

# WorkCentre® 7845/7855

## Software Installation Instructions

### Important

- WorkCentre® 7845/7855 models require a separate pre-upgrade patch. This patch is provided to ensure the scanner software completes correctly. Failure to use the pre-upgrade patch on the WC 7845/55 may result in the device taking longer to upgrade and experience extra reboots during the process. The scanner pre-upgrade patch file name is WorkCentre\_7845-55-scanner\_sw\_preupgrade-patch.dlm
- 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 072.040.004.09100. 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® 7845/7855 device.

**Please note that there are specific software download files for your device. Failure to use the correct file for the target device will result in the device not upgrading properly.**

The upgrade process will take about 30-40 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.  
The .zip file also contains an additional xxxx-preupgrade-xxxx.DLM pre-upgrade patch file.  
**Warning:** Failure to load the pre-upgrade patch will result in a software upgrade failure.
- A computer with network access to the WorkCentre 7800 series device.
- The WorkCentre® 7845/7855 must have the HTTP option enabled. Refer to the System Administrator Guide for instructions.
- The WorkCentre® 7845/7855 must have the Machine Software upgrade option enabled. Refer to the System Administrator Guide for instructions.

## Procedure

1. Open a Web Browser window and enter the WorkCentre's IP Address, using the format "http://xx.xxx.xxx.xx".
2. Select the 'index' link (top right hand side of the page) then 'Manual Upgrade' from the Index window.
3. 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.
4. Select the Browse button and locate the WorkCentre\_7845-55-preupgrade-manual-patch.dlm pre-upgrade patch file.

**Warning: Failure to load the pre-upgrade patch will result in a software upgrade failure.**

5. Select the "Install Software" option to begin the upload process. Do not navigate away from this page while the upload is occurring. A pop-up will be shown with the message 'File has been submitted'; click OK.  
**Important: If a pop-up appears displaying "File has not been submitted", repeat Step 5, ensuring the correct file was used.**
6. Within a minutes, the machine will print a patch confirmation page on letter or A4 sized paper

**\*\* 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 Browse button and locate the correct DLM for the target device.
11. Select the 'Install Software' option to begin the upload process. Do not navigate away from this page while the upload is occurring. 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® 7845/7855 Local User Interface, indicating that the software upgrade is about to start.
- During the actual upgrade, the WorkCentre® 7845/7855 will not be available via the network.
- Soon after this, the Upgrade Interface window will be displayed on the WorkCentre® 7845/7855 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.
12. (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 after the upgrade.