

VERSION 3.0

OCTOBER 2022

# 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

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# 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, 113.xxx.xxx.xxxxx, or 114.xxx.xxx.xxxxx.**

**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. To use the recommended automatic upgrade process, follow the instructions provided.
<b>Embedded Web Server Software Upgrade</b>	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, 113.xxx.xxx.xxxxx, or 114.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 [Identifying the Software Version](#). If the software version number does not start with 105, 111, 113, or 114 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 [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 **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.xxx, 111.xxx.xxx.xxx, 113.xxx.xxx.xxx, or 114.xxx.xxx.xxx to a later version manually, use the following instructions.

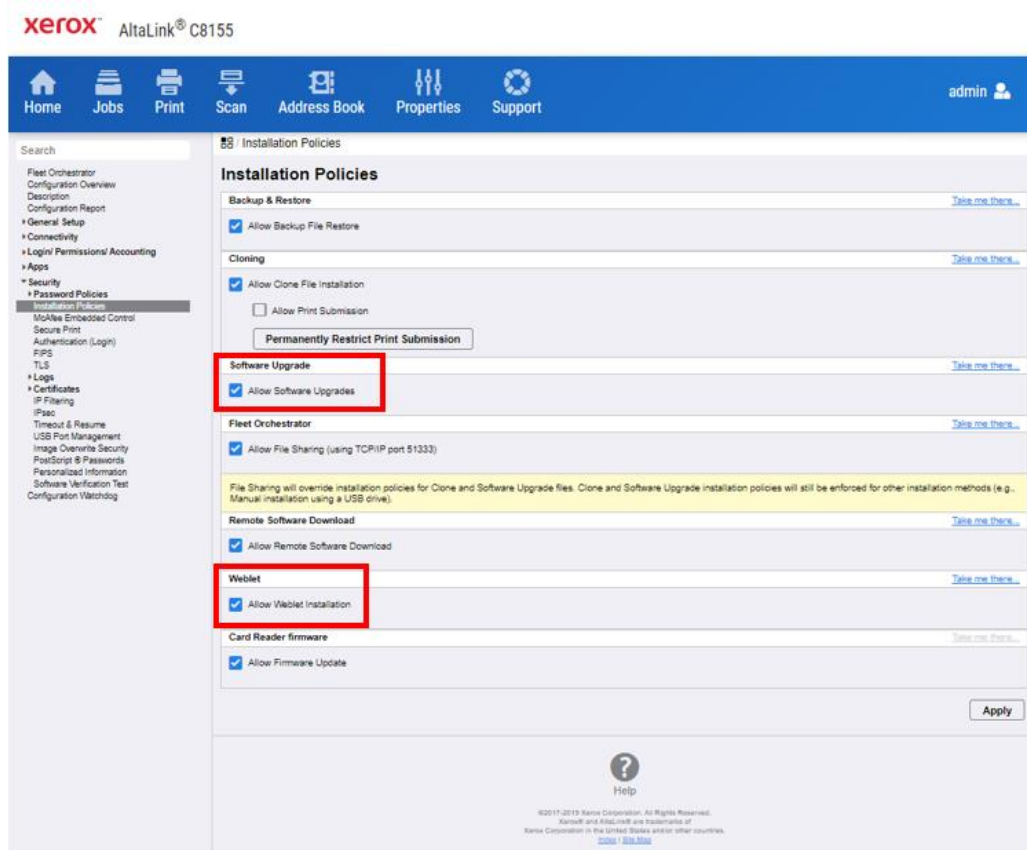
1. At your computer, download the Upgrade Software:
  - a. Locate the software, and download to your desktop
  - b. **Right-click** the downloaded Xerox\_AltaLink\_X81xx\_Software\_Upgrade\_114xxxxxxxxxx.zip file, then **extract all** content to the desktop. A new folder is created on the desktop with 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.

## 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 583601v4a.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**.

**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	<b>Software upgraded successfully.</b> 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](#)

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f. Select **Software Upgrade File**.

