VERSION 1.6 SEPTEMBER 2024 702P09334

Xerox[®] VersaLink[®] C415 Color Multifunction Printer and Xerox[®] VersaLink[®] B415 Multifunction Printer Software Upgrade Utility Installation Instructions

Upgrading Software for select Xerox® VersaLink® Products



© 2024 Xerox Corporation. All rights reserved. Xerox®, ConnectKey®, and VersaLink® are trademarks of Xerox Corporation in the United States and/or other countries.

Other company trademarks are also acknowledged.

BR40644

Document Version: 1.6 (September 2024)

Contents

erox® VersaLink® C415 and VersaLink® B415 Multifunction Printers Upgrade Instructions Using the Software Upgrade Utility	
Identifying the Software Version	1
Upgrade Procedures	1
Requirements	2
Downloading the Package for Upgrade	2
Installing the Software	2
Appendix A: Printing a Configuration Report	.15
Appendix B: Clone Files	.15
Creating the Clone File (Optional)	.15
Reapplying the Clone File (Optional)	.16
Appendix C: Failed Software Upgrade	.19

Xerox[®] VersaLink[®] C415 and VersaLink[®] B415 Multifunction Printers Upgrade Instructions Using the Software Upgrade Utility

This document details the software upgrade instructions to support the Xerox[®] VersaLink[®] C415 Color and VersaLink[®] B415 Multifunction Printers.

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

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.

At the printer control panel, touch the **Home** button.

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.

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.

Upgrade Procedures

There is one version of the utility for selected VersaLink products. 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.

Note: Images presented in these instructions are representative of the machine model being upgraded and upgraded software version. The images may not match the upgraded model and target software level exactly.

Requirements

1. Verify the current software version installed on your device. For instructions, refer to 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.

At the printer control panel, touch the **Home** button.

5. 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.

- 6. Scroll to the bottom of the printer **Home** page and select **Configuration Report**.
- 7. Select the **Software Versions** link.
- 8. Under Software Versions, note the Device Software. This is the current software version on your printer.
- 2.
- 3. To use the utility, ensure that your computer has Java 8 or later installed.
- 4. Ensure that the printer is configured and connected to the network.
- 5. Ensure that you have the IP address of the Xerox[®] VersaLink[®] Device and can connect to the IP address. To locate the IP address, refer to Appendix A: Printing a Configuration Report..
- 6. Ensure that HTTP is enabled on your Xerox[®] VersaLink[®] Device. For details, refer to the HTTP on the configuration page under **Connectivity > 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-xxxxxxxx.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, manually use the following instructions.

- 1. To download software to your desktop, click **Accept**.
- 2. **Right-click** the downloaded XeroxVersaLink_C415_system-sw#121XXXXXXXXXXXXXXX. Jip 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.
 - a. Caution: Do not run the utility from a USB Flash drive or a remote server.

Installing the Software

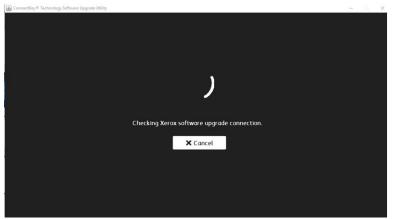
Note: If you wish to keep a backup of your printer configuration settings, refer to Appendix B: Clone Files.

- Go to the downloaded software zip file and extract all the contents 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.
- 2. Within the newly created directory on the desktop, navigate to the upgrade utility tool. Double-click on the **ckupgrade-XXXXXXXXXX.jar** file.
- 3. Recommend selecting Use System Proxy Setting.

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

onnectKey® Technology Software U	pgrade Utility		_	_	
Show All Devices	~	Model	Version	Status	
			Upgrade Utility Pref	erences	
		ConnectKey® Tech Version:07032020	hnology Software Upgrad 10934	le Utility	
		Configure Proxy A	ccess to the internet		
		🔾 No Proxy			
		🔾 Use System Pro	xy Settings		
		Manual Proxy C	onfiguration		
		Proxy server			
		www.mc.xeros	x.com	: 8000	
		Proxy serve	r requires password		
		Username:			
		Password:			
				Cancel Save	
Devices 🗸					> Next

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.

Step 1: Add a Device This Look will aldowyou to apgrade ConnectKey® devices Import ave file Import ave file

- 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.

