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# Xerox® VersaLink® B620 Printer and VersaLink® C620 Color Printer Embedded Web Server Software Upgrade Installation Instructions

Upgrading Software for select Xerox® VersaLink® Products

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# Xerox® VersaLink® B620 Printer and VersaLink® C620 Color Printer Upgrade Instructions Using the Embedded Web Server

This document details the software upgrade instructions for the Xerox® VersaLink® B620 Printers and Xerox® VersaLink® C620 Color Printers.

**Note:** To access administrative settings and to perform the software upgrade procedures, system administrator access privileges are required.

## 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](#).

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

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.
<b>Embedded Web Server Software Upgrade</b>	If you experience problems with the Software Upgrade Utility, you can upgrade the software manually using the Embedded Web Server for the device.

## Requirements

Verify the current software version installed on your device. For instructions, refer to [Identifying the Software Version](#). Ensure that the printer is configured and connected to the network.

1. 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](#).
2. Ensure that HTTP is enabled on your VersaLink® Device. For details, refer to the HTTP on the configuration page under **Connectivity > Protocols > HTTP** or *System Administrator Guide* for your device on <https://www.xerox.com/office/support>.

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

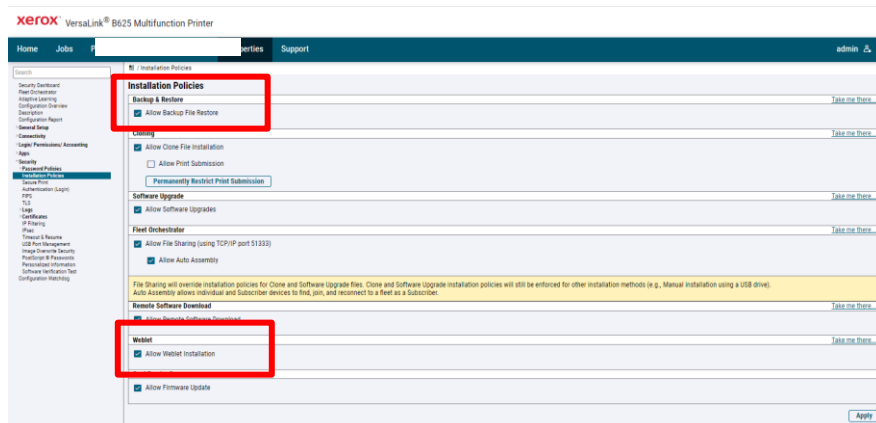
To upgrade the device software version manually, use the following instructions.

1. At your computer, download the Upgrade Software:
2. To locate the software, select the link in the table for the device that you are upgrading.
  - a. To download software to your desktop, click **Accept**.
  - b. **Right-click** the downloaded XeroxVersaLink\_B620\_system-sw#120XXXXXXXXXX#.zip file (example), then **extract all** content to the desktop. A new folder is created on the desktop with the same name as the downloaded .zip file.
  - c. Open the folder and scroll to find the XeroxVersaLink\_B620\_system-sw#120XXXXXXXXXX#.zip (example) file. Double-click this .zip file, open the **dlms** folder.
  - d. Highlight the **Xerox VersaLink\_B620** folder (example) and extract files to the to the desktop.

## Enabling Software Upgrades

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 **Security > Installation Policies**.
5. For Software Upgrade, enable the check box for **Allow Software Upgrades**, then scroll down and click **Apply**.
6. To install weblets, enable the check box for **Allow Weblet Installation**.



## Installing the Software

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

One software file needs to be loaded using this process.

1. Load the software upgrade file

- At your computer, open a Web browser, then type the IP Address of your VersaLink® Device using the format `http://A.B.C.D`.
- 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.

- Type the login details for the system administrator. The Configuration Overview page appears.
- In the left navigation pane, click **Fleet Orchestrator**.
- Select **Create/Install File**, then select **Install a File**.

The screenshot shows the Xerox VersaLink Fleet Orchestrator interface. The top navigation bar includes Home, Jobs, Print, Scan, Address Book, Properties, and Support. The left sidebar contains a search bar and a menu with options like Security Dashboard, Adaptive Learning, and Configuration Overview. The main content area is titled 'Fleet Orchestrator' and displays a status 'AC Auto Configured' and '1 File'. Below this, a table lists configuration files. The 'Create / Install File' button is highlighted with a red box.

