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## Technical bulletin

# Hot Folders Disappear While Upgrading From Spire CXP3535 Color Server Software 1.0\_SP3 to Version 2.0 Software

## Problem Description

While upgrading from the Spire™ CXP3535 color server 1.0\_SP3 software to version 2.0 software, the hot folders of available virtual printers disappear when restoring the system configuration.

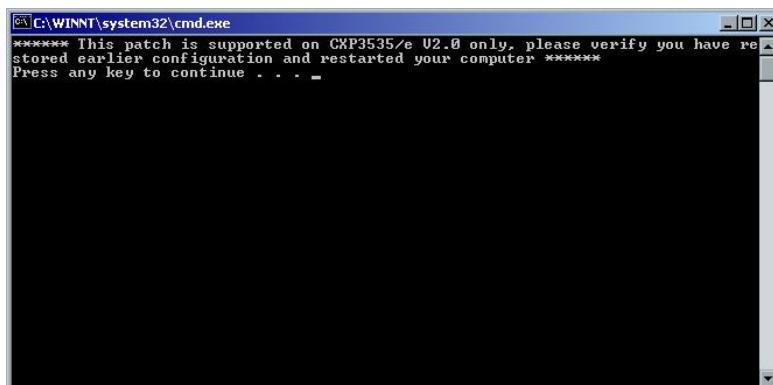
## Relevancy to the Spire Color Server Version

This solution is available for installation on top of the Spire CXP3535 color server 2.0 software.

## Installation Procedure

**Note:** Prior to loading the patch, verify that you have restored the configuration from the earlier 1\_SP3 version and restarted the computer.

1. Shut down the Xerox® DocuColor 3535 Printer-Copier.
2. Unzip the compressed utility file, **HFSynch.zip**, to the desktop.
3. Double-click the **HFSynch.exe** file.
4. Follow the instructions in the following window.



- Please log out from the application and press ENTER to continue.

```

C:\WINNT\system32\cmd.exe
***** This patch is supported on CKP3535/e U2.0 only, please verify you have re
stored earlier configuration and restarted your computer *****
Press any key to continue . . .
***** Please log out from the application *****
Press any key to continue . . . _

```

- After the files are installed, please log on to the application. When the Spire Application is running, press ENTER to continue.

```

C:\WINNT\system32\cmd.exe
***** This patch is supported on CKP3535/e U2.0 only, please verify you have re
stored earlier configuration and restarted your computer *****
Press any key to continue . . .
***** Please log out from the application *****
Press any key to continue . . .
***** Backup Version files *****
***** Installing new files *****
1 file(s) copied.
1 file(s) copied.
***** Please log on to the application *****
Press any key to continue . . . _

```

- Press ENTER to exit the program, and then test your restored hot folders and printers.

```

C:\WINNT\system32\cmd.exe
***** This patch is supported on CKP3535/e U2.0 only, please verify you have re
stored earlier configuration and restarted your computer *****
Press any key to continue . . .
***** Please log out from the application *****
Press any key to continue . . .
***** Backup Version files *****
***** Installing new files *****
1 file(s) copied.
1 file(s) copied.
***** Please log on to the application *****
Press any key to continue . . .
***** New files were successfully installed, please test your configuration ****
**
Press any key to continue . . . _

```

## Notes:

- The installation time is determined by the number of virtual printers or hot folders that are restored.
- To test the restored hot folders and printers, turn on the Xerox DocuColor 3535 Printer-Copier.

## About Creo

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