

# WorkCentre Pro M35/M45/M55 Upgrade Procedure

## Purpose

The purpose of this document is to enable System Administrators to upgrade a WorkCentre Pro from version 3.97.20.000 or later, to version 3.98.50.000.

The upgrade process will take up to half an hour. The WorkCentre Pro will be unavailable during this time. This procedure will provide the steps needed to install the upgrade file.

Please make sure that the WorkCentre Pro 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. File D039850000\_00\_1.DLM. **IMPORTANT:** This file must be extracted from the D039850000\_upgrade.exe file before it can be used!
2. File WCP35F\_PostUpgrade.dlm. . **IMPORTANT:** This file must be extracted from the D039850000\_upgrade.exe file before it can be used!
3. A PC with network access to the WorkCentre Pro.
4. The WorkCentre must have the HTTP option enabled.

## Upgrade Process

1. Power on the WorkCentre Pro 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 file for a WorkCentre Pro:  
**D039850000\_00\_1.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.

Within two minutes, the WorkCentre Pro will go into upgrade mode. A message will be displayed on the WorkCentre Pro User Interface, indicating that the software upgrade is about to start. During the actual upgrade the WorkCentre will be unavailable.

Soon after this, the Upgrade Interface window will be displayed on the WorkCentre Pro 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 Pro will initialise, then after a delay it will automatically print a Configuration Report; this delay may be several minutes. All the settings will then have been restored, and the WorkCentrePro will automatically re-connect to the network.

Once the upgrade is complete, confirm the new software version using the 'Machine Software' page on the 'Maintenance' tab on the PC. This displays the software set number, which should be 3.98.50.000

10. Refresh the Web Browser (e.g. Internet Explorer, Netscape, etc.).
11. Select the “**Index**” icon in top right hand side of web page.
12. Select “**Manual Upgrade**”.
13. Select the Browse button and locate the required file **WCP35F\_PostUpgrade.dlm**
14. Select the ‘Install Software’ option.
15. If prompted, enter the admin user name and password of the device.
16. 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 10, ensuring the correct filename has been used.

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

The WorkCentrePro will initialise, then after a delay it will automatically print a Configuration Report; this delay may be several minutes. All the settings will then have been restored, and the WorkCentre Pro will automatically re-connect to the network.

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 Pro 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/>