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# Xerox<sup>®</sup> VersaLink<sup>®</sup> C415 Color Multifunction Printer and Xerox<sup>®</sup> VersaLink<sup>®</sup> B415 Multifunction Printer Software Upgrade Utility Installation Instructions

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

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# 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.

## Upgrade Procedures

<b>Software Upgrade Utility (Recommended)</b>	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.

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](http://www.xerox.com/office/support).

**Note:** The zip file contains the **Software Upgrade Utility instructions, Embedded Web Server Software Upgrade Instructions, ckupgrade-xxxxxxxxx.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.

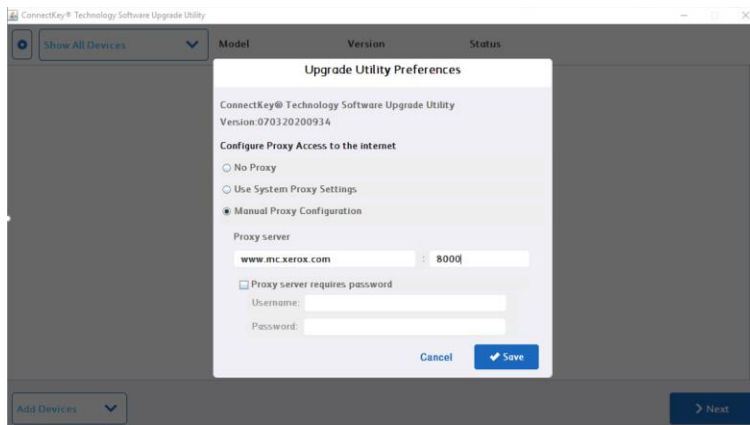
1. To download software to your desktop, click **Accept**.
2. **Right-click** the downloaded XeroxVersaLink\_C415\_system-sw#121XXXXXXXXXX#.zip file, then extract all content to the desktop. A new folder is created on the desktop with the same name as the downloaded .zip file. Do not rename, move, or 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

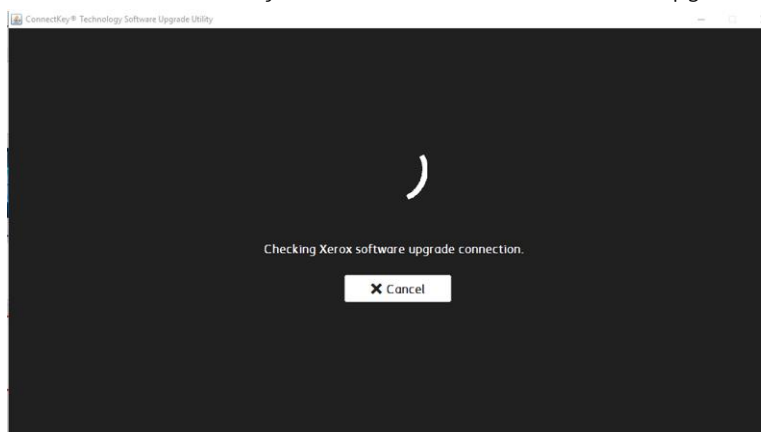
Note: If you wish to keep a backup of your printer configuration settings, refer to [Appendix B: Clone Files](#).

1. 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**.

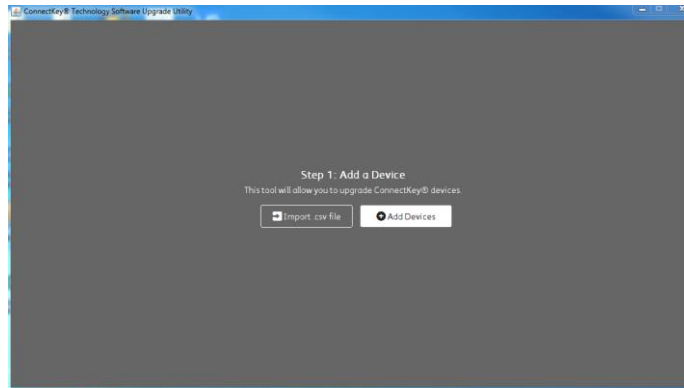
**Note:** To **Manually** configure your Proxy settings see your system administrator for your correct system proxy settings.



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

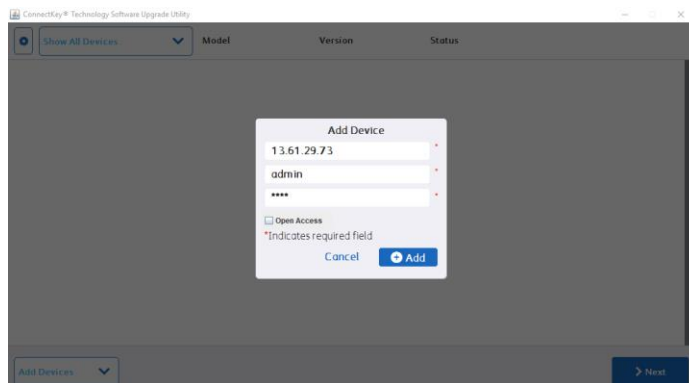


5. Enter each device that you want to upgrade. Use one of the two available methods to define devices for upgrade (the Manual method or the Preconfigured CSV File method):
  - a. Manual method
    - Click **Add Devices**.

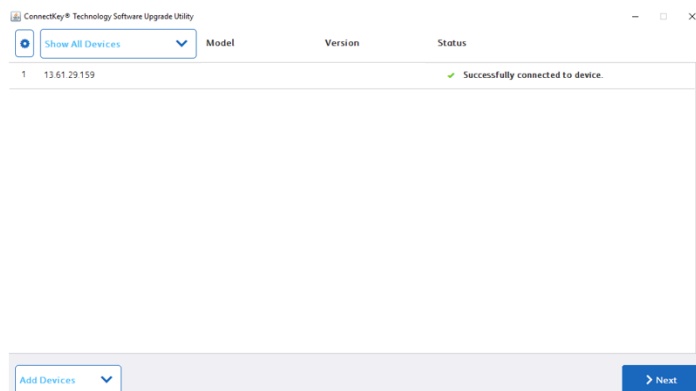


- Enter the printer **IP/Hostname**.
- Enter the **Username** and **Password**.
- If the device is configured for open access, select **Open Access**.

