

VERSION 2.0

NOVEMBER 2021

Xerox® AltaLink® C8100 and B8100 Multifunction Printer Series

Embedded Web Server Software Upgrade Installation Instructions 114.xxx.xxx.xxxxx

Upgrading Software for Xerox® ConnectKey® Technology

© 2021 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. BR34506

Document Version: 2.0 (October 2021)

Contents

1. Xerox® AltaLink® C8100 and B8100 Multifunction Printers Series Upgrade Instructions Using the Embedded Web Server	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
Enabling Software Upgrades.....	1-5
Installing the Software	1-5
Reapplying the Clone File (Optional).....	1-9
Appendix: Failed Software Upgrade	1-12

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

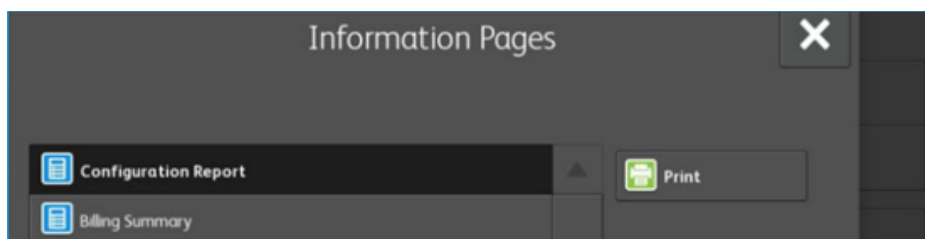
This document details the software upgrade instructions for the Xerox® AltaLink® C8100 and B8100 Multifunction Printer Series. You can perform the upgrade process on Xerox® AltaLink® C8100 and B8100 Multifunction Printer Series built on ConnectKey® Technology that are running software versions **105.xxx.xxx.xxxxx,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

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

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 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.



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. To use the recommended automatic upgrade process, follow 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 process updates devices that are running software versions 105.xxx.xxx.xxxxx, 111.xxx.xxx.xxxxx or 113.xxx.xxx.xxxxx to a later version of Xerox® ConnectKey® Technology software.

REQUIREMENTS

Verify the current software version installed on your device. For instructions, refer to [Printing a Configuration Report and Identifying the Software Version](#). If the software version number does not start with 105, 111, or 113 the 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 [Printing a Configuration Report and Identifying the Software Version](#).

2. Ensure that HTTP is enabled on your AltaLink® Device. For details, refer to the HTTP on the configuration page under **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-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 from 105.xxx.xxx.xxxx, 111.xxx.xxx.xxxx, or 113.xxx.xxx.xxxx to a later version manually, use the following instructions.

1. At your computer, download the Upgrade Software:
 - a. Locate the software, and download to your desktop
 - b. **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.
 - c. Open the folder and scroll to find the XeroxAltaLink_x81xx_system-sw114xxxxxxxxxx.zip file. Double-click this .zip file, open the DLM folder, then open the AltaLink_X81xx folder.
 - d. Highlight the **XeroxAltaLink_X81xx_system-sw#114xxxxxxxxxx#ENG_MOD.DLM** file. Extract files to the existing folder on the desktop.

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

Home Jobs Print Scan Address Book Properties Support admin

Search

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	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.
[Terms](#) | [Data Policy](#)

6. Select **Create a file**.

xerox AltaLink® C8155

Home Jobs Print Scan Address Book Properties Support admin

Search

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 EDT

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](#)

