

# **Xerox DocuPrint N17**

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## **Instructions for Controller Software Upgrades**

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## Printer Controller Software Upgrades:

The Printer Controller is FLASH ROM equipped. This means as software fixes and upgrades are available, you are able to update printer software without generating a service call.

The following options are available for software updates:

### **Option 1**

The printer controller software is provided on the product CD-ROM. The path to the software on your CD-ROM is

`\INSTAL\UTILITIES\FIRMWARE\<(version #).xfc`

### **Option 2**

The printer controller software can also be downloaded from the following Web sites:

<http://xerox.networkprinters.com/products/N17>

### **Option 3**

You may also contact your local customer support for help if necessary.

## Before you upgrade:

Be sure the printer is in communication with the workstation or PC via parallel port or over the network.

If the Token Ring option is installed on your printer, be sure to disconnect the cable to the Token Ring card prior to downloading the controller software via the parallel port.

### PRINT A CONFIGURATION SHEET

The Configuration sheet provides a record of the critical parameters set for your printer as well as the software versions.

Follow these steps to print a Configuration sheet:

1. Press the “**1**” button until <**Print Menu**> is displayed.
2. Press the “**2**” button until <**Config Sheet**> is displayed.
3. Press the “**4**” button.
4. At this point the Configuration sheet will print.

## Upgrade Methods:

Select a method from the chart to do an upgrade for your operating system. The bold letter indicates the upgrade procedure to use.

| Operating System | CentreWare DP | LPR         | Parallel Port | Novell NetWare | Macintosh Printer Utility | CentreWare Internet Services |
|------------------|---------------|-------------|---------------|----------------|---------------------------|------------------------------|
| Win 3.x          | A             | ***         | <b>C</b>      | <b>D</b>       | *                         | <b>F</b>                     |
| Win 95           | <b>A</b>      | ***         | <b>C</b>      | <b>D</b>       | *                         | <b>F</b>                     |
| NT 3.51 & 4.0    | <b>A</b>      | <b>B</b> ** | <b>C</b>      | <b>D</b>       | *                         | <b>F</b>                     |
| OS/2             | *             | <b>B</b> ** | <b>C</b>      | <b>D</b>       | *                         | <b>F</b>                     |
| UNIX             | *             | <b>B</b>    | *             | *              | *                         | <b>F</b>                     |
| Macintosh        | *             | *           | *             | *              | <b>E</b>                  | <b>F</b>                     |

\* - Not Applicable

\*\* - Requires TCP/IP services to be installed from your operating system.

\*\*\* - Requires LPR capable software to be installed independently from the operating system.

## Printer Controller Upgrade Process

During the upgrade process the printer's Control Panel will display "Downloading... Please Wait". After the complete file has been received, the Control Panel will display "Download Passed...Please Reboot."



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**NOTE:** It is important to not interrupt any part of the process. **DO NOT TURN OFF THE PRINTER IN THE MIDDLE OF AN UPGRADE.**

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If you experience any problems, call your Xerox Customer Support Center.

## **Determining a Successful Upgrade:**

If your upgrade is successful, the Control Panel display will show “Download Passed... Please Reboot” for a few seconds and then will automatically reboot unless you upgraded the printer via the parallel port while pressing the button 1 and button 5 simultaneously, in which case the message will remain and the printer needs to be powered “OFF” and then “ON” to reboot. To confirm the software version, print a Configuration sheet.

If the Token Ring option is installed on your printer, please be sure to reconnect the cable to the option card prior to rebooting the printer via the power “OFF” and “ON” procedure.

# Upgrade Procedures:

## PROCEDURE A UPGRADE FROM CENTREWARE DP

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Warning: Once the upgrade process has begun DO NOT Power off your Printer!

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1. Print a **Configuration** sheet. Keep this page for future reference. For directions on doing this, reference the section labeled **Before you Upgrade**
2. Start the CentreWare DP software from your workstation. Select the printer from the **Printers List**.
3. At the CentreWare DP main screen select the **Tools** menu.
4. From the **Tools** menu select the **Upgrade Printer** item.
5. The “Upgrade Printer” prompt will appear warning that this process may take several minutes click “OK” if you wish to continue.
6. Enter the path of the upgrade file and click **OK**.
7. CentreWare DP will send the upgrade file to the printer. The upgrade should take less than 10 minutes to perform.
8. To confirm upgrade is successful, refer to the section labeled **Determining a Successful Upgrade**. For problems, consult the section labeled **General Troubleshooting**.



