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

Upgrading Software for select Xerox® VersaLink Products



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Contents

Xerox® VersaLink® C415 and VersaLink® B415 Multifunction Printers Upgrade In Upgrade Utility	nstructions Using the Software
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	11
Appendix B: Clone Files	11
Creating the Clone File (Optional)	11
Reapplying the Clone File (Optional)	
Appendix C: Failed Software Upgrade	15

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. The upgrade process can be performed on select Xerox® VersaLink® products that currently run software versions starting with 119 or 120.

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. <u>To ensure</u> you install the latest Service Pack version, you must use the manual 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

This software upgrade utility automatically updates devices running software versions starting with 119 or 120 to a later version of software for select Xerox® VersaLink® Devices, including all required patches.

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 <u>Software Versions</u> link.
- 8. Under Software Versions, note the Device Software. This is the current software version on your printer.
- 2. . If the software version number does not start with 119 or 120, then wrong version is being used.
- 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 starting with 119 or 120, use the following instructions.

- 1. To download software to your desktop, click **Accept.**
- 2. **Right-click** the downloaded XeroxVersaLink_X415_system-sw#120XXXXXXXXXXXXXX#.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.

- 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-XXXXXXXXXXX.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.

ConnectKey® Techr	ology Software Upgrad	ie Utility					-		×
O Show All D		~	Model	Version		Status			
				Upgrade Utility I	Preferences				
			ConnectKey® Te Version:070320	chnology Software Up 200934 Arcess to the internet	ograde Utility				
			 No Proxy 	Access to the internet					
			🔾 Use System P	roxy Settings					
			Manual Proxy	Configuration					
			Proxy server						
			www.mc.xei	ox.com	: 8000				
			Proxy ser	ver requires password					
			Username	£					
			Password						
		5			Cancel	🖋 Save			
	~							> Next	

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



- 5. Enter each device that you want to upgrade.
 - 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.

ConnectKey* Technology Software Upgra	de Utility				8	×
Show All Devices	~	Model	Version	Status		
			_			
			Add Device			
			13.61.29.73			
			admin			
				1 (A)		
			Open Access			
			*Indicates required field			
			Cancel • A	dd		
						_
Add Devices 💙					> Next	
Click Add .						
ConnectKey® Technology Software Upgr	ade Utility				- 0	
Show All Devices	~	Model	Version	Status		
1 13.61.29.159				 Successfully connected to dev 	ice.	

b. Preconfigured CSV File method.

Add Devices 🗸 🗸

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

Import	.C5V
Choose .csv	Select
Cance	I 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.

Con	nectKey® Technology Software U	pgrade Utility						
i	Show All Devices	~	Model	Version	Upgrade Version	Step 1: Add	Step 2: Verify	Step 3: Upgrade
1	13 121 75 170					1		
dd	Devices 🗸							Next

c. Click Accept.

<section-header><text><text><text><text><text><text><text>

6. To load a SPAR version of software, you must select [Manually Choose Files].



7. 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_X415_system-sw120XXXXXXXXXX.zip file that contains the XML and DLM files.

Show All Devices	~	Model	Version	Upgrade Version	Step 1: Add	Step 2: Verify	
1 100 100 100 100		AitaLink_C804			*		
		Sel	Choose L lect the folder cont ose the directory	lpgrade Folder aining all your upgrade file Selec	s.		
		Ŀ		Cancel	y		
Add Devices 🗸							O Next

8. 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.



- 9. 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.
- 10. Click **Next.** The Additional Install Options window appears.

Additional Install Ontions	
Huddona Instali Optons	
Install Additional Apps	
Demons & danks Descourd from Lineards Denot	
Remove Admin / dosword from opgrade Report	
Limit install to Protect Bandwidth	
Cancel 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.
- 11. 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.
- 12. 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.



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

Select Which Folder With Your Upgrade Files								
SWUP Tool		Select						
Download Upgrade Files	Cancel	🗸 Ok						

14. 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.



Note: example of additional files.

15. 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.

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.

ConnectRay® Technology Software Upgrade Utility	0.0.3
1 Devices Upgraded	
0 Devices Not Upgraded	
Close Create Upgrade Report	

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

16. 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	
B	
<pre></pre>	
File <u>Name:</u> upgrade_report.csv	
Files of Type: All Files	•
	Save Cancel

17. 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 U	pgrade Utility	-					incrision - Xa
٦	Show All Devices	~	Model	Version	Upgrade Version	Step 1: Add	Step 2: Verify	Step 3: Upgrade
1	13 121 75 170			100 002 007 08010	100.002.057.07210	~	2	1
							_	
Cr	eate Upgrade Report							🖪 Exit

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



Notes:

- You can use the upgrade report that you saved 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.

