Xerox® AltaLink® C80XX Series Multifunction Printers Embedded Web Server Software Upgrade Installation Instructions 101.xxx.xxx.xxxxx

Upgrading Software for Xerox® ConnectKey® Technology

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Xerox® AltaLink® C80XX Series Upgrade Instructions Using Embedded Web Server
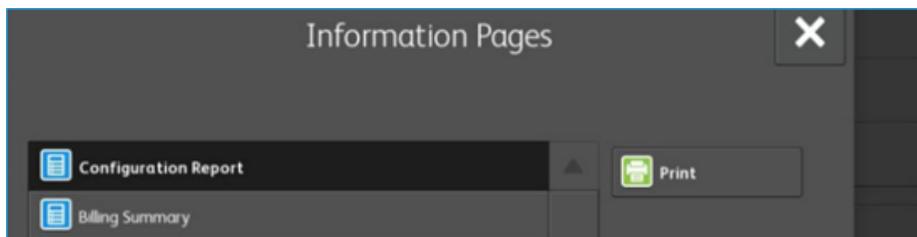
This document details the software upgrade instructions to support the Xerox® AltaLink® C80xx Multifunction Printer. The upgrade process can be performed on Xerox® AltaLink® Multifunction Printers built on ConnectKey® Technology that currently run software versions **100.xxx.xxx.xxxxx** or **101.xxx.xxx.xxxxx**.
Note: To access administrative and to perform the software upgrade procedures, you must have system administrator access privileges.

Print a Configuration Report and Identify Software Version

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 has been completed.

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

Upgrade Procedures

Software Upgrade Utility (Recommended)	To upgrade your device, we recommend that you use the Xerox® ConnectKey® Technology Software Upgrade Utility. This utility enables you to upgrade your device by running through our quick and easy-to-use tool interface. To use the recommended automatic upgrade process, follow the instructions provided.
Embedded Web Server Software Upgrade	If you experience problems with the Software Upgrade Utility, you can upgrade the software manually using the Embedded Web Server on the device.

This process updates devices running software versions 100.xxx.xxx.xxxxx or 101.xxx.xxx.xxxxx to a later version of software for Xerox® ConnectKey® Technology.

Requirements

1. Verify the current software version installed on your device. For instructions, refer to Print a Configuration Report and Identify Software Version. If the software version number does not start with 100 or 101, then the wrong device is being used.
2. Ensure that the printer is configured and connected to the network.
3. Ensure that you have the IP address of the Xerox® AltaLink® device and can connect to it successfully. To locate the IP address, refer to Print a Configuration Report and Identify Software Version.
4. Ensure that HTTP is enabled on your Xerox® AltaLink® device. For details, refer to the HTTP on the configuration page under **Protocols > HTTP** or *System Administrator Guide* for your device on www.xerox.com/office/support.

Notes: The zip file contains the Software Upgrade Utility instructions, Embedded Web Server Software Upgrade Instructions, ckupgrade-xxxxxxxxxxx.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 from 100.xxx.xxx.xxxx or 101.xxx.xxx.xxxxx to a later version manually, use the following instructions.

1. At your computer, download the Upgrade Software:
    a. To locate the software, Ctrl+Click on the link in the table for the device that is going to be upgraded

Device	Link to Software Zip Files
C8070	AltaLink C8070
C8045/C8055	AltaLink C8045/55
C8030/C8035	AltaLink C8030/35

   b. Click Accept to download software to your desktop.
   c. Double-Click on the downloaded Xerox®_AltaLink®_C80x0_Software_Upgrade_101xxxxxxxxxx.zip file and extract all content to the desktop. This should create a new directory on the desktop with the same name as the downloaded zip file.
   d. Enter the directory and double click down to find Xerox®_AltaLink®_x80xx_Software_Upgrade_101xxxxxxxxxx.zip file. Double-Click this zip file, enter the DLM directory and then enter the AltaLink_C80xx directory.
   e. Highlight the **1057305v9.dlm** file & the **AltaLink_C80xx_system-sw#101xxxxxxxxxx#ENG_MOD.DLM** file. Extract both files to the already created directory on the desktop.
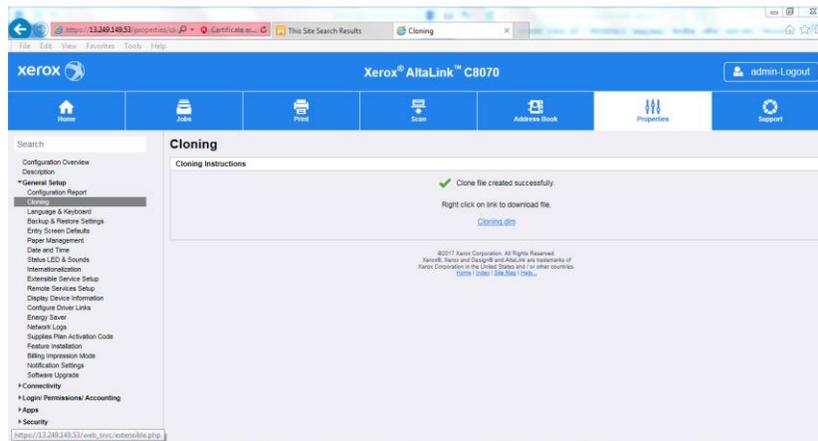
Creating the Clone File (Optional)