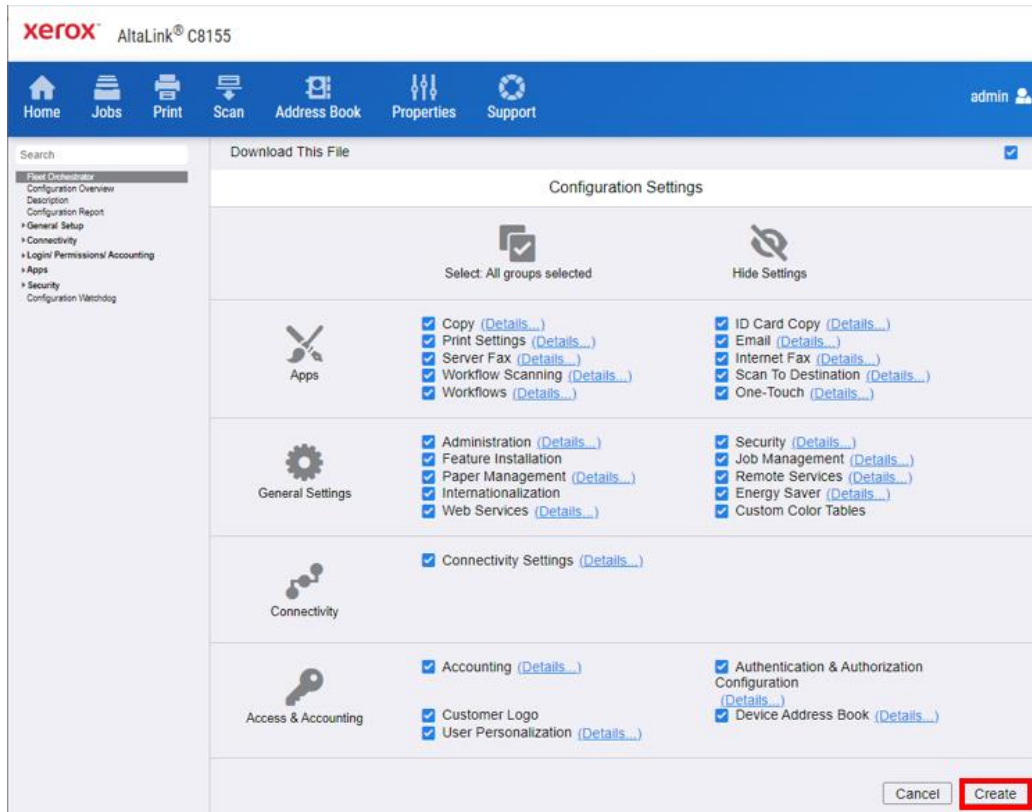
[Configure File Sharing](#)

Help

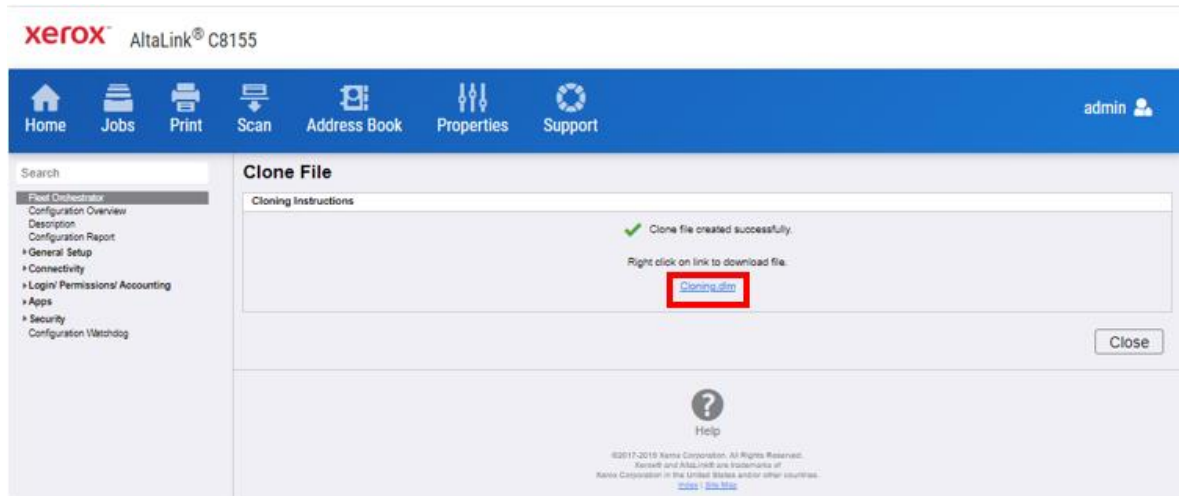
©2017-2019 Xerox Corporation. All Rights Reserved.
Xerox and AltaLink are trademarks of Xerox Corporation in the United States and/or other countries.
[Terms](#) | [Data Policy](#)

Create a File
Create a Clone or Add-On file of current device settings.

