

Version 1.4.1
September 2023
702P09172

Xerox® AltaLink® C8100 Color Multifunction Printer and Xerox® AltaLink® B8100 Multifunction Printer Series Software Upgrade Utility Installation Instructions 114.XXX.XXX.XXXXX

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.

Unpublished rights reserved under the copyright laws of the United States. Contents of this publication may not be reproduced in any form without permission of Xerox Corporation.

Copyright protection claimed includes all forms of matters of copyrightable materials and information now allowed by statutory or judicial law or hereinafter granted, including without limitation, material generated from the software programs which are displayed on the screen such as styles, templates, icons, screen displays, looks, and so on.

Other company trademarks are also acknowledged.

BR35964

Document Version : 1.4.1 (September 2023)

Contents

1. Xerox® AltaLink® C8100 and B8100 Multifunction Printers Series Upgrade Instructions Using the Software Upgrade Utility	1-1
Printing a Configuration Report and Identifying the Software Version	1-1
Upgrade Procedures.....	1-1
Requirements.....	1-2
Downloading the Package for Upgrade.....	1-2
Creating the Clone File (Optional).....	1-2
Installing the Software	1-5
Reapplying the Clone File (Optional).....	1-13
2. Appendix: Failed Software Upgrade.....	2-1

1. Xerox® AltaLink® C8100 and B8100 Multifunction Printers Series Upgrade Instructions Using the Software Upgrade Utility

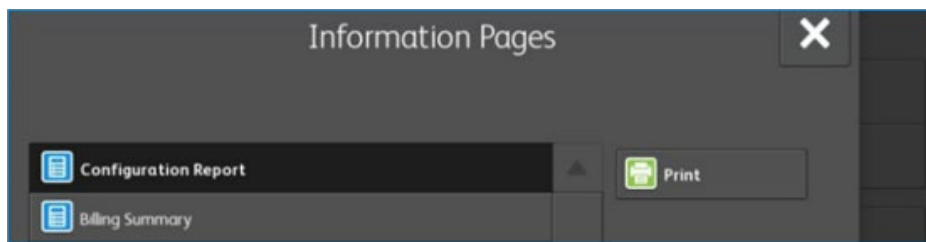
This document details the software upgrade instructions to support the Xerox® AltaLink® C8100 and B8100 Multifunction Printers Series. The upgrade process can be performed on a Xerox® AltaLink® Multifunction Printer built on ConnectKey® Technology.

Note: To access administrative page and to perform the software upgrade procedures, you must have system administrator access privileges.

Printing a Configuration Report and Identifying the Software Version

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 has been completed.

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.



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. When using the Software Upgrade Utility, if wishing to stay with a software release starting with 114, it is required that you use the manual upgrade process by following the instructions provided.
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 software upgrade utility automatically updates devices running software to a later version of software for Xerox® ConnectKey® Technology, including all required patches.

There is one version of the utility for all families of devices. The utility automatically validates that it is connected to the correct type of device and that the user has valid administrative credentials before the upgrade process begins. The total upgrade process can take approximately 45 minutes depending on the current software version of the device. This process is a multi-step process and the device is inoperable during this time. Ensure that the device is free from faults and paper jams before starting the upgrade process.

Note: The Software Upgrade Utility enables Software Upgrade and Raw TCP/IP Port 9100. After the upgrade has completed, the tool attempts to revert to previous settings. It is recommended that the user double check device settings to verify that they are set to the desired state.

Requirements

1. Verify the current software version installed on your device. For instructions, refer to [Printing a Configuration Report and Identifying the Software Version](#).
2. To use the utility, ensure that your computer has Java 8 or later installed.
3. Ensure that the printer is configured and connected to the network.
4. Ensure that you have the IP address of the Xerox® AltaLink® Device and can connect to the IP address. To locate the IP address, refer to [Printing a Configuration Report and Identifying the Software Version](#).
5. Ensure that HTTP is enabled on your Xerox® AltaLink® Device. For details, refer to the HTTP on the configuration page under **Protocols > HTTP** or System Administrator Guide for your device on www.xerox.com/office/support.

Note: The zip file contains the **Software Upgrade Utility instructions, Embedded Web Server Software Upgrade Instructions, ckupgrade-XXXXXXXXXX.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 to a later version manually, use the following instructions. At your computer, download the Upgrade Software.

1. To download software to your desktop, click **Accept**.
2. **Right-click** the downloaded Xerox_AltaLink_X81XX_Software_Upgrade_114XXXXXXXXXX.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. Do not rename, move, or unzip any additional files within this newly created directory. The tool requires the file structure as is.

Caution: Do not run the utility from a USB Flash drive or a remote server.

Creating the Clone File (Optional)

1. At your computer, open a Web browser, then type the IP Address of your Xerox® 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

Home Jobs Print Scan Address Book Properties Support admin

Search

Fleet Orchestrator [Learn More](#)

This device is auto configured using 1 file.


Configuration Files [+ Create / Install File](#)

Type	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

Share Configuration Files

File Sharing allows connected devices to receive configuration files in order to apply and maintain device settings across multiple devices. [Learn more](#)

