

Customer Tips

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... for the user

How to Upgrade, Patch or Clone Xerox Multifunction Devices

This document applies to the **Xerox** products indicated in the table below. For some products, it is assumed that your device is equipped with the appropriate option to support this document.

x	WC 232/238/245/255/265/275
x	WC 4150
X	WC 56xx Series
x	WC 7655/7665/7675
x	WC Pro 165/175
x	WC M35/M45/M55
x	WC M165/M175
x	WC Pro 32/40 Color
x	WC Pro 35/45/55
x	WC Pro 65/75/90
x	WC Pro 232/238/245/255/265/275
x	WC Pro C2128/C2636/C3545
x	DC 555/545/535
x	DC 490/480/470/460
x	DC 440/432/430/425/420
X	DC 332/340
X	DC 240/255/265
X	DC 220/230

Purpose

The audiences for this document are system administrators and IT professionals who manage Xerox Document Centre, WorkCentre, and WorkCentre Pro devices. It describes how to:

- Upgrade: Perform a remote upgrade to a newer software level for one or more devices.
- Patch: Apply a patch to one or more devices to fix a minor issue.
- Clone: Send a clone file to one or more devices to match a group of configuration options to those of another device.

Upgrade / Patch / Clone Process Overview

The upgrade / patch / clone process involves a .dlm (downloadable module) file that is submitted to a Xerox device.

Note: WC 4150 upgrade / patch / clone files use an .hd extension.

When it is received, the Xerox device verifies the file is valid then proceeds with one of the following:

- In a remote upgrade process, the device checks to see if the software it contains is different from its current system software. If so, the device temporarily goes off-line, begins to install the new software and then restarts the device when the install is complete. When new system software is submitted and the install process begins, a print job in progress and all jobs in the print queue are deleted. The device's Web interface is not available during an upgrade install (approximately ½ hour). Table 2 shows which devices support remote upgrades.
- When a patch or clone file is received it is immediately installed. The device does not reboot following a clone file install. A patch may cause a reboot. Jobs remain in the queue until a patch or clone is complete, then continue processing. Table 2 shows which devices support patch and clone installation.

You can monitor the upgrade / patch / clone progress on the device's touch screen.

Obtaining An Upgrade / Patch / Clone File

Upgrade and patch files are downloaded from Xerox.com or provided by Xerox support.

A clone file is generated from a multifunction device by a system administrator. The clone file creates a “snap shot” of configuration settings the system administrator can upload on other devices.

Different Methods for Different Environments

You can choose from several methods to upgrade / patch / clone one or more devices. This document helps you choose the best method for your environment, generally based on the number of devices that require an upgrade / patch / clone.

The following methods are available:

1. Use a manual process to send an upgrade / patch / clone file to the device using the device’s Web page (see “Method 1” later in this document).
2. Send an upgrade / patch / clone file to a single device using an LPR command (see “Method 2” later in this document).
3. Send an upgrade / patch / clone file to multiple devices using a batch file of LPR commands (see “Method 3” later in this document).
4. Use Xerox Device Manager (XDM) or CentreWare Web (CWW) to send upgrade / patch / clone files to multiple devices (see “Method 4” later in this document).
5. Use the device Auto-Upgrade feature to automatically retrieve upgrade files from a local FTP server and install the upgrade (see “Method 5” later in this document). This method is only available to perform device upgrades, not patches or clones.

Table 1

How many devices?	Methods				
	Web Page (see Method 1)	LPR (see Method 2)	LPR batch (see Method 3)	XDM / CWW (see Method 4)	Auto-Upgrade (see Method 5)
1	Easy, simple	Easy, simple	More complex than needed.	Reasonably easy	More complex than needed for 1 device.
2-50	Easy, simple, takes a bit of time for full upgrade.	Easy, simple	Easy and convenient, runs with little attention required.	Easy task for a number of devices.	Helpful for multiple machines.
51-200	Simple but somewhat tedious, takes a long time for full upgrades.	Simple, a bit repetitive	Easy and convenient, runs with little attention required.	Easy task for a number of devices.	Helpful for multiple machines.
201 +	Simple but tedious, takes a long time for full upgrades.	Simple, but repetitive	Easy and convenient, with little attention required.	Easy task for a number of devices.	Helpful for multiple machines.
Requirements and notes	HTTP access. Do not refresh page while upgrade loading.	LPR access	LPR access	SNMP and port 9100	FTP server Upgrade only.
Access to the device Web page is strongly recommended to monitor the device. For example, check jobs in the queue before an upgrade or see if the device accepted changes following an upgrade.					
Call Xerox Support for help to use any of these methods.					