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



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



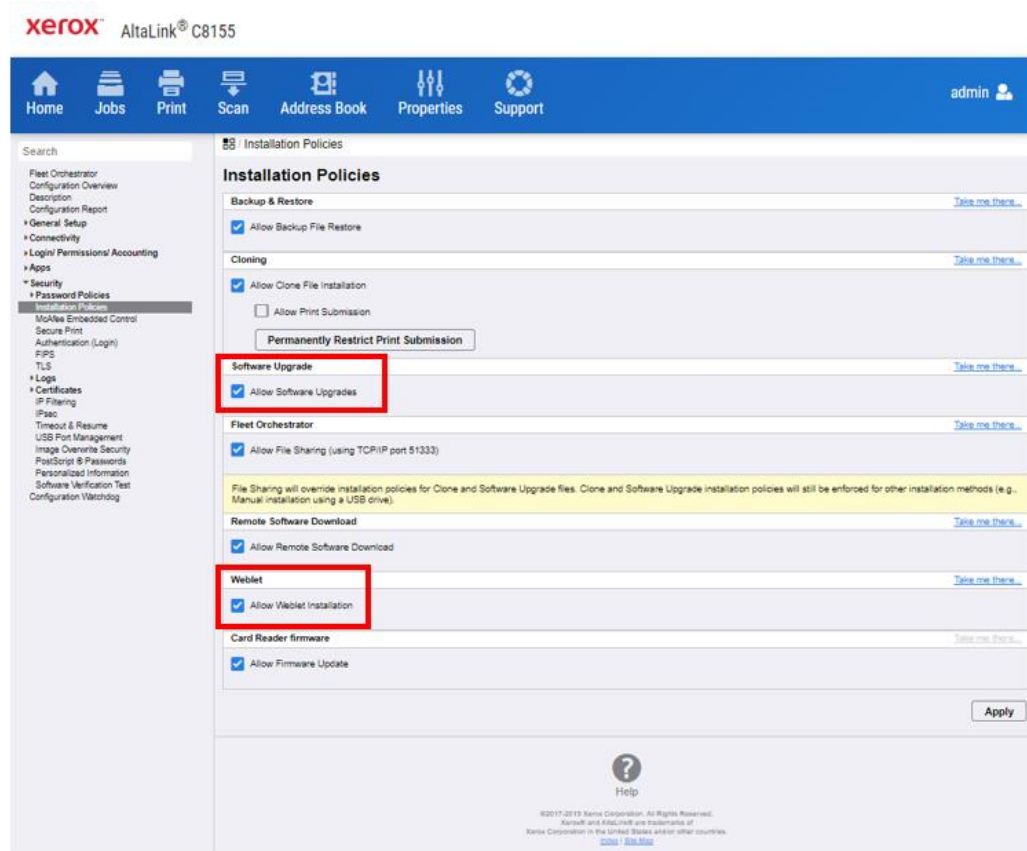
8. Click the **cloning.dlm** hyperlink, then save the .dlm file to your local hard drive.

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

Two software files need to be loaded using this process.