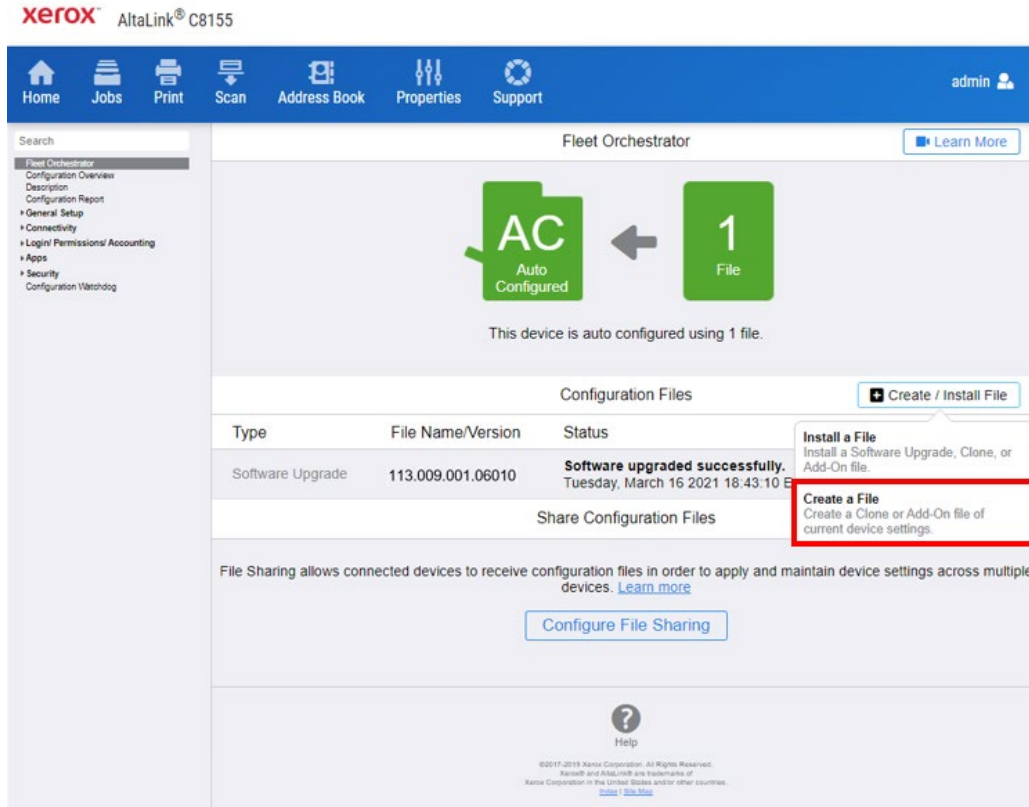
[Configure File Sharing](#)



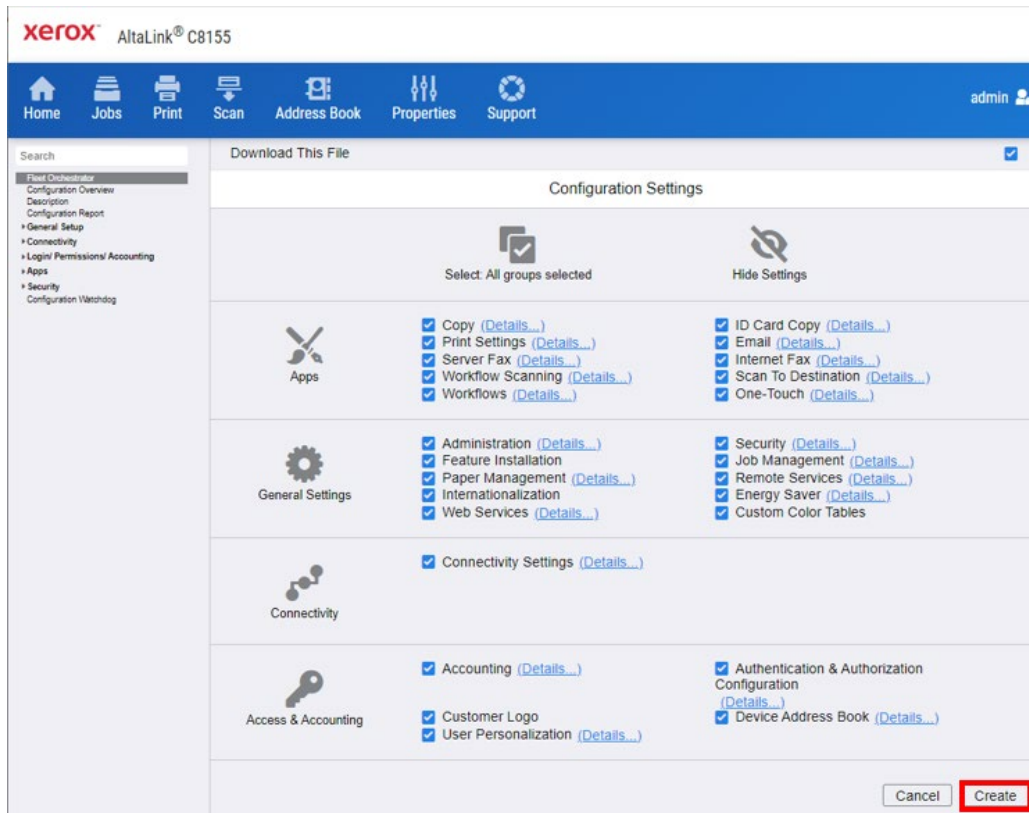
Help

©2017-2019 Xerox Corporation. All Rights Reserved.
 Xerox® and AltaLink® are trademarks of
 Xerox Corporation in the United States and/or other countries.
[2021 | 2019.04](#)

