

VERSION 1.0  
NOVEMBER 2024  
702P09334

Xerox<sup>®</sup> VersaLink<sup>®</sup> C415, C620, C625  
Color and Xerox<sup>®</sup> VersaLink<sup>®</sup> B415, B620,  
B625 B/W SFP & MFP Devices  
Software Upgrade Utility Installation  
Instructions

Upgrading Software for select Xerox<sup>®</sup> VersaLink<sup>®</sup> Products

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BR40644

Document Version: 1.0 (November 2024)

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# Upgrade Instructions Using the Software Upgrade Utility

This document details the software upgrade instructions for the Xerox® VersaLink® C415, C620, C625 Color and VersaLink® B415, B620, B625 Black/White Single and Multifunction Printers.

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

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.

## Requirements

- IP address of the printer. To install the software, you need either the IP address of the printer or the hostname of the printer. If you do not know the IP address or hostname, go to [Appendix A: Printing a Configuration Report](#).
- Software upgrade file and upgrade tool. To retrieve the latest Service Pack for the VersaLink printer, go to [www.support.xerox.com](#), navigate to the drivers and downloads page for your VersaLink model. Scroll to the Service Pack section. Identify the correct device mode, then use the next section, [Downloading the Package for Upgrade](#) to download and extract the upgrade file.
- Making a backup (Clone file). If you wish to back up your configuration settings, go to [Appendix C: Clone Files](#) for steps on saving a clone file. The clone file will only need to be restored should something not operate correctly after the upgrade.
- Software upgrades are enabled. To install software, software upgrades must be enabled. To check the status of software upgrades and enabled, if necessary, go to [Appendix B: Enabling Software Upgrades](#).

## Downloading the Package for Upgrade

To use the device software upgrade utility, use the following instructions to extract the tool and required files.

1. Locate the software from the [Xerox.com](#) webpage for the device that you are upgrading.
2. **Select** the '*I agree to the Terms and Conditions*' check box.
3. **Select** Download button and save the file to your PC, for example in a folder called 'New Software'.
4. **Open** the folder where you saved the file.
5. **Right-click** the downloaded file, `Xerox_VersaLink_XXXX_Software_Upgrade_121XXXXXXXXXX.zip`, then select **extract all or extract here** to extract the contents to the same folder. A new folder is created in that location 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.

## Installing the Software

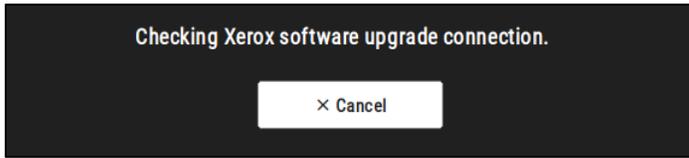
Note: If you wish to keep a backup of your printer configuration settings, refer to [Appendix B: Clone Files](#).

1. Within the newly created directory from the previous steps, navigate to the upgrade utility tool.
2. Double-click on the `ckupgrade-XXXXXXXXXX.jar` file to open the utility.
3. Select the appropriate Proxy Access option. If you do not know, select **Use System Proxy Setting**.

4. Select **Save**.

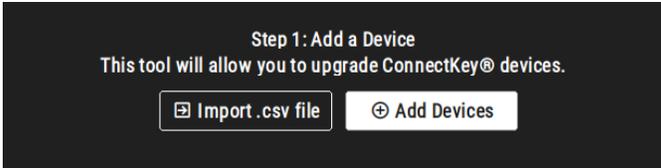
**Note:** You can **Manually** configure your Proxy settings. See your system administrator for your correct system proxy settings.

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



6. Enter each device that you want to upgrade. Use one of the two available methods to define devices for upgrade. Use the following steps for the manual method. See [Appendix D for using a Preconfigured CSV File](#) method.

- Click **Add Devices**.