1. Load software upgrade file 583601v2a.d1m.

- 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**.

xerox AltaLink® C8155

Home Jobs Print Scan Address Book Properties Support admin

Search

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

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.
[Privacy Policy](#)

f. Select **Software Upgrade 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

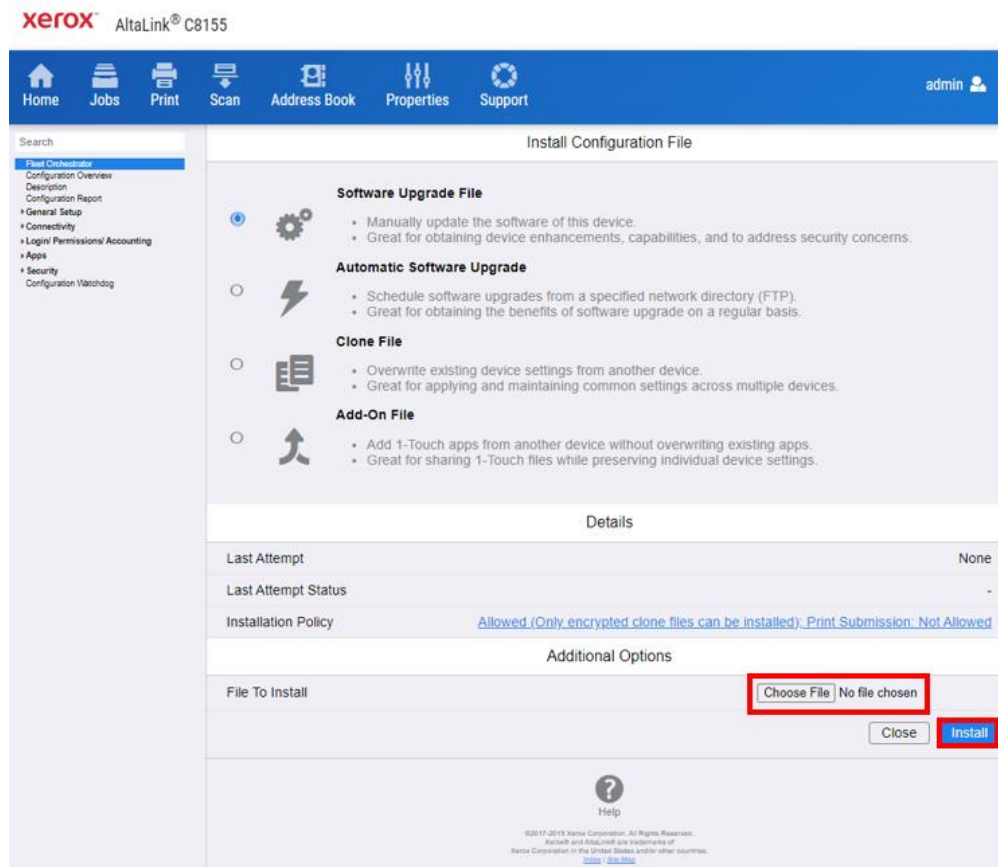
Additional Options

File To Install	Choose File No file chosen
Close Install	


Help

©2017-2018 Xerox Corporation. All Rights Reserved.
Xerox and AltaLink are trademarks of
Xerox Corporation in the United States and/or other countries.
[Privacy](#) [Terms](#)

- g. Select **Choose file**, then select the 583601v2a.dlm file.



- h. Click **Install**. A file submission message appears. Click **OK**. The device restarts automatically.
- i. If the upgrade is successful, continue to the next step. The Network controller version updates to 1xx.xxx.xxx.xxxx.583601v2a.dlm.
2. Load software upgrade file 114.xxx.xxx.xxxx.
- From the left navigation pane, click **Fleet Orchestrator**.
 - 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#114xxxxxxxxxx#ENG_MOD.DLM file. Select the file, then click **Open**.
 - Click **Install**. A file submission message appears. Click **OK**. The device restarts automatically.
 - 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 the **Appendix**.

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.

Note: If the software upgrade fails, for further instructions, refer to the **Appendix**.

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

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.

Create a File
Create a Clone or Add-On file of current device settings.

