

# Xerox® WorkCentre® 7970

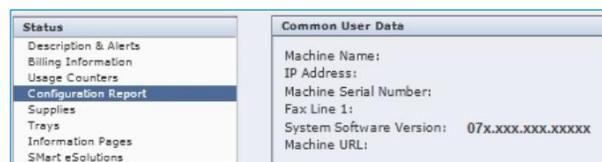
## Software Installation Instructions

### Upgrading Software for Xerox® ConnectKey® Technology

A new firmware update containing the latest improvements is available for your ConnectKey-enabled multifunctional printer. The upgrade process can be performed on Xerox® devices built on ConnectKey Technology currently running software versions starting with 071, 072 or 073.

#### Identify the Device Software Version

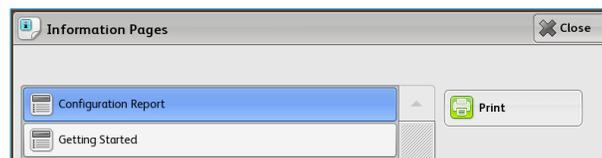
1. At the computer, open an Internet browser window.
2. Enter the IP Address of the device in the **Address** field in the format **http://xx.xxx.xxx.xx** and then press **Enter** on the keyboard. The CentreWare Internet Services home page is displayed.
3. Select the **Status** tab, and then select **Configuration Report**.
4. Scroll to the **Common User Data** section and record the **System Software Version** shown.



#### Print a Configuration Report

It is important to print and keep a Configuration Report for reference until after the software update has been completed.

1. At the device, press the **Machine Status** button.
2. Touch the **Information Pages** button.
3. Touch **Configuration Report** and then touch **Print**.



#### Upgrade Procedures

<b>Upgrade Tool (Recommended)</b>	To upgrade your device, we recommend you use the Xerox® ConnectKey® Technology Software Upgrade Utility. This utility enables you to upgrade your device automatically by running through our quick and easy-to-use tool interface. To use the recommended automatic upgrade process, follow the instructions provided on page 2.	
<b>Manual Upgrade</b>	If you experience problems with the automatic upgrade procedure, a manual upgrade process can be used. The instructions vary depending on your current software level, identify the correct procedure to follow for your device using the table below:	
	<b>Software Version</b>	<b>Procedure</b>
	072.xxx.xxx.xxxxx	Complete Part 1 instructions (see page 4)
	073.xxx.xxx.xxxxx	Complete Part 2 instructions (see page 6)
<b>Device with EFI Fiery Connected In-line</b>	If your device software version is 072.xxx.xxx.xxxxx with EFI Fiery Connected In-line, complete Part 3 Instructions (see page 7) prior to performing the Automatic or Manual Upgrade procedure.	

**Note:** The software version you are installing must always be higher than the software version currently installed on your device for a successful upgrade to occur.

# Xerox® ConnectKey® Technology Software Upgrade Utility

## Automatic Upgrade to a later version of Software for Xerox® ConnectKey® Technology

This utility automatically updates devices running software versions 071.xxx.xxx.xxxxx, 072.xxx.xxx.xxxxx or 073.xxx.xxx.xxxxx to a later version of software for Xerox® ConnectKey® Technology, including all required patches.

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 from 1 to 2.5 hours depending on the current software version of the device. It is a multi-step process and the device will be inoperable during this time. Ensure the device is free from faults and paper jams before starting the upgrade process.

### Requirements

- Check the software version installed on your device (see instructions on page 1). If the software version number does not start with 071, 072, or 073, verify the type of device you have and check for the correct upgrade instructions on [www.xerox.com/support](http://www.xerox.com/support).
- A computer with Java 6 or later installed and with network access to the WorkCentre® device.
- This utility must be downloaded and saved on your computer hard drive and opened from there. Do not run the utility from a USB drive or remote server.
- The WorkCentre® must have the HTTP option enabled. Refer to the System Administrator Guide for instructions.