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

**Add Device**

**IP/Hostname (required)**  
10.xx.yy.51

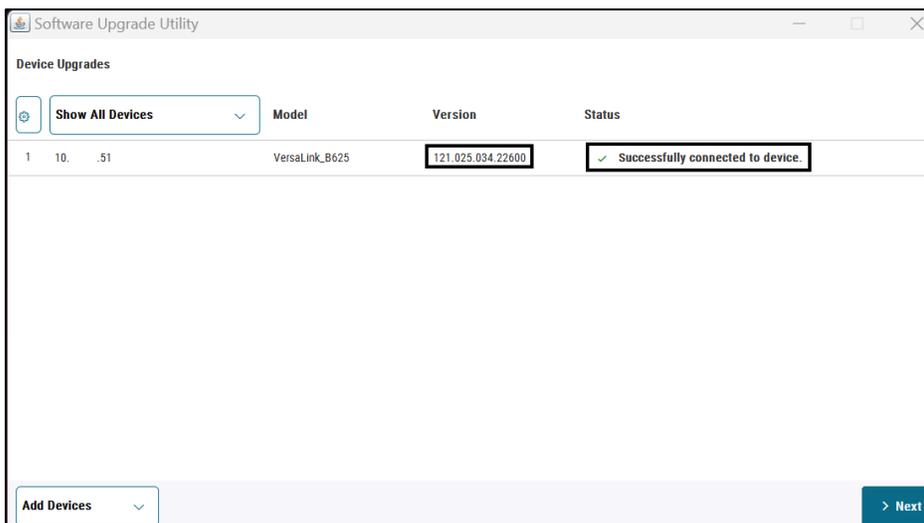
**Username (required)**  
admin

**Password (required)**  
\*\*\*\*

**Open Access**

Cancel Add

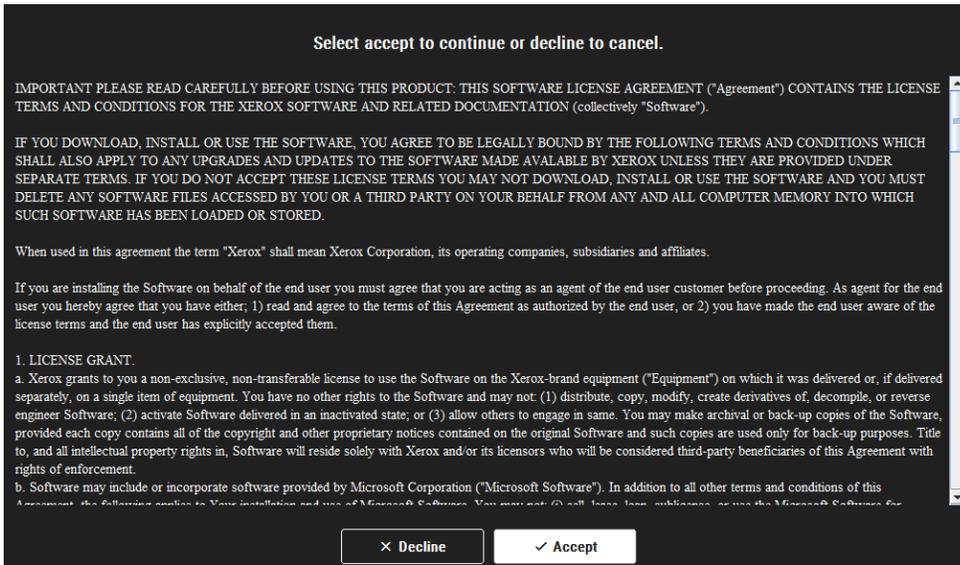
- Click **Add**.



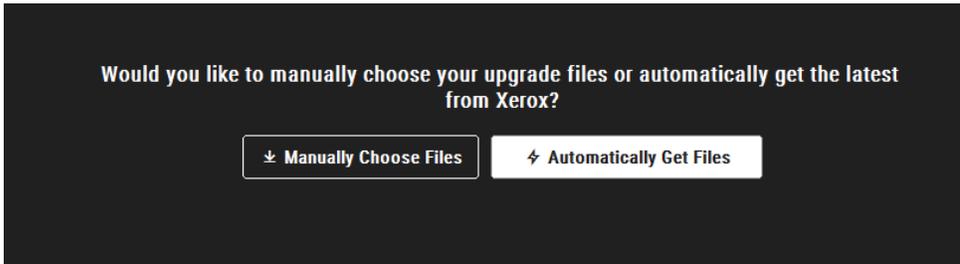
If successful, the Version and Status will appear.

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

7. Select **Next**, then select **Accept** on the EULA window.

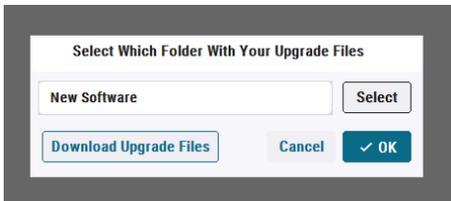


- Click '**Manually Choose Files**' selection to install the version previously downloaded.