Type	File Name/Version	Status	Added By	Details
Software Upgrade	119.025.003.04611	Software upgraded successfully. Wednesday, March 22 2023 08:52:17 EDT	admin	<a href="#">View</a>

f. Select **Software Upgrade File**.

The screenshot shows the 'Install Configuration File' dialog box. The 'Software Upgrade File' option is selected and highlighted with a red box. Below the options, there is a 'Details' section with a warning message and a table of installation details. At the bottom, there is an 'Additional Options' section with a 'File To Install' field and 'Close' and 'Install' buttons.

**Software Upgrade File**

- Manually update the software of this device.
- Great for obtaining device enhancements, capabilities, and to address security concerns.

**Clone File**

- Overwrite existing device settings from another device.
- Great for applying and maintaining common settings across multiple devices.

**Add-On File**

- Add 1-Touch apps from another device without overwriting existing apps.
- Great for sharing 1-Touch files while preserving individual device settings.

**Details**

Software installation will begin several minutes after the software file has been submitted to the machine. Once installation has begun, all internet services from this device will be lost including access to any device web pages. Installation progress can be monitored from the device control panel.

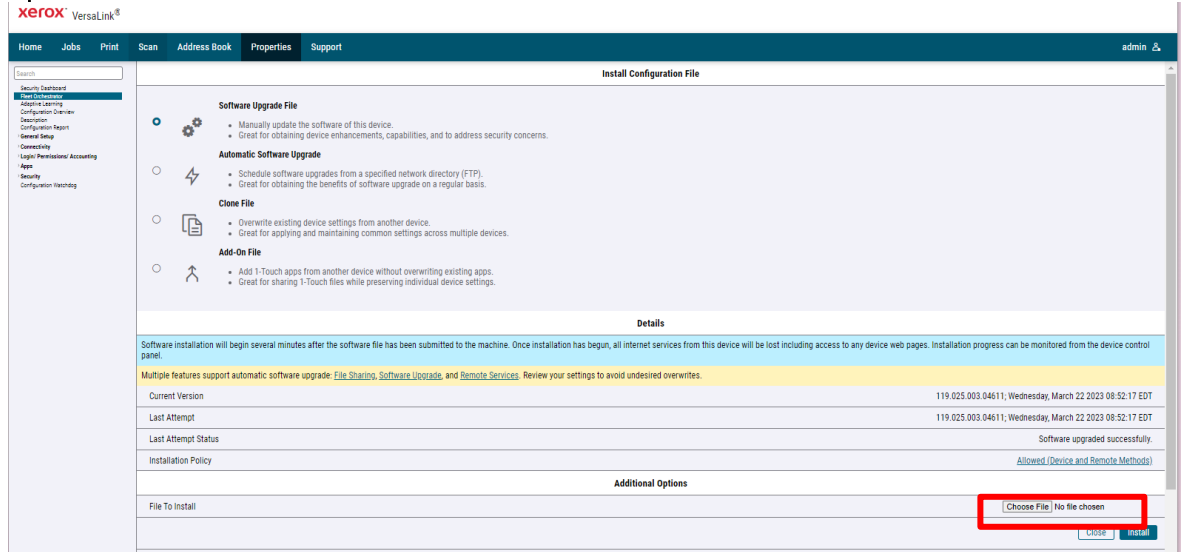
Multiple features support automatic software upgrade: [File Sharing](#), [Software Upgrade](#), and [Remote Services](#). Review your settings to avoid undesired overwrites.

Current Version	119.025.003.04611; Wednesday, March 22 2023 08:52:17 EDT
Last Attempt	119.025.003.04611; Wednesday, March 22 2023 08:52:17 EDT
Last Attempt Status	Software upgraded successfully.
Installation Policy	<a href="#">Allowed (Device and Remote Methods)</a>

**Additional Options**

File To Install:  Choose File No file chosen

- g. Select **Choose file**, then browse to the location where upgrade file is stored and select the software upgrade file. XeroxVersaLink\_B620\_system-sw#120XXXXXXXXXXXX#.DLM file. (example) Click on **Open**



- h. Click **Install**. A file submission message appears. Click **OK**. The device restarts automatically.
- i. If the upgrade is successful, continue with the instructions. If the upgrade fails and a failed upgrade report is generated, for further instructions, refer to [Appendix C: Failed Software Upgrade](#).