### Procedure

1. At the device, print a copy of the Configuration Report (see page 1 for instructions) and make sure A4 or Letter paper is loaded in at least one tray.
2. Download the **ConnectKeySoftwareUpgradeTool.zip** file. Unzip the file to your hard drive.
3. Download the **WorkCentre7970 Software Upgrade DLMs** file and store in a folder. Unzip the file.  
There is another zip file inside of the first zip file. Do NOT unzip this file. This zip file will be used at step 9.
4. Open the folder with the CKUpgrade#.jar and double-click the Jar file (PC/Mac) or type `java -jar <jar file name>` (Linux).
5. The initial entry screen is displayed. Click **Add Devices**.
6. Enter the IP address or hostname of the device.
7. Enter the Username and Password of the device.
  - If the device does not use the Admin password, then select the Open Access checkbox.

ConnectKey® Technology Software Upgrade Utility

Step 1: Add a Device  
This tool will allow you to upgrade ConnectKey® devices.

### Add Device

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Open Access

\*Indicates required field

Use the **Add Devices** button to add additional devices of the same family or of different product families. You must download the software upgrade zip files for each product family and store in the same folder from step 3.

8. Click **Next**.

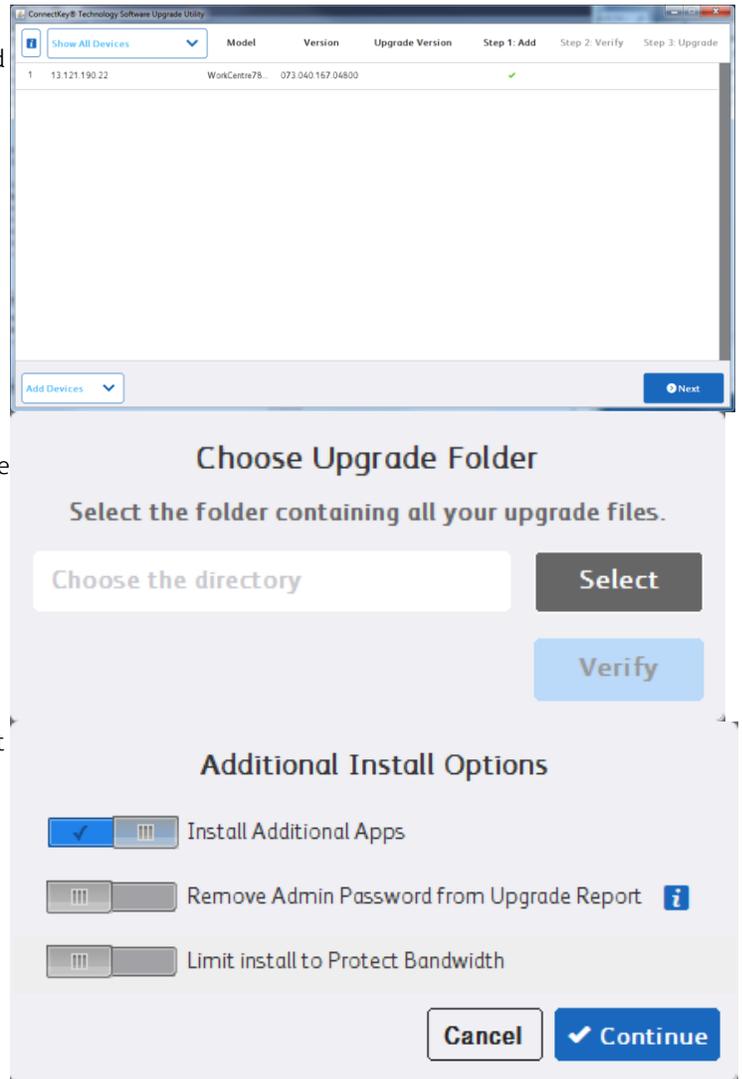
9. In the “Choose Upgrade Folder” window, click the **Select** button and browse to the folder where you stored the Software Upgrade DLM zip file(s), which was unzipped in step 3, then select **Open**.

10. Click **Verify**. If any errors are posted, use the message to resolve the error.

- On the Additional Install Options screen, you can choose not to install the Additional Apps by clicking the button to remove the checkmark.
- You can choose not to save the Admin password in the update report.
- You can limit the number of machines to 5 send software to simultaneously.