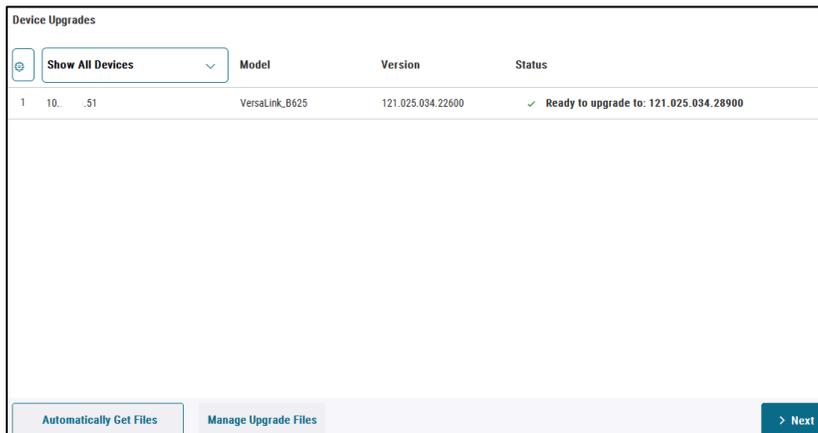


If you launched the upgrade tool from the same location as the software folder, the next window will display the folder necessary to complete the next steps. If you moved the tool to a different folder, you will need to click Select and navigate to the folder that contains the zip file downloaded from Xerox.com.

8. Select **OK**.

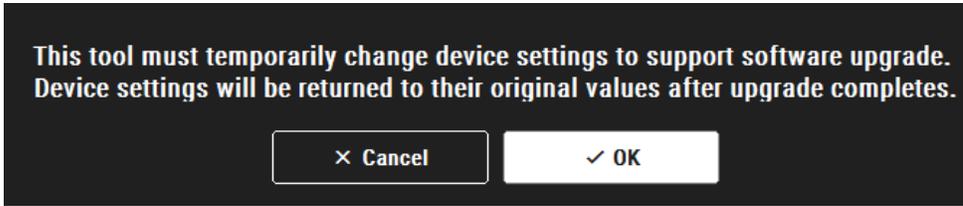


9. Your device(s) will show "Ready to upgrade to: XXX.XXX.XXX.XXXXX. Click **Next**.



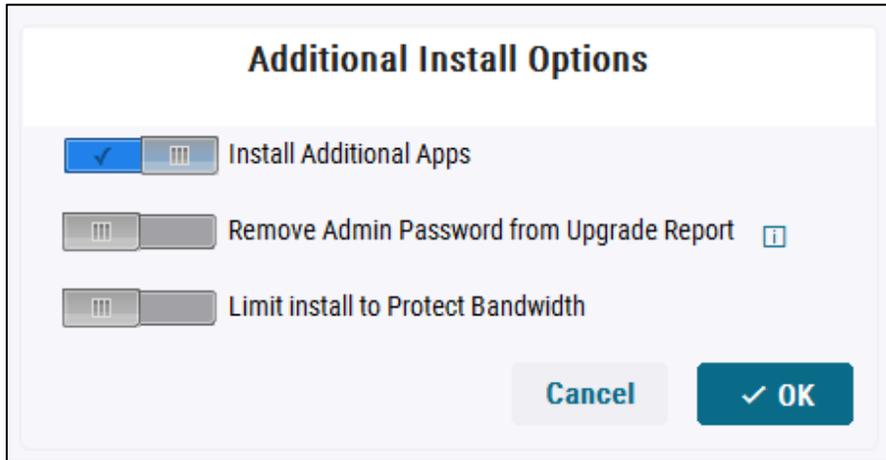
- The Software Upgrade Utility temporarily changes some settings to allow the upgrade.

10. Click **Ok**.



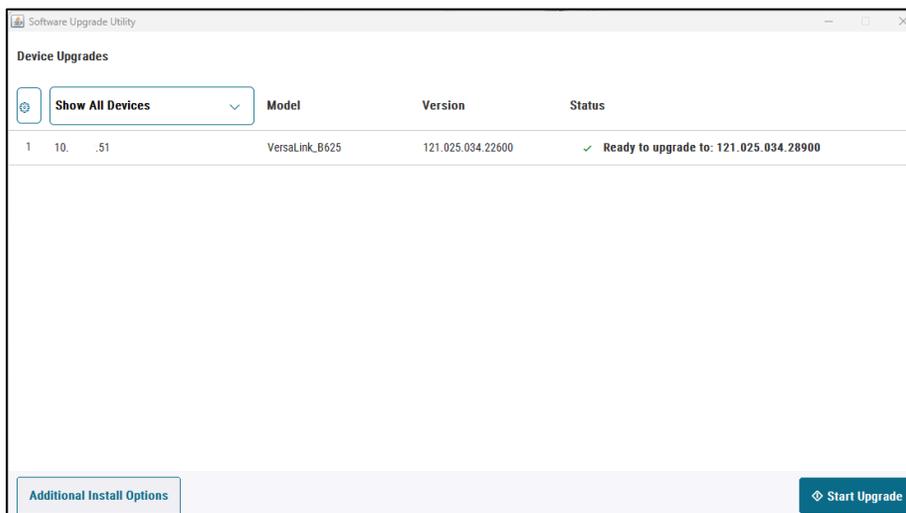
Review the options in the next window and change as needed.