**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.

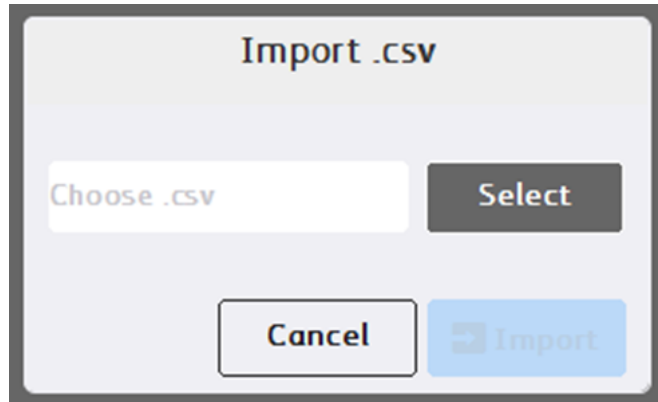


- Click **Add**.



b. Preconfigured CSV File method.

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

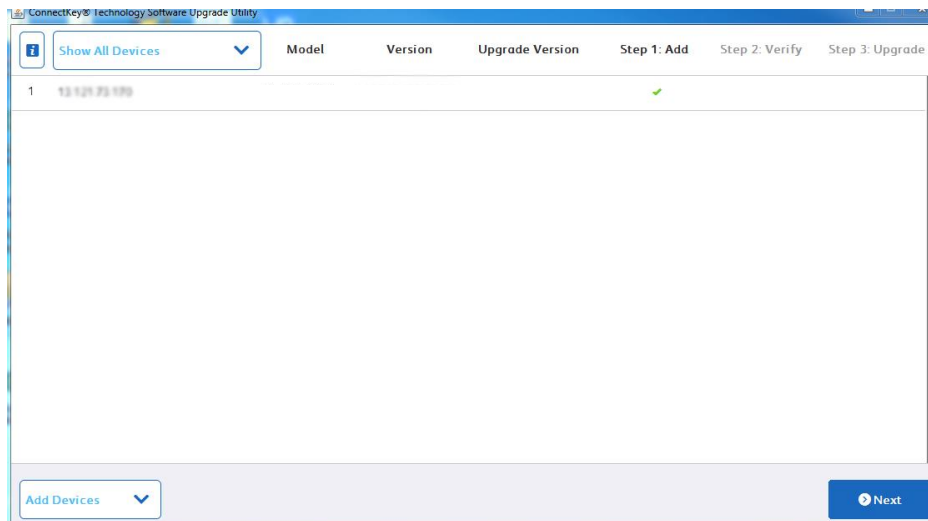


- On the Import .csv screen, click **Select** then browse to locate the .csv file that contains the list of devices that you want to upgrade.
- Click **Import**.

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

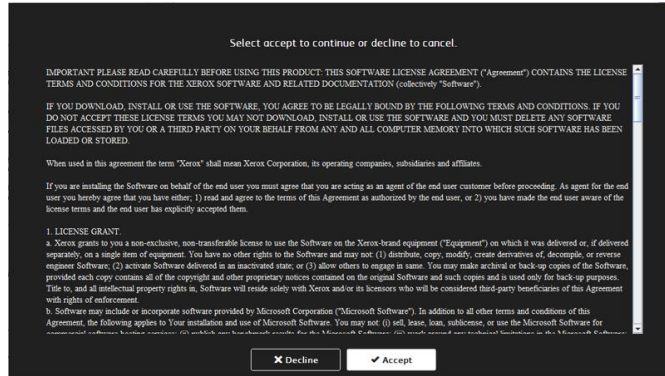
When all device details are entered, click **Next**. The utility displays a list of devices located, the device types, and their associated software versions. A green check indicates status.

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

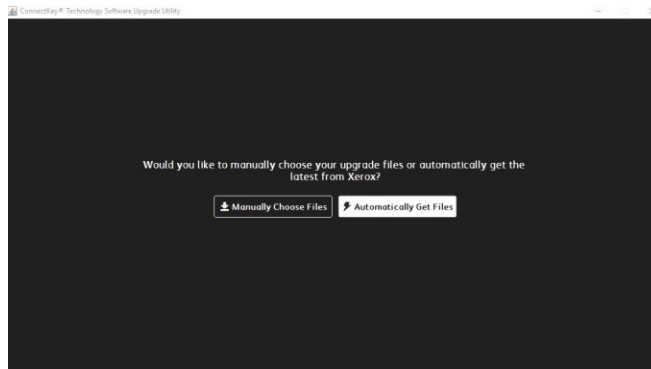


- c. Click **Accept**.

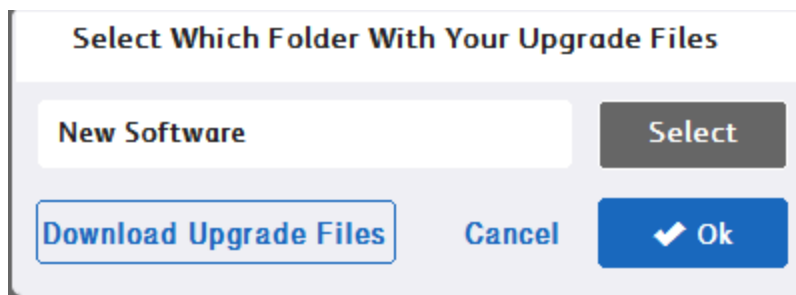
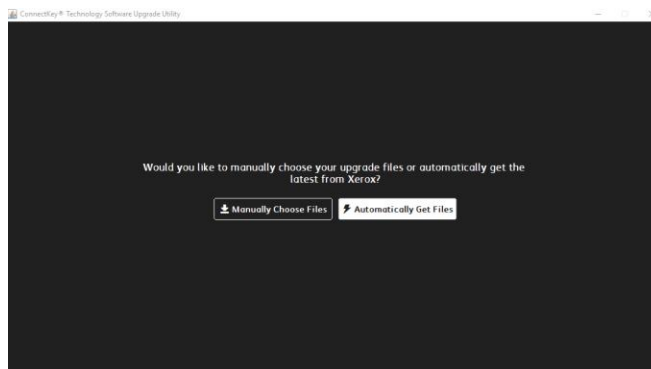