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**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**

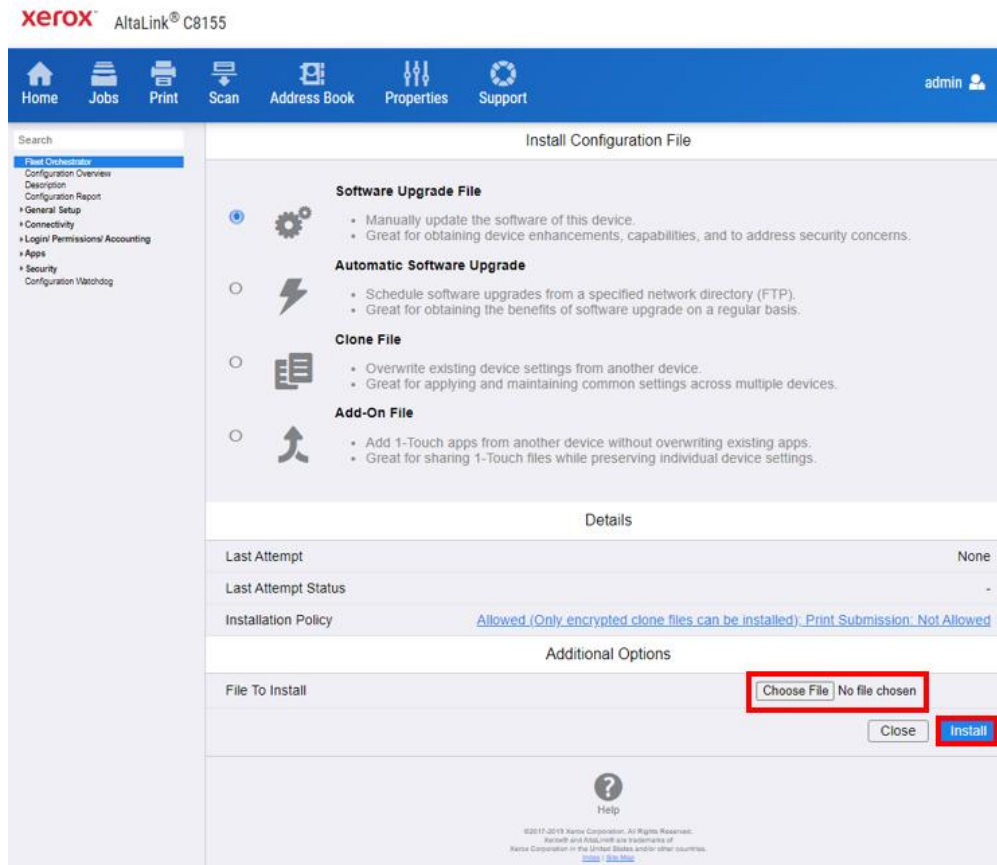
File To Install: [Choose File](#) No file chosen

[Close](#) [Install](#)

[Help](#)

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- g. Select **Choose file**, then select the 583601v4a.dlm file.



- h. Click **Install**. A file submission message appears. Click **OK**. The device restarts automatically.
- i. If the installation is successful, continue to the next step. The Patch Version 583601v4a.dlm appears in the printer EWS Configuration Report.
2. Load software upgrade file 114.xxx.xxx.xxxxx.
- 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 **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.

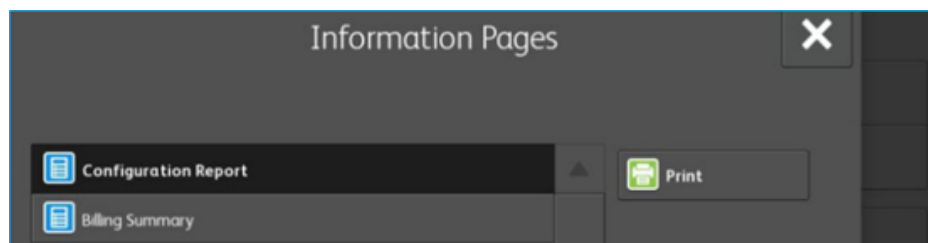


Congratulations! You have upgraded the software on your Xerox® AltaLink® Device for Xerox® ConnectKey® Technology successfully!