11. Select **Ok**.

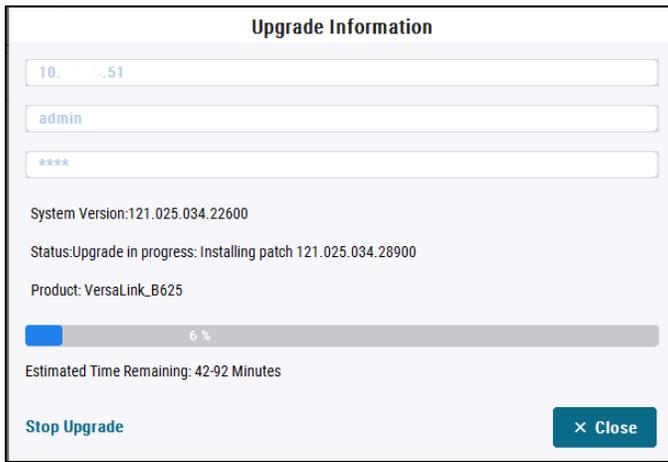


12. Click **Start Upgrade**.

**Note:** You can hover over each device listed and click on the row to see an updated detailed status on its progress through the process.



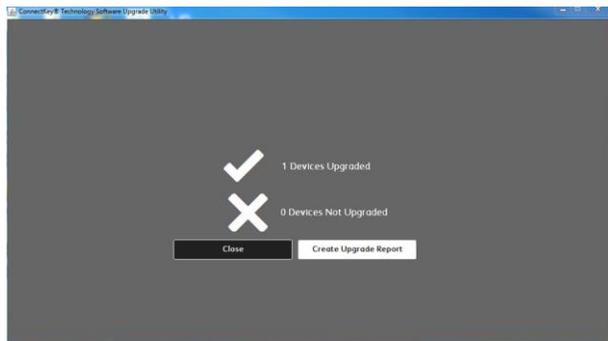
- Click the printer listed in the upgrade tool to see the Upgrade Information window.



**Note:** The Stop Upgrade may not be able to cancel the upgrade once the machine has started the upgrade process.

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.

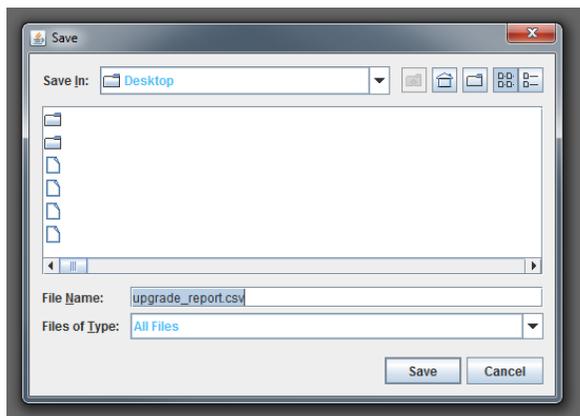
When the upgrade completes, the upgrade status of all devices included appears.



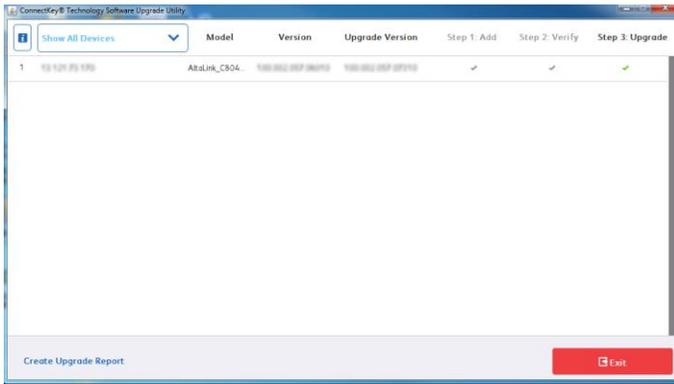
**Note:** If the software upgrade fails, please navigate to [Appendix C: Failed Software Upgrade](#) for further instructions

13. 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



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



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



**Notes:**

- 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.

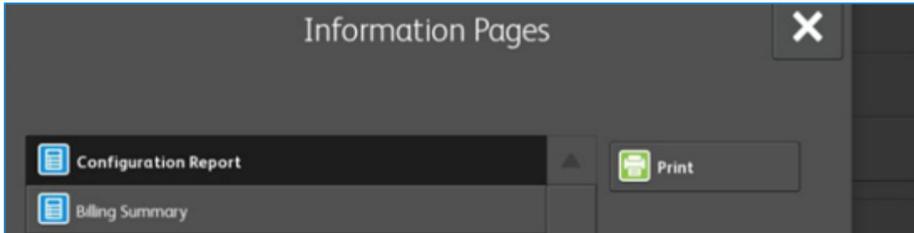
When the software upgrade is complete, the device restarts automatically, and a Software Upgrade Report prints with a new Configuration Report.