1. At your computer, open a Web browser, then type the IP Address of your Xerox® AltaLink® printer using the format **http://xxx.xxx.xxx.xxx**.
2. From the top menu click **Properties**. If you receive a security warning, click to continue. If the printer is locked, a login screen appears.
   Note: The default system administrator login user name is **admin** and the default password is **1111**.
3. Type the login details for the system administrator. The Configuration Overview page appears.
4. In the left-navigation pane, click **General Setup** > **Cloning.**
5. To clone all features, click the **Clone** button.
   Note: When the clone process completes, the following page appears.

6. Right-click the **cloning.dlm** hyperlink, then select **save target as.** Save the .dlm file to your local hard drive.

Enabling Software Upgrades

1. At your computer, open a Web browser, then type the IP Address of your Xerox® AltaLink® printer using the format **http://xxx.xxx.xxx.xxx.**
2. From the top menu click **Properties**. If you receive a security warning, click to continue**.** If the printer is locked, a login screen appears.

    Note: The default system administrator login user name is **admin** and the default password is **1111**.
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**.
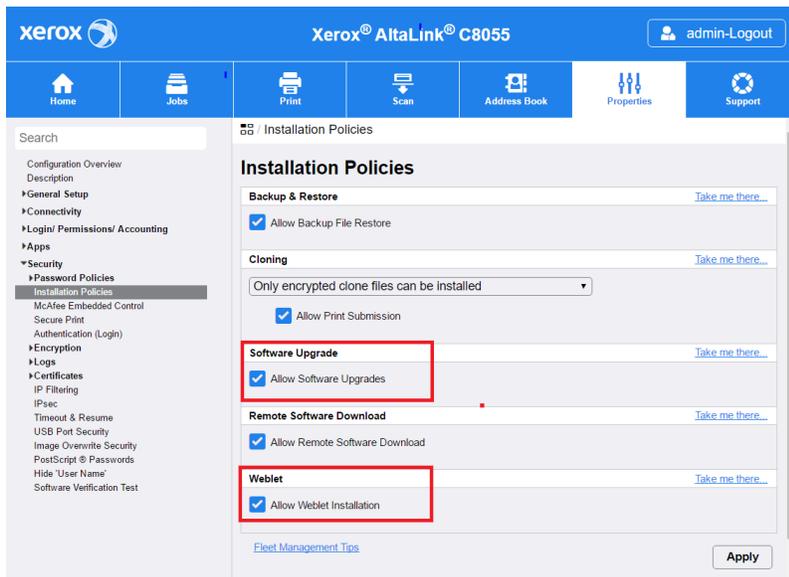
Installing the Software

If upgrading from a release that begins with 100.xxx.xxx.xxxxx,

1. Return to the Software Upgrade page, from the left-navigation pane, click **General Setup > Software Upgrade**.
2. At your computer, to perform the Software Installation for your device:

    a. Click **Browse**, then locate the **1057305v9.dlm** file that was saved to the directory on the desktop. Select the file, then click Open.

    b. Click **Install Software**. A file submission message appears. Click OK.

    c. Let the 1st software installation complete. Please note, if this file is not loaded prior to loading the software file the upgrade will fail.
3. After the first file is installed, return to Software Upgrade page, from the left-navigation pane, click **General Setup > Software Upgrade**.

    a. Click **Browse**, then locate the **AltaLink_C80xx_system-sw#101xxxxxxxxxxx#ENG_MOD.DLM** file saved to the directory on the desktop.

    b. Select the **AltaLink_C80xx_system-sw#101xxxxxxxxxxx#ENG_MOD.DLM** file, then click **Open.**

    c. Click **Install Software**. A file submission message appears. Click **OK**.
4. If the upgrade is successful, continue with instructions. If the upgrade fails and a failed upgrade report is generated, navigate to the Appendix for instructions on how to recover.

If upgrading from a release that begins with **101**.xxx.xxx.xxxxx,

1. Return to the Software Upgrade page, from the left-navigation pane, click **General Setup > Software Upgrade**.
2. At your computer, to perform the Software Installation for your device:
    a. Click **Browse**, then locate the **AltaLink_C80xx_system-sw#101xxxxxxxxxxx#ENG_MOD.DLM** file saved to the desktop.
    b. Select the **AltaLink_C80xx_system-sw#101xxxxxxxxxxx#ENG_MOD.DLM** file, then click **Open.**
    c. Click **Install Software**. A file submission message appears. Click **OK**.
3. If the upgrade is successful continue with instructions. If the upgrade fails and a failed upgrade report is generated, navigate to the Appendix for instructions on how to recover

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

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

When the software installation process completes, the device restarts automatically and prints a Software Upgrade Report and a new Configuration Report.

NOTE: If the software upgrade fails, please navigate to the Appendix for further instructions

Reapplying the Clone File (Optional)

1. At your computer, open a Web browser, then type the IP Address of your Xerox® AltaLink® printer using the format **http://xxx.xxx.xxx.xxx**.