## 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 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, check the printer IP Address.



## 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

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	113.009.001.06010	Software upgraded successfully. Tuesday, March 16 2021 18:43:10 EDT	admin	<a href="#">View</a>

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

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6. Select **Create a file**.

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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
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](#)

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**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.

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

The screenshot shows the Xerox AltaLink C8155 configuration interface. The top navigation bar includes Home, Jobs, Print, Scan, Address Book, Properties, and Support. The left sidebar lists various configuration categories. The main content area, titled 'Configuration Settings', displays a table of settings organized into four groups: Apps, General Settings, Connectivity, and Access & Accounting. Each group contains several settings, all of which are checked. At the bottom right of the settings table, there are 'Cancel' and 'Create' buttons. The 'Create' button is highlighted with a red rectangular box.

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

The screenshot shows the Xerox AltaLink C8155 'Clone File' page. The top navigation bar is the same as the previous screenshot. The left sidebar is also the same. The main content area is titled 'Clone File' and contains a 'Cloning Instructions' section. A green checkmark indicates 'Clone file created successfully.' Below this, it says 'Right click on link to download file.' and shows a 'Cloning.dlm' hyperlink, which is highlighted by a red rectangular box. At the bottom right of the instructions section, there is a 'Close' button.

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

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

**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**

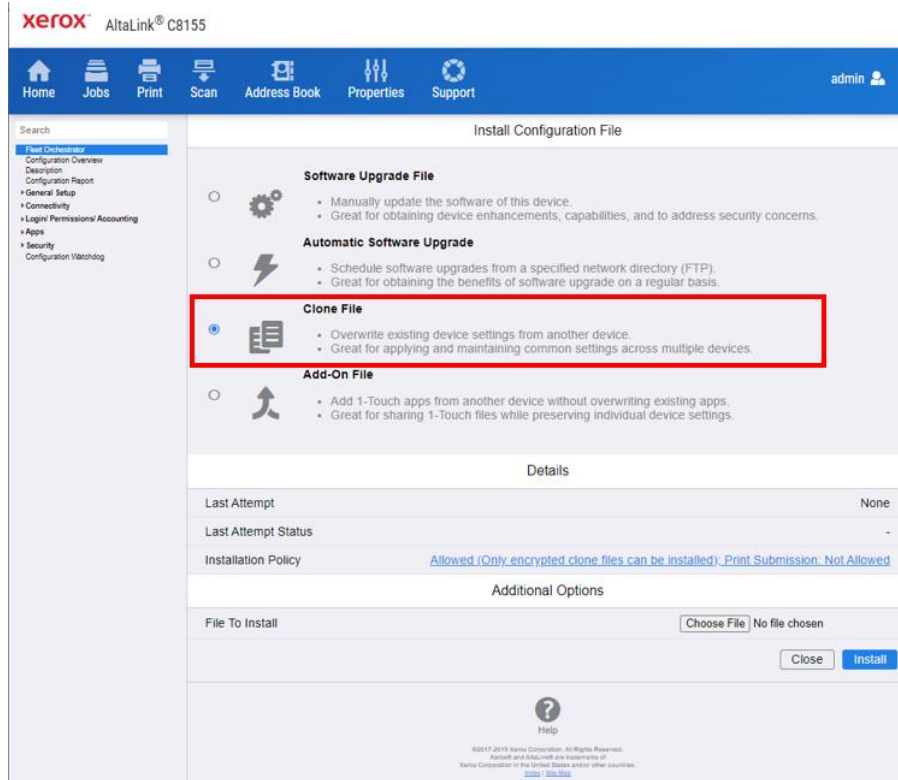
File Sharing allows connected devices to receive configuration files in order to apply and maintain device settings across multiple devices. [Learn more](#)

[Configure File Sharing](#)