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.
[Home](#) / [Site Map](#)

6. Select **Clone file**.

The screenshot displays the Xerox AltaLink C8155 web interface. At the top, the header includes the Xerox logo and the model name 'AltaLink® C8155'. Below this is a navigation bar with icons for Home, Jobs, Print, Scan, Address Book, Properties, and Support, along with a user profile icon labeled 'admin'. A left sidebar contains a search bar and a menu with options like Fleet Orchestrator, Configuration Overview, Description, Configuration Report, General Setup, Connectivity, Login/Permissions/Accounting, Apps, Security, and Configuration Watchdog. The main content area is titled 'Install Configuration File' and lists four options: Software Upgrade File, Automatic Software Upgrade, Clone File (highlighted with a red box), and Add-On File. Each option includes a brief description. Below the list is a 'Details' section with fields for Last Attempt, Last Attempt Status, and Installation Policy. The 'Additional Options' section includes a 'File To Install' field with a 'Choose File' button and 'No file chosen' text, and 'Close' and 'Install' buttons. At the bottom, there is a 'Help' icon and a small copyright notice.

xerox AltaLink® C8155

Home Jobs Print Scan Address Book Properties Support admin

Search

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 No file chosen

Help

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

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

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](#)

©2017-2018 Xerox Corporation. All Rights Reserved.
Xerox and AltaLink are trademarks of
Xerox Corporation in the United States and/or other countries.
[Terms](#) [Site Map](#)

8. Select **Install**.

9. Click **OK**.

10.24.9.48 says

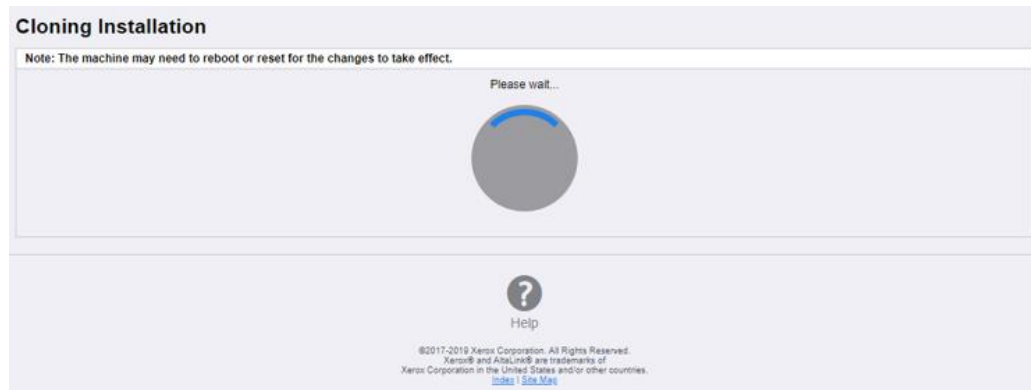
At the end of this operation the device will reboot automatically.

Remote connections will be unavailable for a short period of time.

