Xerox[®] AltaLink[®] C8100 and B8100 Multifunction Printer Series Embedded Web Server Software Upgrade Installation Instructions

Upgrading Software for Xerox® ConnectKey® Technology



© 2023 Xerox Corporation. All rights reserved. Xerox®, ConnectKey®, and AltaLink® are trademarks of Xerox Corporation in the United States and/or other countries.

Other company trademarks are also acknowledged.

BR38831

Document Version : 3.3 (November 2023)

Contents

Xerox® AltaLink® C8100 and B8100 Series Multifunction Printers Upgrade Instructions Using the Embedded Web Server

1	
Identifying the Software Version	1
Upgrade Procedures	1
Requirements	1
Downloading the Package for Upgrade	2
Enabling Software Upgrades	2
Installing the Software	
Appendix A: Printing a Configuration Report	6
Appendix B: Clone Files	6
Creating the Clone File (Optional)	6
Reapplying the Clone File (Optional)	
Appendix C: Failed Software Upgrade	13
Launch Release Missing	13
Software File Invalid	14
View Error via Embedded Web Server	14

Xerox® AltaLink® C8100 and B8100 Multifunction Printer Series Upgrade Instructions Using the Embedded Web Server

This document details the software upgrade instructions for the Xerox® AltaLink® C8100 and B8100 Multifunction Printer Series. You can perform the upgrade process on Xerox® AltaLink® C8100 and B8100 Multifunction Printer Series built on ConnectKey® Technology that are running software versions that start with **105**, **111**, **113**, **114**, **118**, **119 or 120**.

Note: To access administrative settings and to perform the software upgrade procedures, system administrator access privileges are required.

Identifying the Software Version

Note: If you do not know the IP address of your printer, you may print a Configuration Report and the IP address of your printer will be listed on it. Refer to Appendix A: Printing a Configuration Report.

1. Access the printer **Embedded Web Server** (EWS) by opening a web browser and entering the IP address or hostname of the printer. If the printer is locked, a login screen appears.

Note: The default username for the administrator account is **admin**, and the default administrator password is the device serial number which can be found at the top of the Home page on the Embedded Web Server. The password is **NOT** case sensitive.

- 2. Scroll to the bottom of the printer Home page and select Configuration Report.
- 3. Select the **Software Versions** link.
- 4. Under Software Versions, note the Device Software. This is the current software version on your printer.

Software Upgrade	To upgrade your device, it is recommended that you use the Xerox®
Utility	ConnectKey® Technology Software Upgrade Utility. This utility enables you to
(Recommended)	use the quick and easy-to-use tool interface to upgrade your device.
Embedded Web Server Software Upgrade	If you experience problems with the Software Upgrade Utility, you can upgrade the software manually using the Embedded Web Server for the device.

Upgrade Procedures

This process updates devices that are running software versions that start with 105, 111, 113, 114, 118, 119, or 120 to a later version of Xerox® ConnectKey® Technology software.

Requirements

Verify the current software version installed on your device. For instructions, refer to Identifying the Software Version. If the software version number does not start with 105, 111, 113, 114, 118, 119, or 120, then wrong device is being used.

1. Ensure that the printer is configured and connected to the network.

Ensure that you have the IP address of the AltaLink[®] Device and can connect to the IP address. To locate the IP address, refer to Appendix A: Printing a Configuration Report.

2. Ensure that HTTP is enabled on your AltaLink® Device. For details, refer to the HTTP on the configuration page under **Connectivity > Protocols > HTTP** or *System Administrator Guide* for your device on https://www.xerox.com/office/support.

Note: The zip file contains the Software Upgrade Utility instructions, Embedded Web Server Software Upgrade Instructions, ckupgrade-XXXXXXXXX.jar, dlm upgrade file, any associated Web apps to install, and the software manifest file. Do not modify the structure or format of the zip file.

Downloading the Package for Upgrade

To upgrade the device software from 105, 111, 113, 114, 118, 119, or 120 to a later version manually, use the following instructions.