	Jpgrade Utility					×
Show All Devices	~	Model	Version	Status		n
			Add Device 13.61.29.73	14 A		
			admin			

			Open Access			
			*Indicates required field			
			Cancel 🕀 Ad	id 📕		
Add Devices					> No	
AND DEVICES					12.190	~
Click Add .						
Click Add .	Upgrade Utility				-	×
	Upgrade Utility	Model	Version	Status	-	×
ConnectKey® Technology Software		Model	Version	Status		- ×
ConnectKey® Technology Software		Model	Version			- ×
ConnectKey® Technology Software		Model	Version			- ×
ConnectKey® Technology Software		Model	Version			• ×
ConnectKey® Technology Software		Model	Version			- ×
ConnectKey® Technology Software		Model	Version			• ×
ConnectKey® Technology Software		Model	Version			- ×
ConnectKey® Technology Software		Model	Version			- ×
ConnectKey® Technology Software		Model	Version			- ×
ConnectKey® Technology Software		Model	Version			- ×
ConnectKey® Technology Software		Model	Version			• ×
ConnectKey® Technology Software		Model	Version			- ×
ConnectKey® Technology Software		Model	Version			. X

b. Preconfigured CSV File method.

٠

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

Import	.CSV
Choose .csv	Select
Cancel	E Import

- 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.

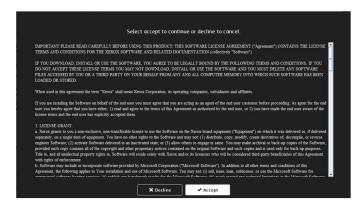
Note: To add devices one at a time, repeat this procedure.

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.

Conr	nectKey® Technology Software U	pgrade Utility						<u>y</u> en en co
i	Show All Devices	~	Model	Version	Upgrade Version	Step 1: Add	Step 2: Verify	Step 3: Upgrad
1	13 121 73 170					*		
d	Devices 🗸							📀 Next

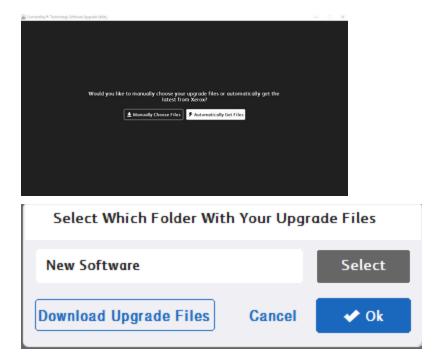
c. Click Accept.



d. The user should Automatically Get Files to load the latest general release. To load a SPAR version of software, please select manual (steps are listed below).

Would you like to	o manually choose your	upgrade files or autorna	ticall y get the	
	latest fro	m Xerox? * Automatically Get Files		

e. Click Automatically Get Files.



f. Your device(s) will show "Ready to upgrade to: XXX.XXX.XXX.XXXX. Click Next.

Show All Devices	~	Model	Version	Status	
13.61.29.159				 Ready to upgrade to: 1 	

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

(III) research (III) research (III)				
				A
This tool must temp Device settings will b	orarily change device se e returned to their orig X Cancel	ettings to support software inal values after upgrade ✓ Ok	e upgrade. completes.	

h. Select Install Additional Apps to maintain current Apps.

ConnectRey® Technology Software Upgrad	utiny	5 N
	Additional Install Options	
	Additional Install Options	
	Install Additional Apps	
	Remove Admin Password from Upgrade Report	
	limit install to Protect Bandwidth	
	Limit install to Protect bandwidth	
	🗙 Cancel 🔜 Ok	

- i. Select from the three options as needed:
 - Install Additional Apps: Apps that can be included with this specific software release. Apps are pre-installed on all Xerox[®] VersaLink[®] Devices.
 - **Remove Admin Password from Upgrade Report:** This option hides the Admin Password so that it is not readable in the upgrade report.
 - Limit Install to Protect Bandwidth: This option limits the number of devices that are being upgraded at one time to reduce network congestion.
- j. 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.

Show All Devices	~	Model	Version	Status	
13.61.29.159				✓ Ready to upgrade to	

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

Sufferine equipitule is an periodense.
Software installation in progress.
▲ Do not power off the device.

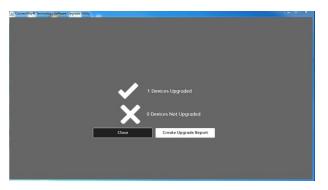
Note: Once the utility begins the installation process, it cannot be interrupted or canceled.