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Warning: If the download was not successful, upgrade via the parallel port!

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## PROCEDURE B

### LPR UPGRADE PROCEDURE

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Warning: Once the upgrade process has begun DO NOT Power off your Printer!

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1. Print a **Configuration** sheet. Keep this page for future reference. For directions on doing this, reference the section labeled **Before you Upgrade**.
2. Send the upgrade file to the printer. Use the format based on your client operating system:

WINDOWS NT (3.51 & 4.)

```
lpr -S <ipaddress> -PRAW <filename> [RETURN]
```

OS/2

```
lpr -p ps -s <ipaddress> <filename>[RETURN]
```

UNIX (use lp or lpr as appropriate)

```
lpr <switches><queue><filename> [RETURN]
```

```
lp <switches><queue><filename> [RETURN]
```

Where:

<ipaddress> = the TCP/IP address the printer has been assigned

<filename> = the path and name of the upgrade file

<queue> = the native queue to which the printer is assigned

<switches> = use switches as appropriate to your UNIX environment. Remember switches are case sensitive.

3. To confirm upgrade is successful, refer to the section labeled **Determining a Successful Upgrade**.

#### IF YOU HAVE PROBLEMS:

- Try to ping the printer to make sure it has a valid ip address
- In addition, consult the section labeled **General Troubleshooting**



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Warning: If the download was not successful, upgrade via the parallel port!

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## PROCEDURE C THE PARALLEL PORT

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Warning: Once the upgrade process has begun, DO NOT power off your printer!

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1. Print a **Configuration** sheet. Keep this page for future reference. For directions on doing this, reference the section labeled **Before you Upgrade**.
2. If your Xerox DocuPrint N17 printer's User Interface displays "Ready" go to step 3. If a previous download attempt was not successful and your printer is not "Ready", power the printer "Off" then "ON" while pressing button 1 and button 5 simultaneously. Continue pressing these two keys until the User Interface displays:

"Entering... Download Mode"

3. To send the upgrade file to the printer:

An OS/2 user should open a command prompt.

A Windows (95/NT/3.1x) user should run from DOS or run a DOS session. For speed, it is recommended to exit Windows 3.1x and run from DOS.

The format for the mode command is as follows:

**mode <port>:.,p [RETURN]** (two commas following the colon)

**Note: This format is not valid under Windows NT.**

The format for the copy command is as follows:

**copy </b> <filename> <port>[RETURN]**

Where:

</b> = binary file

<port> = the parallel port to which the printer is connected (LPT1:, LPT2:, etc.)

<filename> = the path and name of the upgrade file

Ex: **copy /b <filename> LPT1:**

4. Wait until User Interface displays "Download Passed... Please Reboot"

5. Power "OFF" then "ON" the Xerox DocuPrint N17 laser printer. The User Interface should display "Ready".
6. To confirm upgrade is successful, refer to the section labeled **Determining a Successful Upgrade**.

### **IF YOU HAVE PROBLEMS:**

- Make sure you are using an IEEE 1284 compliant cable.
- Make sure the printer's parallel port **time-out** is set to **Infinite Retry (e.g. mode lpt1:.,p)**
- If running a DOS window from Windows 95, make sure that one of your printers through Settings/Printers is mapped directly to LPT1 (not re-directed to a network queue). Also check the port settings by selecting the **Port Settings** button on the **Details** tab dialog. Make sure the selection **Spool MS-DOS Print Jobs** is selected. If still having problems after making these settings, try powering your PC off and on.
- Windows 3.1x or 95 users: if experiencing time-outs on the host PC ("Problem detected on parallel port, Abort, Retry, Fail") then you need to set the port to an infinite time-out against busy on the printer. From the command line, or as an entry in autoexec.bat, type the following command:

**mode <port>:.,p** (two commas following the colon)

The "p" option sets the port for infinite time-out. After setting the port to an infinite time-out, try using the copy command again. If the command prompt does not appear within 20 minutes, a ctrl-break can be used to abort the copy command without rebooting your computer.

- Windows 3.11 users should turn off Print Manager.
- If the Token Ring option is installed on your printer, be sure to disconnect the cable to the Token Ring card prior to downloading the controller software via the parallel port and be sure to reconnect the cable to the option card prior to rebooting the printer via the power "OFF" and "ON" procedure.
- In addition, consult the section labeled **General Troubleshooting**

## PROCEDURE D UPGRADE VIA NOVELL NETWARE QUEUE

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Warning: Once the upgrade process has begun DO NOT Power off your Printer!