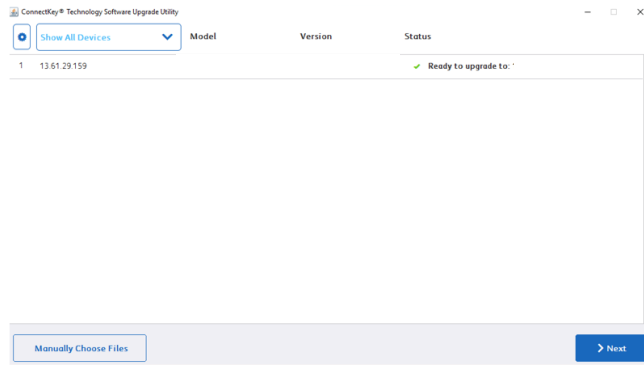
d. The user should Automatically Get Files to load the latest general release. To load a SPAR version of software, please select manual (steps are listed below).



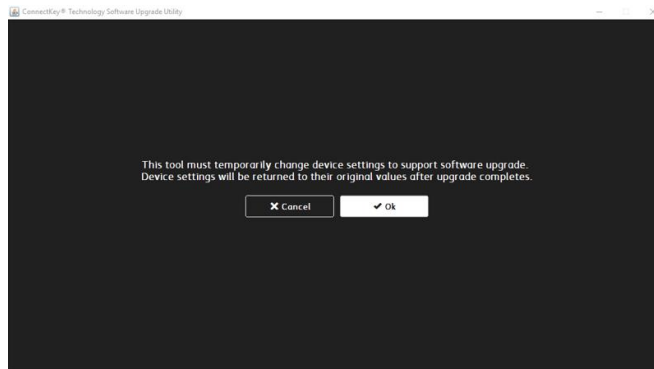
e. Click **Automatically Get Files**.



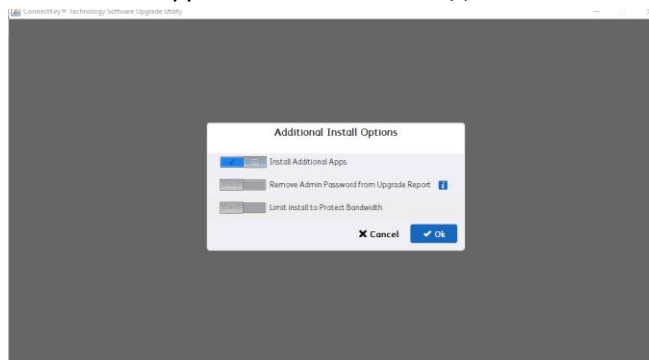
f. Your device(s) will show "Ready to upgrade to: XXX.XXX.XXX.XXXXX. Click **Next**."



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



h. Select **Install Additional Apps** to maintain current Apps.

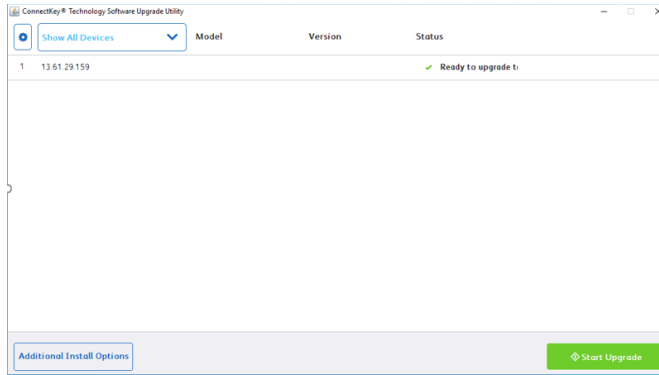


i. Select from the three options as needed:

- **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**.

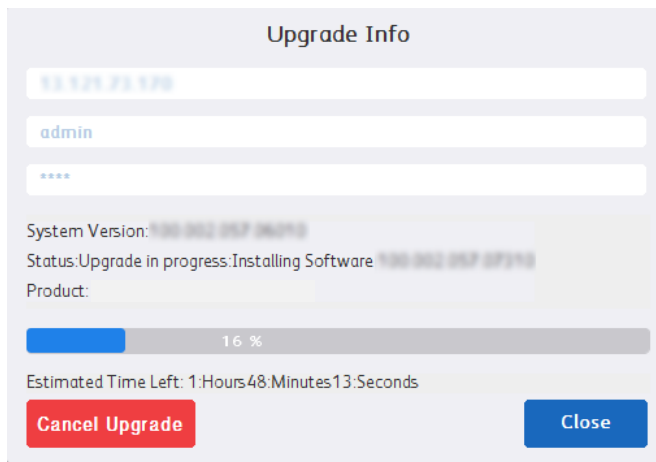
**Note:** You can hover over each device listed and click on the row to see an updated detailed status on its progress through the process.



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

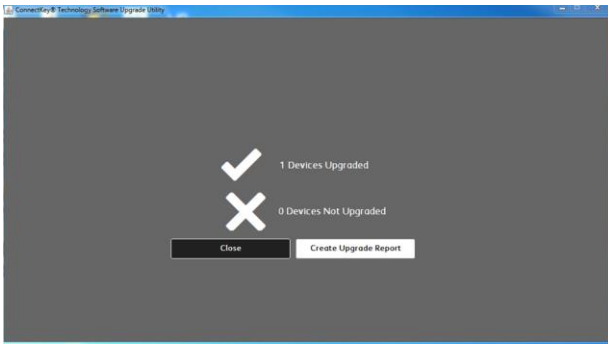


**Note:** Once the utility begins the installation process, it cannot be interrupted or canceled.



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.

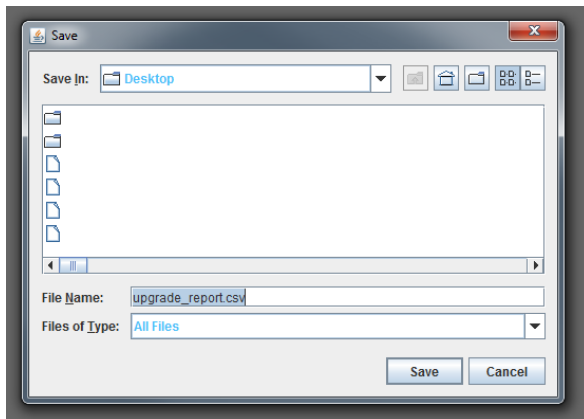
When the upgrade completes, the upgrade status of all devices included appears.