**Note:** While the file is transferring, do not navigate from the transfer page until the file submission completes.

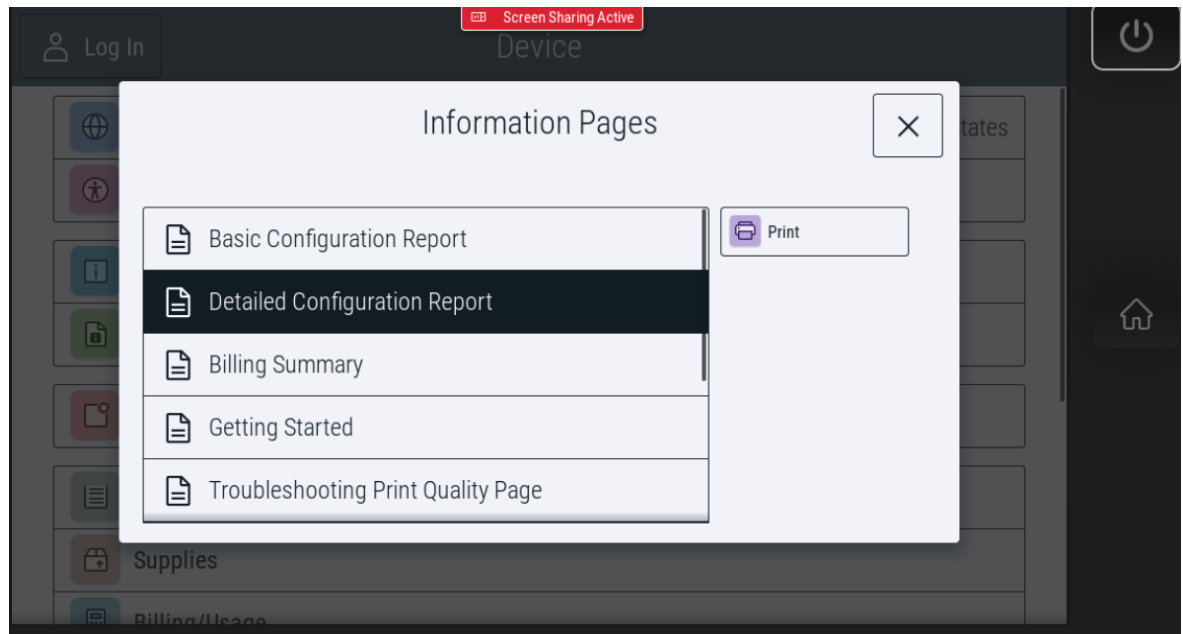
Software installation begins several minutes after the software file is submitted to the device. After the installation starts, all access to the Embedded Web Server is disabled. You can monitor the installation progress from the device control panel. The software installation process can take approximately 45 minutes to complete.

After the software installation process completes, the device restarts automatically, then the device prints a Software Upgrade Report and 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 is complete.

1. At the printer control panel, touch the **Home** button.
2. Touch **Device > Information Pages**
3. Touch **Detailed Configuration Report**, then touch **Print**.
4. On the printed configuration report, in the **Software Version** section, check the system software version.