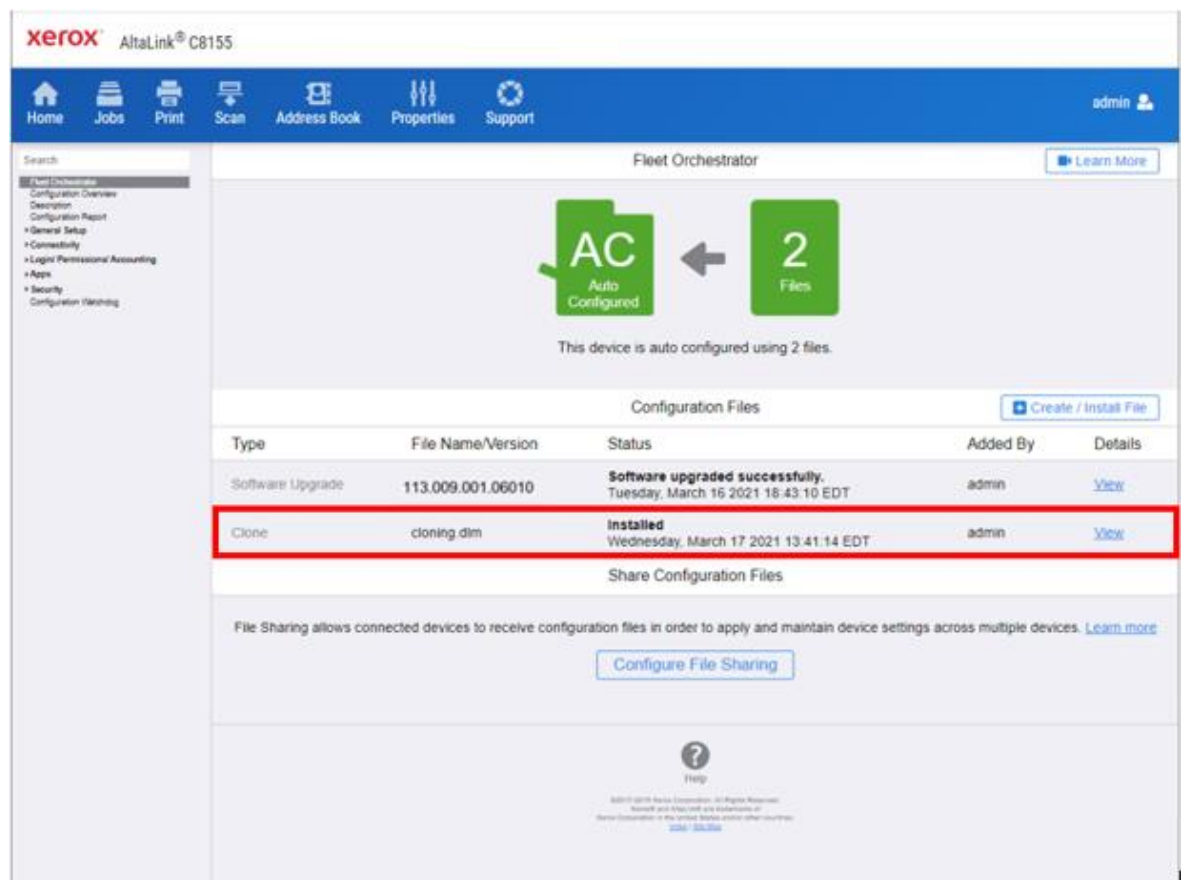
Are you sure you want to continue?

OK Cancel

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



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



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

Appendix: 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.

- 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 is 105.xxx.xxx.xxxxx or 111.xxx.xxx.xxxxx then:

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 is 113.xxx.xxx.xxxxx then:

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 583601v2a.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. Verify that the software version begins with 105, 111 or 113.
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.

The screenshot shows the Fleet Orchestrator interface. The top navigation bar includes Home, Jobs, Print, Scan, Address Book, Properties, and Support. The user is logged in as 'admin'. The left sidebar shows the 'Fleet Orchestrator' menu with options like Configuration Overview, Description, Configuration Report, General Setup, Connectivity, Login/Permissions/Accounting, Apps, Security, and Configuration Watchdog. The main content area displays a green 'AC Auto Configured' icon and a green box with the number '1' labeled 'File'. Below this, it states 'This device is auto configured using 1 file.' A table titled 'Configuration Files' shows a single entry: 'Software Upgrade' with a status of 'Software upgraded successfully, Wednesday, October 21 2020 15:16:30 EDT' and 'admin' as the added by. A red box highlights the 'View' button next to the entry.

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

The screenshot shows the 'Extended Software Upgrade Details' page. The top navigation bar and user information are the same. The left sidebar is also the same. The main content area displays a table with two rows of upgrade information. The first row shows 'Current Software' with a version of 'Wednesday, October 21 2020 15:16:30 EDT'. The second row shows 'Last Upgrade Attempt' with a version of 'Friday, October 23 2020 14:59:26 EDT' and a status of 'Failed - Launch release missing', which is highlighted with a red box. A 'Close' button is located at the bottom right of the details section.

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