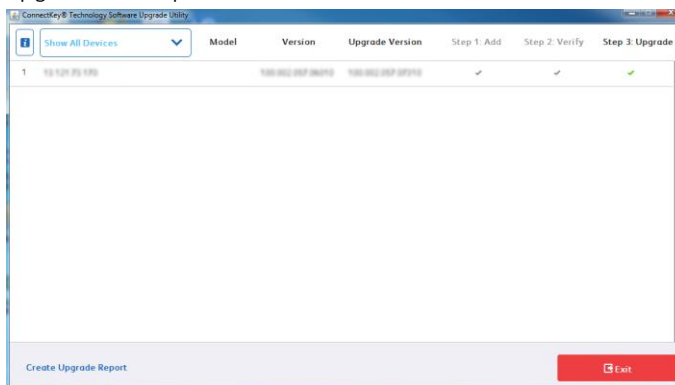
**Note:** If the software upgrade fails, please navigate to [Appendix C: Failed Software Upgrade](#) for further instructions

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

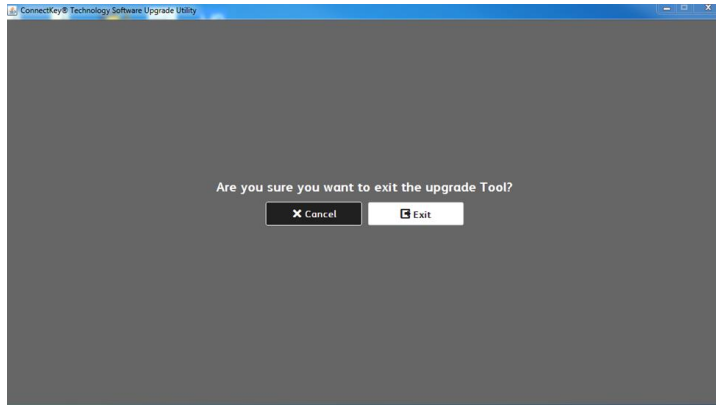
**Note:** If you are upgrading multiple devices, it is recommended that you create upgrade reports to assist with future upgrades



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



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



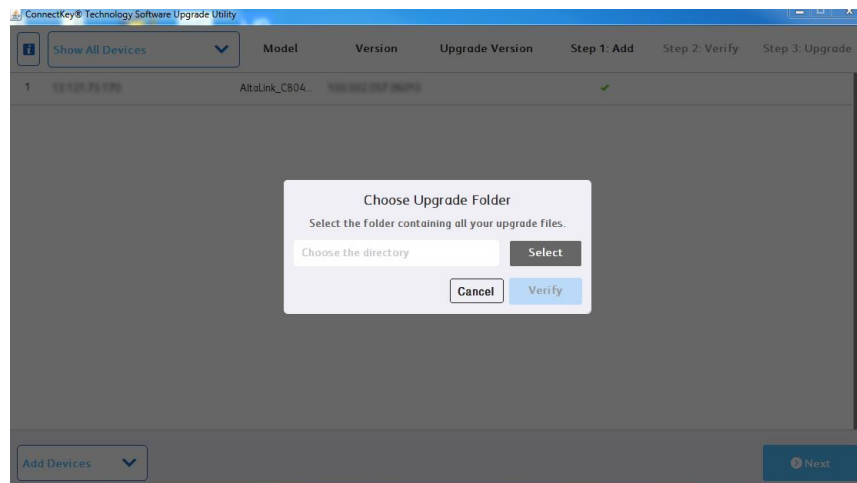
**Notes:**

- 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:

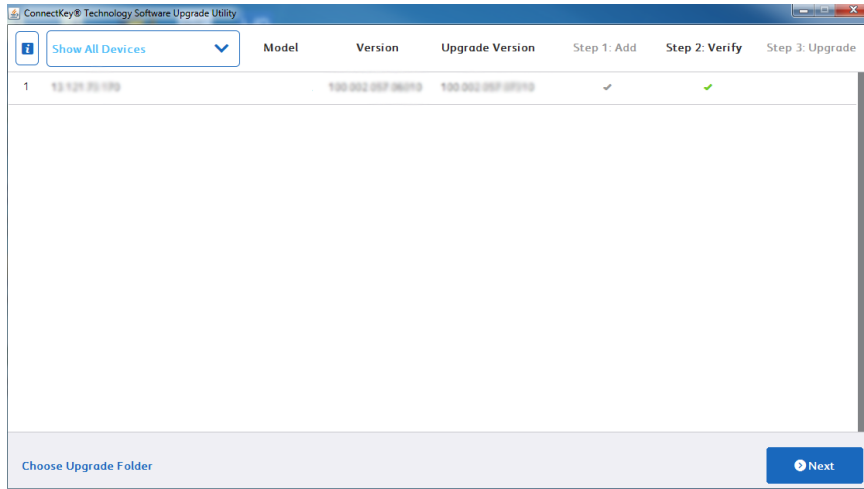
Click **Next**. Then Choose Upgrade Folder dialog appears. It will automatically be populated with the correct pathway of the folder where unzipped the upgrade XeroxVersaLink\_C415\_system-sw121XXXXXXXXXX.zip file that contains the XML and DLM files.



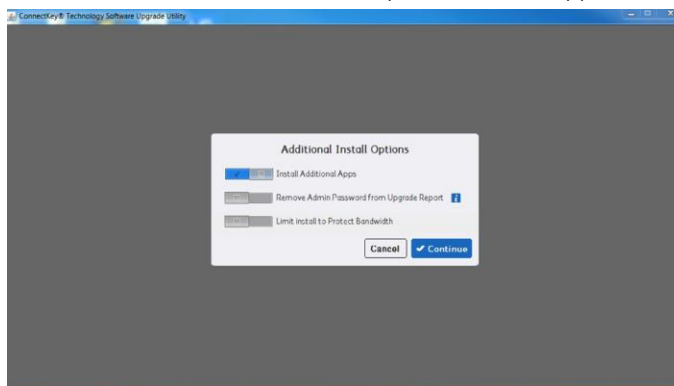
10. Click **Ok**.