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1. Print a **Configuration** sheet. Keep this page for future reference. For directions on doing this, reference the section labeled **Before you Upgrade**
2. Submit the upgrade file to the printer queue using your normal Novell NetWare print procedure. Send the file directly, do not use a print driver or an application.
3. The upgrade should take about 10 minutes to perform.
4. To confirm upgrade is successful, refer to the section labeled **Determining a Successful Upgrade**.

### **IF YOU HAVE PROBLEMS:**

If the printer never goes to “Downloading” check the status of the job in the queue. If the job is in the queue and Active, but not being sent to the printer, power the printer “off “and then “on”. See if the job is then sent to the printer.

In addition, consult the section labeled **General Troubleshooting**.



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Warning: If the download was not successful, upgrade via the parallel port!

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## PROCEDURE E MACINTOSH – XEROX PRINTER UTILITY

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Warning: Once the upgrade process has begun DO NOT Power off your Printer!

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1. Print a **Configuration** sheet. Keep this page for future reference. For directions on doing this, reference the section labeled **Before you Upgrade**.
2. Launch the Xerox Printer Utility
3. Select the N17 printer to upgrade in **PostScript Printers** list.
4. Select **Send File**.
5. Locate the upgrade file.
6. Select **Open** to send the upgrade file to the printer.
7. The Xerox Printer Utility will send the upgrade file to the printer. The upgrade should take about 10 minutes.
8. To confirm upgrade is successful, refer to the section labeled **Determining a Successful Upgrade**. For problems, consult the section labeled **General Troubleshooting**.



Warning: If the download was not successful, upgrade via the parallel port!

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## PROCEDURE F

### UPGRADE PROCEDURE VIA CENTREWARE INTERNET SERVICES

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Warning: Once the upgrade process has begun, DO NOT power off your printer!

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1. Print a **Configuration** sheet. Keep this page for future reference. For directions on doing this, reference the section labeled **Before you Upgrade**.
2. Launch your web browser and connect to the printer URL (typically **http://ipaddress**)
3. Select the **Print** page to get to the **File Download** dialog.
4. In the **File: box** enter the path and name of the upgrade file, or select the **Browse..** button to select the upgrade file.
5. Select the **Start** button.
6. The upgrade file will be sent to the printer. The upgrade should take less than 10 minutes to perform.
7. To confirm upgrade is successful, refer to the section labeled **Determining a Successful Upgrade**.

#### IF YOU HAVE PROBLEMS:

- If having problems with time-outs when sending the file using a proxy server, try turning off the proxy server and sending the file again. Alternatively, the printer IP address can be entered individually as an address, for which a proxy should not be used.
- Check your browser version to be sure you are using the correct version. The upgrade procedure requires Netscape 3.0 or later or Internet Explorer 4.0 or later
- Try to ping the printer to make sure it is a valid ip address
- In addition, consult the section labeled **General Troubleshooting**.



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Warning: If the download was not successful, upgrade via the parallel port!

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## General Troubleshooting

Some of the individual printer upgrade methods will have their own troubleshooting sections. This section is to address general problems.

### **PRINTER CONTROLLER UPGRADE:**

If the printer controller upgrade has failed, you will not receive an error page. Check the following and try the upgrade again:

1. Make sure you are using the correct upgrade file for your printer controller.
2. Check your method of connectivity to your printer. Can you successfully send a job over your chosen method of connectivity? For parallel port users: Are you using an IEEE 1284 compliant parallel cable?
3. If the flash software was downloaded from a ftp site, make sure it was downloaded in binary format, not ASCII. To change to binary format, type binary at any ftp prompt. If you are using a ftp software package such as Chameleon ftp, you can select binary from within the software.
4. Consult your upgrade procedure to see if there is a “If you have problems” section in your chosen upgrade procedure.
5. If the printer never goes to “Downloading... Please Wait” and stays “Ready”, check your method of printer connection. Try powering “off” and “on”. If sending via a NetWare queue, check the status of the job in the queue. Powering “off” and “on” the printer may cause the job to be sent to the printer.
6. If you are network connected and the download has failed, you must connect via parallel port (i.e. see Procedure C).
7. If the Token Ring option is installed on your printer, be sure to disconnect the cable to the Token Ring card prior to downloading the controller software via the parallel port and be sure to reconnect the cable to the option card prior to rebooting the printer via the power “OFF” and “ON” procedure.
8. If all attempts to upgrade the printer controller have failed, contact your support center for assistance.