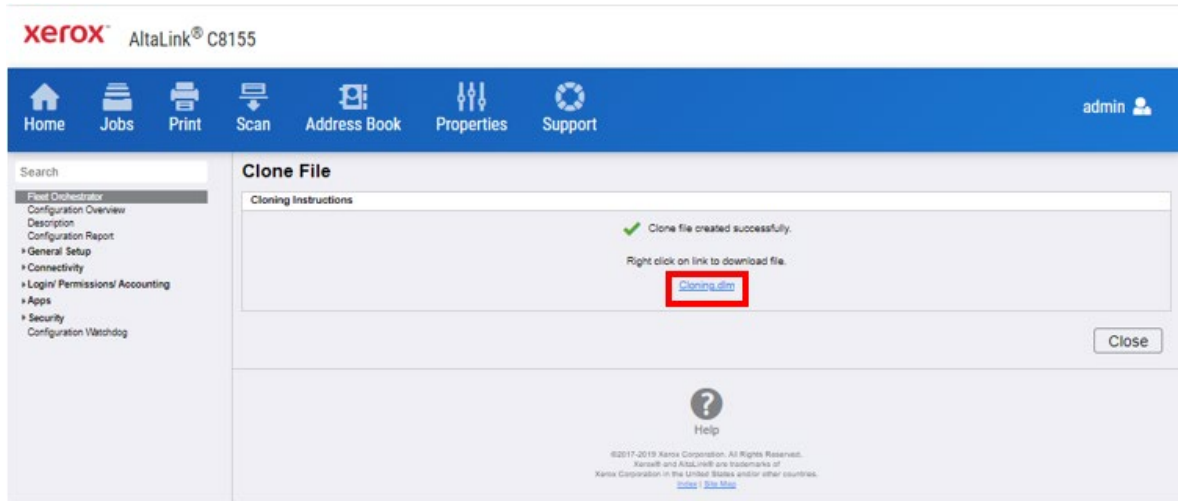
6. Select **Create a file**.



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



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

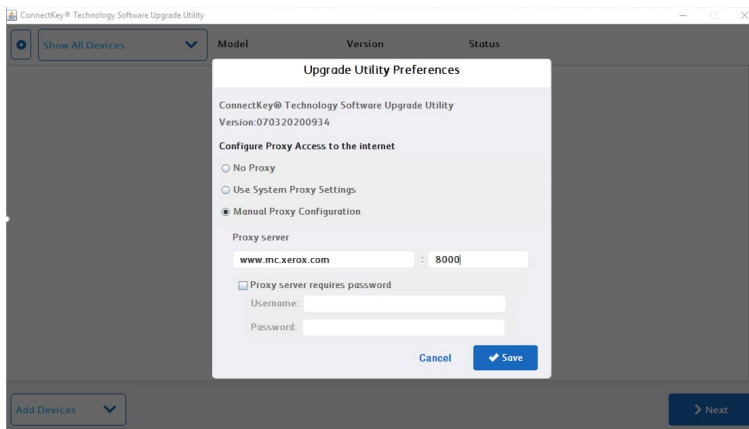


8. Right-click the **cloning.dlm** hyperlink, then select **save target as**. Save the .dlm file to your local hard drive.

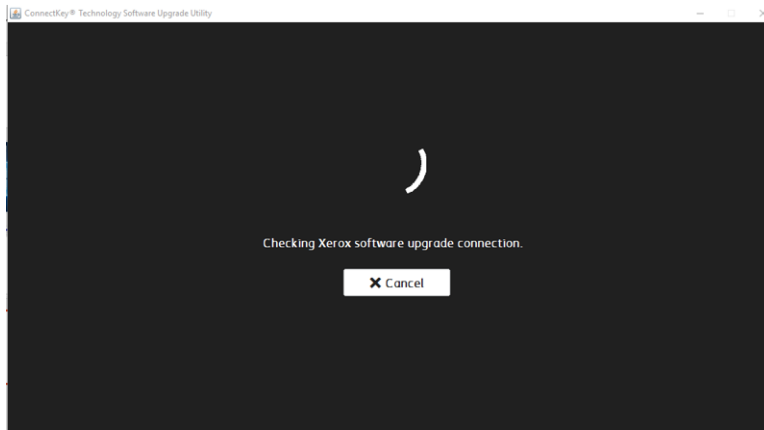
Installing the Software

1. At the control panel, print a copy of the Configuration Report. For details, refer to [Printing a Configuration Report and Identifying the Software Version](#).
2. Within the newly created directory on the desktop, double-click twice to navigate to the upgrade utility tool. Double-click on the **ckupgrade-XXXXXXXXXX.jar** file.
3. Recommend selecting **Use System Proxy Setting**.

Note: You can **Manually** configure your Proxy settings see your system administrator for your correct system proxy settings.



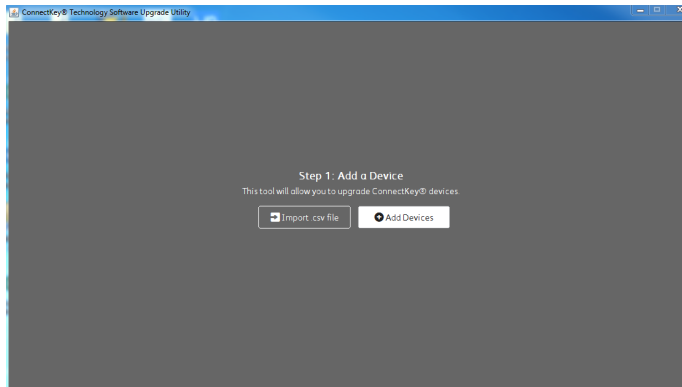
4. The device now verifies your connection to Xerox® software upgrade locations.



5. Enter each device that you want to upgrade. Use one of the two available methods to define devices for upgrade (the Manual method or the Preconfigured CSV File method):

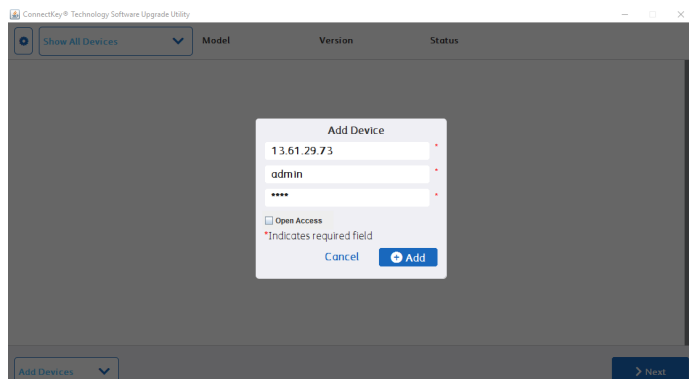
a. Manual method

- Click **Add Devices**.

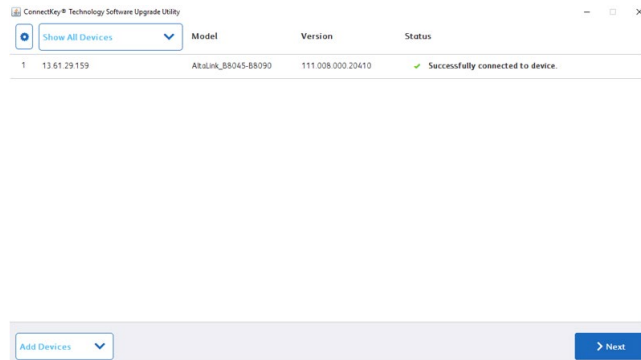


- Enter the printer **IP/Hostname**.
- Enter the **Username** and **Password**.
- If the device is configured for open access, select **Open Access**.

Note: The tool will not accept the default password. If the administrator password has never been changed from the default value, the password needs to be changed using the Embedded Web server prior to using the Software Upgrade Utility.

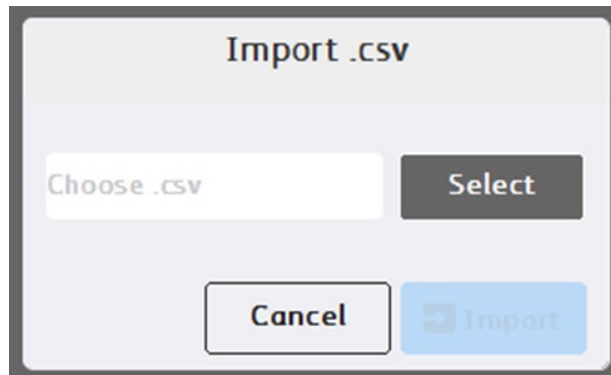


- Click **Add**.



b. Preconfigured CSV File method.

- On the Add Device screen, click **Import .csv file**. The following screen appears.

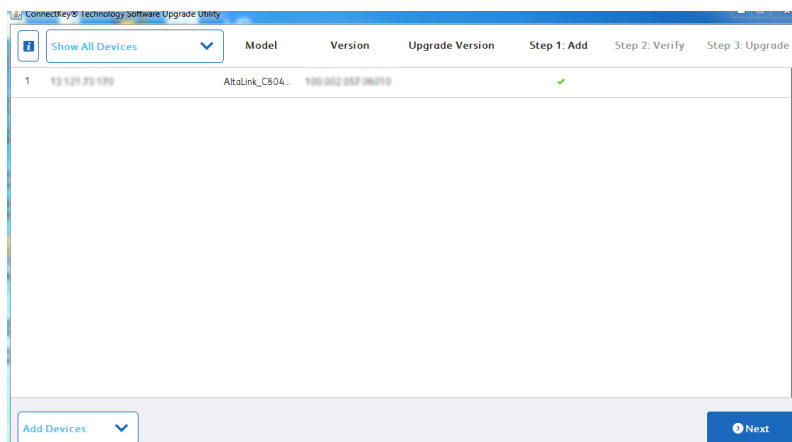


- On the Import .csv screen, click **Select** then browse to locate the .csv file that contains the list of devices that you want to upgrade.
- Click **Import**.

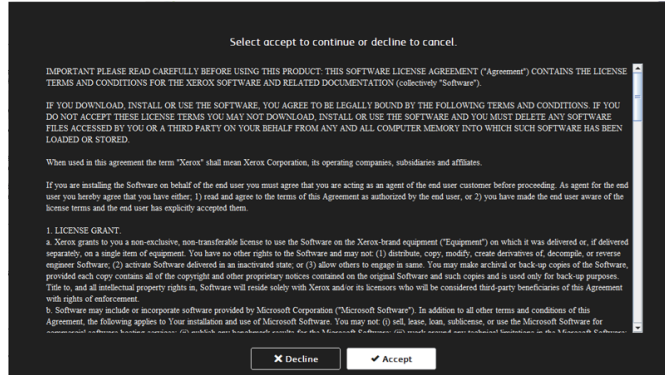
Note: To add devices one at a time, repeat this procedure.

6. When all device details are entered, click **Next**. The utility displays a list of devices located, the device types, and their associated software versions. A green check indicates status.

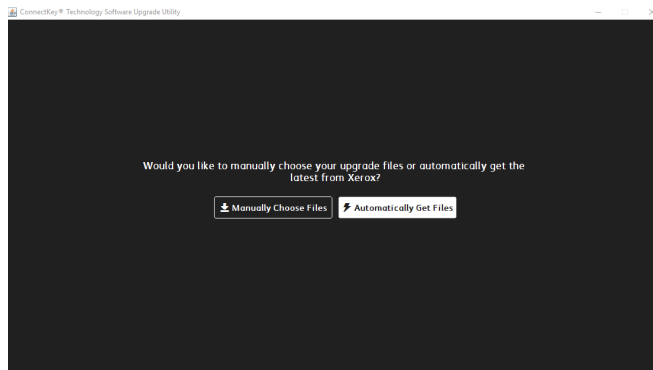
Note: Any devices with errors show an error icon (X). To view the error status for a device, click on the row.



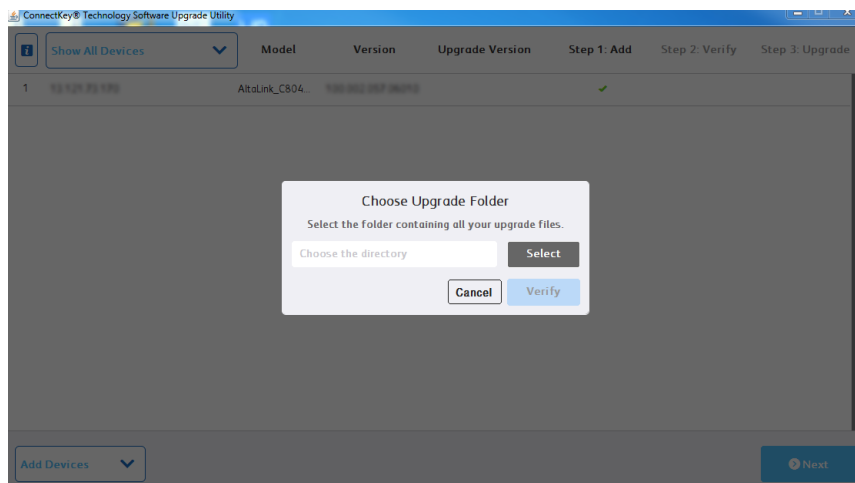
a. Click **Accept**.



Select **Manually Choose Files** method to load the 114.XXX.XXX.XXXXX software version (Choosing Automatically Get Files will load the latest software release on xerox.com instead of the 114 release):



Then Choose Upgrade Folder dialog appears.

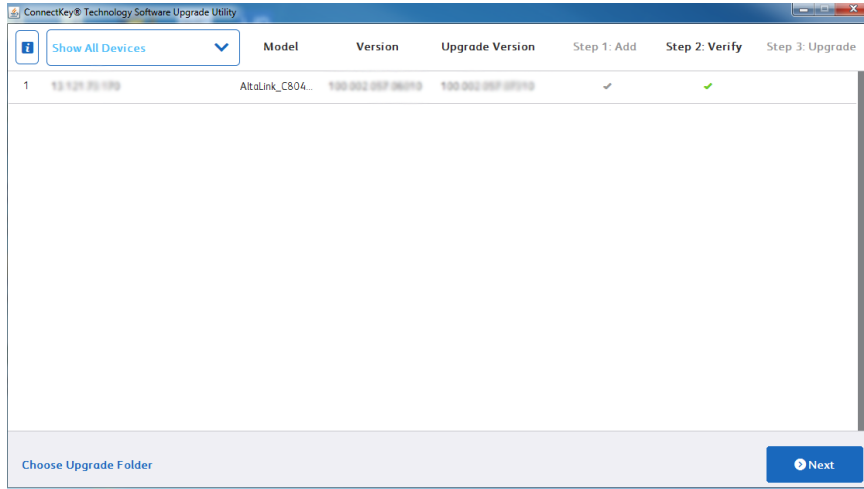


7. Click **Select**, then browse to the desktop where you unzipped the upgrade AltaLink_X81XX_system-sw114XXXXXXXXXX.zip file that contains the XML and DLM files. Double-Click on the directory and then double-click on the next listed directory that has the same name. Click **Open**.

Note: No files will be visible in the utility window. This will indicate that the tool is pointing to the correct directory.

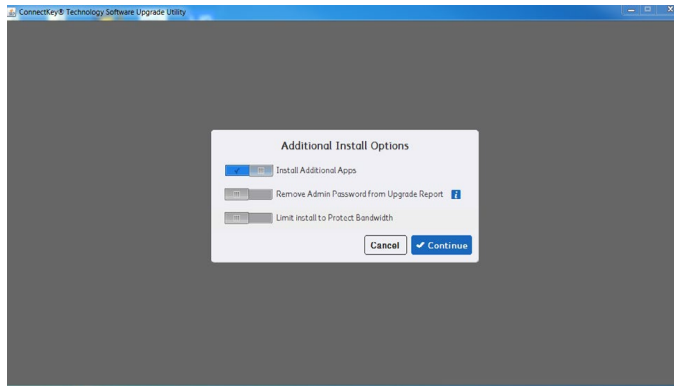
8. Click **Verify**.

The utility displays a list of verified devices. The green check mark indicates status.



9. If Verify fails, then most likely the initial file structure of the downloaded zip file was changed. The full zip file may need to be downloaded again and the instructions repeated.

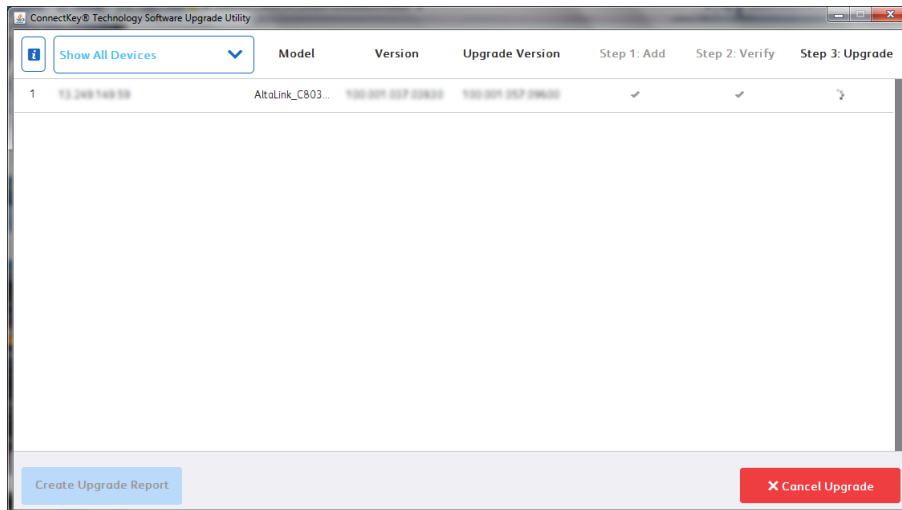
10. Click **Next**. The Additional Install Options window appears.



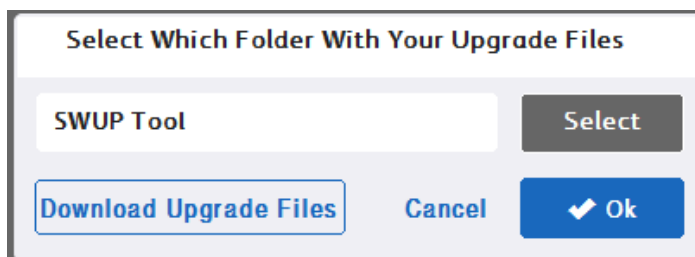
Select from the three options as needed:

- a. **Install Additional Apps:** Apps that can be included with this specific software release. Apps are pre-installed on all Xerox® AltaLink® Devices.
 - b. **Remove Admin Password from Upgrade Report:** This option hides the Admin Password so that it is not readable in the upgrade report.
 - c. **Limit Install to Protect Bandwidth:** This option limits the number of devices that are being upgraded at one time to reduce network congestion.
11. Click **Continue**. All devices that the utility located and that have the appropriate upgrade files appear in the list with a green check. Any devices with errors show an error icon (X). To view the error status for a device, click on the row.
12. To start the upgrade process, click **Upgrade**. The upgrade files begin to upload to the devices.

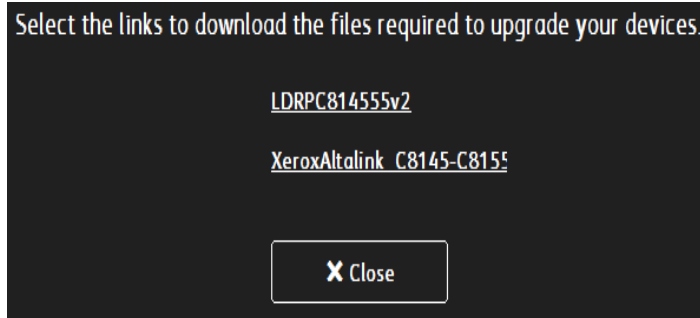
Note: To obtain the device status, click the device row.



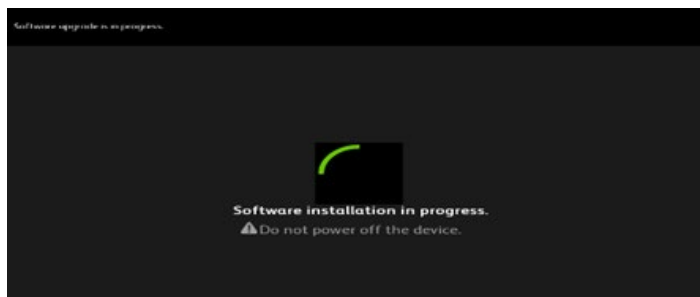
13. If your device requires additional files to start the upgrade process please select Download Upgrade Files button.



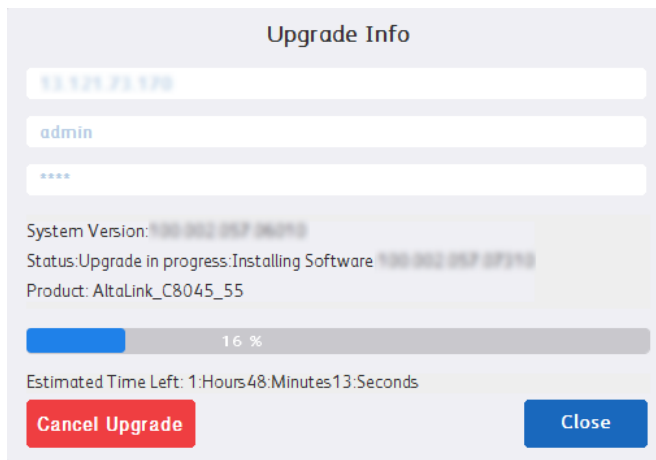
14. Pop up will appear displaying links that will download the additional files required to start the upgrade process. Please be sure to select each link to download file required.



15. If the upgrade process initiates, at the control panel, the **Software installation in progress** screen appears.

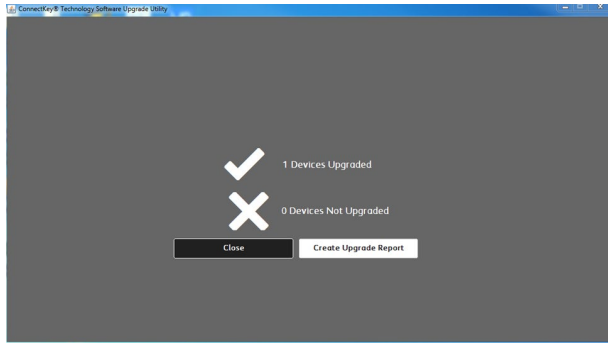


Note: Once the utility begins the installation process, it cannot be interrupted or canceled.



The estimated time that appears is the maximum time required for the software upgrade to complete. Device software upgrade time can vary depending on the software version you are upgrading from and the device configuration. The current device software version, desired software version, and the approximate remaining time appear.

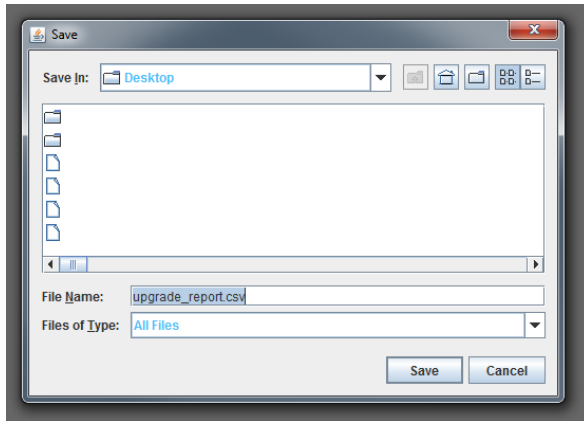
When the upgrade completes, the upgrade status of all devices included appears.