- 1. At your computer, download the Upgrade Software:
- 2. Locate the software for the device that you are upgrading.
 - a. To download software to your desktop, click Accept.
 - b. **Right-click** the downloaded Xerox_AltaLink_X81XX_Software_Upgrade_120XXXXXXXXXXXX.zip file, then **extract all** content to the desktop. A new folder is created on the desktop with the same name as the downloaded .zip file.
 - c. Open the folder and scroll to find the XeroxAltaLink_X81XX_system-sw120XXXXXXXXXX.zip file. Double-click this .zip file and open the **dlm** folder.
 - d. Highlight the AltaLink X81XX folder and extract files to the desktop.

Enabling Software Upgrades

- 1. At your computer, open a Web browser, then type the IP Address of your AltaLink® Device using the format http://A.B.C.D.
- 2. From the menu at the top of the screen, click **Properties**. If you receive a security warning, click the option to continue. If the printer is locked, a login screen appears.

Note: The default username for the administrator account is **admin**, and the default administrator password is the device serial number which can be found at the top of the Home page on the Embedded Web Server. The password is **NOT** case sensitive.

- 3. Type the login details for the system administrator. The Configuration Overview page appears.
- 4. In the left navigation pane, click **Security > Installation Policies.**
- 5. For Software Upgrade, enable the check box for **Allow Software Upgrades**, then scroll down and click **Apply.**
- 6. To install weblets, enable the check box for Allow Weblet Installation.

Home Jobs Print	부 원: 해상 ② t Scan Address Book Properties Support	admin 🔒
earch	8/ Installation Policies	
eet Orchestrator	Installation Policies	
Ascription	Backup & Restore	Take me there
eneral Setup onnectivity	Allow Backup File Restore	
ogin/ Permissions/ Accounting	Cloning	Take me there
Reunity Password Policies Instantion (Alfree) MoAlee Embedded Control Secure Print Authentication (Login)	Allow Clone File Installation Allow Pint Submission Permanently Restrict Print Submission	
FIPS TLS	Software Upgrade	Take me there.
Logs Certificates IP Filtering	Allow Software Upgrades	
IPseo Timeout & Resume	Fleet Orchestrator	Take ros there.
Image Overwrite Security PostScript & Passwords Personalized Information	Allow File Sharing (using TCP/IP port 51333)	
Software Verification Test onfiguration Watchdog	File Sharing will override installation policies for Clone and Software Upgrade files. Clone and Software Upgrade installation policies w Manual installation using a USB crive).	il stil be enforced for other installation methods (e.g.
Software Verification Test onfiguration Watchdog	File Sharing will override installation policies for Cone and Software Upgrade files. Clone and Software Upgrade installation policies w Manual installation using a USB drive). Remote Software Download	Il stil be enforced for other installation methods (e.g. Take me there
Software Verification Test Jonfiguration Watchdog	File Sharing will override installation policies for Cone and Software Upgrade files. Clone and Software Upgrade Installation policies w Manual Installation using a USB drive). Remote Software Download	Il sill be enforced for other installation methods (e.g., Take methods
Software Verification Test Jonfguration Watchdog	File Sharing will override installation policies for Clone and Software Upgrade files. Clone and Software Upgrade Installation policies w Manual Installation using a USB drive). Remote Software Download Weblet	If still be enforced for other installation methods (e.g., <u>Take we there</u> <u>Take we there</u>
Software Verification Test Configuration Vatchdog	File Sharing will override installation policies for Clone and Software Upgrade files. Clone and Software Upgrade installation policies will Manual Installation using a USB drive). Remote Software Download Weblet Allow Weblet Installation	il stil be enforced for other installation methods (e.g., <u>Take me there,</u> <u>Take me there</u> ,
Software Verification Test	File Sharing will override installation policies for Clone and Software Upgrade files. Clone and Software Upgrade installation policies will Manual Installation using a USB drive). Remote Software Download Allow Remote Software Download Weblet Allow Weblet Installation Card Reader firmware	il stil be enforced for other installation methods (e.g., <u>Take me there</u> , <u>Take me there</u> , <u>Take me there</u> , Take me there,
Software Verification Test	File Sharing will override installation policies for Clone and Software Upgrade files. Clone and Software Upgrade installation policies will Manual installation using a USB of web. Remote Software Download If Allow Remote Software Download Weblet Allow Weblet Installation Card Reader firmware If Allow Firmware Upgate Allow Firmware Upgate	il stil be enforced for other installation methods (e.g., Take mo there, Take mo there, Take con there,
Software Verification Test	File Sharing will override installation policies for Clone and Software Upgrade files. Clone and Software Upgrade Installation policies will Manual Installation using a USB drive). Remote Software Download If and Remote Software Download Weblet Allow Weblet Installation Card Reader firmware If allow Firmware Update	il stil be enforced for other installation methods (e.g., <u>Take me there,</u> <u>Take me there,</u> <u>Take me there,</u> <u>Take me there,</u>
Software Verification Test	Rie Sharing will override installation policies for Clone and Software Upgrade files. Clone and Software Upgrade installation policies will Manual installation software Download Remote Software Download Allow Remote Software Download Weblet Allow Veblet Installation Card Reader firmware Allow Firmware Update	It still be enforced for other installation methods (e.g., Take me these Take me these Sine root does Apply