**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.

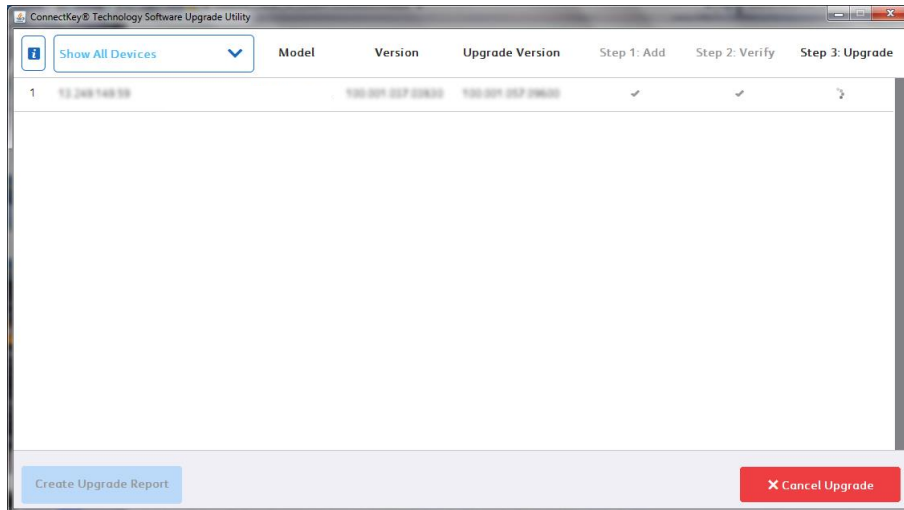


11. If the devices show a red X, then most likely the initial file structure of the downloaded zip file was changed. The full zip file may need to be downloaded again and the instructions repeated.
12. Click **Next**. The Additional Install Options window appears.

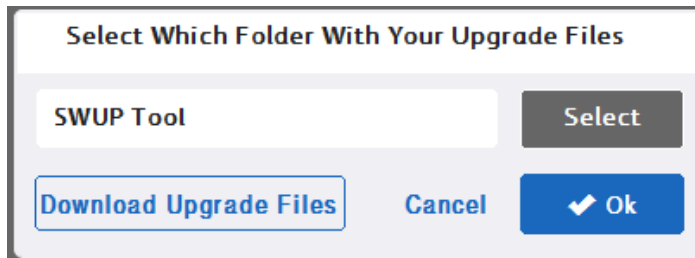


Select from the three options as needed:

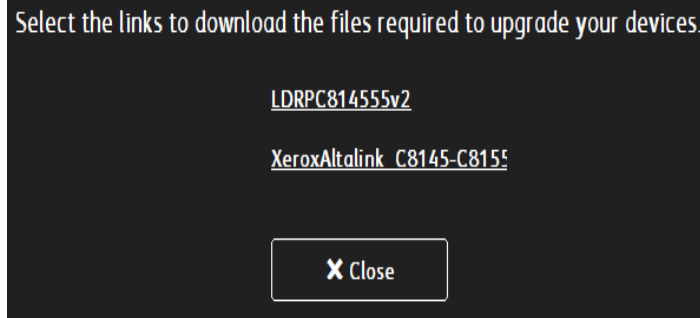
- a. **Install Additional Apps:** Apps that can be included with this specific software release. Apps are pre-installed on all Xerox® VersaLink® Devices.
  - b. **Remove Admin Password from Upgrade Report:** This option hides the Admin Password so that it is not readable in the upgrade report.
  - c. **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.



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

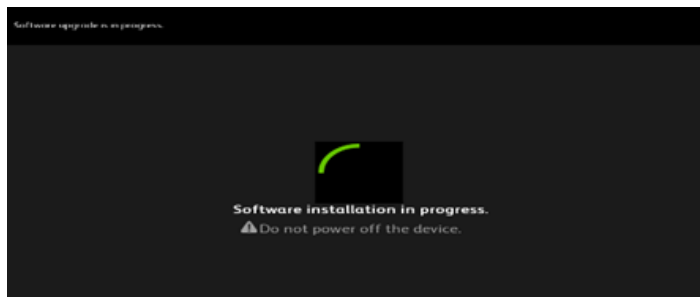


16. Pop up will appear displaying links that will download the additional files required to start the upgrade process. Please be sure to select each link to download file required. (example product)

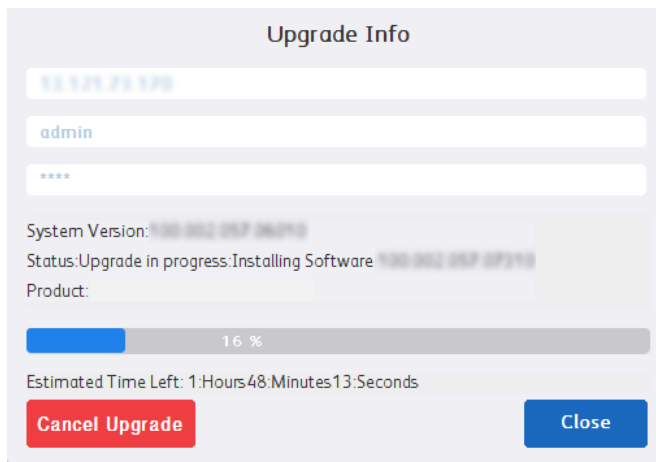


Note: example of additional files.

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



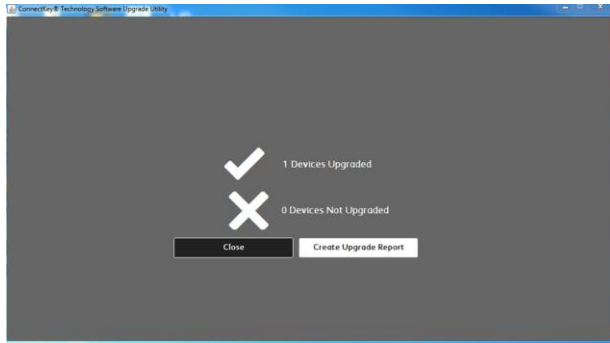
**Note:** Once the utility begins the installation process, it cannot be interrupted or canceled.



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.