Upgrade Info	
admin	

System Version: Status:Upgrade in progress:Installing Software	
Product:	_
Estimated Time Left: 1:Hours 48:Minutes 13:Seconds	
Cancel Upgrade	Close

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

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

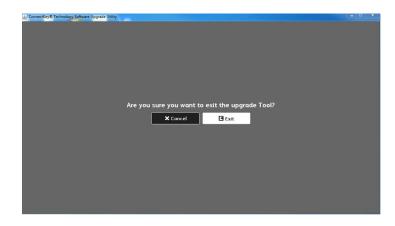
Note: If you are upgrading multiple devices, it is recommended that you create upgrade reports to assist with future upgrades

🛃 Save	
Save In: Desktop	
File Name: upgrade_report.csv	
Files of <u>Type</u> : All Files	•
	Save Cancel

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

Con	nectKey® Technology Software Up	grade Utility						
8	Show All Devices	~	Model	Version	Upgrade Version	Step 1: Add	Step 2: Verify	Step 3: Upgrade
1	13 121 25 125			100.002.007.06010	101.012.057.07213	~	1	×
	eate Upgrade Report							🖪 Exit
C	eare opgrade keport							L'Exit

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



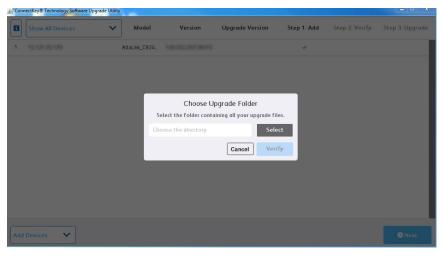
Notes:

- You can use the upgrade report that you saved in step 7 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.

If you select Manual method:

Click **Next**. Then Choose Upgrade Folder dialog appears. It will automatically be populated with the correct pathway of the folder where unzipped the upgrade XeroxVersaLink_C415_system-sw121XXXXXXXXXXZzip file that contains the XML and DLM files.



10. Click Ok.

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

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

ConnectKey® Technology Software U	pgrade Utility	-					
Show All Devices	~	Model	Version	Upgrade Version	Step 1: Add	Step 2: Verify	Step 3: Upgrad
13.121.75170			100 002 057 06010	100.002.057.07010	~	×	
hoose Upgrade Folder							Next ■

- 11. If the devices show a red X, 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.
- 12. Click **Next.** The Additional Install Options window appears.

A ConnectKey® Technology Software Upgrade Utility	(= = x
Additional Install Options	
Install Additional Apps	
Remove Admin Password from Upgrade Report	
Limit install to Protect Bandwidth	
Cancel Continue	
Cantor Continue	

Select from the three options as needed:

- a. Install Additional Apps: Apps that can be included with this specific software release. Apps are preinstalled on all Xerox[®] VersaLink[®] 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.
- 13. 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.
- 14. 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.

onn	ectKey® Technology Software U	pgrade Utility	- Contractor of the		And Inc. of Concession, Name	and the second	and the second distances of th	
	Show All Devices	~	Model	Version	Upgrade Version	Step 1: Add	Step 2: Verify	Step 3: Upgrade
	13.248.148.39			100-001-007-00800	100.001.057.09600	~	~	2

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

Select Which Folder With Your Up	ograde Files
SWUP Tool	Select
Download Upgrade Files Cance	l 🔷 Ok

16. 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. (example product)

Select the links to download the files required to upgrade your devices.	
LDRPC814555v2	Note: example of additional files.
XeroxAltalink C8145-C8155	
X Close	

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

Software upgrade is in progress.	
	Software installation in progress.
	A Do not power off the device.

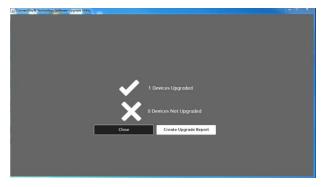
Note: Once the utility begins the installation process, it cannot be interrupted or canceled.

Upgrade Info
admin

System Version: Status:Upgrade in progress:Installing Software Product:
16 %
Estimated Time Left: 1:Hours48:Minutes13:Seconds
Cancel Upgrade Close

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.



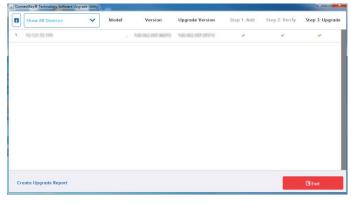
Note: If the software upgrade fails, please navigate to Appendix C: Failed Software Upgrade for further instructions

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

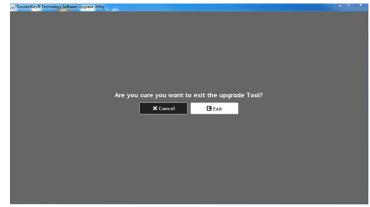
Note: If you are upgrading multiple devices, it is recommended that you create upgrade reports to assist with future upgrades.

