

WorkCentre[®] 5845/5855/5865/5875/5890

Software Installation Instructions

Important

- If upgrading a WorkCentre 58xx from an older version, make sure you check the configuration sheet and ensure versions match those on the first page. Specifically, the Document Feeder version should be 110.011.018. If your device did not update the Document Feeder to this version, reinstall the software again using the machine upgrade section on the web page of the device. If you do not have the correct Document Feeder version installed, you may continue to get sporadic document feeder related issues.
- A 0 byte clone file issue. Due to a change in how clone files are made, you may experience an issue where the clone file is 0 bytes AFTER upgrading to this release from a release prior to 072.xxx.004.0910x. To fix this problem, you can install the “CloneFix.dlm” (see install instructions) or use the following procedure. Run the Network Log creation procedure one time after the upgrade, then you can create good clone files. To create a Network Log, do the following: Open the web page of the device, select Properties (log in as admin when prompted) select General Setup, Select Network Logs, under “Download Files”, Select the “Start Download...” button. You do not need to save the files. Simply performing this action will resolve the issue. Now make a new clone.
- If the default SNMP community name strings have been changed on the device, install the snmp.dlm patch prior to installing software version 072.190.004.09101. This will ensure the custom community name strings are retained.
- Address book will not upgrade correctly. There are two options. 1) Before the upgrade, export the address book, upgrade the machine, import the address book. 2) Upgrade the device, export the address book, import the address book.

Purpose

The purpose of these upgrade instructions is to enable system administrators to upgrade their WorkCentre 5845/5855/5865/5875/5890 device.

The upgrade process will take about 20-30 minutes. The WorkCentre will be inoperable during this time period. Please ensure that the device is free of faults and jams before commencing any part of an upgrade process.

Web Interface Upgrade Process

Requirements

- Download the correct version of firmware for the target device.
Important: The DLM file must be extracted from the .zip file before it can be used.
- A computer with network access to the WorkCentre 5800 series device.
- The WorkCentre 5845/5855/5865/5875/5890 must have the HTTP option enabled. Refer to the System Administrator Guide for instructions.
- The WorkCentre 5845/5855/5865/5875/5890 must have the Machine Software upgrade option enabled. Refer to the System Administrator Guide for instructions.

Procedure

1. Read this before beginning the firmware update :

- Do not interrupt system once download is in process. Interruptions or loss of power may corrupt the engine firmware and render the system temporary unusable. (Service repair may be required to return the system to a working condition.)
- Some of the device’s settings may be changed from their present value back to the factory default values by the firmware update. It is recommended customers save the configuration page and use it as a reference to restore the device’s settings after the firmware update is complete.

2. Print and save a copy of the Configuration Page:
 - Press the Machine Status button on the device control panel.
 - Press the Information Pages button.
 - Select Configuration Report and press Print.
 - Note: The firmware versions currently installed are displayed on the left column on the first page, under the Software Versions heading.
3. Confirm that your current System Software firmware level is 071.190.xxx.xxxxx.
4. Open a Web Browser window and enter the ColorQube's IP Address, using the format "http://xx.xxx.xxx.xx". The IP Address is shown on the Configuration Report under the Common User Data heading. The Centreware® Internet Services web-page will appear.
5. Select the 'index' link (top right hand side of the page) then 'Manual Upgrade' from the Index window.
6. A Login screen may be displayed, use the System Administrator's username and password. After entering the correct username and password the 'Machine Software' page will be displayed. If necessary, again select the 'index' link (top right hand side of the page) then 'Manual Upgrade' from the Index window.

**** Proceed to Step 10 if the default SNMP community name strings have NOT been changed**

7. Select the Browse button and locate the DLM firmware file (snmp.dlm). This file will ensure the custom SNMP community name strings are retained during system software installation.
8. Select the 'Install Software' option to begin the upload process. Do not navigate away from this page while the upload is occurring. Depending upon your network speed many minutes may pass and then a pop-up will be shown with the message 'File has been submitted'; click OK. Once the file is sent close the browser window.
Important: If a pop-up appears displaying "File has not been submitted", repeat Step 7, ensuring the correct file was used.
9. Once the patch is installed, the system will automatically reboot. After the reboot has completed, a Software Upgrade Report will print followed by a Configuration Report.
10. Select the 'index' link (top right hand side of the page) then 'Manual Upgrade' from the Index window.
11. Select the Browse button and locate the DLM firmware file.
12. Select the 'Install Software' option to begin the upload process. Do not navigate away from this page while the upload is occurring. Depending upon your network speed many minutes may pass and then a pop-up will be shown with the message 'File has been submitted'; click OK. Once the file is sent close the browser window.
Important: If a pop-up appears displaying "File has not been submitted", repeat Step 5, ensuring the correct file was used.
 - Within several minutes, the machine will go into upgrade mode. A message will be displayed on the WorkCentre 5845/5855/5865/5875/5890 Local User Interface, indicating that the software upgrade is about to start.
 - During the actual upgrade, the WorkCentre 5845/5855/5865/5875/5890 will not be available via the network.
 - Soon after this, the Upgrade Interface window will be displayed on the WorkCentre 5845/5855/5865/5875/5890 Local User Interface, showing the upgrade progress of all relevant modules.
 - Once the relevant modules have finished upgrading, the system will automatically reboot. After the reboot has completed, a Software Upgrade Report will print followed by a Configuration Report.
13. (Optional) Install the CloneFix.dlm, repeat steps 7 & 8 and select the CloneFix.dlm. Once this step is complete, the network controller version will be appended with .584100v1.
 - Refer to the Software Upgrade Report and confirm that the 'Software Upgrade Result' is shown as 'Success'.
 - It is recommended to create a new clone file after the upgrade, previous clone files will not work correctly after the upgrade.