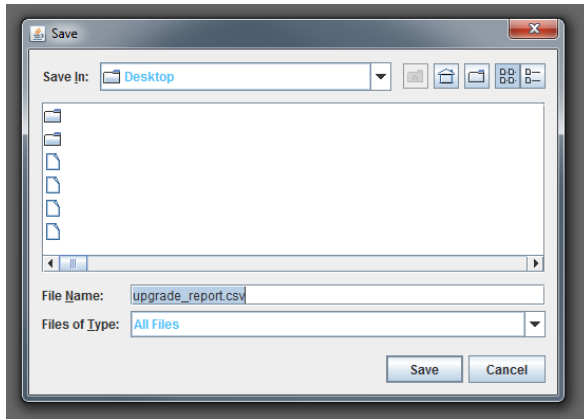
When the upgrade completes, the upgrade status of all devices included appears.



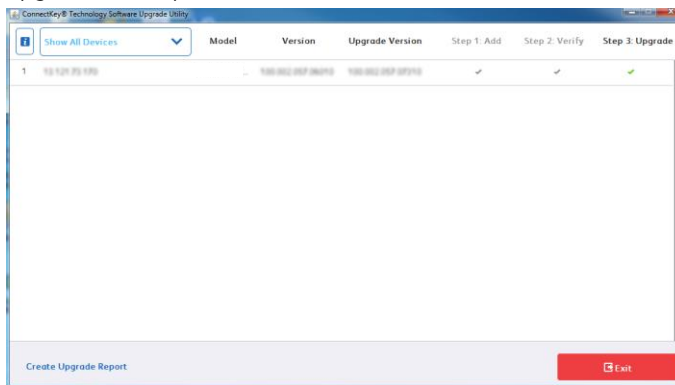
**Note:** If the software upgrade fails, please navigate to [Appendix C: Failed Software Upgrade](#) for further instructions

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

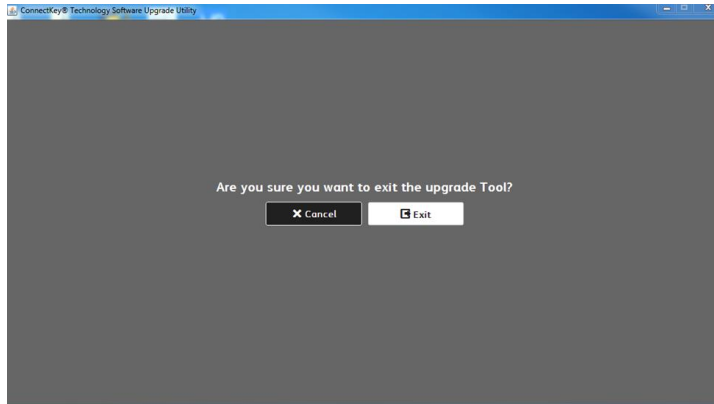
**Note:** If you are upgrading multiple devices, it is recommended that you create upgrade reports to assist with future upgrades.



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.

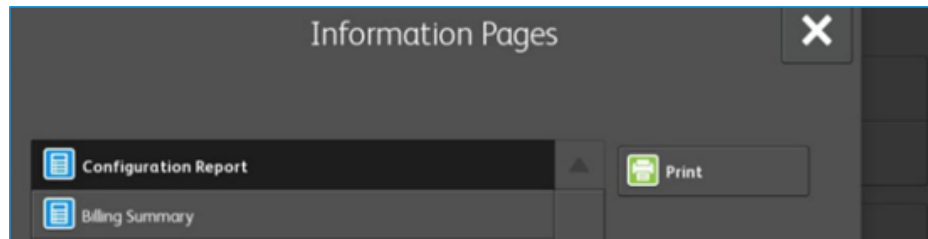
When the software upgrade is complete, the device restarts automatically, and a Software Upgrade Report prints with a new Configuration Report.

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.



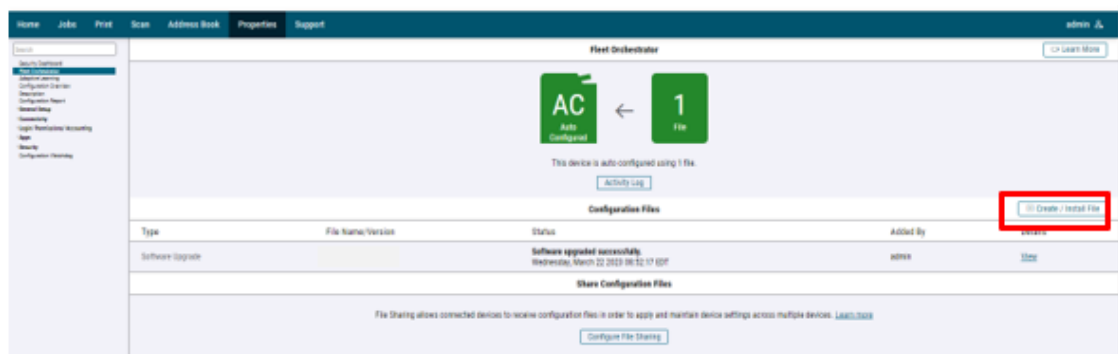
## Appendix B: Clone Files

### CREATING THE CLONE FILE (OPTIONAL)

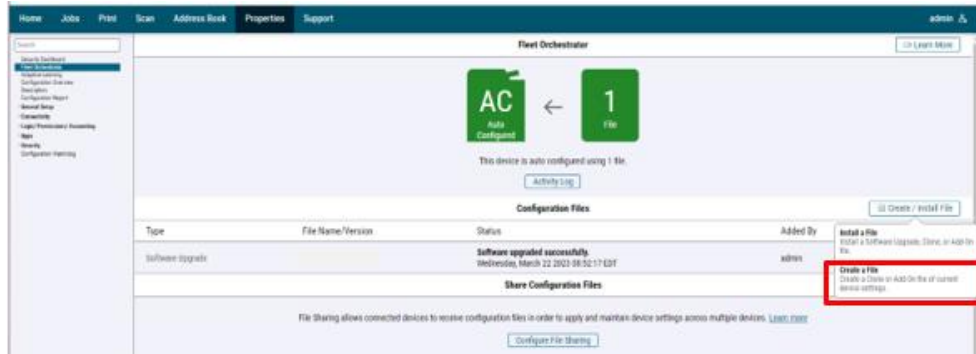
1. At your computer, open a Web browser, then type the IP Address of your VersaLink® Device using the format `http://A.B.C.D`.
2. From the menu at the top of the screen, click **Properties**. If you receive a security warning, click the option to continue. If the printer is locked, a login screen appears.