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	5		×	
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.**

xero	X ⁻ Versa	Link [®] C	415 Colo	r Multifunction P	rinter											
Home	Jobs	Print	Scan	Address Book	Properties	Support			admin 🐣							
Search				Fleet Orchestrator												
Security Beak Feed Observer Adaptive Learn Configuration 0 Description 0 General Setup - Connectivity - Cogin / Permission - Security Configuration 1 Configuration 1	Ares Oriented Acaptic Learning Configuration Desrive Description Configuration Report Configuration Report Configuration Report Configuration Apps Security Configuration Fixeholog			AC Auto Configured This device is auto configured using 1 file. Activity Log												
														Configuration Files		
			Туре		F	ile Name/Version	Status	Added By	Details							
			Softw	vare Upgrade	1	20.028.003.17220	Software upgraded successfully. Thursday, June 22 2023 07:23:54 EDT	admin	View							
							Share Configuration Files									
					File Sharing	allows connected devi	ces to receive configuration files in order to apply and maintain device setting Configure File Sharing	js across multiple devices. <u>Learn more</u>								

6. Select Create a file.

Xerox ⁻ Vers	aLink® C4	15 Color	Multifunction Pr	inter				
Home Jobs	Print	Scan	Address Book	Properties	Support			admin 🖧
Search						Fleet Orchestrator		🖙 Learn More
Becard passboard Heret Obsample Heret Obsample Configuration to Configuration to Configuration Report - Consecting - Cons	19					Activity Log		
						Configuration Files		Create / Install File
		Type		Fi	le Name/Version	Status	Added B	Install a File
		Softw	are Upgrade	12	0.028.003.17220	Software upgraded successfully. Thursday, June 22 2023 07:23:54 EDT	admin	file.
						Share Configuration Files		Create a File Create a Clone or Add-On file of current device settings.
				File Sharing a	llows connected devices t	o receive configuration files in order to apply and maintain device setting Configure File Sharing	gs across multiple devices. Lea	m more

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

a Prist Scan	Address Book B	toperties Support				
				Create Configuratio	i File	
•	Chose File The Construction 1-Treach A Construction	anse settings on this device to everythe settings on a fife applying and maintaining common settings acco 40 of Ref. 1.Touch apps from one to another without overwhile fife sharing 1.Touch lites while preserving initializat	nather device. In existing devices. I existing apps. device worksigs.			
				Details		
Field	ane					Coring
Downk	load This File					
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				lident 21 grups selected	ilike terringe	
	Ann	Copy (<u>Junalis</u>) Print Gerlings (<u>Gerlin</u>) Source Fax (<u>Gerlin</u>) Sour To Destination (<u>Gerlin</u>) One Touch (<u>Gerlin</u>)	D Card Copy (<u>Deals</u>) Enail (<u>Deals</u>) Workfore Examing (<u>Deals</u>) Workfore Examing (<u>Deals</u>)			
	inner inner	Administration (<u>statin_1</u>) France Issuintion Figure Assignment (<u>statin_1</u>) Instruction Instruction Top Sections (<u>statin_1</u>) FPS Sections to Admonist presents (<u>statin_1</u>)	Security (<u>Strate</u>) Security (<u>Strate</u>)			
	50g Committing	Connectivity Settings (<u>Constr)</u>				
Ac	cons & Accounting	Accounting (<u>perals</u>) Customer Lago User Personalization (<u>perals</u>)	Authentication & Authorization Configuration (Sepails) Service Address Book (Service)			
	nice specific settings as	ch as the IP address are never included in clone files.				

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

xer	XEROX VersaLink® C415 Color Multifunction Printer								
Home	Jobs	Print	Scan	Address Book	Properties	Support	admin 🕹		
Search			Clone	File					
Security I Elect Oct	Deshboard		Clonin	Instructions					
Adaptive Configure	Learning ation Overview					Clone file created successfully.			
Configure	ion Ition Report					Click on link to download file.			
Connecti	ivity					Cloning dim			
PLogin/ Pu	ermissions/ Account	ting							
Security	ation Watchdog						Close		

8. 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 Install file.

хего	X [®] Vers	aLink® (C415 Colo	r Multifunction P	inter					1
Home	Jobs	Print	Scan	Address Book	Properties	Support			admin 🐣	1
Search							Fleet Orchestrator		🖙 Learn More	1
Security Basili Rest Occlosery Adaptive Lear Configuration I Description Configuration I General Seage Configuration I Security Configuration I	ooand ann Overview Report silons/ Accountin Watchdog	ng					ACC Auto configured This device is auto configured using 1 file.			8
							Configuration Files	_	🕀 Create / Install File	
			Туре		F	ile Name/Version	Status	Adder B	Install a File	e
			Softw	vare Upgrade	13	20.028.003.17220	Software upgraded successfully. Thursday, June 22 2023 07:23:54 EDT	admin	file.	ł
							Share Configuration Files		Create a Clone or Add-On file of current device settings.	l
					File Sharing a	allows connected devices t	o receive configuration files in order to apply and maintain device settings ac Configure File Sharing	ross multiple devices. <u>Lear</u>	nmore	

6. Select Clone file.

xero	X ⁻ Versa	ıLink [®] C	415 Cold	r Multifun	ction Printer			
Home	Jobs	Print	Scan	Address	Book Properties	Support		admin &
Search							Install Configuration File	
Secrety Dante Pere Donkers Endported Learn Configuration Description Configuration Configuration Configuration Configuration Configuration Configuration Configuration N	and mp ing lanview keptit	,	0 0 0	° ≁ ₽	Software Upgrade File Manually update file Great for obtaining Automatic Software Upg Schedule software Upg Close File Overnite existing Great for applying Conset for applying Conset for applying Const for applying	the software of bio device, graves enhancements, capabilities, and to address security concerns. graves graves the sequence from a specified retwork directory (PTP), graves bearing of utilizers appreciae a regular basis. Joint antianing concerns the sequence and the security device settings, from sociative devices. In an antidary devices without converting excitain graves. 1-Succh Birs while preserving individual device vertrings.		
							Details	
			Last	Attempt				Clone DLM
			Last	Attempt Stat	us			
			Insta	ilation Policy				Allowed (Only encrypted clone files can be installed); Print Submission: Not Allowed
							Additional Options	
			File1	lo install				Choose File No file chosen
								Close Instell

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

Xerox VersaLink [®] C4	15 Colo	r Multifunctio	n Printer		
Home Jobs Print	Scan	Address Boo	ok Properties	Support	admin 🕹
Search				Install Configuration File	
Tench Server's Head Decempon Head Decempon Endpotent Server Software Server Serv	0 0 0		offware Upgrade File Manually update di Great for obtaining utomatic Software Upj Schedule software Upj Schedule software Upj Schedule software Upj Great for applying d-On File Add 1-Touch apps Great for taking	subhase of Bio device. driver enhancements, capubilites, and to address security concerns. ask be enhancements, capubilites, and to address security concerns. ask be enhanced on a supclified enhance. be enhanced on an english basis. be enhanced on e	
				Details	
	Last /	Attempt			Clone DLM
	Last /	Attempt Status			
	Instal	lation Policy		Allowed. (Only encrypted clone	files can be installed): Print Submission: Not Allowed
				Additional Options	
	File T	o Install			Choose File No file chosen
					Close

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

	says	
Att	he end of this operation the device will	reboot automatically.
Rer	note 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	rset for the changes to take effect.	
	Please wait	
	Help B2017-2019 Xerss Coposition. All Rights Reserved. Xeros Coposition the Wheel States and/or other countries. Intel 1 Stat May	

10. To verify that the clone file installed, refresh the browser.

XEFOX: VersaLink® C415 Color Multifunction Printer									
Home Jobs Print	Scan Address Book	Properties	Support			admin 🐣			
Search				Fleet Orchestrator		🖙 Learn More			
Sandy Strated Hardshift and Arrist Entrypolaries are Configuration from Configuration - Generation - Generation - Mark - Mark - Sandy Configuration functions - Mark - Mar				Activity Log Configured Log 2 This device is auto configured using 2 files.					
				Configuration Files		🕀 Create / Install File			
	Туре		File Name/Version	Status	Added By	Details			
	Software Upgrade		120.028.003.17220	Software upgraded successfully. Thursday, June 22 2023 07:23:54 EDT	admin	View			
	Clone		Cloning (2).dlm	Installed Friday, June 30 2023 15:27:00 EDT	admin	View			
	Share Centiguration Files								
	File Sharing allows connected devices to receive configuration files in order to apply and maintain device settings across multiple devices. Learn moze Configure File Sharing								

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.

If starting software starts with 119 or 120, then:

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.