🛃 Save	
Save In: Desktop	
	>
File <u>Name:</u> upgrade_report.csv	
Files of Type: All Files	•
	Save Cancel

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



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



Notes:

- You can use the upgrade report that you saved in step 17 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.

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.

	Information Pages	\$	×	
Configuration Report		📴 Print		
Billing Summary				

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.**

Home Jobs Print	Scan	Address Book	Properties	Support			admin &	
[auch					Fleet Onlikestratur		to Learn More	
Jacob Johnson Angel Antonio Karang Dalpati Antonio Dalpati Antonio Dalpati Antonio Dalpati Antonio Dalpati Antonio Dalpati Antonio Dalpati Antonio Santo Dalpati Antonio Dalpati Antonio Anton		This device is after configured using 1 fits.						
					Configuration Files		00 Greate / Install File	
	Type			File Name/Version	ttatus .	Added By	and a second sec	
	Setter	ee logiste			Software opposited successfully, Wednesday, March 22 2020 18:52:17 (2)7	admin	these	
	Share Configuration Files							
				Fie Sharing allow	a connected devices to socies configuration flex is order to apply and maintain device settings across multiple devices. <u>Learn trans</u> Configure file (Items)			

6. Select Create a file.

Seath -			Fleet Orchestrater		CD Land Mark
Danch Statistics Teach Statis			AC data cardiguant Tho device is anti-roodiguant using 1 lik. (Article 1 sign)		
			Configuration Files		ill Deets / Hobil File
	Tipe	File Name/Version	Setus	Added By	Andrad a Film
	Software sugnate		Sufficient approached associatedata Weblewstein, Marcilli 22 (2021-38:52:17 EDT	xdron .	mittel a tolkware Lippens, Store, or Ado 1 Tex.
			Share Configuration Files		Create a Pile Create a Create on Acts On the of current denses entropy

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

	Address Book Properties								
				Create Configuration	File				
•	U = 0 - Start for gathy are transmitting more sample fores. Usual Adv 476								
				Details					
File Nat	ame						Daving		
Downlo	load This File								
				Configuration Settin	ф.				
				litect 24 graps selected	Note Learnings				
		97 (<u>Cetalo)</u> et Gettinge (<u>Cetalo)</u> ner Fax (<u>Cetalo)</u> e Touch (<u>Cetalo)</u> = Touch (<u>Cetalo)</u>	 B Card Copy (<u>prote.</u>) B Final <u>Control.</u>) Workfores (<u>Control.</u>) Workfores (<u>Control.</u>) 						
		ministration (<u>Outwin)</u> etxe Installation per Management <u>(Outwin)</u> er subsendization 5 Enablement & Admowledgements (<u>b</u>)	S Secto (<u>State</u>) 3. do Margament (<u>State</u>) B Rents Raines (<u>State</u>) B Cogn (<u>State</u>) C states (State Table S Accessibly <u>Contac</u>)						
	Connectivity Settings (<u>Service</u>)								
400		counting (<u>Details)</u> stomer Laga er Personalization (<u>Details)</u>	Authentication & Authorization Configuration (Statular_) Evence Address Book (Statular_)						
		address are never included in clone files.							

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

xer	XEFOX* VersaLink® C415 Color Multifunction Printer									
Home	Jobs	Print	Scan	Address Book	Properties	Support	admin 🕹			
Search			Clone							
Security 2 Fleet Occ	lashboard	_	Clonin	Instructions						
Adaptive Configure	Learning tion Overview					Clone file created successfully.				
Description Configuration General St	tion Réport					Click on link to download file.				
Connectio						Cioning dim				
	rmissions/ Account	ting								
 Apps Security Configura 	tion Watchdog						Close			

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.

Home Jobs Print	Scan Address Book	Properties	Support			admin &
(sect				Fleet Orchestrator		co Lean More
Bach James Mar Holosow Jahrin Ammy Corly and Sama Day and				AC All constant The decises a sub-configured asing 1 fix. (Attitude asing		
			10 Deate/Instal File			
	Туре		File Name/Version	Status	Added By	petars
	Software lagrade			Software apprecial socrass/July. Historesian, March 22 2020 18:52:17 607	admin	liter
				Share Configuration Files		
			File Sta	ng alore connected derives to nearly configuration files in order to apply and maintain derive suffrigs across multiple derives. <u>Laws more</u> Configure file Starting.		