Installing the Software

Note: If you wish to keep a backup of your printer configuration settings, refer to Appendix B: Clone Files.

Two software files need to be loaded using this process.

- 1. Load software upgrade file 746306v4.dlm.
 - a. At your computer, open a Web browser, then type the IP Address of your AltaLink® Device using the format http://A.B.C.D.
 - b. From the menu at the top of the page, click **Properties.** If you receive a security warning, click the option to continue. If the printer is locked, a login screen appears.

Note: The default username for the administrator account is admin, and the default administrator password is the device serial number which can be found at the top of the Home page on the Embedded Web Server.

- c. Type the login details for the system administrator. The Configuration Overview page appears.
- d. In the left navigation pane, click Fleet Orchestrator.

e. Select Create/Install File, then select Install File.

Image: Search Image: Search<	Xerox AltaLink® C8	155			
Search Fleet Orchestrator Image: Constration of Constratin device Settings across of Constration of Constratio	Home Jobs Print	Scan Address Book	Voperties Suppo	rt	admin 🐣
Configuration Files Type File Name/Version Status Instal a File Software Upgrade 113.009.001.06010 Software upgraded successfully, Tuesday, March 16 2021 18:43:10 Instal a Software Upgrade, Clone Add-On file Software upgrade Share Configuration Files Create a File Create a Clone or Add-On file of current device settings. File Sharing allows connected devices to receive configuration files in order to apply and maintain device settings across m devices. Learn more Configure File Sharing	Search Real Confusion Conview Description Configuration Report - Connectal Letup - Connectal Letup - Connectal Letup - Constructive - Apps - Security Configuration Watchdog		Au Confi This du	Fleet Orchestrator	Eearn More
ESET 2017 AND Revolution All Rights Resource.		Type Software Upgrade File Sharing allows conne	File Name/Version 113.009.001.06010 ected devices to receive	Configuration Files Status Software upgraded successfully, Tuesday, March 16 2021 18:43:10 E Share Configuration Files Configuration files in order to apply and m devices. Learn more Configure File Sharing	Create / Install File Install a Software Upgrade, Clone, or Add-On file Create a File Create a Clone or Add-On file of current device settings. naintain device settings across multiple

f. Select Software Upgrade File.

Xerox AltaLink® C8155

Home Jobs Print	Scan Address Book Propert	les Support	
Search		Install Configuration File	
Configuration Overview Description Configuration Report • General Setup • Connectivity • Login/ Permissional Accounting	Software Upgr Manually Great for G	ade File update the software of this device bblaining device enhancements, capabilities, and to address security concerns	
* Apps * Security Configuration Watchdog	Automatic Soft Schedule Great for a Great for a Great for a Add-On File Add -On File Great for a Great for a	tware Upgrade software upgrades from a specified network directory (FTP). bbtaining the benefits of software upgrade on a regular basis. existing device settings from another device. spplying and maintaining common settings across multiple devices. ch apps from another device without overwriting existing apps. sharing 1-Touch files while preserving individual device settings.	
		Details	
	Last Attempt		None
	Last Attempt Status		
	Installation Policy	Allowed (Only encrypted clone files can be installed): Print Submission	: Not Allowed
		Additional Options	
	File To Install	Choose File No file chose	an
		Clos	e Install
		Egg Eng VIII full to the second and Addument and Adduments of Team Comparation of the Addument and Adduments of Team Comparation of the Addument and Adduments of	

g. Select **Choose file**, then select the 746306v4.dlm file.

Xerox AltaLink® C8155

A Home	Jobs	Print	Scan	E Address Book	Properties	C) Support	admin 💄
earch						Install	Configuration File
Paut Christian Configuration Devices Description Hosting Technologies Hosting Technologies Hosting Technologies Hosting Hermissional Acco Apps Hosting Hosting Configuration Vatachdog		ting (• •	で ・ ・ ・ ・ ・ ・ ・ ・ ・ ・ ・ ・ ・	ware Upgrade i Manually updat Great for obtain matic Softwarn Schedule softw Great for obtain e File Overwrite exist Great for apply On File Add 1-Touch ag Great for sharin	File le the software of ling device enhan e Upgrade are upgrades fror ling the benefits of ling device setting ing and maintainin ops from another r ing 1-Touch files w	this device. cements, capabilities, and to address security concerns. n a specified network directory (FTP), f software upgrade on a regular basis. If form another device. Ig common settings across multiple devices. device without overwriting existing apps. nile preserving individual device settings.
							Details
			Last	Attempt			None
			Last	Attempt Status			
			Instal	lation Policy		Allowed (Only	encrypted clone files can be installed). Print Submission: Not Allowed
						Ad	ditional Options
			File T	o Install			Choose File No file chosen Close Install
						tige 17-30-15 Rotori Reme Corporation	Page Help Sen Caposin: Al Rpm Reares: ad Alconet as Isoneta di ad Alconeta as Isoneta di Martina and Alconeta di Martina and A

- h. Click Install. A file submission message appears. Click OK. The device restarts automatically.
- i. If the patch installation is successful, continue to the next step. <u>The Network controller version</u> <u>updates to 1XX.XXX.XXX. XXXXX. 746306v4dlm.</u>
- 2. Load software upgrade file 120.XXX.XXX.XXXXXX.
 - a. From the left navigation pane, click **Fleet Orchestrator**.
 - b. Select **Create / Install File**, then select **Install a File.** Ensure that the **Software Upgrade File** radio button is selected. Scroll to the bottom of the page, then select **Chose File**. Open the folder that you created on the desktop. Open the DLM folder, then locate the AltaLink_X81XX_systemsw#120XXXXXXXXXX#ENG_MOD.DLM file. Select the file, then click **Open**.
 - c. Click Install. A file submission message appears. Click OK. The device restarts automatically.
 - d. If the upgrade is successful, continue with the instructions. If the upgrade fails and a failed upgrade report is generated, for further instructions, refer to Appendix C: Failed Software Upgrade.

Note: While the file is transferring, do not navigate from the transfer page until the file submission completes.

Software installation begins several minutes after the software file is submitted to the device. After the installation starts, all access to the Embedded Web Server is disabled. You can monitor the installation progress from the device control panel. The software installation process can take approximately 45 minutes to complete.

After the software installation process completes, the device restarts automatically, then prints a Software Upgrade Report and a new Configuration Report.

Appendix A: Printing a Configuration Report

To view the IP address of your printer, print a Configuration Report. Ensure that you print and keep a copy of the Configuration Report for reference until after the firmware update is complete.

- 1. At the printer control panel, touch the **Home** button.
- 2. Touch Device > Information Pages.
- 3. Touch Configuration Report, then touch Print.
- 4. On the printed configuration report, in the **Software Version** section, check the system software version.

	Information Pages	5		×	
Configuration Report			📄 Print		
Billing Summary					

Appendix B: Clone Files

CREATING THE CLONE FILE (OPTIONAL)

- 1. At your computer, open a Web browser, then type the IP Address of your AltaLink® Device using the format http://A.B.C.D.
- 2. From the menu at the top of the screen, click **Properties.** If you receive a security warning, click the option to continue. If the printer is locked, a login screen appears.

Note: The default username for the administrator account is **admin**, and the default administrator password is the device serial number which can be found at the top of the Home page on the Embedded Web Server. The password is **NOT** case sensitive.

- 3. Type the login details for the system administrator. The Configuration Overview page appears.
- 4. In the left navigation pane, click **Fleet Orchestrator**.
- 5. To clone all features, click **Create/Install File.**

Xerox AltaLink® C8155

for Home	Jobs	Print	l ■ Scan	E Address Book	Properties	C Support			a	idmin 🔒
Search							Fleet Orchestrator		Lea	rn More
Pleat Ocches Configuration Description Configuration 9 General Set + Connectivity + Login/ Perm + Apps + Security Configuration	tradov n Overview n Raport up y sissions' Account n Watchdog	ing			•	Auto Configure This devic	e is auto configured using 1	file.		
							Configuration Files		E Create / In:	stall File
			Туре	Э	File Name/\	/ersion	Status		Added By	Details
			Soft	vare Upgrade	113.009.001.	06010	Software upgraded succe Tuesday, March 16 2021 18	ssfully. 043:10 EDT	admin	View
						Sh	are Configuration Files			
			File Sh	aaring allows conn	ected devices to	o receive con	figuration files in order to app devices. <u>Learn more</u>	ly and maintain de	vice settings acr	oss multiple
						езо Хагох Со	Control Karste Composition. All Rights Researces. Xarstel and AddLinks for Statements of postel in the United States and or after in countries. <u>Data I State Marce</u>			

6. Select Create a file.

Xerox AltaLink® C8155

final Home	Jobs	erint	₽ Scan	Address Book	↓↓↓ Properties	C) Support		admin 🐣
Search Real Orcheste Configuration (Description Configuration 1 + General Setup + Cognet Setup + Apps + Security Configuration (Peed Onhestrator Configuration Overview Description Configuration Report • Centeral Setup • Connectivity • Login/ Permissional Accounting • Login/ Permissional Accounting • Japos • Security Configuration Valendog					Auto Configure This device	Fleet Orchestrator	■ Learn More
							Configuration Files	Create / Install File
			Туре)	File Name/\	/ersion	Status	Install a File
			Softv	vare Upgrade	113.009.001.	06010 Sh	Software upgraded successfully. Tuesday, March 16 2021 18:43:10 E are Configuration Files	Add-On file. Create a File Create a Clone or Add-On file of current device settings.
			File Sh	aring allows conn	ected devices to	o receive con	figuration files in order to apply and m devices. <u>Learn more</u> onfigure File Sharing	aintain device settings across multiple
						630 Xerox Co	EDD Help 13.000 Help All Right Reserved. Second and Additional Residences of Appartice In a United Basics and the optimum Help Landon Basics and the optic and the optimum Help Landon Basics a	

7. Scroll to bottom of the page, then select **Create**.

n in the second	Scan	Address Book	Properties	O Support		admin 🔒
Search	Dow	nload This File				
Ence Occumitation Configuration Overview Description				Configuration S	ettings	
Configuration Report Generative Setup Connectively Login/ Permissions/ Accounting Apps Security Configuration Watchdog			Sele	ct: All groups selected	Hide Settings	
		Apps	Copy Print Serv Vort Wort Wort	y (<u>Details</u>) Settings (<u>Details</u>) er Fax (<u>Details</u>) Kflow Scanning (<u>Details</u>) Kflows (<u>Details</u>)	 ID Card Copy (<u>Details</u>) Email (<u>Details</u>) Internet Fax (<u>Details</u>) Scan To Destination (<u>Details</u>) One-Touch (<u>Details</u>) 	
		General Settings	 Adm Feat Pape Inter Web 	inistration (<u>Details</u>) ure Installation er Management (<u>Details</u>) nationalization Services (<u>Details</u>)	 Security (<u>Details</u>) Job Management (<u>Details</u>) Remote Services (<u>Details</u>) Energy Saver (<u>Details</u>) Custom Color Tables 	
		Connectivity	Coni	nectivity Settings (<u>Details</u>)		
		P	Z Acco	punting (Details_)	Authentication & Authorization Configuration	
	Ad	ccess & Accounting	Cust	tomer Logo r Personalization (Details)	Device Address Book (Details)	