2. From the top menu click **Properties**. If you receive a security warning, click to continue. If the printer is locked, a login screen appears.

   Note: The default system administrator login user name is **admin** and the default password is **1111**.

3. Type the login details for the system administrator. The Configuration Overview page appears.

4. In the left-navigation pane, click **General Setup** > **Cloning**.

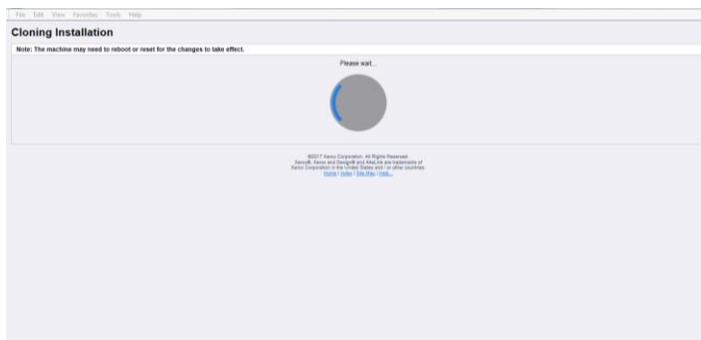5. Select **Browse** and locate the **cloning.dlm** file on your local hard drive.
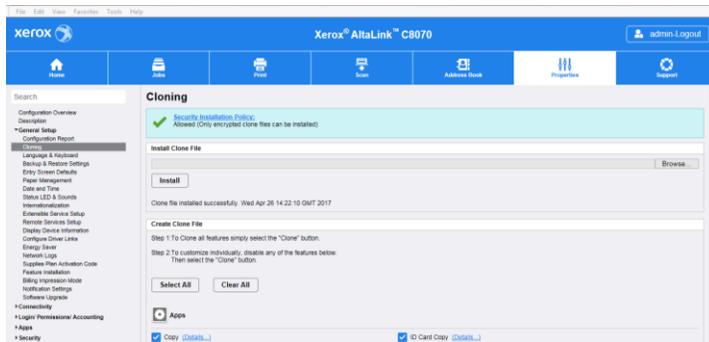

6. Click **Install.**
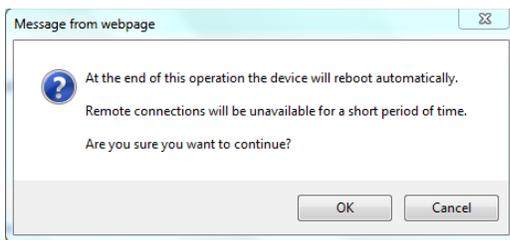
7. Click **OK**.

   Note: The Embedded Web Server is unavailable during cloning installation. When the cloning process completes, the device restarts automatically.

8. To verify that the clone file installed successfully, refresh the browser.

Congratulations! You have upgraded the software on your Xerox® AltaLink® device for Xerox® ConnectKey® Technology successfully!

Appendix: 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 instructions below.

- Printed Error Report showing "Launch Release Missing"
- Printed Error Report showing "Launch Release Corrupted"
- Printed Error Report showing "Launch Release Version Mismatch"

1. The Launch DLM Recovery Patch (LDRP) needs to be loaded on the device. The recovery patch is speed specific so use the following table to determine which patch to load:

Device	Recovery Patch	Link
C8030/35	LDRPC803035v1.dlm	LDRPC803035v1
C8045/55	LDRPC804555v1.dlm	LDRPC804555v1
C8070	LDRPC8070v1.dlm	LDRPC8070v1

2. Follow the appropriate Link above. Click Accept to download the zip file to the desktop.
3. Double-Click the downloaded file and unzip to the desktop.
4. The identified patch needs to be loaded via EWS.

    i. At your computer, open a Web browser, then type the IP Address of your Xerox® AltaLink® printer using the format **http://xxx.xxx.xxx.xxx.**

    ii. From the top menu click **Properties**. If you receive a security warning, click to continue. If the printer is locked, a login screen appears.

        a. Note: The default system administrator login user name is **admin** and the default password is **1111**.

    iii. Type the login details for the system administrator. The Configuration Overview page appears.

    iv. From the left-navigation pane, click **General Setup > Software Upgrade**.

        a. Click **Browse**, then locate the LDRPx80xxV1.dlm file that was unzipped to the desktop.

        b. Select the located file, then click **Open.**

        c. Click **Install Software**. A file submission message appears. Click **OK**.

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

5. Once completed, reboot the device
6. Try Software Upgrade again. The pre-install patch 1057305v9.dlm does not need to be loaded again.

If instead during the upgrade the EWS screen provided an error notification saying the software file in invalid, please check the following:

    i. Print a Configuration Sheet and check the Device Software. Validate that is begins with 100.xxx.xxx.xxxxx.

    ii. Next check the Network Controller software version under Software Version. If the listed version for the Network Controller is not appended with 1057305v9.dlm, the required patch was not loaded. Please navigate to page 5 Section "Installing Software" and follow the upgrade procedure under the section If upgrading from a release that begins with **100**.xxx.xxx.xxxxx: