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Xerox® AltaLink® C8100 and B8100 Multifunction Printer Series

Embedded Web Server Software Upgrade Installation Instructions

Upgrading Software for Xerox® ConnectKey® Technology

xerox™

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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.

Upgrade Procedures

Software Upgrade Utility (Recommended)	To upgrade your device, it is recommended that you use the Xerox® ConnectKey® Technology Software Upgrade Utility. This utility enables you to 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.

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-XXXXXXXXXXX.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.

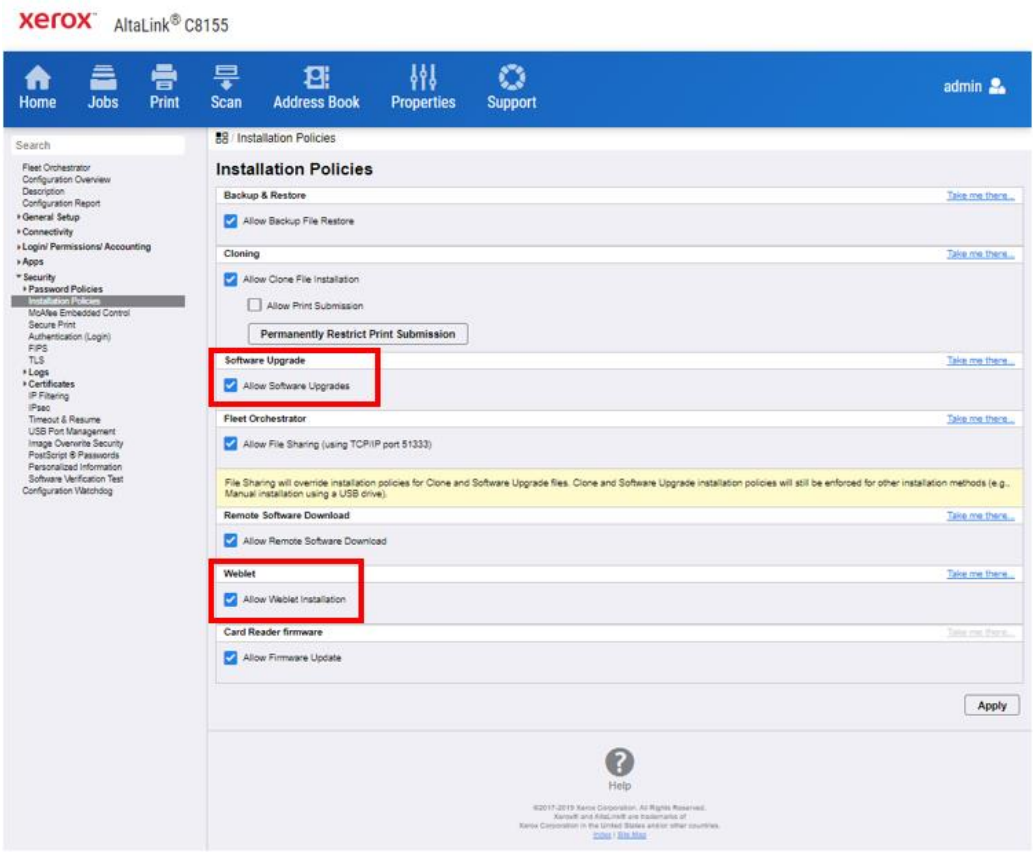
1. At your computer, download the Upgrade Software:
2. Locate the software for the device that you are upgrading.
   a. To download software to your desktop, click **Accept.**
   b. **Right-click** the downloaded Xerox_AltaLink_X81XX_Software_Upgrade_120XXXXXXXXXXX.zip file, then **extract all** content 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-sw120XXXXXXXXXXX.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.**



Installing the Software

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

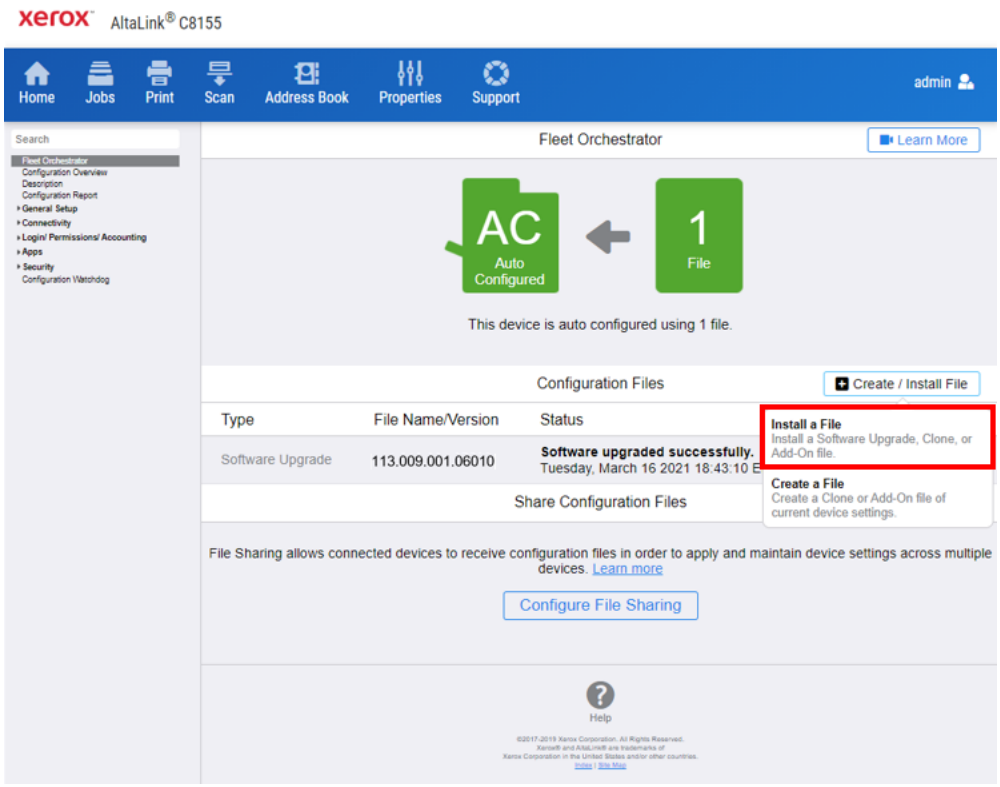
Two software files need to be loaded using this process.

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.

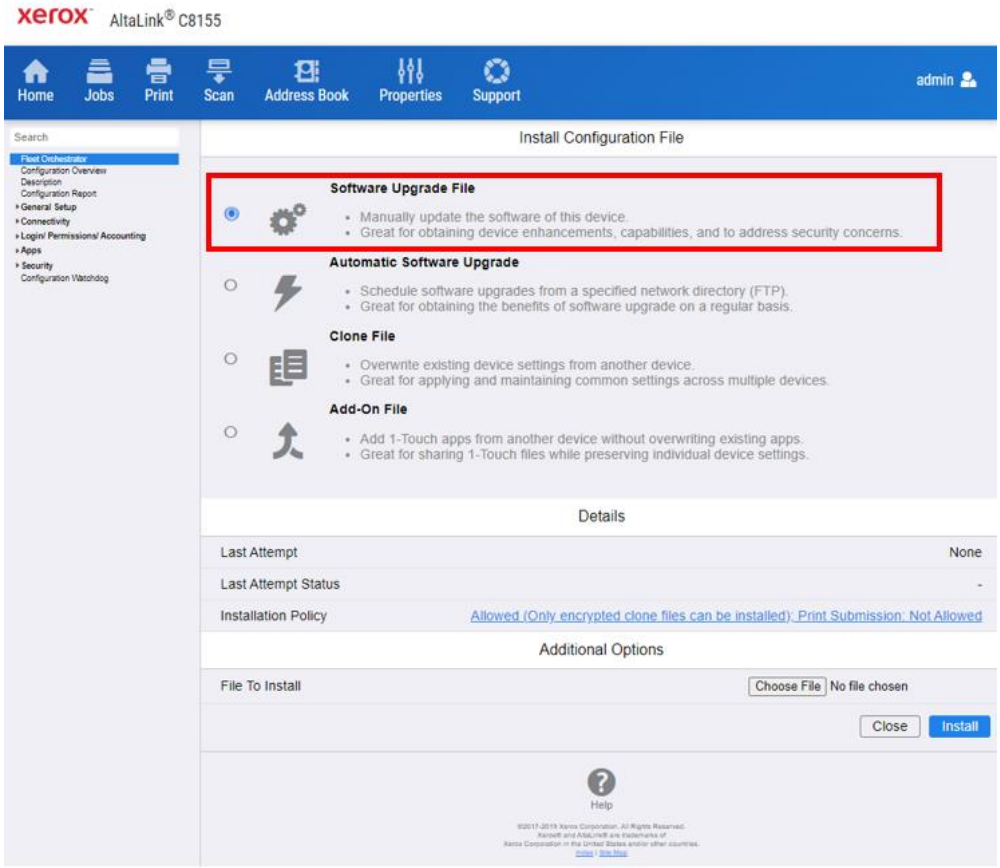
   Note: The default username for the administrator account is admin, and the default administrator password is the device serial number which can be found at the top of the Home page on the Embedded Web Server.

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

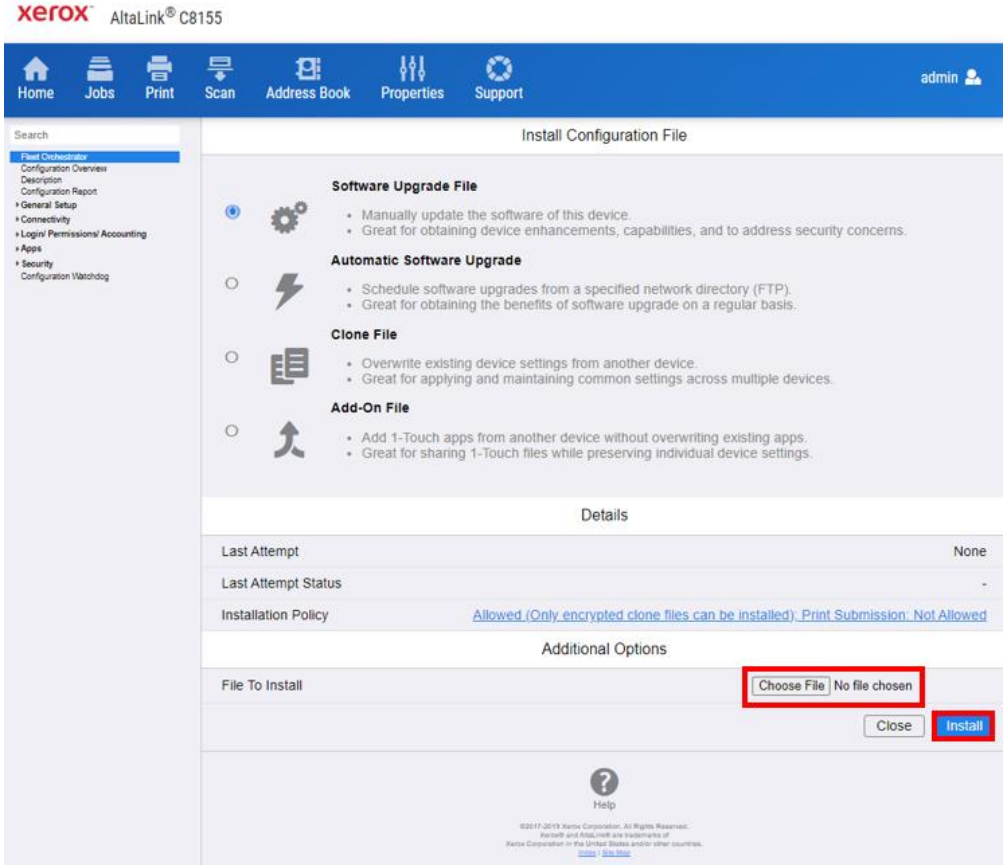
e. Select **Create/Install File**, then select **Install File**.



f. Select **Software Upgrade File**.



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



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. The Network controller version updates to 1XX.XXX.XXX. XXXXX. 746306v4dlm.

2. Load software upgrade file 120.XXX.XXX.XXXXX.

   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_system-sw#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.

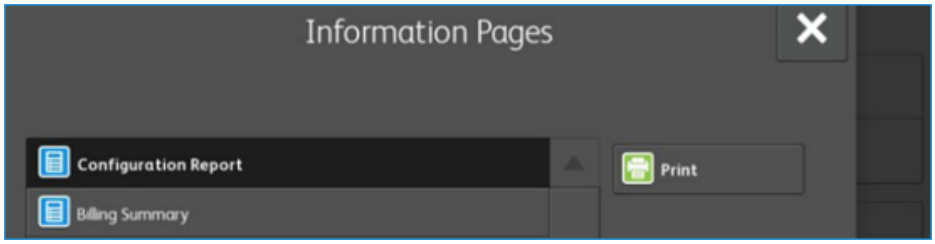
Software installation begins several minutes after the software file is submitted to the device. After the installation starts, all access to the Embedded Web Server is disabled. You can monitor the installation progress from the device control panel. The software installation process can take approximately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

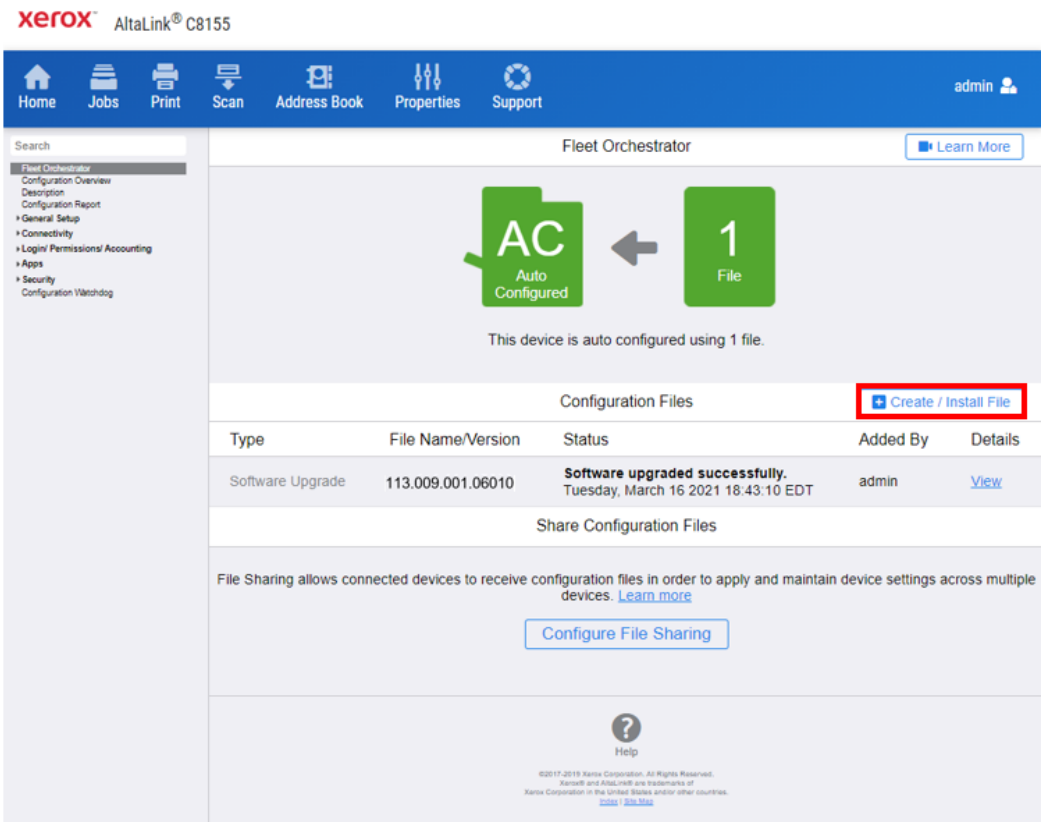


Appendix B: Clone Files

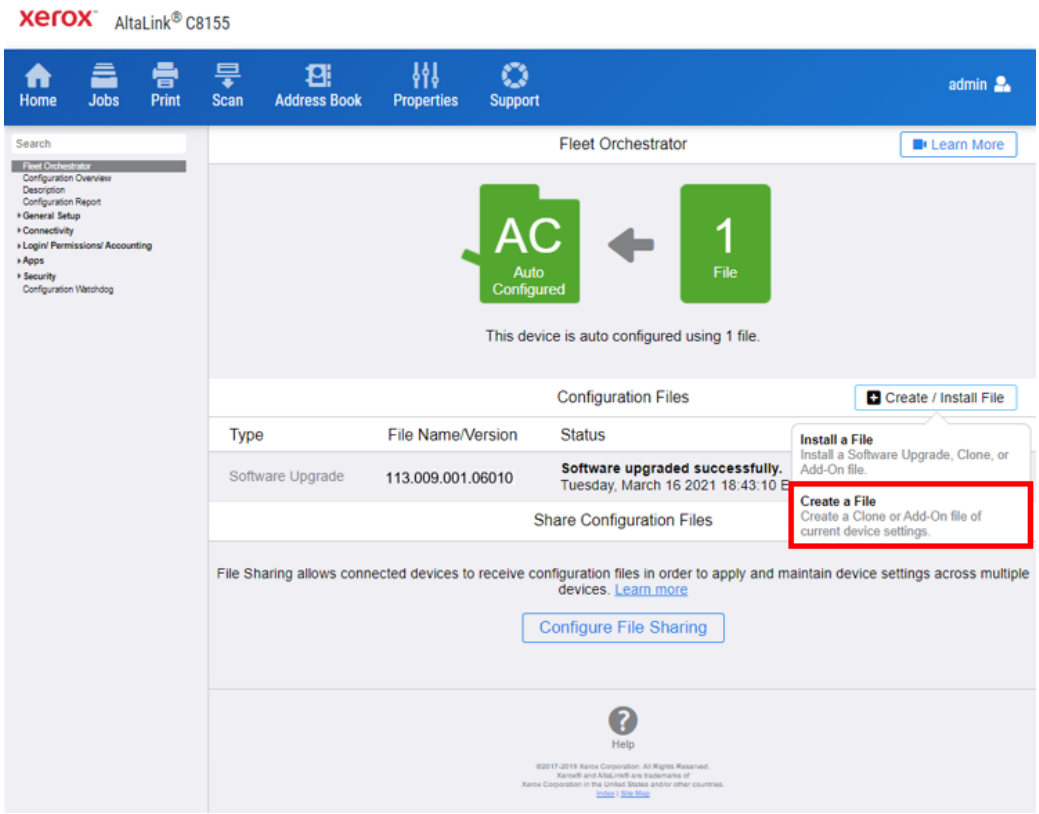
CREATING THE CLONE FILE (OPTIONAL)

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.

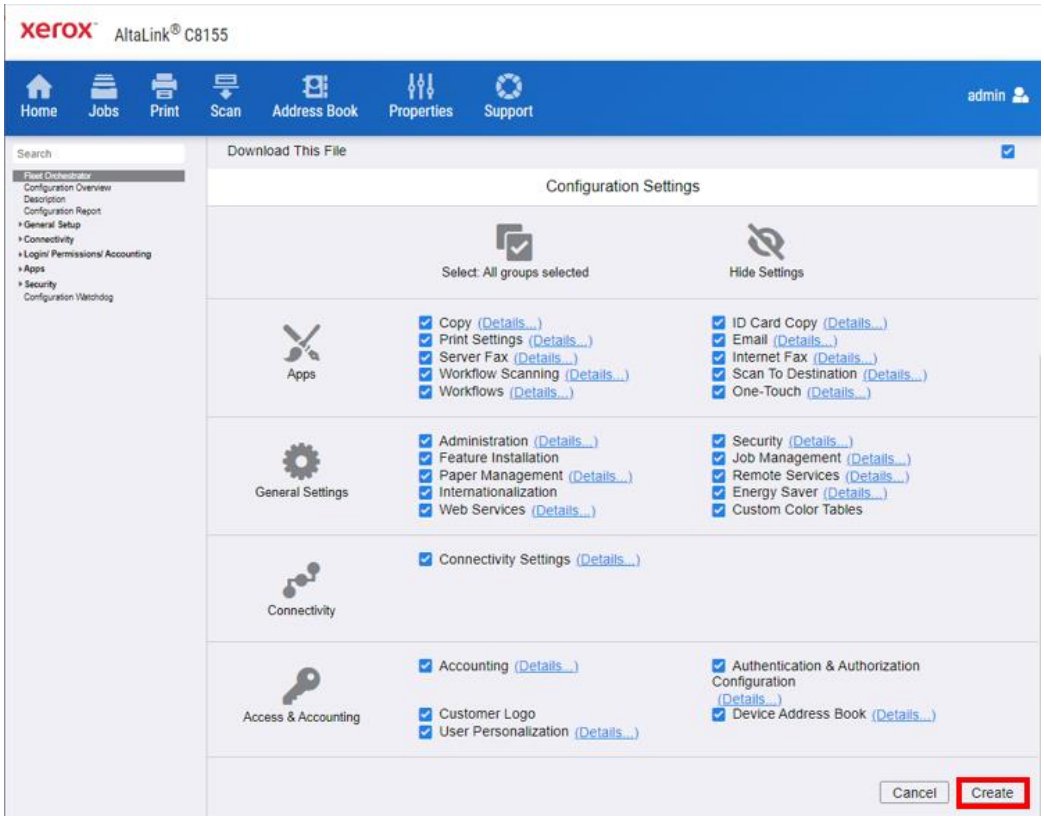
   Note: The default username for the administrator account is **admin**, and the default administrator password is the device serial number which can be found at the top of the Home page on the Embedded Web Server. The password is **NOT** case sensitive.
3. Type the login details for the system administrator. The Configuration Overview page appears.
4. In the left navigation pane, click **Fleet Orchestrator.**
5. To clone all features, click **Create/Install File.**



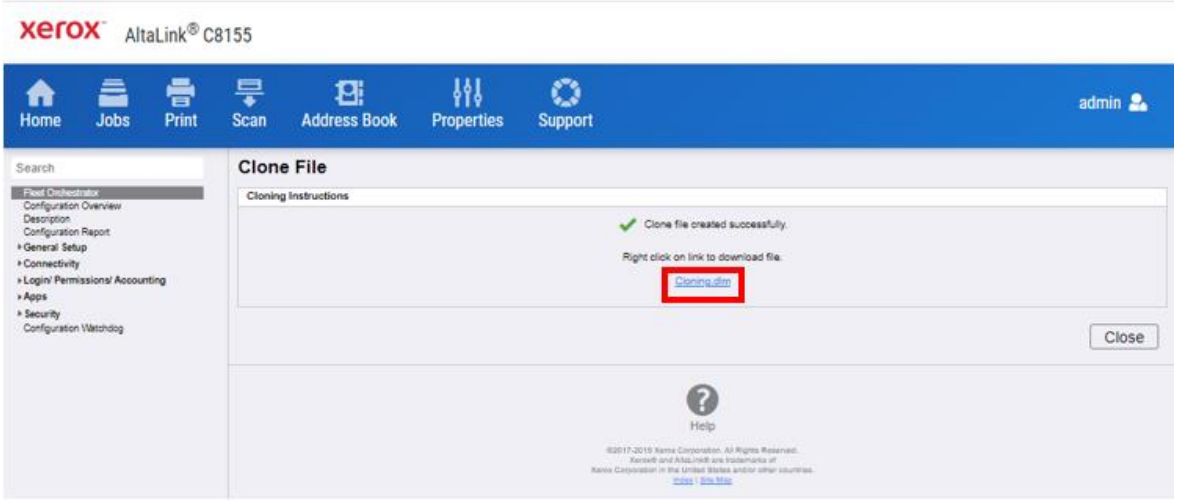
6. Select **Create a file.**



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



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



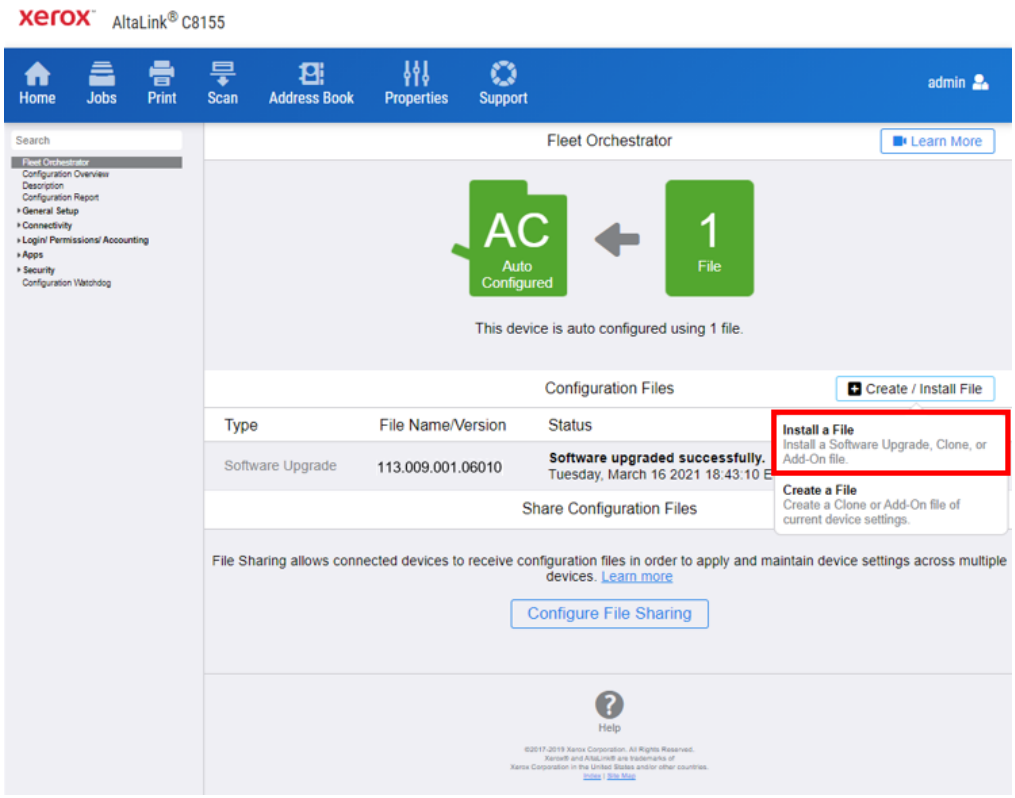
8. Click the **cloning.dlm** hyperlink, then save the .dlm file to your local hard drive.

REAPPLYING THE CLONE FILE (OPTIONAL)

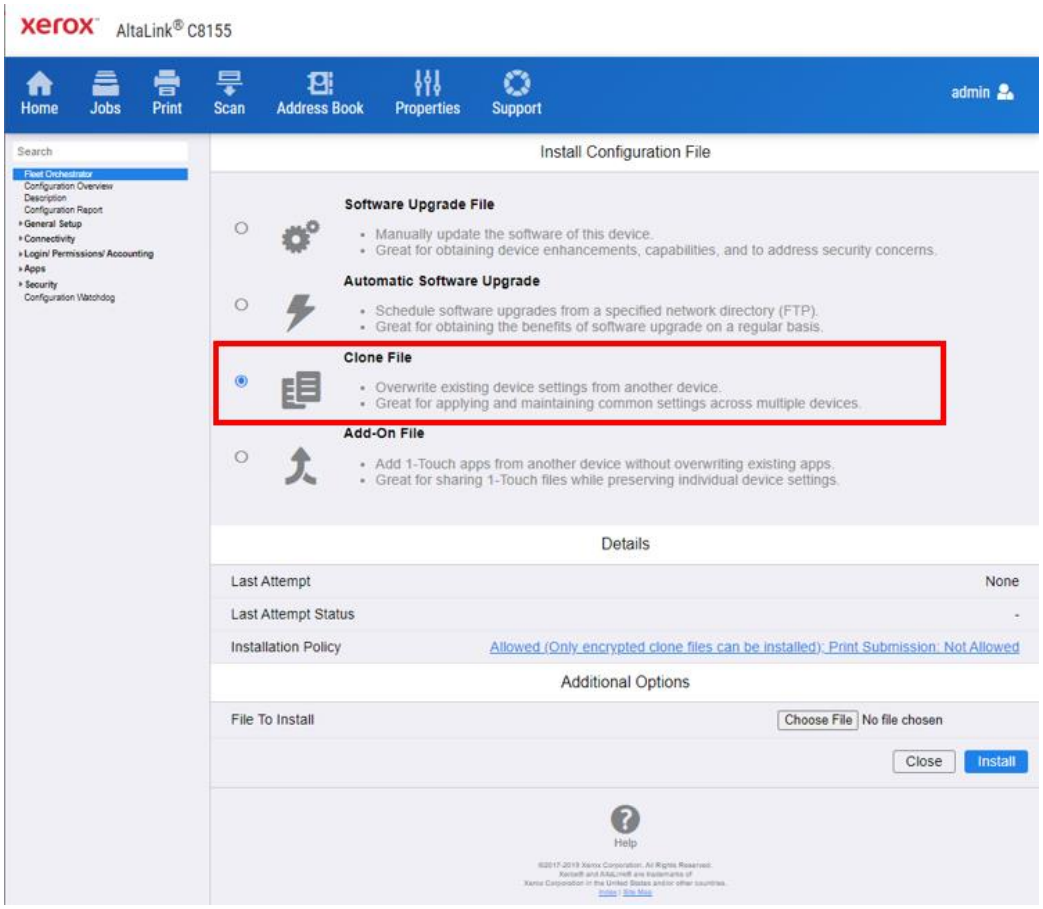
Note: The AltaLink® Devices will automatically save and restore your settings under most circumstances. If you find that your settings were not retained, then use the following procedure to restore your settings from the clone file that you created in previous steps of these instructions.

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.

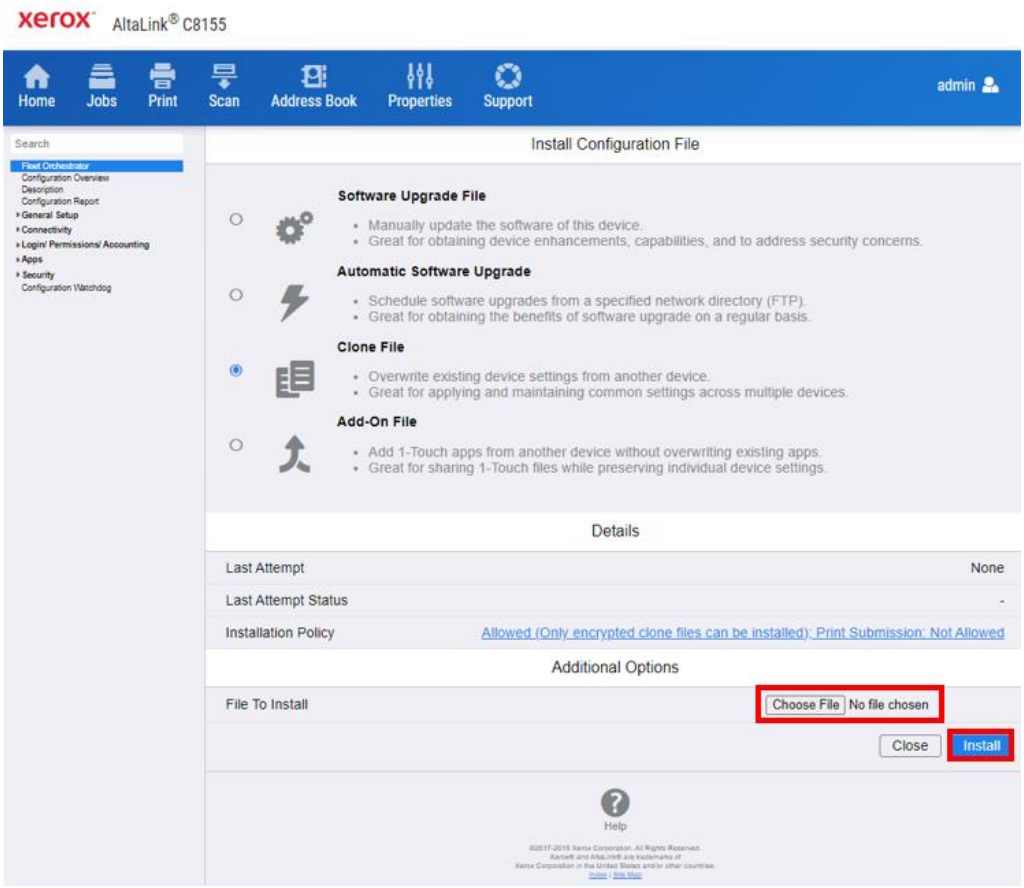
   Note: The default username for the administrator account is admin, and the default administrator password is the device serial number which can be found at the top of the Home page on the Embedded Web Server.
3. Type the login details for the system administrator. The Configuration Overview page appears.
4. In the left navigation pane, click **Fleet Orchestrator.**
5. Select **Install file**.



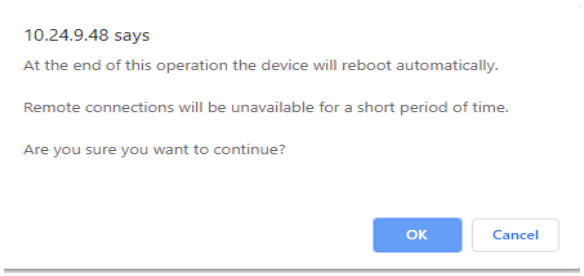
6. Select **Clone file**.



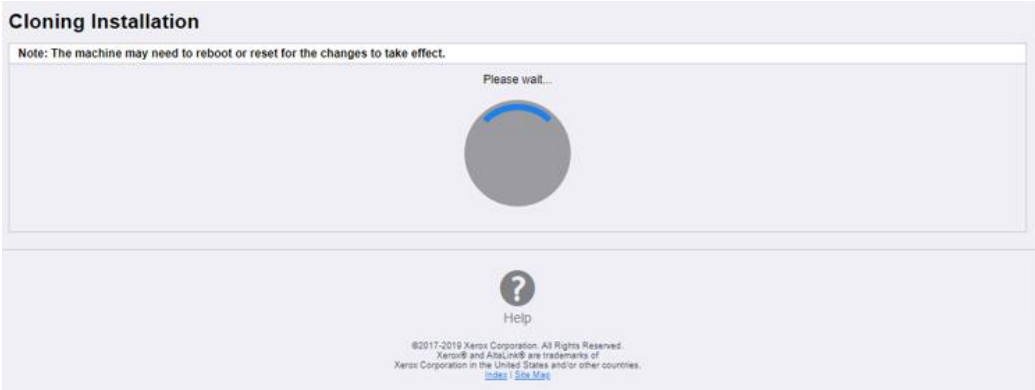
7. Select **Choose file**, then select the previously saved file from your hard drive.