Congratulations! You have upgraded the software on your select Xerox® VersaLink® Device 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.



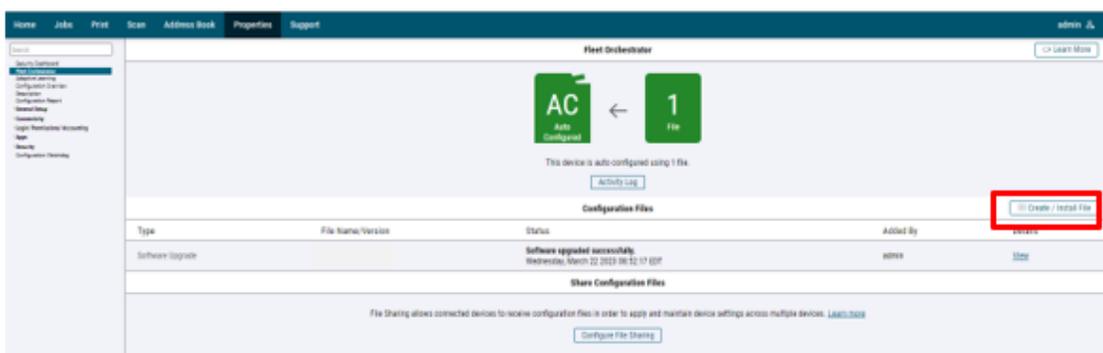
## Appendix B: Clone Files

### Creating the Clone File (Optional)

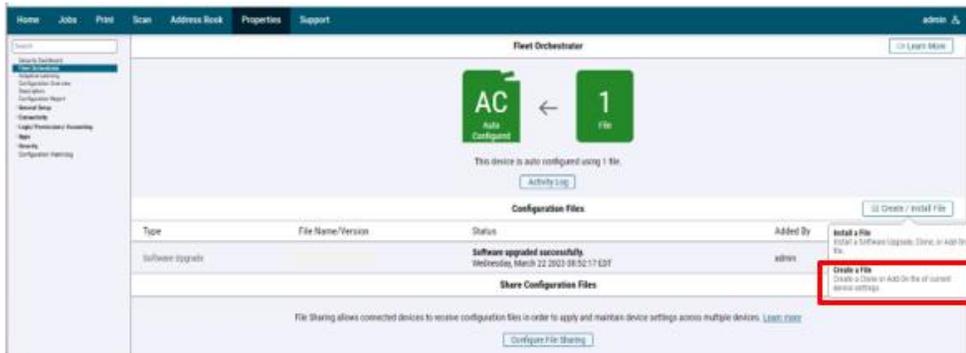
1. At your computer, open a Web browser, then type the IP Address of your VersaLink® Device using the format `http://A.B.C.D`.
2. From the menu at the top of the screen, click **Properties**. If you receive a security warning, click the option to continue. If the printer is locked, a login screen appears.

**Note:** The default username for the administrator account is **admin**, and the default administrator password is the device serial number which can be found at the top of the Home page on the Embedded Web Server. The password is **NOT** case sensitive.

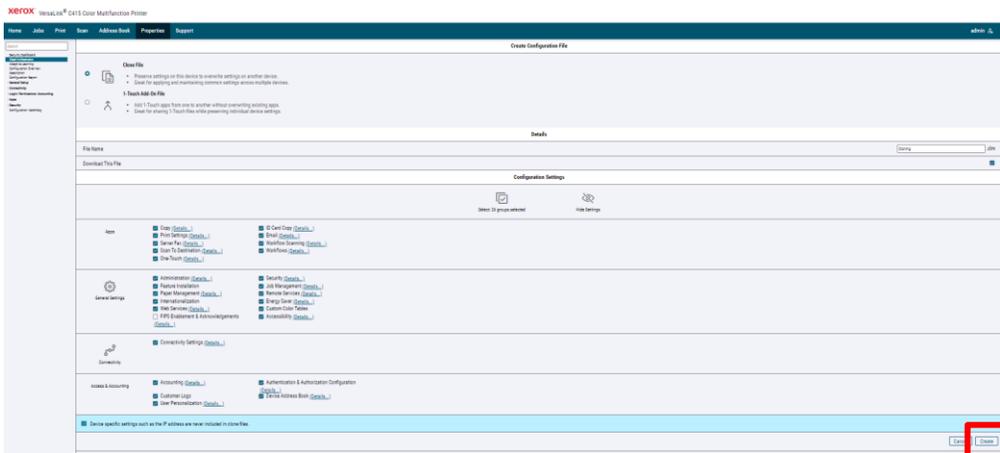
3. Type the login details for the system administrator. The Configuration Overview page appears.
4. In the left navigation pane, click **Fleet Orchestrator**.
5. To clone all features, click **Create/Install File**.