6. Select Install file.

хего	X ⁻ Versi	aLink® C	415 Colo	5 Color Multifunction Printer								
Home	Jobs	Print	Scan	Address Book	Properties	Support			admin 🐣			
Search	Statust Fleet Orchestrator Statust Image: Statust StatustStatustStatust Statust StatustStatust Statust Statust											
Fleet Orchestri Adoptive Learn Configuration I Description Configuration I > General Setup > Connectivity	itor Dverview Report Sions/ Accountin	a					Auto Configured This device is auto configured using 1 file.]		
							Configuration Files	_	🕀 Create / Install File			
			Туре		F	le Name/Version	Status	Addec B		e		
			Softw	are Upgrade	13	20.028.003.17220		admin	file.	1		
							Share Configuration Files					
					File Sharing a	llows connected devices to	o receive configuration files in order to apply and maintain device settings across m Configure File Sharing	ultiple devices. <u>Lear</u>	n more	1		

7. Select Clone file.

xerc	OX [®] Versa	Link [®] C	415 Color	Multifunctio	n Printer			
Home	Jobs	Print	Scan	Address Boo	k Properties	Support		admin &
Search							Install Configuration File	
Security Der Neur Dohm Angehne Lan Configuret Benergiste Configuret - Seneral Der - Consecution - Seneral Der - Se	entrop entrop n Report # issions/ Accounting		0	¢° -{∕ -	Great for obtaining utomatic Software Upg Schedule software Great for obtaining Great for obtaining Great for applying Great f	e software of this device. device enhancements, capabilities, and to address security concerns. space supports from a specified setteck directory of PTs. the devices and sufficient applications. Service antipies downers and participations. More antipies downers and participations multiple devices. Totas softer downer without conversion participation gaps. Totas there with preserving exclusion devices.		
							Details	
			Last A	ttempt				Clone DLM
				ttempt Status				
			Instal	lation Policy				Allowed (Only encrypted clone files can be installed): Print Submission: Not Allowed
							Additional Options	
			File To	Install				Choose File No file chosen
								Close instal

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

Xerox VersaLink [®] C4	415 Colo	r Multifunctio	n Printer							
Home Jobs Print	Scan	Address Boo	k Properties	Support	admin 🕹					
Search				Install Configuration File						
Noch Staturet Manstateren Dergensom Dergensom Orderander State Cardynamiskan - Ganer Age Age Age Saffyanni Nethong Saffyanni Nethong	0 0 0	¢ 4⁄ € ∴	Great for obtaining tomatic Software Upp Schedule software Great for obtaining one File Overwrite existing Great for applying Id-On File Add 1-Touch apps	s unhaure of this device. Solvice enhancements, capabilities, and to address security concerns. Solvice enhancements are spontient seturous disensity (PTT), the interests of onhaure upgrade on a regular basis. Howice settings from audited devices. securities and the device devices devices. Source device preserves instituted envices are stopp.						
				Details						
	Last /	Attempt			Clone DLM					
	Last /	Attempt Status								
	Instal	lation Policy		Allowed. (Only encrypted do	ne files can be installed): Print Submission: Not Allowed					
		Additional Options								
	File To Install									
					Close					

- 9. Select Install.
- 10. Click **OK**.

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.

Cloning Installation		
Note: The machine may need to reboot or r	eset for the changes to take effect.	
	Please wat	
	Help Help 80017/2019 Variation & Rights Reserved. Xerold and Adducted are transformers of Variat Corporation in the United States and/or other occurrities.	

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

Home Jobs Print	Scan Address Book	Properties	Support			admin &		
Search				Fleet Dechestrator		Co Learn More		
Incernity Contract Progen Contractor Progen Contractor Contractors Contres Contractors Contractors Contractors Contractors Con				AC Mit Configured This, device is and configured using 2 fires. Letters (Lag)				
				Configuration Files		El Deale / Install File		
	Type		File Name/Version	Datus	Added By	Details		
	Software Upgrade			Software upgraded successfully. Thursday, June 22 2023 47 23 54 521	admin	Yest		
	Clone		Closing (2).dlm	Installed Prolog. June 30 2023 15:27:08 (507	admin	Xine		
				Share Cettiguration Hers				
		File Sharing allows connected divices to receive configuration files in order to apply and maintain divice settings across multiple devices. <u>Learn more</u> Configure File Sharing						
				Configure File Strating				

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 speed specific, use the following tables to determine which patch to load.

Xerox [®] Device	Recovery Patch	Link
Xerox® VersaLink® C415 Color Multifunction Printer	LDRPC415v1.dlm	LDRPC415v1.zip
Xerox [®] VersaLink [®] B415 Multifunction Printer	LDRPB415v1.dlm	LDRPB415v1.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 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 LDRPx415v1.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.

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.

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.