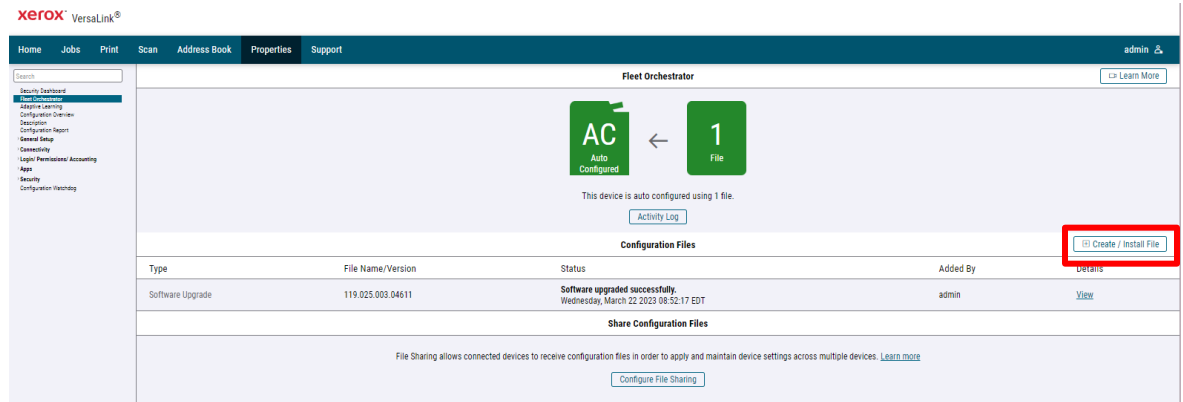
## Appendix B: Clone Files

### CREATING THE CLONE FILE (OPTIONAL)

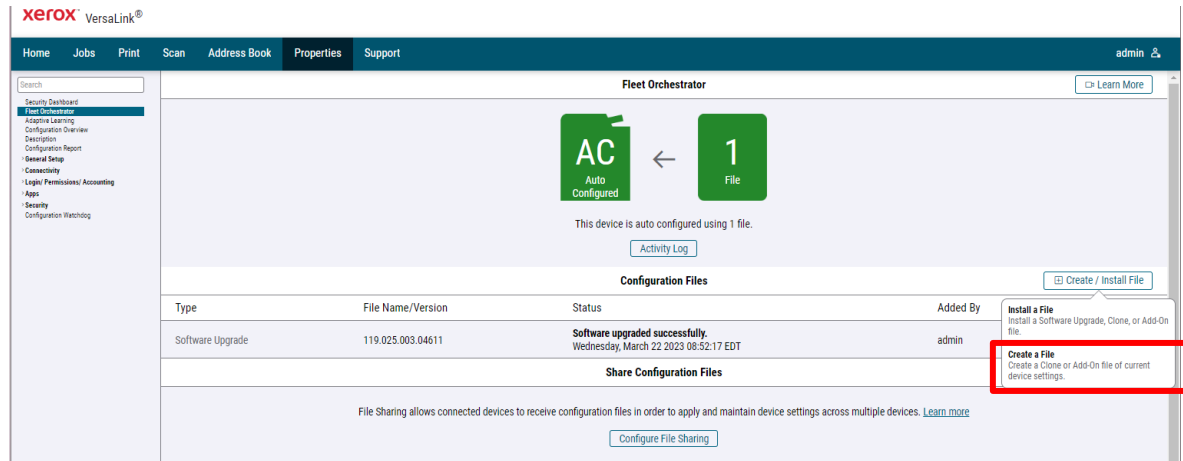
1. At your computer, open a Web browser, then type the IP Address of your VersaLink® Device using the format http://A.B.C.D.
2. From the menu at the top of the screen, click **Properties**. If you receive a security warning, click the option to continue. If the printer is locked, a login screen appears.

**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.

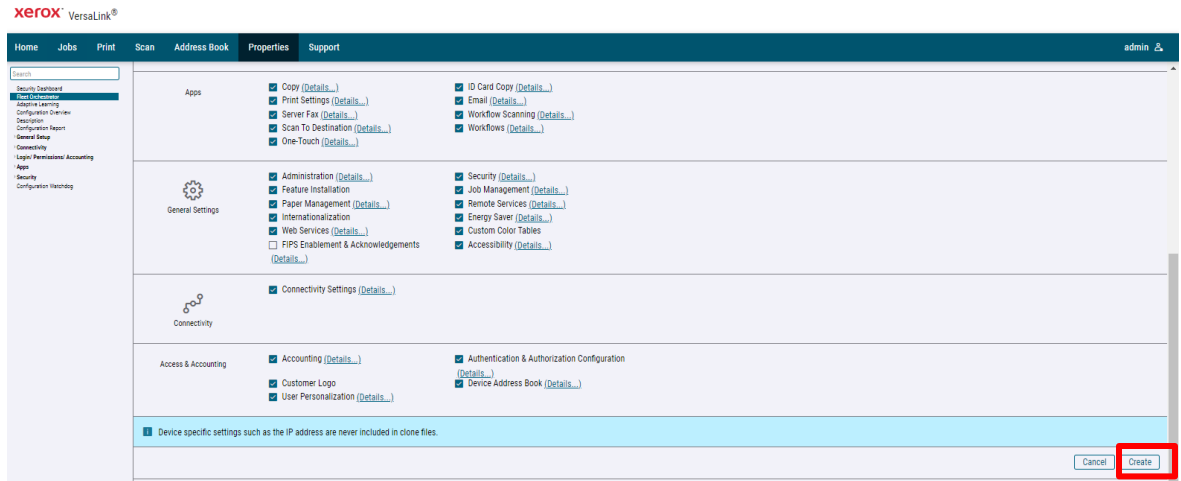
3. Type the login details for the system administrator. The Configuration Overview page appears.
4. In the left navigation pane, click **Fleet Orchestrator**.
5. To clone all features, click **Create/Install File**.