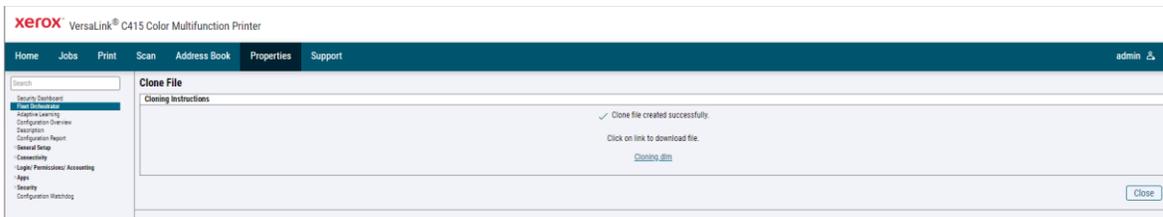
6. Select **Create a file**.



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



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



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

### Reapplying the Clone File (Optional)

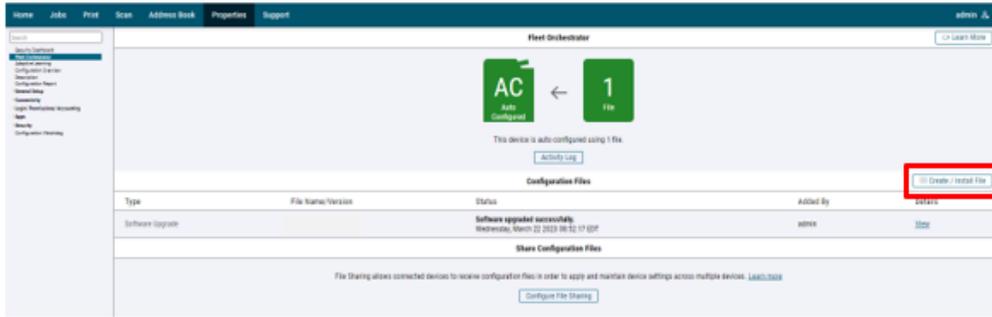
**Note:** The VersaLink® Devices will automatically save and restore your settings under most circumstances. If you find that your settings were not retained, then use the following procedure to restore your settings from the clone file that you created in previous steps of these instructions.

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

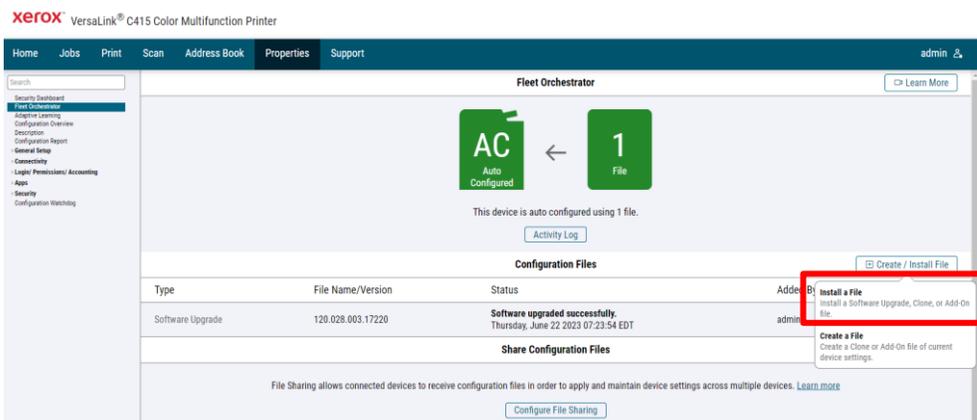
**Note:** The default username for the administrator account is admin, and the default administrator password is the device serial number which can be found at the top of the Home page on the Embedded Web Server.

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

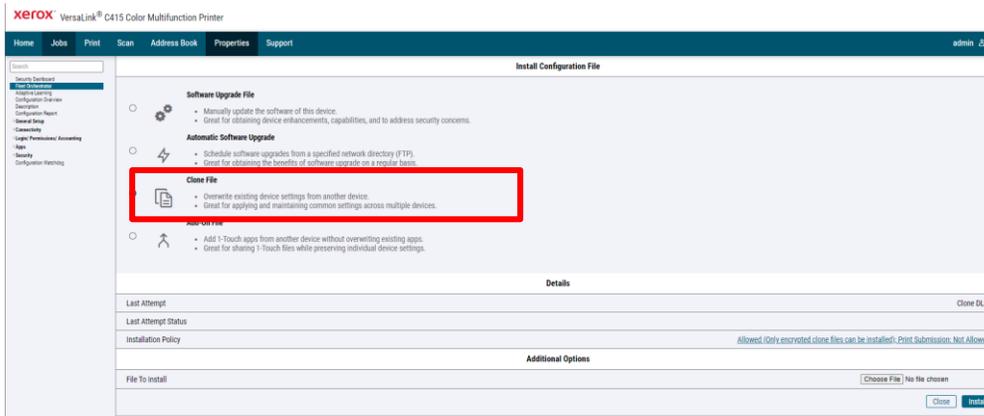
5. Select **Create / Install file**.