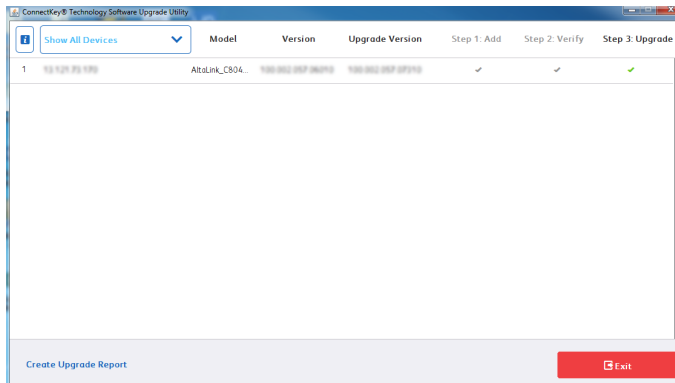
Note: If the software upgrade fails, please navigate to the [Appendix](#) for further instructions

16. To save an upgrade report, click **Create Upgrade Report**, then browse to the location where you want to save the file.

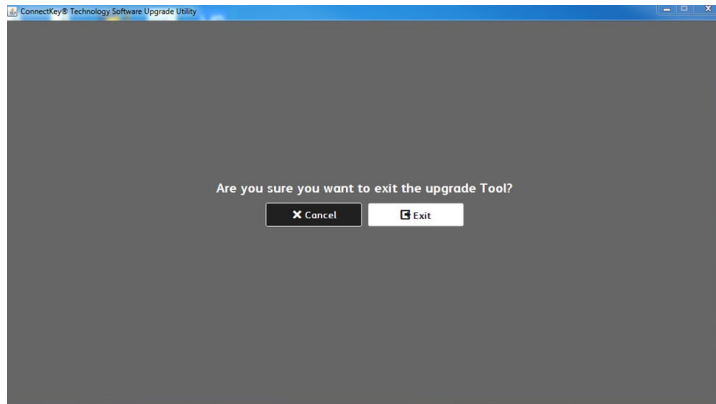
Note: If you are upgrading multiple devices, it is recommended that you create upgrade reports to assist with future upgrades.



17. When the process completes, the Verify screen appears. The green check marks indicate that the upgrade is complete. To finish, click **Exit**.



18. To confirm, click **Exit** again.



Notes:

- You can use the upgrade report that you saved in **step 16** to import any devices required to upgrade later.
- If the progress bar stops during the upgrade process, verify that the IP address of the device is still valid. If the IP address has changed or if an error has occurred, click the **X** button to exit the utility, then start the upgrade process again. If the problem persists, refer to the Embedded Web Server Software Upgrade instructions.

When the software upgrade is complete, the device restarts automatically and a Software Upgrade Report prints with a new Configuration Report.

Reapplying the Clone File (Optional)

1. At your computer, open a Web browser, then type the IP Address of your Xerox® 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

Home Jobs Print Scan Address Book Properties Support admin

Search

Fleet Orchestrator

Configuration Overview
Description
Configuration Report

• General Setup

• Connectivity

• Login/ Permissions/ Accounting

• Apps

• Security
Configuration Watchdog

Fleet Orchestrator

Learn More

AC Auto Configured ← 1 File

This device is auto configured using 1 file.

Configuration Files Create / Install File

Type	File Name/Version	Status	
Software Upgrade	113.009.001.06010	Software upgraded successfully. Tuesday, March 16 2021 18:43:10 E	Install a File Install a Software Upgrade, Clone, or Add-On file.

Share Configuration Files Create a File

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 multiple devices. [Learn more](#)

Configure File Sharing

Help

©2017-2019 Xerox Corporation. All Rights Reserved.
Xerox® and AltaLink® are trademarks of Xerox Corporation in the United States and/or other countries.
[View Site Map](#)

6. Select **Clone file**.

xerox AltaLink® C8155

Home Jobs Print Scan Address Book Properties Support admin

Search

Fleet Orchestrator

Configuration Overview
Description
Configuration Report

• General Setup

• Connectivity

• Login/ Permissions/ Accounting

• Apps

• Security
Configuration Watchdog

Install Configuration File

Software Upgrade File

- Manually update the software of this device.
- Great for obtaining device enhancements, capabilities, and to address security concerns.

Automatic Software Upgrade

- Schedule software upgrades from a specified network directory (FTP).
- Great for obtaining the benefits of software upgrade on a regular basis.

Clone File

- Overwrite existing device settings from another device.
- Great for applying and maintaining common settings across multiple devices.