Note: When the clone process completes, the following page appears.

fome	Jobs	Print	F Scan	Address Book	Properties	C) Support		admin 🐣
Search			Clone	e File				
Feel Dishest	natori Ovacriana		Cloning	Instructions				
Description Configuration	Report						Clone file created successfully.	
General Setu Connectivity	ip.						Right click on link to download file.	
+Login/ Permi +Apps	issions/ Accountin	na -					Cloning.dlm	
* Security Configuration Watchdog								Close
							0	
							Help 62017-2019 Name Canadration, Al Rustin Reserved.	
						1.0	Normeth and AllaLineth are trademarks of no Composition in the United Balans and/or other one-three	

8. Click the **cloning.dlm** hyperlink, then save the .dlm file to your local hard drive.

REAPPLYING THE CLONE FILE (OPTIONAL)

Note: The AltaLink® Devices will automatically save and restore your settings under most circumstances. If you find that your settings were not retained, then use the following procedure to restore your settings from the clone file that you created in previous steps of these instructions.

- 1. At your computer, open a Web browser, then type the IP Address of your AltaLink® Device using the format http://A.B.C.D.
- 2. From the menu at the top of the page, click **Properties.** If you receive a security warning, click the option to continue. If the printer is locked, a login screen appears.

Note: The default username for the administrator account is admin, and the default administrator password is the device serial number which can be found at the top of the Home page on the Embedded Web Server.

- 3. Type the login details for the system administrator. The Configuration Overview page appears.
- 4. In the left navigation pane, click **Fleet Orchestrator.**
- 5. Select Install file.

Xerox AltaLink® C8155

h Home	Jobs	na se	₽ Scan	Address Book	Properties	C) Support		admin 🐣
Search							Fleet Orchestrator	Learn More
Becclerch25 Configuration Description Configuration General Setu Connectivity Loginl Permi Apps Security Configuration	Configuration Devineer Exemption Configuration Repot General Setup Connectivity Login Permissional Accounting Apps Security Configuration Watchdog				•	Auto Configu This dev	Fired 1 File	
						Configuration Files	Create / Install File	
			Туре	Э	File Name/V	/ersion	Status	Install a File
			Soft	vare Upgrade	113.009.001.	06010	Software upgraded successfully. Tuesday, March 16 2021 18:43:10 E	Add-On file.
						S	Share Configuration Files	Create a File Create a Clone or Add-On file of current device settings.
			File Sh	aring allows conne	ected devices to	o receive co	nfiguration files in order to apply and m devices. <u>Learn more</u> Configure File Sharing	aintain device settings across multiple
						0 Xaros	EDD END 2017-2019 End Consolation At Region Research Research and Address and Section Address Research and Address and Address Research and Address and Address Research and Research Research and Research	

6. Select Clone file.

Xerox AltaLink® C8155 Print Scan 0 Address Book Properties Jobs f Home admin 🔒 Support Install Configuration File Search Peet Dichestrator Configuration Overview Configuration Report + General Setup + Comrectivity + Login/ Permissions' Accounting + Apps Software Upgrade File Manually update the software of this device.
 Great for obtaining device enhancements, capabilities, and to address security concerns. 0 Ö° Automatic Software Upgrade Security
 Configuration Watchdog 0 Schedule software upgrades from a specified network directory (FTP).
 Great for obtaining the benefits of software upgrade on a regular basis Clone File EE Overwrite existing device settings from another device.
 Great for applying and maintaining common settings across multiple devices. ۲ Add-On File 九 0 Add 1-Touch apps from another device without overwriting existing apps.
 Great for sharing 1-Touch files while preserving individual device settings. Details Last Attempt None Last Attempt Status Installation Policy Allowed (Only encrypted clone files can be installed); Print Submission: Not Allowed Additional Options File To Install Choose File No file chosen Close () Help II Xerox Corporation: Al Rights Reserved will and AlaCrieff are trademarks of for in the United Bates and to offer tourit