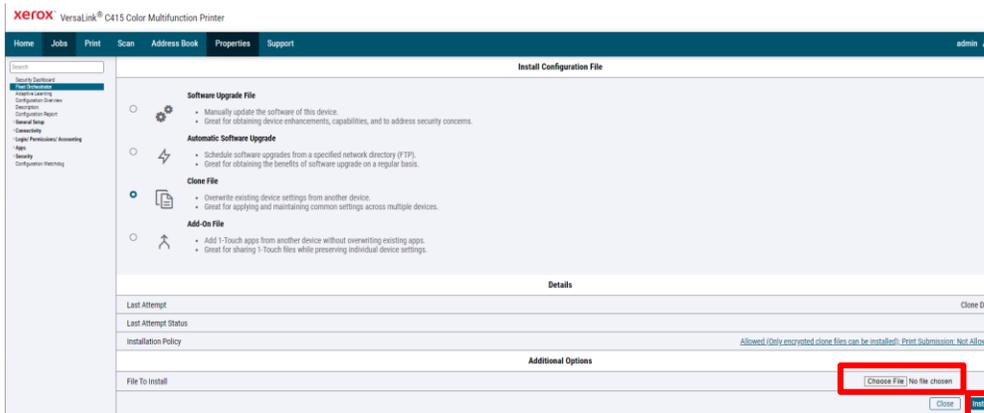
6. Select **Install file**.



7. Select **Clone file**.

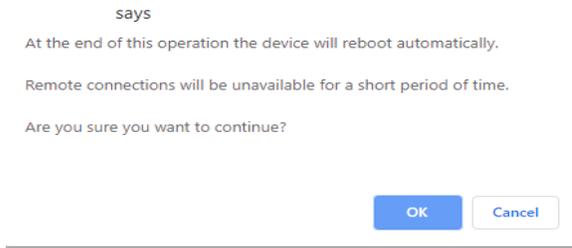


8. Select **Choose file**, then select the previously saved file from your hard drive.

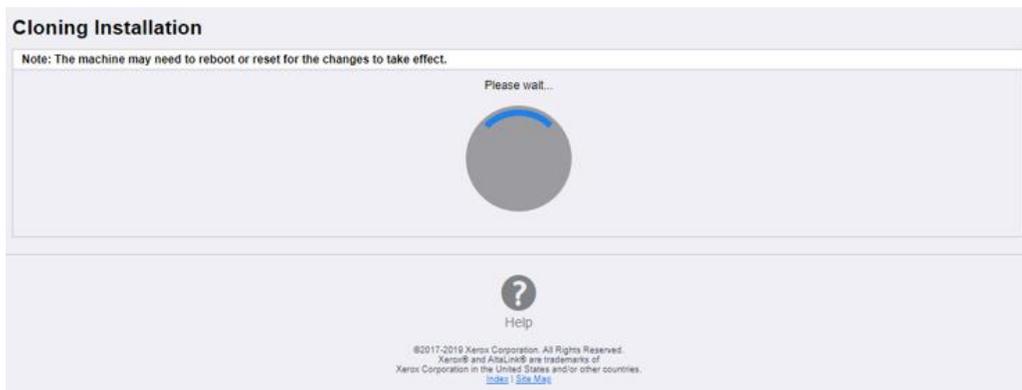


9. Select **Install**.

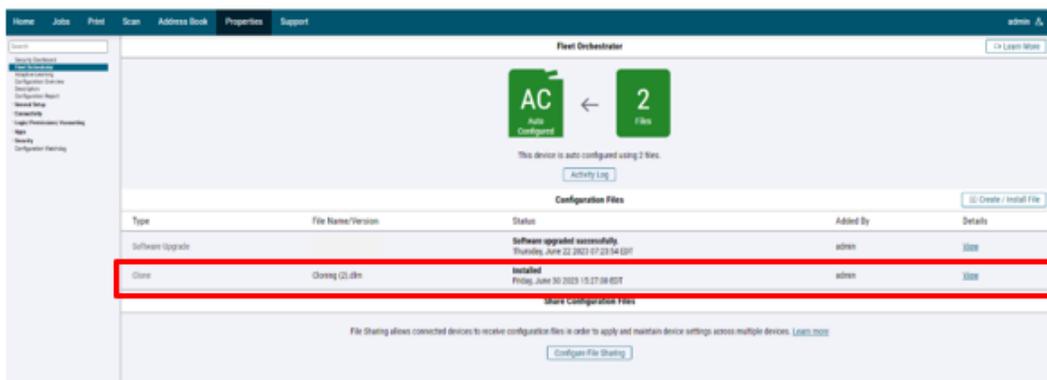
10. Click **OK**.