11. Click **Continue** to list the devices that will be upgraded.

12. Click **Upgrade** to begin the process of sending the upgrade files to the machines that have been verified.



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

**Congratulations!** You have successfully upgraded your software for Xerox® ConnectKey® Technology.

# Part 1

## Upgrade from Software Version 072.xxx.xxx.xxxxx to 073.xxx.xxx.xxxxx

1. At the device, print a copy of the Configuration Report (see page 1 for instructions) and make sure A4 or Letter paper is loaded in at least one tray.
2. At the computer, install Pre-upgrade Patch 788101vX.dlm on your device:
  - a. Access [www.xerox.com/support](http://www.xerox.com/support) and locate and download the **WorkCentre7970 Software Upgrade DLMs** file. Unzip the file to your desktop, a folder called **WorkCentre7970-system-swXXXX** is created.
  - b. Open an Internet browser window. Enter the IP Address of the device in the **Address** field in the format **http://xx.xxx.xxx.xx** and then press **Enter** on the keyboard.
  - c. Select **General Setup** and then select **Manual Upgrade**.
    - If **Security Installation Policy: Not Allowed (Device and Remote Methods)** is shown, the Software Upgrades option is disabled. Select the **Allow Upgrade** button. The pop-up message **Properties have been successfully modified** is displayed, select **OK**.
    - Select the **Security Installation Policy:** link and enable all the options. This ensures all the software upgrade functions are accessible. Select **Apply**. The pop-up message **Properties have been successfully modified** is displayed, select **OK**.
    - Select **Manual Upgrade** from the menu to return to the Software Upgrade page.
  - d. Select **Manual Upgrade**.
  - e. Select **Browse** and locate the **WorkCentre7970-system-swXXXX** folder, then select **Open**.
  - f. Select the **788101vX.dlm** file then select **Open**.
  - g. Select the **Install Software** button. The pop-up message **File has been submitted** is displayed. Select **OK**.  
If you get a printed sheet with the message **This patch is not intended for this software version and was not installed**, ensure the device has software version 072.xxx.xxx.xxxxx installed.

The patch is successfully installed when the Network Controller version shows 788101vX appended.

3. At the computer, install Software Version 073.xxx.xxx.xxxxx on your device:
  - a. Before installing the next file select **Logout** in the upper right area of the page, and then select the **Logout** button.
  - b. Select **General Setup** and then select **Software Upgrade**.
    - If **Security Installation Policy: Not Allowed (Device and Remote Methods)** is shown, the Software Upgrades option is disabled. Select the **Allow Upgrade** button. The pop-up message **Properties have been successfully modified** is displayed, select **OK**.
    - Select the **Security Installation Policy:** link and enable all the options. This ensures all the software upgrade functions are accessible. Select **Apply**. The pop-up message **Properties have been successfully modified** is displayed, select **OK**.
    - Select **Software Upgrade** from the menu to return to the Software Upgrade page.
  - c. Select **Manual Upgrade**.
  - d. Select **Browse** and locate the **WorkCentre7970-system-swXXXX** folder, then select **Open**.
  - e. Select the **WorkCentre\_7970-system-sw#073xxxxxxxxxxxx#.DLM** file, and then select **Open**.
  - f. Select the **Install Software** button. The pop-up message **File has been submitted** is displayed. Select **OK**.

Do not navigate from the Internet browser during the file transferring process.

Software Installation will begin several minutes after the software file has been submitted to the device. Once Installation has begun all CentreWare Internet Services from the device will be lost, including the Web User Interface. The installation progress can be monitored from the device user interface. The software install process may take up to 60 minutes.

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

**Congratulations!** You have successfully upgraded your software for Xerox® ConnectKey® Technology.

If your device uses Fiery DFE connected in-line with the printer, reconnect the Fiery DFE when the software upgrade is complete.