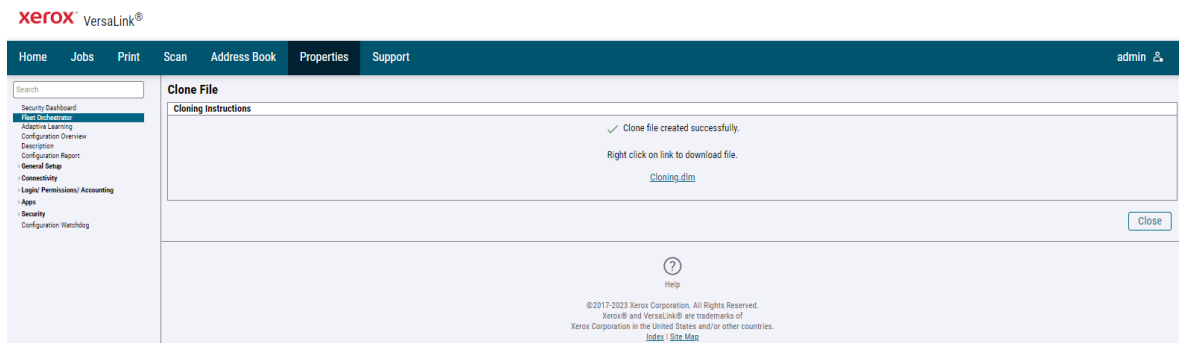
6. Select **Create a file**.



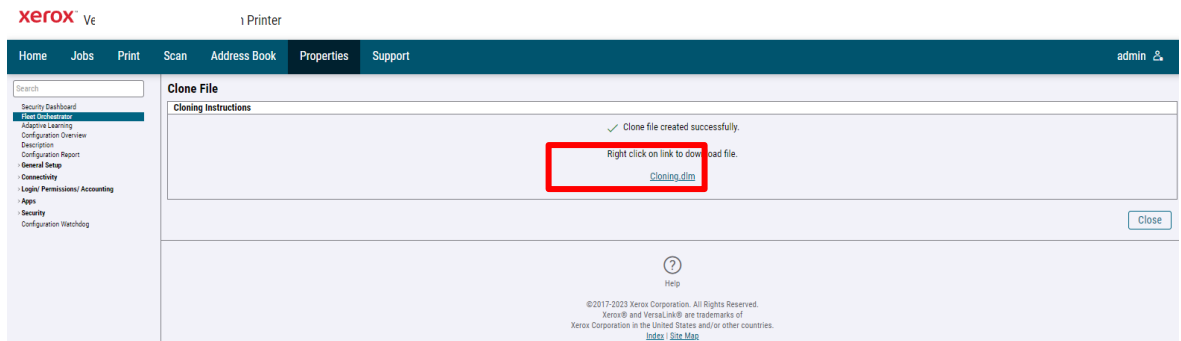
7. Scroll to bottom of the page, then select **Create**.



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



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



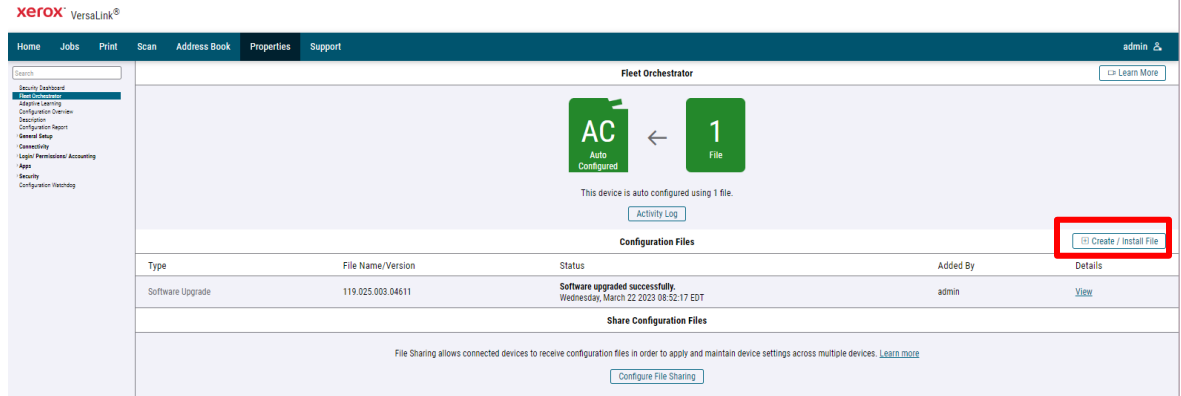
## REAPPLYING THE CLONE FILE (OPTIONAL)

