time. This procedure will provide the steps needed to install a pre-upgrade patch and the upgrade file. It is important to use the pre-upgrade patch to retain certain configuration settings.

Please make sure that the WorkCentre is free of faults and jams before starting any part of the upgrade.

Upgrade Requirements

To perform this upgrade, the following will be required:

1. The pre-upgrade patch **WCP2xx-preup-DigSig.dlm**. IMPORTANT: This file must be extracted from the Xerox_WorkCentre_XE_upgrade.exe file before it can be used!

[Exception 2: Upgrading from 12.60.15.000 or later to 12.60.22.000 does not require use of the pre-upgrade patch.](#)

2. File **D126022000_00_1.DLM**. IMPORTANT: This file must be extracted from the Xerox_WorkCentre_XE_upgrade.exe file before it can be used!
3. A PC with network access to the WorkCentre.
4. The WorkCentre must have the HTTP option enabled.

Upgrade Process

Note: Always submit the pre-upgrade patch before the upgrade file.

1. Power on the WorkCentre and wait for a configuration report to be printed.
2. Open a Web Browser (e.g. Internet Explorer, Netscape, etc.).
3. Enter the URL, using the format "http://xx.xxx.xxx.xx" and press **Enter**. ('xx.xxx.xxx.xx' is the WorkCentre IP Address, which can be found on the Configuration Report under Section 'TCP/IP Settings'), or select it from the drop-down list if previously used.
4. Select the "**Index**" icon in top right hand side of web page.
5. Select "**Manual Upgrade**".
6. Select the **Browse** button and locate the required pre-upgrade patch: **WCP2xx-preup-DigSig.dlm**
7. Select the "**Install Software**" option.
8. If prompted, enter the admin user name and password of the device.
9. After a short time, a web browser pop-up will be shown with the message "File has been submitted"; select **OK**.
If a pop-up appears displaying "File has not been submitted", repeat the process from Step 4, ensuring the correct filename has been used.

Note: Installation of the pre-upgrade patch causes the device to reboot. The reboot takes a couple minutes. Do not proceed until the device is available. If configuration report printing on boot up is enabled, a Configuration Report will print. To determine the device's status remotely, select **Refresh** on the Web browser. If a message that the Web page is not available appears, wait a few moments and retry.

10. The browser window should still be on the manual upgrade page. If not, re-select 'Manual Upgrade' from the Index page. Note the first two digits of the version displayed under 'Last Successful Upgrade'. These digits will be used to determine if you have the correct version of upgrade software.
11. Select the Browse button and locate the required file for a WorkCentre: **D126022000_00_1.DLM**

12. Select the 'Install Software' option. A pop-up will be shown with the message 'File has been submitted'; select **OK**.

If a pop-up appears displaying "File has not been submitted", repeat the process from Step 10, ensuring the correct filename has been used.

Within two minutes, the WorkCentre will go into upgrade mode. A message will be displayed on the WorkCentre User Interface, indicating that the software upgrade is about to start. During the actual upgrade the WorkCentre will not be available via the network.

Soon after this, the Upgrade Interface window will be displayed on the WorkCentre User Interface, showing the upgrade progress of all relevant modules.

The system will automatically reboot. The message 'Restoring Configuration Settings; Please Wait' will then be displayed.

After the reboot has completed, the system will display the message "Ready to Scan your job". The upgrade is now complete. The WorkCentre will initialise, then after a delay it will automatically print a Software Upgrade Report followed after a further delay by a Configuration Report; these delays may be several minutes. All the settings will then have been restored, and the WorkCentre will automatically re-connect to the network.

Note: Customers using the Xerox AMR Server are requested to perform an additional reboot once the software upgrade process is complete.

Confirm the Upgrade

Refer to the Software Upgrade Report and confirm that the 'Software Upgrade Result' is shown as 'Success'. If upgrading remotely, you can view the System Software Version from the web page by selecting Index in the upper right corner, then Manual Upgrade. The WorkCentre software version will be displayed under 'last known successful upgrade'.

A successful upgrade will display the following versions:

	System Software Version	Net Controller Software Version
WorkCentre 232/238, 245/255, 265/275 Models	12.60.22.000	040.022.01031

If a fax-card is fitted, check that the fax screen appears when the fax tab is selected. If not, power the machine off/on.

If you see the following message 'Local Interface problem detected. Please switch the machine off and on again' displayed on the user interface, press the side button to perform a quick restart.

The WorkCentre is now ready for use.

APPENDIX A

The document, *dc06cc0410 How to Upgrade Multifunction Devices* contains alternative upgrade methods. This and other customer tips about Xerox multifunction devices are available at the following URL:

<http://www.office.xerox.com/support/dctips/dctips.html>

For further information/troubleshooting please refer to <http://www.support.xerox.com/>