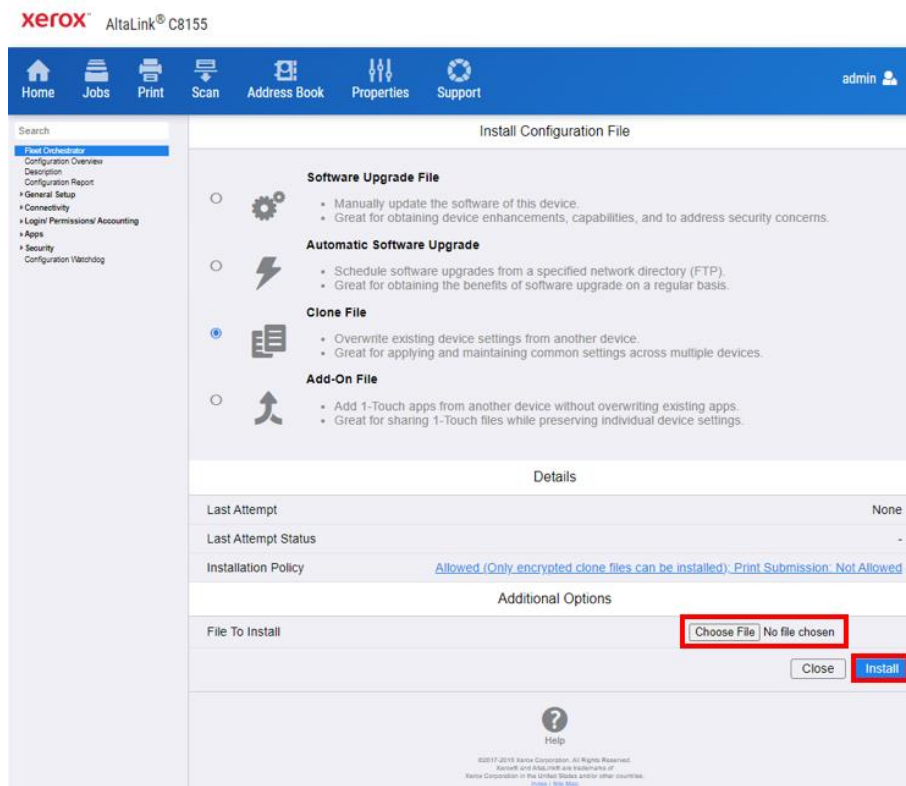
[Help](#)

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6. Select **Clone file**.



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



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

10.24.9.48 says

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

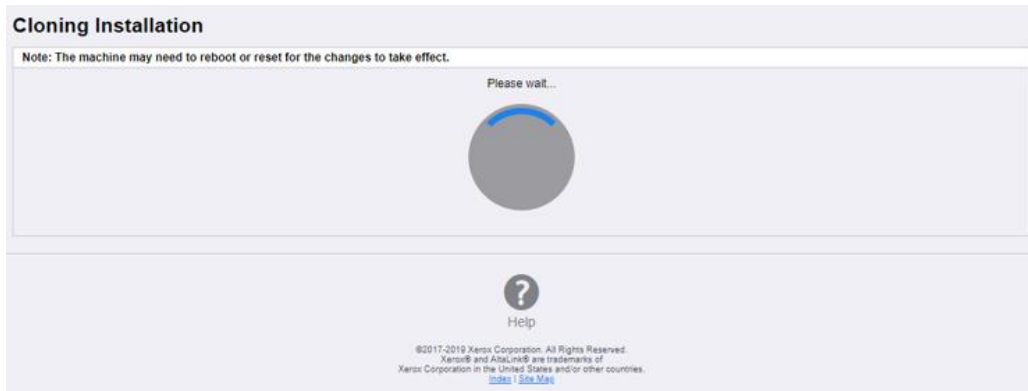
Remote connections will be unavailable for a short period of time.

Are you sure you want to continue?