**Note:** These select 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.

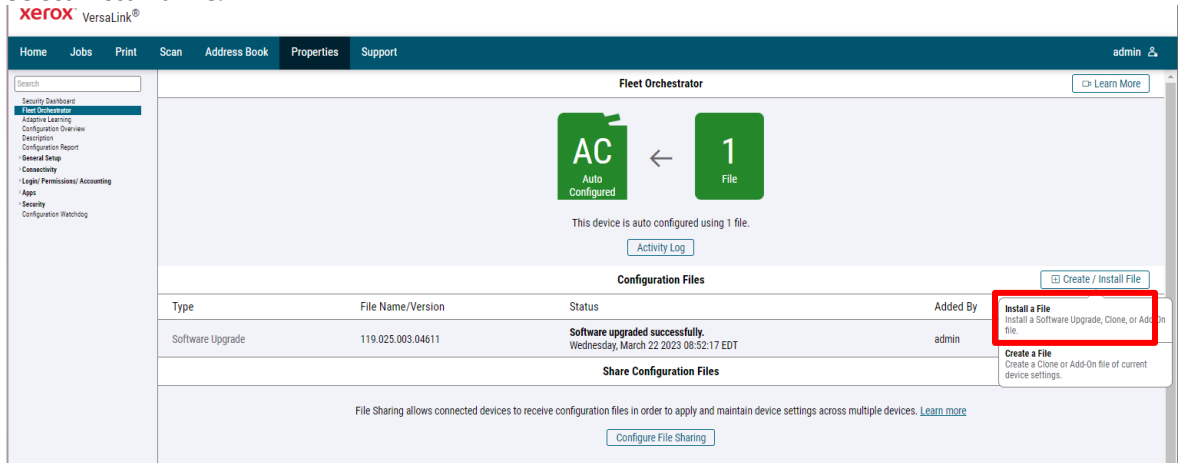
3. Type the login details for the system administrator. The Configuration Overview page appears.
4. In the left navigation pane, click **Fleet Orchestrator**.
5. Select **Create / Install file**.



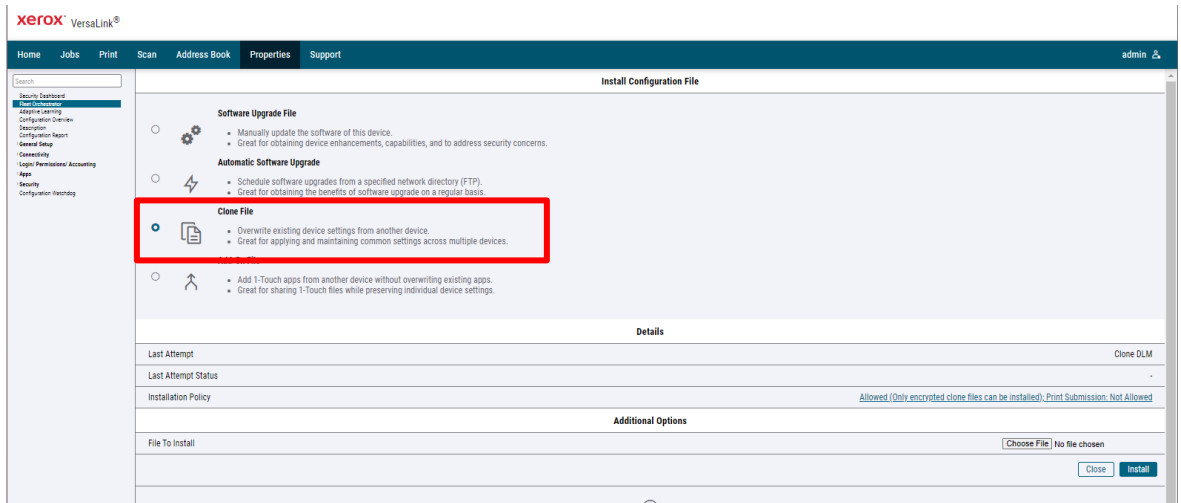
The screenshot shows the Xerox VersaLink® Fleet Orchestrator web interface. The top navigation bar includes Home, Jobs, Print, Scan, Address Book, Properties, and Support. The user is logged in as 'admin'. The left sidebar contains a navigation menu with 'Fleet Orchestrator' selected. The main content area displays a progress indicator with 'AC Auto Configured' and '1 File'. Below this, a table lists configuration files, including a 'Software Upgrade' file. A red box highlights the 'Create / Install File' button in the top right corner of the configuration files section.