**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.

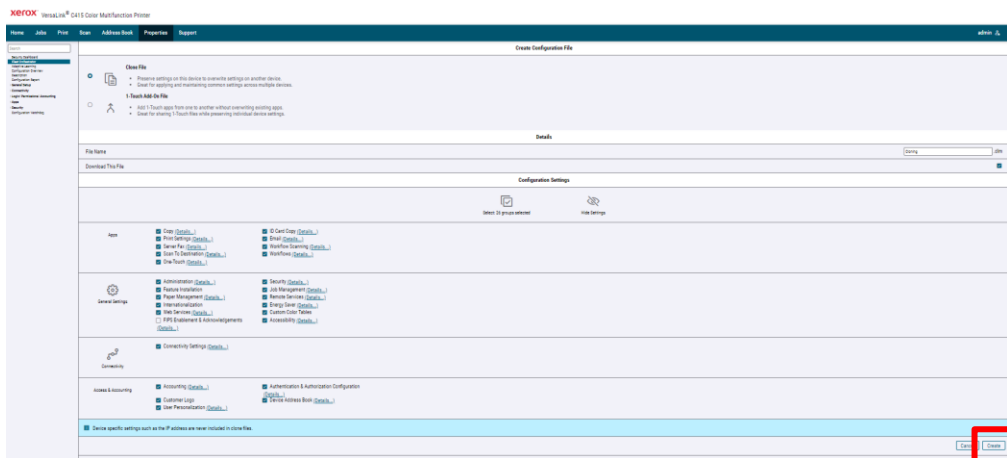
3. Type the login details for the system administrator. The Configuration Overview page appears.
4. In the left navigation pane, click **Fleet Orchestrator**.
5. To clone all features, click **Create/Install File**.



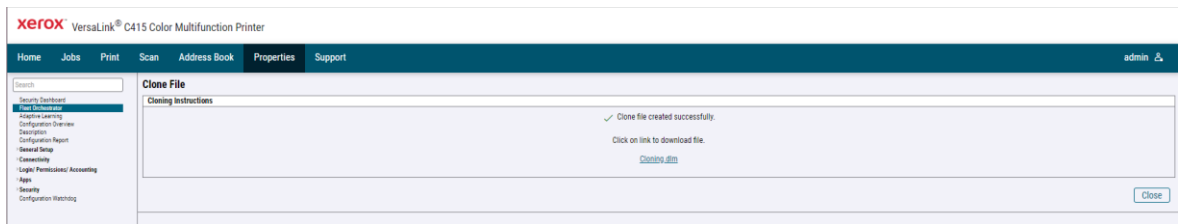
6. Select **Create a file**.



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



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

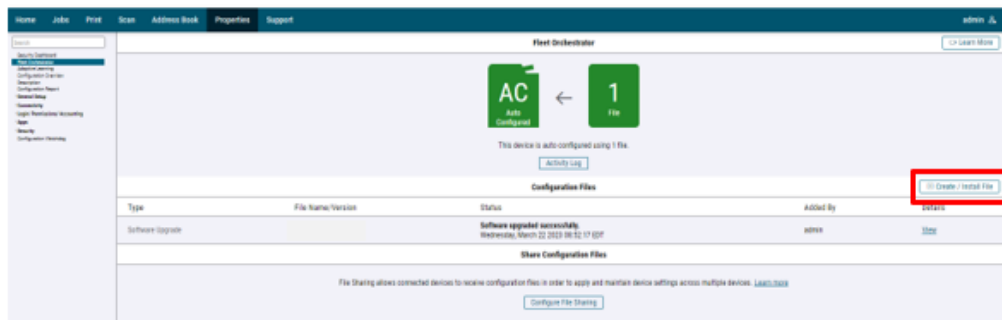


9. Click the **cloning.dlm** hyperlink, then save the .dlm file to your local hard drive.

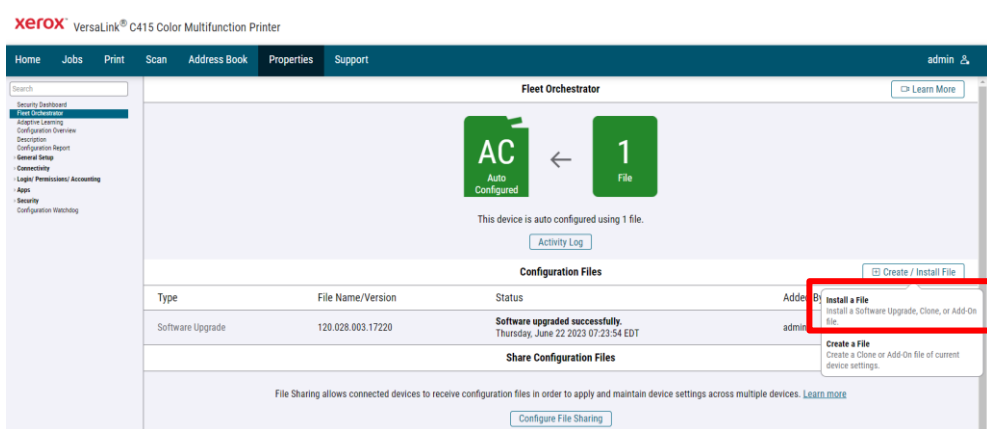
### REAPPLYING THE CLONE FILE (OPTIONAL)