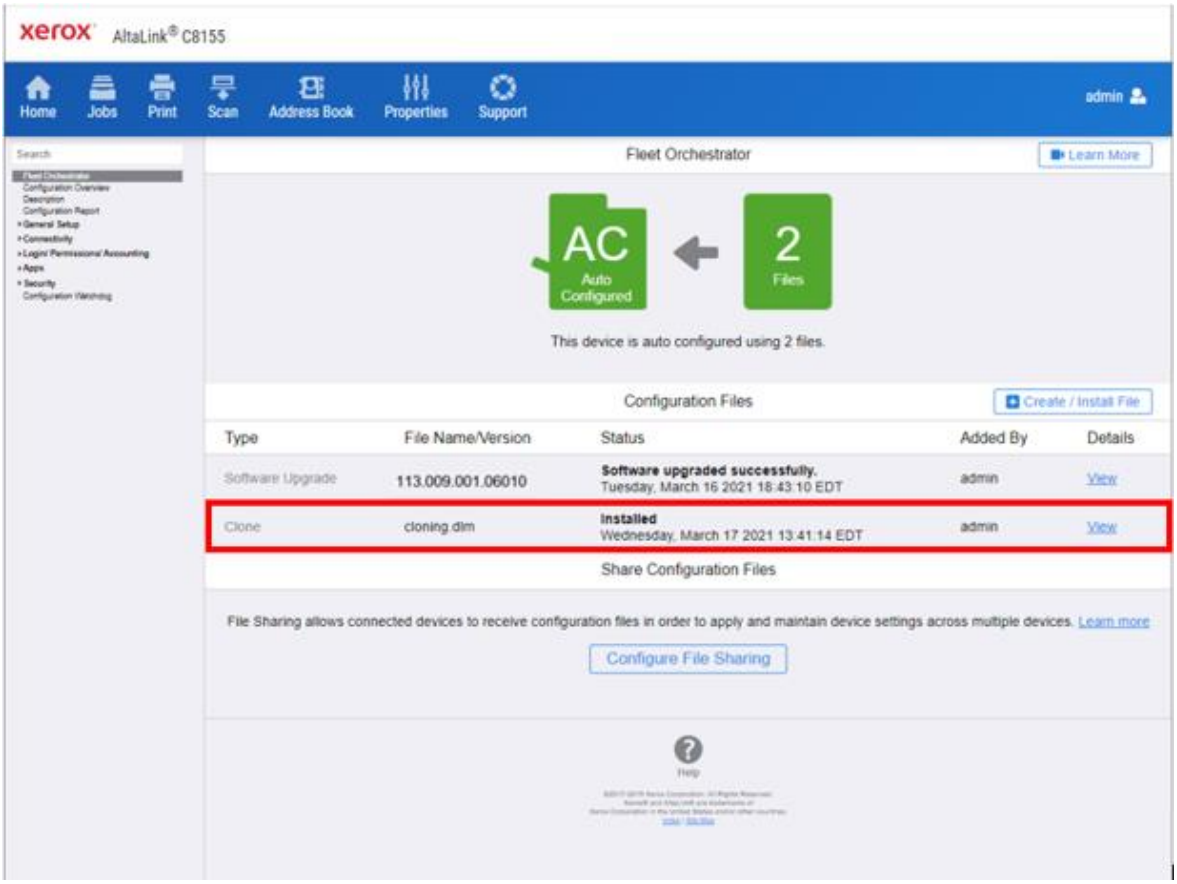
8. Select **Install**.
9. Click **OK**.



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



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



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.

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

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 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

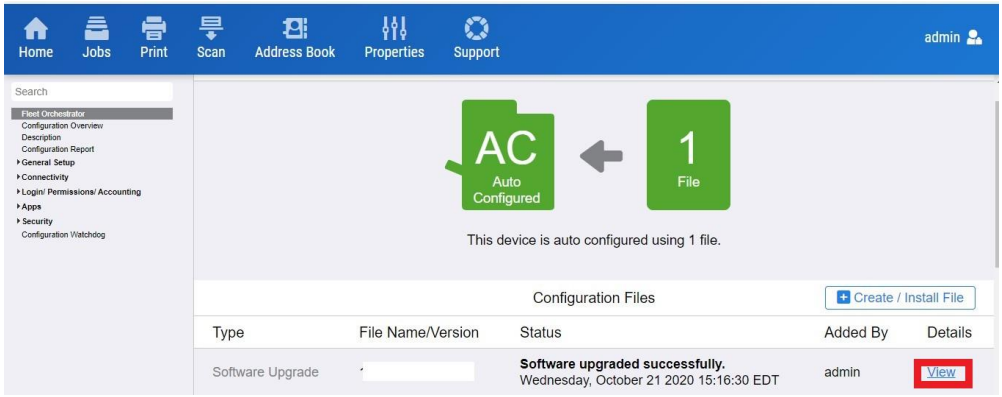
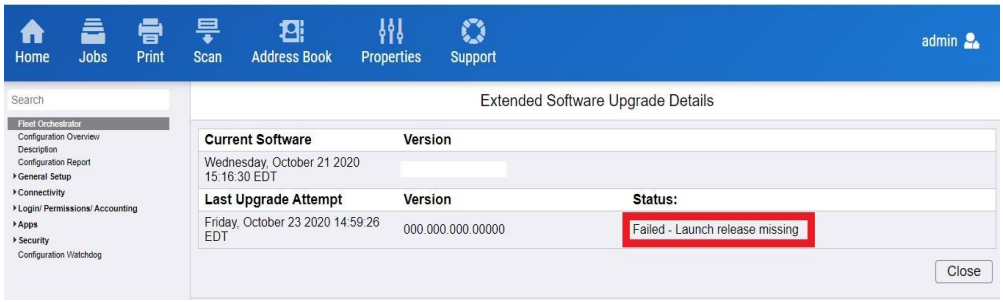
If during the upgrade, the Embedded Web Server screen provides an error notification that states that the software file is invalid, check the following:

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.