Type	File Name/Version	Status	Added By	Details
Software Upgrade	119.025.003.04611	Software upgraded successfully. Wednesday, March 22 2023 08:52:17 EDT	admin	<a href="#">View</a>

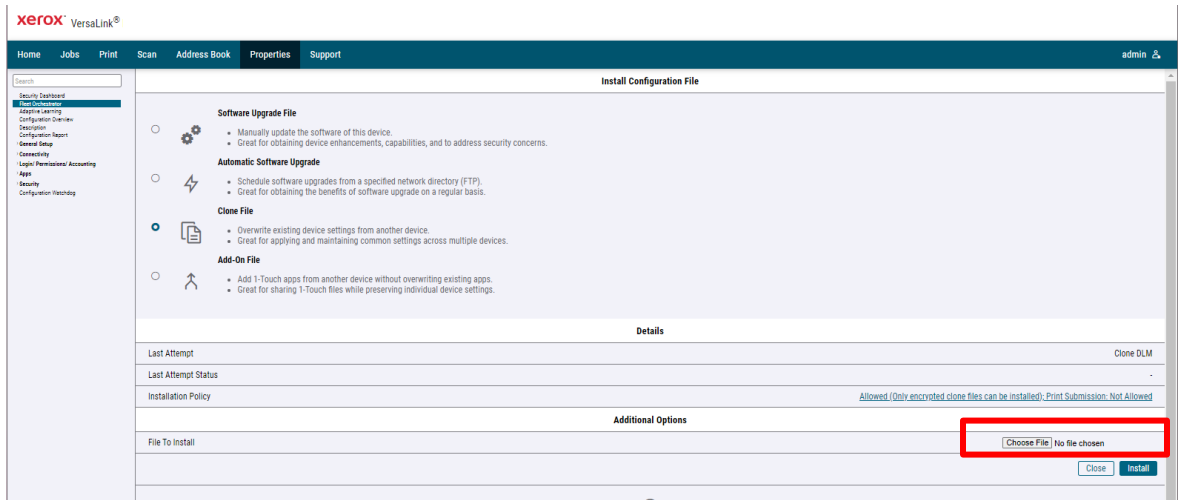
6. Select **Install a file**.



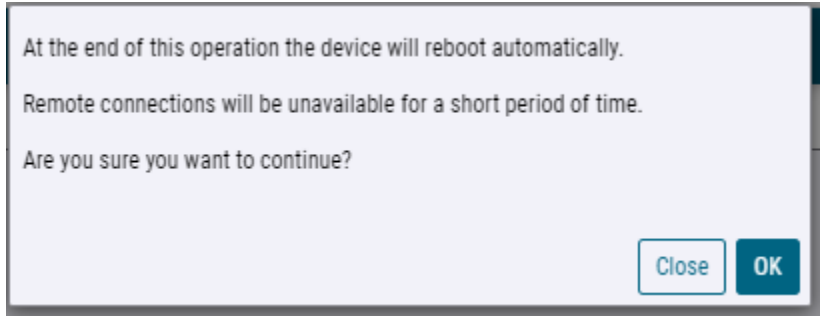
7. Select **Clone file**.



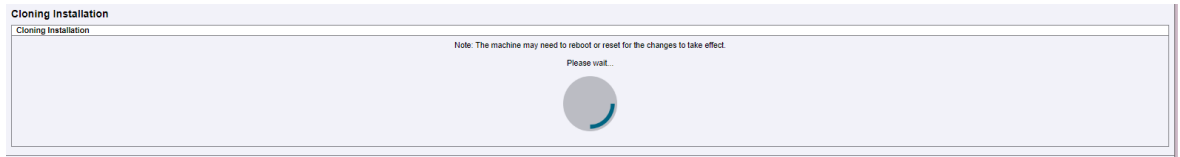
8. Select **Choose file**, then select the previously saved file from your hard drive.



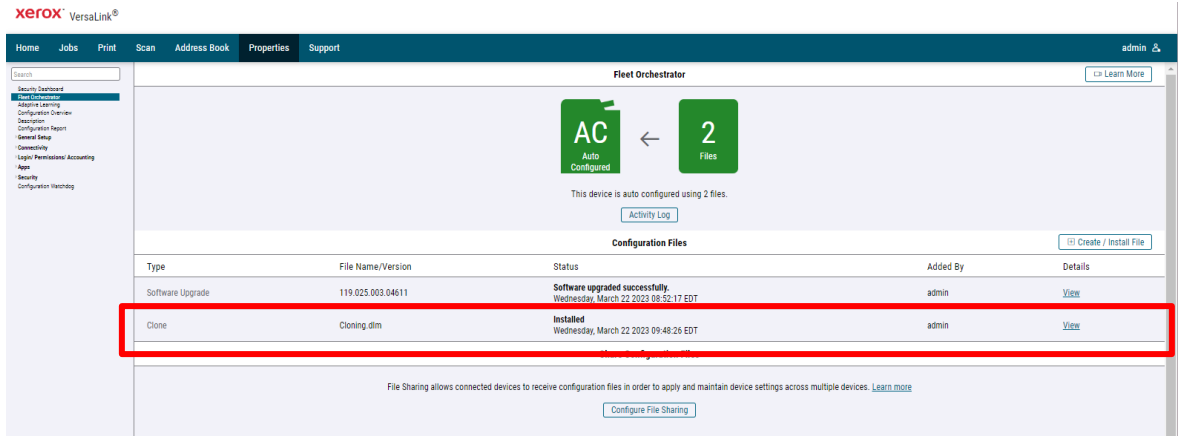
9. Select **Install**.
10. Click **OK**.



**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 successfully, refresh the browser.



## 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.

### LAUNCH RELEASE MISSING

- 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**

Load the Launch DLM Recovery Patch (LDRP) on the device:

Xerox® Device	Recovery Patch	Link
Xerox® VersaLink® B620 Printer	LDRPB620v1.dlm	<a href="#">LDRPB620v1.zip</a>
Xerox® VersaLink® C620 Color Printer	LDRPC620v1.dlm	<a href="#">LDRPC620v1.zip</a>

1. Follow the link in the table. To download the .zip file to the desktop, click **Accept**.
2. Double-click the downloaded file, then unzip the contents to the desktop.
3. 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**.
    - Select **Create/Install File** then select **Install a File**
    - Click **Browse**, then locate the LDRPB620v2.dlm (example) that was unzipped to the desktop.
    - Select **Choose File**
    - Select the located file, then click **Open**.
    - Click **Install**. 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. You do not need to load any patch again.

## SOFTWARE FILE INVALID

If during the upgrade, the Embedded Web Server screen provides an error notification that states that the software file is invalid, check the following:

1. Print a Configuration Report and check the Device Software Version.
2. Ensure that the correct .zip file was downloaded from Xerox.com. Verify that the correct device and speed configuration was selected.

## VIEW ERROR VIA EMBEDDED WEB SERVER

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

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

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

3. Type the login details for the system administrator. The Fleet Orchestrator page appears.
4. Click on view. This should detail what the upgrade issue is. In the case shown below the Launch DLM Recovery Patch (LDRP) needed to be loaded first.

Home Jobs Print Scan Address Book Properties Support admin

Search

Fleet Orchestrator  
Configuration Overview  
Description  
Configuration Report  
General Setup  
Connectivity  
Login/Permissions/Accounting  
Apps  
Security  
Configuration Watchdog

AC Auto Configured ← 1 File  
This device is auto configured using 1 file.

Configuration Files [Create / Install File](#)

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>

Home Jobs Print Scan Address Book Properties Support admin

Search

Fleet Orchestrator  
Configuration Overview  
Description  
Configuration Report  
General Setup  
Connectivity  
Login/Permissions/Accounting  
Apps  
Security  
Configuration Watchdog

Extended Software Upgrade Details

Current Software	Version	Status:
Wednesday, October 21 2020 15:16:30 EDT		
Last Upgrade Attempt	Version	Status:
Friday, October 23 2020 14:59:26 EDT	000.000.000.00000	Failed - Launch release missing

[Close](#)