**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.

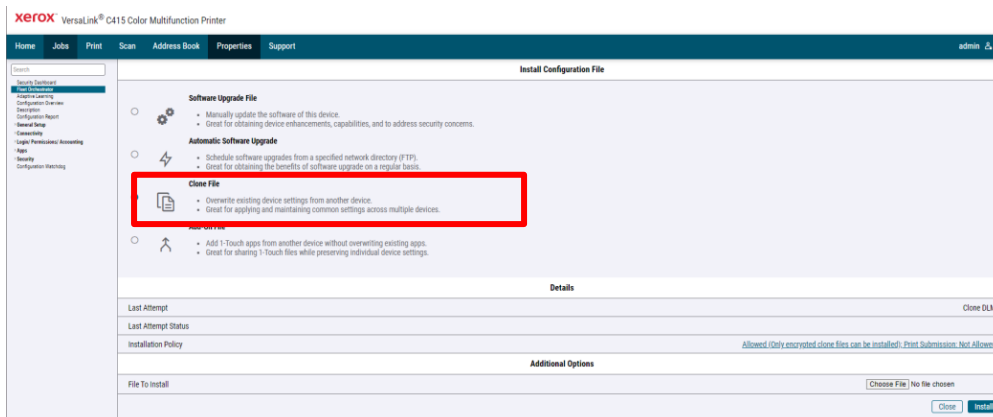
1. At your computer, open a Web browser, then type the IP Address of your VersaLink® Device using the format http://A.B.C.D.
2. From the menu at the top of the page, click **Properties**. If you receive a security warning, click the option to continue. If the printer is locked, a login screen appears.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



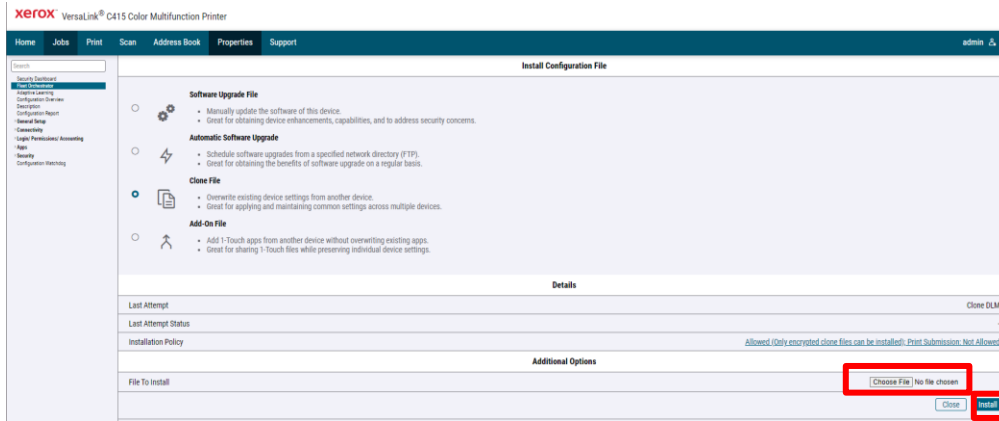
6. Select **Install file**.



7. Select **Clone file**.

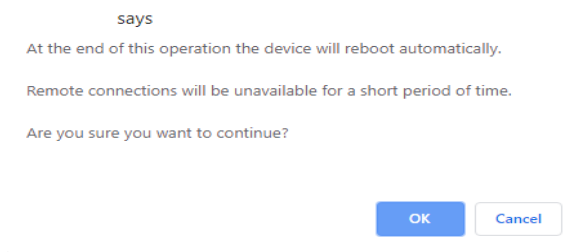


8. Select **Choose file**, then select the previously saved file from your hard drive.

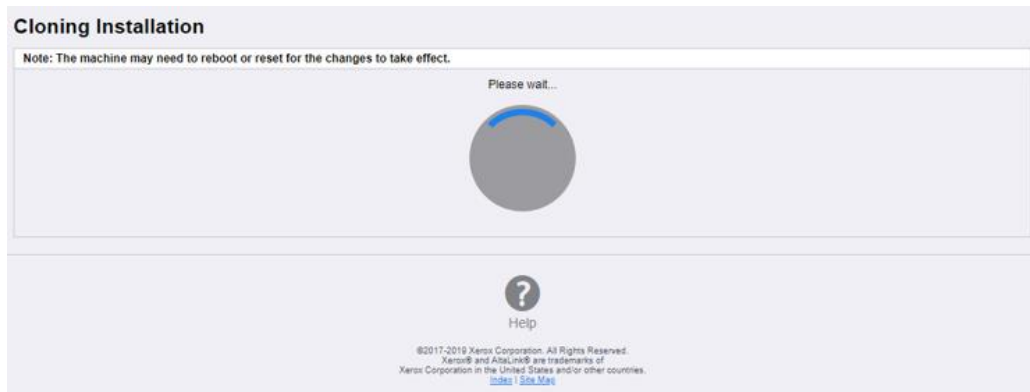


9. Select **Install**.

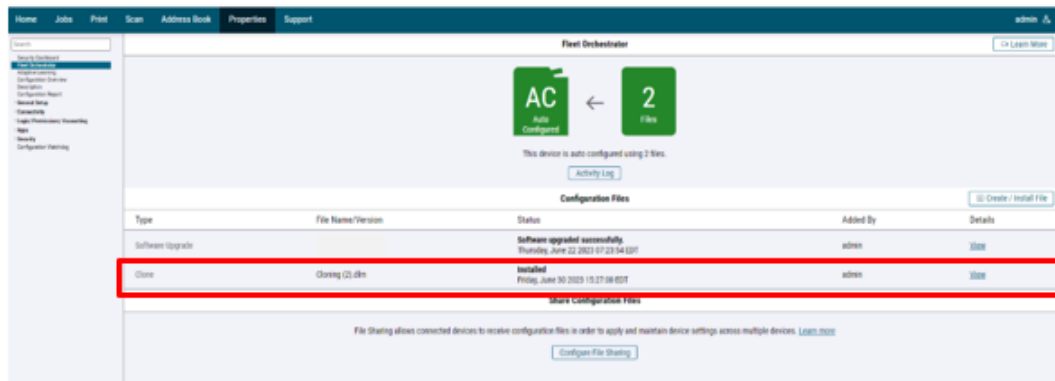
10. Click **OK**.



**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 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	<a href="#">LDRPC415v1.zip</a>
Xerox® VersaLink® B415 Multifunction Printer	LDRPB415v1.dlm	<a href="#">LDRPB415v1.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 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.

The screenshot shows the Embedded Web Server 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 'AC Auto Configured' and '1 File'. Below this, a table titled 'Configuration Files' shows a successful software upgrade.

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 the current software version and the last upgrade attempt, which failed due to a missing launch release.

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