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



11. To verify that the clone file installed, refresh the browser. (file version removed for clarity)



## 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.

- 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 model specific, use the following table to determine which patch to load.

Xerox® Device	Recovery Patch	Link
Xerox® VersaLink® C415 Color Multifunction Printer	LDRPC415v1.dlm	<a href="#">LDRPC415v1.zip</a>
Xerox® VersaLink® B415 Multifunction Printer	LDRPB415v1.dlm	<a href="#">LDRPB415v1.zip</a>
Xerox® VersaLink® B625 Multifunction Printer	LDRPB625v2.zip	<a href="#">LDRPB625v2</a>
Xerox® VersaLink® C625 Color Multifunction Printer	LDRPC625v2.zip	<a href="#">LDRPC625v2</a>
Xerox® VersaLink® B620 Printer	LDRPB620v1.dlm	<a href="#">LDRPB620v1.zip</a>
Xerox® VersaLink® C620 Color Printer	LDRPC620v1.dlm	<a href="#">LDRPC620v1.zip</a>

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 VersaLink® 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 correct 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.

#### SOFTWARE FILE IS 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. Print a Configuration Report and check the Device Software Version. Verify that the software version begins with 119 or 120.
2. Ensure that the correct .zip file was downloaded from Xerox.com. Verify that the correct device and speed configuration was selected.

#### VIEW ERROR VIA EMBEDDED WEB SERVER

If the failed upgrade attempt was done remotely without access to the device, one can view the error using the Embedded Web Server.

1. At your computer, open a Web browser, then type the IP Address of your VersaLink® 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 main content area displays a green box with 'AC Auto Configured' and another green box with '1 File', with an arrow pointing from the file to the AC box. Below this, a message states 'This device is auto configured using 1 file.' A table titled 'Configuration Files' shows a single entry for a software upgrade that was successful on Wednesday, October 21, 2020, at 15:16:30 EDT. A 'View' button is highlighted with a red box.

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. It displays a table with the following information:

Current Software	Version	Status:
Wednesday, October 21 2020 15:16:30 EDT		
Last Upgrade Attempt	Version	Status:
Friday, October 23 2020 14:59:26 EDT	000.000.000.000000	Failed - Launch release missing

A 'Close' button is located at the bottom right of the details panel. The 'Failed - Launch release missing' status is highlighted with a red box.

## Appendix D: Printer Import List

You can use a CSV file to import multiple printers to be upgraded. The list can contain different supported modules as long as the software upgrade folder for each model is available in the new software folder you created. Below is a sample printer list. All the column headings must be displayed, but only the first 3 columns need to be populated.

IP/Hostname,Username,Password,Status,TCP/IP Option Enabled,Initial Version,Current SystemVersion,Current NetworkVersion , Desired Version

- Below is an example of the CSV file in a text editor:

```
IP/Hostname,Username,Password,Status,TCP/IP Option Enabled,Initial Version,Current SystemVersion,Current NetworkVersion , Desired Version
10.xx.yy.51,admin,1111,,,,,
10.xx.yy.179,admin,1111,,,,,
10.xx.yy.94,admin,1111,,,,,
```

- Below is an example of the CSV file in Excel

	A	B	C	D	E	F	G	H	I
	IP/Hostname	Username	Password	Status	TCP/IP Option Enabled	Initial Version	Current SystemVersion	Current NetworkVersion	Desired Version
1									
2	10.xx.yy.51	admin	1111						
3	10xx.yy.179	admin	1111						
4	10.xx.yy.94	admin	1111						
5									

Once the file is created, select the Import CSV.

Navigate to the CSV file, select it, then click Open.

Below is an example of the upgrade tool when using a CSV file to add multiple devices.

Software Upgrade Utility					
Device Upgrades					
	<input type="button" value="Show All Devices"/>		Model	Version	Status
1	10.	.51	VersaLink_B625	121.025.034.28900	✓ Successfully connected to device.
2	10.	.179	XeroxAltaLink_B8245_55	121.041.004.22720	✓ Successfully connected to device.
3	10.	.94	XeroxAltaLink_C8245_55	121.039.034.28900	✓ Successfully connected to device.

Once the devices are successfully connected, continue with **step 7** in the “Installing the Software” section.

<end>