7. Select **Choose file**, then select the previously saved file from your hard drive.

Home Jobs Print	Scan Addres	3 Hook Properties	Support	admin 🔒			
iearch			Install Configuration File				
Pact Orchestrator Configuration Overview Description Configuration Report		Software Upgrad	File				
General Setup Connectivity Login/ Permissions/ Accounting	° 🔅	 Manually upd Great for obtained 	te the software of this device, ning device enhancements, capabilities, and	to address security concerns.			
Reps Security Configuration Watchdog	• •	Automatic Software + Schedule soft	e Upgrade vare upgrades from a specified network direc	ctory (FTP).			
		Great for obta Clone File	ting the benefits of software upgrade on a re	igular basis.			
	° [8	Overwrite exi Great for app	ing device settings from another device. ing and maintaining common settings across	s multiple devices.			
	° t	Add-On File Add 1-Touch Great for sha 	pps from another device without overwriting ng 1-Touch files while preserving individual d	existing apps. levice settings			
			Details				
	Last Attempt			Nor			
	Last Attempt S	itatus					
	Installation Pol	licy	Allowed (Only encrypted clone files can t	e installed): Print Submission: Not Allowe			
			Additional Options				
	File To Install Choose File No file chose						
			() Help				

- 8. Select Install.
- 9. Click **OK**.

10.24.9.48 says	roboot automatically
Remote connections will be unavailable for	a short period of time.
Are you sure you want to continue?	
	OK Cancel

Note: The Embedded Web Server is unavailable during clone file installation. When the cloning process completes, the device restarts automatically.

Cloning Installation		
Note: The machine may need to reboot or re	set for the changes to take effect.	
	Please walt	
	Help Help 10017-2019 Xense Corporation. All Rights Reserved. Xensel Band Adult date trademarks of Xensel Corporation In the United States and/or other counties. Intel® 15 Media	

10. To verify that the clone file installed successfully, refresh the browser.

Home Jobs Print	Scan Address Book	Properties Support			admin (
earch .			Fleet Orchestrator		Learn Mor
In Cohereness In Cohereness Schule Ander Schule Ander Jahren Market Jahren Mark Jahren Mark Jahren Mark Schule Sch		-	ACC Auto Configured Ties Ties Ties		
			Configuration Files	Crea	dé / Install Fr
	Туре	File Name/Version	Status	Added By	Details
	Software Upgrade	113.009.001.06010	Software upgraded successfully. Tuesday, March 16 2021 18:43 10 EDT	admin	View
	Clone	cloning dlm	Installed Wednesday, March 17 2021 13 41 14 EDT	admin	Mex
	1		Share Configuration Files		
	File Sharing allows cor	nnected devices to receive config	Configure File Sharing	gs across multiple devic	ves. <u>Learn m</u>

Appendix C: Failed Software Upgrade

This section details the process to follow if the software upgrade fails. If any of the following Printed Error Reports are generated, proceed to the following instructions.

LAUNCH RELEASE MISSING

- Printed Error Report that shows Launch Release Missing
- Printed Error Report that shows Launch Release Corrupted
- Printed Error Report that shows Launch Release Version Mismatch
- 1. Load the Launch DLM Recovery Patch (LDRP) on the device. Because the recovery patch is speed specific, use the following tables to determine which patch to load.

Xerox® Device	Recovery Patch	Link
Xerox® AltaLink® C8130/35	LDRPC813035v2.dlm	LDRPC813035v2.zip
Xerox® AltaLink® C8145/55	LDRPC814555v2.dlm	LDRPC814555v2.zip
Xerox® AltaLink® C8170	LDRPC8170v2.dlm	LDRPC8170v2.zip
Xerox® AltaLink® B8145/55	LDRPB814555v2.dlm	LDRPB814555v2.zip
Xerox® AltaLink® B8170	LDRPB8170v2.dlm	LDRPB8170v2.zip

If starting software version begins with 105 or 111 then use:

If starting software version begins with 113, 114, 118, 119, or 120 then use:

Xerox [®] Device	Recovery Patch	Link
Xerox® AltaLink® C8130/35	LDRPC813035v6.dlm	LDRPC813035v6.zip
Xerox® AltaLink® C8145/55	LDRPC814555v6.dlm	LDRPC814555v6.zip
Xerox® AltaLink® C8170	LDRPC8170v6.dlm	LDRPC8170v6.zip
Xerox® AltaLink® B8145/55	LDRPB814555v6.dlm	LDRPB814555v6.zip
Xerox® AltaLink® B8170	LDRPB8170v6.dlm	LDRPB8170v6.zip

- 2. Follow the appropriate link in the table. To download the .zip file to the desktop, click Accept.
- 3. Double-click the downloaded file, then unzip the contents to the desktop.
- 4. Load the identified patch using the Embedded Web Server.

- a. At your computer, open a Web browser, then type the IP Address of your AltaLink® Device using the format http://A.B.C.D.
- b. From the menu at the top of the page, click **Properties**. If you receive a security warning, click to continue. If the printer is locked, a login screen appears.

Note: The default username for the administrator account is admin, and the default administrator password is the device serial number which can be found at the top of the Home page on the Embedded Web Server.

- c. Type the login details for the system administrator. The Configuration Overview page appears.
- d. From the left navigation pane, click **Fleet Orchestrator**.
 - Click **Browse**, then locate the LDRPx81xxv2.dlm file or the LDRPx81xxv6.zip that was unzipped to the desktop.
 - Select the located file, then click **Open**.
 - Click **Install Software**. A file submission message appears. Click **OK**.

Note: While the file is transferring, do not navigate from the transfer page until the file submission completes.

- 5. After the installation completes, restart the device.
- 6. Try Software Upgrade again. You do not need to load the pre-installation patch 746306v4a.dlm again.

SOFTWARE FILE INVALID

If during the upgrade, the Embedded Web Server screen provides an error notification that states that the software file is invalid, check the following:

- 1. Check the Device Software Version (see Identifying the Software Version). Verify that the software version begins with 105, 111, 113, 114, 118, 119, or 120.
- 2. Ensure that the correct .zip file was downloaded from Xerox.com. Verify that the correct device and speed configuration was selected.

VIEW ERROR VIA EMBEDDED WEB SERVER

If the failed upgrade attempt was done remotely without access to the device, one can view the error using the Embedded Web Server.

- 1. At your computer, open a Web browser, then type the IP Address of your AltaLink® Device using the format http://A.B.C.D.
- 2. From the menu at the top of the page, click **Properties**. If you receive a security warning, click to continue. If the printer is locked, a login screen appears.

Note: The default username for the administrator account is admin, and the default administrator password is the device serial number which can be found at the top of the Home page on the Embedded Web Server.

3. Type the login details for the system administrator. The Fleet Orchestrator page appears.

4. Click on view. This should detail what the upgrade issue is. In the case shown below the Launch DLM Recovery Patch (LDRP) needed to be loaded first.

final Home	Jobs	Print	₽ Scan	Address Book	Properties	C) Support			admin 🔒
Search Floet Orchest Configuration Description Configuration - General Setu - Connectivity - Login / Permit - Apps - Security Configuration	Search Fleet Oct-selenter Configuration Overview Configuration					Auto Configur This devi	ed the line is auto configured using 1 file.		
							Configuration Files	E Create /	Install File
			Туре		File Name/V	ersion	itatus	Added By	Details
			Softw	are Upgrade	•		oftware upgraded successfully. Vednesday, October 21 2020 15:16:30 EDT	admin	View

h Home	Jobs	Print	₽ Scan	Address Book	Properties	C Support		admin 🔒
Search						Extended S	oftware Upgrade Details	
Floet Orchostrator Configuration Overview Description Configuration Report Configuration Report General Setup Connectivity Login/Permissions/Accounting Apps			Curre Wedne 15:16:	ent Software esday, October 21 20 30 EDT	Versi 20	on		
		ions/ Accounting		rmissions/ Accounting		Upgrade Attempt October 23 2020 14	:59:26 000 0	on
 Security Configuration 	Watchdog		EDT		000.0		r anou - Launui fititidati fititasiliy	Close