# Part 2

## Upgrade from 073.xxx.xxx.xxxxx to a later version of Software for Xerox® ConnectKey® Technology

1. At the device, print a copy of the Configuration Report (see page 1 for instructions) and make sure A4 or Letter paper is loaded in at least one tray.
2. At the computer, perform the Software Installation for your device:
  - a. Download the **WorkCentre7970 Software Upgrade DLMs** file. Unzip the file to your desktop, a folder called **WorkCentre7970-system-swXXXX** is created.
  - b. Check the software version is later than the software version currently installed on your device:
    - Open the **WorkCentre7970-system-swXXXX** folder.
    - Compare the last 6 digits of the software DLM file with the software version shown on the Configuration Report printed on your device.  
The software DLM file number must be **higher** than the software version installed on your device for a successful upgrade to occur.
  - c. Open an Internet browser window. Enter the IP Address of the device in the **Address** field in the format **http://xx.xxx.xxx.xx** and then press **Enter** on the keyboard.
  - d. Select **General Setup** and then select **Software Upgrade**.
    - If **Security Installation Policy: Not Allowed (Device and Remote Methods)** is shown, the Software Upgrades option is disabled. Select the **Allow Upgrade** button. The pop-up message **Properties have been successfully modified** is displayed, select **OK**.
    - Select the **Security Installation Policy:** link and enable all the options. This ensures all the software upgrade functions are accessible. Select **Apply**. The pop-up message **Properties have been successfully modified** is displayed, select **OK**.
    - Select **Software Upgrade** from the menu to return to the Software Upgrade page.
  - e. Select **Manual Upgrade**.
  - f. Select **Browse** and locate the **WorkCentre7970-system-swXXXX** folder, then select **Open**.
  - g. Select the **WorkCentre\_7970-systemsw#075xxxxxxxxxxx#.DLM** file, and then select **Open**.
  - h. Select the **Install Software** button. The pop-up message **File has been submitted** is displayed. Select **OK**.

Do not navigate from the Internet browser during the file transferring process.

Software Installation will begin several minutes after the software file has been submitted to the device. Once Installation has begun all CentreWare Internet Services from the device will be lost, including the Web User Interface. The installation progress can be monitored from the device user interface. The software install process may take up to 60 minutes.

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

**Congratulations!** You have successfully upgraded your software for Xerox® ConnectKey® Technology.

If your device uses Fiery DFE connected in-line with the printer, reconnect the Fiery DFE when the software upgrade is complete.

# Part 3

## Upgrade from 072.xxx.xxx.xxxxx with EFI Fiery Connected In-line

The Fiery DFE software must be at Version 2.0 in order to work with software for 2016 Xerox® ConnectKey® Technology. Follow the instructions below to verify the Fiery DFE Version number and upgrade the Fiery software if required:

1. At the device, select the red **Fiery** icon on the home screen.
2. Check the Fiery DFE **Version** number located on the bottom left of the screen. If **Version: 2.0** is displayed, skip to Step 3.  
If a lower Version number is displayed, perform the Fiery Upgrade procedure:
  - a. At the computer, access [www.xerox.com](http://www.xerox.com) and locate the **Support and Drivers** page.
  - b. Enter **WorkCentre 7830** in the search box and press **Enter**. The Support and Drivers links are displayed for **WorkCentre 7830/7835/7845/7855**.
  - c. In the **with EFI Fiery Controller** section, click on the **Drivers & Downloads** link.
  - d. In the **Utilities & Applications** section, click on the **Fiery USB Setup Tool** link. The **End User License Agreement** is displayed, click **accept** and save the file to your computer.
  - e. Return to the **Drivers & Downloads** page and in the **Utilities & Applications** section, click on the **EFI Fiery Controller System Software v2.0** link. The End User License Agreement is displayed, click **accept** and save the file to your computer.
  - f. Return to the **Drivers & Downloads** page and in the Drivers section, click on **PostScript Driver for EFI Fiery Controller with WorkCentre 78xx v2.0** link. The **End User License Agreement** is displayed, click **accept** and save the file to your computer.
  - g. Unzip the **FieryUSBSetupTool.zip** file to your desktop. A folder called **FieryUSBSetupTool** is created.
  - h. Open the folder and then open the **45123641\_FieryUSBSetupTool\_UserGuide** PDF. Follow the instructions provided to create the USB drive and upgrade the Fiery System Software.
3. When the Fiery DFE has been upgraded to Version 2.0, power down the device and disconnect the Fiery DFE from the device. Then connect the device directly to the network.
4. Power on the device without the Fiery DFE connected. When the power on sequence is complete, print a Configuration Report (see page 1 for instructions).

Check the Software Version shown on the device Configuration Report and follow the appropriate upgrade instructions for your device:

Software Version	Automatic Upgrade Procedure	Software Upgrade Procedure
072.xxx.xxx.xxxxx	Complete the instructions provided for the Xerox® ConnectKey® Technology Software Upgrade Utility starting on page 2	Complete Part 1 instructions (see page 4)
073.xxx.xxx.xxxxx		Complete Part 2 instructions (see page 6)