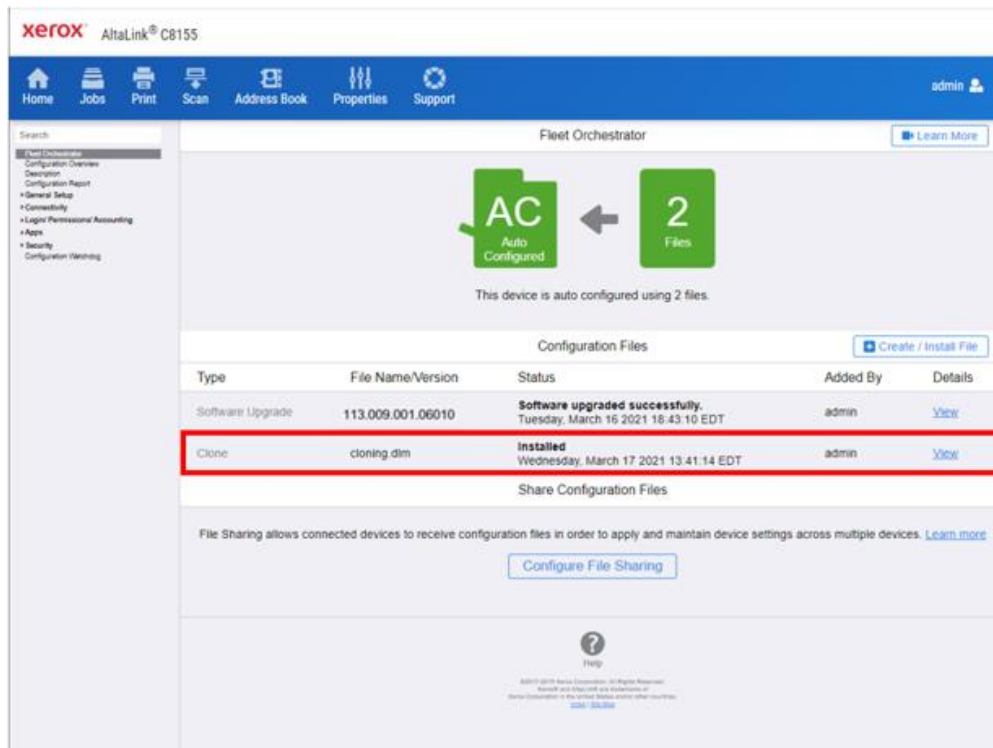
OK

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.



## 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**
- 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	<a href="#">LDRPC813035v2.zip</a>
Xerox® AltaLink® C8145/55	LDRPC814555v2.dlm	<a href="#">LDRPC814555v2.zip</a>
Xerox® AltaLink® C8170	LDRPC8170v2.dlm	<a href="#">LDRPC8170v2.zip</a>
Xerox® AltaLink® B8145/55	LDRPB814555v2.dlm	<a href="#">LDRPB814555v2.zip</a>
Xerox® AltaLink® B8170	LDRPB8170v2.dlm	<a href="#">LDRPB8170v2.zip</a>

If starting software is 113.xxx.xxx.xxxxx or 114.xxx.xxx.xxxxx then:

Xerox® Device	Recovery Patch	Link
Xerox® AltaLink® C8130/35	LDRPC813035v6.dlm	<a href="#">LDRPC813035v6.zip</a>
Xerox® AltaLink® C8145/55	LDRPC814555v6.dlm	<a href="#">LDRPC814555v6.zip</a>
Xerox® AltaLink® C8170	LDRPC8170v6.dlm	<a href="#">LDRPC8170v6.zip</a>
Xerox® AltaLink® B8145/55	LDRPB814555v6.dlm	<a href="#">LDRPB814555v6.zip</a>
Xerox® AltaLink® B8170	LDRPB8170v6.dlm	<a href="#">LDRPB8170v6.zip</a>

- Follow the appropriate link in the table. To download the .zip file to the desktop, click **Accept**.
- 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 583601v4a.dlm patch 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, or is 114.xxx.022.12100 – 114.xxx.032.20720.
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.

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	<a href="#">View</a>

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