Add-On File

- 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

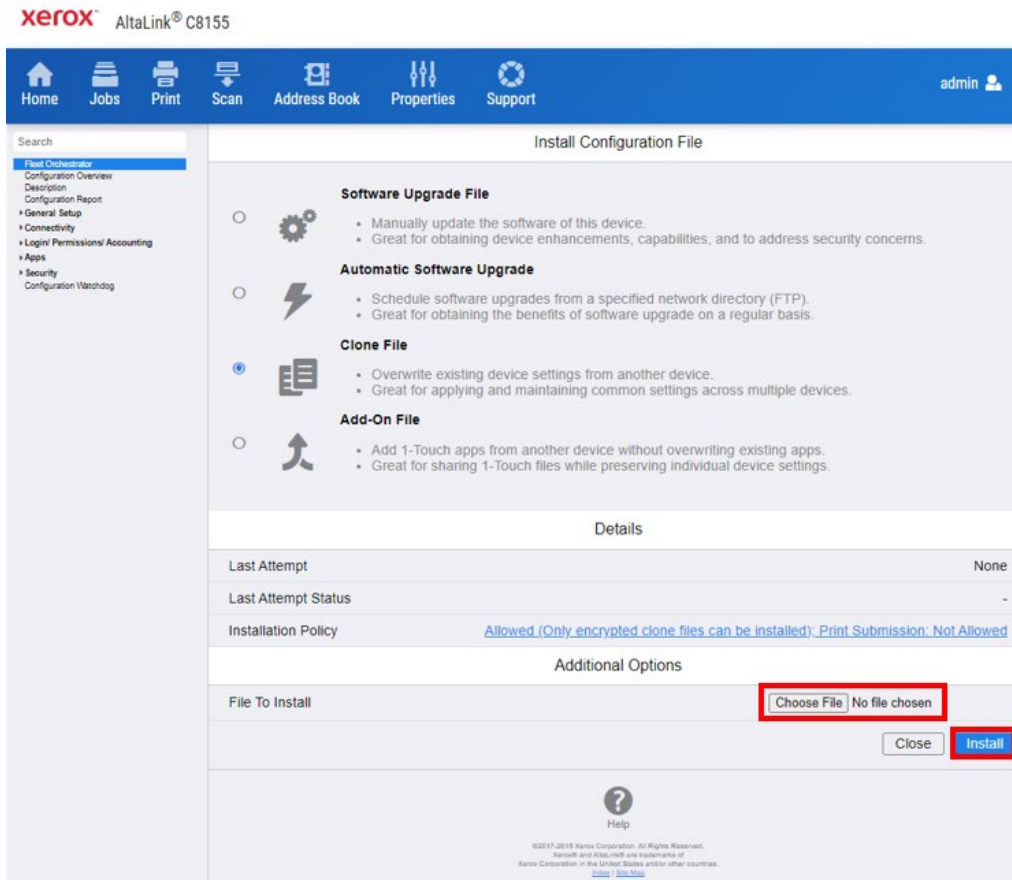
File To Install Choose File No file chosen

Close Install

Help

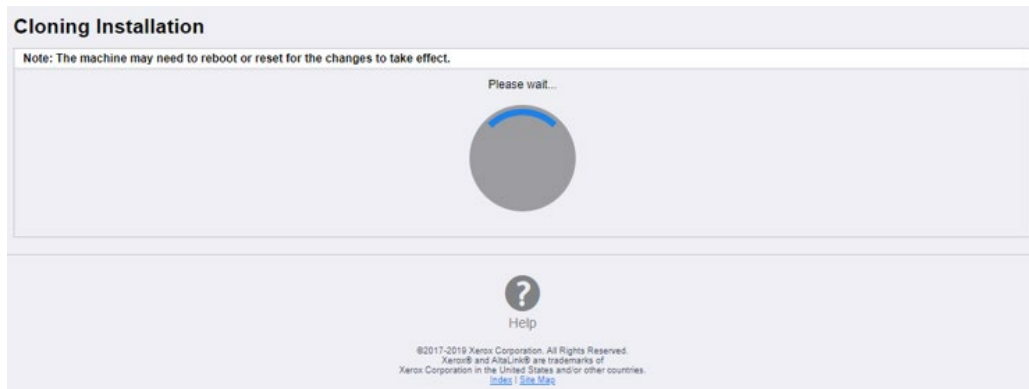
©2017-2019 Xerox Corporation. All Rights Reserved.
Xerox® and AltaLink® are trademarks of Xerox Corporation in the United States and/or other countries.
[View Site Map](#)

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.

The screenshot displays the Xerox AltaLink C8155 Fleet Orchestrator web interface. The top navigation bar includes icons for Home, Jobs, Print, Scan, Address Book, Properties, and Support, along with a user profile icon labeled 'admin'. A search bar is located on the left side. The main content area is titled 'Fleet Orchestrator' and features a visual representation of a device being auto-configured with 2 files. Below this, a table lists configuration files, with the 'Clone' entry highlighted in red. The table columns are Type, File Name/Version, Status, Added By, and Details.

Type	File Name/Version	Status	Added By	Details
Software Upgrade	114.010.001.07500	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	View

Below the table, there is a section for 'Share Configuration Files' with a 'Configure File Sharing' button. At the bottom, there is a 'Help' icon and a copyright notice: '©2017-2020 Xerox Corporation. All Rights Reserved. Xerox and AltaLink are trademarks of Xerox Corporation in the United States and/or other countries. [Learn More](#)'

Congratulations! You have upgraded the software on your Xerox® AltaLink® Device for Xerox® ConnectKey® Technology successfully!

2. Appendix: Failed Software Upgrade

This section details the process to follow if the software upgrade fails.

1. If Software upgrade fails, then most likely the initial file structure of the downloaded zip file was changed or downloaded file was corrupted. The full zip file may need to be downloaded again and the instructions repeated.
2. If the Software Upgrade Utility is not working, please try the EWS manual upgrade method.
3. If neither are working, please contact technical support center.

If any of the following Printed Error Reports are generated, proceed to the following instructions.

- 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 table 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

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 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 LDRPX81XXV2.dlm patch again.

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. Print a Configuration Report and check the Device Software Version.
2. Ensure that the correct .zip file was downloaded from Xerox.com. Verify that the correct device and speed configuration was selected.

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.

Home Jobs Print Scan Address Book Properties Support admin

Search

Fleet Orchestrator
Configuration Overview
Description
Configuration Report
General Setup
Connectivity
Login/Permissions/Accounting
Apps
Security
Configuration Watchdog

AC Auto Configured ← 1 File
This device is auto configured using 1 file.

Configuration Files [Create / Install File](#)

Type	File Name/Version	Status	Added By	Details
Software Upgrade		Software upgraded successfully. Wednesday, October 21 2020 15:16:30 EDT	admin	View

Home Jobs Print Scan Address Book Properties Support admin

Search

Fleet Orchestrator
Configuration Overview
Description
Configuration Report
General Setup
Connectivity
Login/Permissions/Accounting
Apps
Security
Configuration Watchdog

Extended Software Upgrade Details

Current Software	Version
Wednesday, October 21 2020 15:16:30 EDT	

Last Upgrade Attempt	Version	Status:
Friday, October 23 2020 14:59:26 EDT	000.000.000.00000	Failed - Launch release missing

[Close](#)