Table 2 shows the upgrade / patch / clone activities and methods the Xerox devices support.

Table 2

Xerox Device	Is the activity possible on this device?			If the activity is possible, is this transmission method available?			
	Upgrade*	Patch	Clone	Manual Web Page (Method 1)	LPR (Methods 2, 3)	XDM/CWW (Method 4)	Auto Upgrade* (Method 5)
WC 4150	Yes	Yes	Yes	Yes	Yes	Yes	No
WC 56xx Series	Yes	Yes	Yes	Yes	Yes	Yes	Yes
WC 7655/7665/7675	Yes	Yes	Yes	Yes	Yes	Yes	Yes
WC/WCP 232/238/245/255/ 265/275	Yes	Yes	Yes	Yes	Yes	Yes	Yes
WC Pro C2128/C2636/C3545	No	Yes	Yes	Yes	Yes	Yes	No
WC M165/M175 and WC Pro 165/175	Yes	Yes	Yes	Yes	Yes	Yes	Yes
WC Pro 32/40 Color	No	Yes	Yes	Yes	Yes	Yes	No
WC Pro 65/75/90	No	Yes	Yes	Yes	Yes	Yes	No
WC M35/M45/M55 and WC Pro 35/45/55	Yes	Yes	Yes	Yes	Yes	Yes	Yes
DC 555/545/535	Yes	Yes	No	Yes	Yes	Yes	Yes
DC 490/480/470/460	No	Yes	No	No	Yes	Yes	No
DC 440/432/425/420	No	Yes	No	No	Yes	Yes	No
DC 332/340	No	Yes	No	No	Yes	Yes	No
DC 240/255/265	No	Yes	No	No	Yes	Yes	No
DC 220/230	No	Yes	No	No	Yes	Yes	No

*Performed by the system administrator.

Method 1 – Using the Device Web Page for a Manual Upgrade / Patch / Clone

Prerequisite

The device's IP address or hostname is required to access its Web page.

Process

Note: Do not navigate away from or refresh the page while upgrade / patch / clone file is transmitted, or the file is deleted.

1. Download and store the upgrade / patch / clone file to a convenient location on your PC (for example, C:\temp).
2. If the file has a .zip extension, extract the files from it.
3. Open a Web browser and enter the IP address of a Xerox device in the **Address** field.
4. Select **Index** in the upper right portion of the screen.
5. Select **Manual Upgrade**.



6. Click the **Browse** button to find and select the upgrade / patch / clone file, (example: **P29_WC2xx-Only_HTTP.dlm**).
7. Click **Install Software**.
8. Enter the **User Name** (default = **Admin**) and the **Password** (default = **1111**) of the device. The WorkCentre automatically begins the install process.

To verify the upgrade / patch / clone occurred, see "Verifying a Successful Upgrade, Patch or Clone," later in this document.

Method 2 – Sending an LPR Command to a Single Device

Prerequisite

LPR protocol must be enabled (the default).

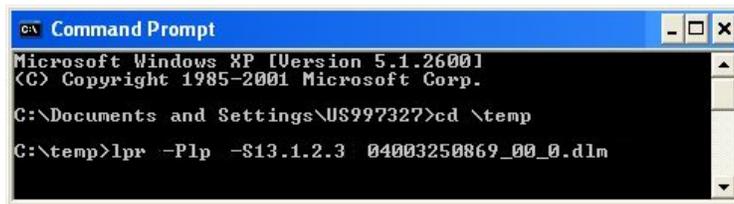
Process

To install an upgrade / patch / clone using an LPR command:

1. Download and store the patch or upgrade file to a convenient location on your PC (for example, C:\temp).
2. If the file has a .zip extension, extract the files from it.
3. Open a DOS window.
4. Change to the folder where you downloaded the file (for example, cd \temp)
5. Run the command to send the file to the device:

LPR -Plp -s{ip-address-of-the-device} filename

for example: **LPR -Plp -s13.1.2.3 04003250869_00_0.dlm**



```
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\US997327>cd \temp
C:\temp>lpr -Plp -s13.1.2.3 04003250869_00_0.dlm
```

To verify the upgrade / patch / clone occurred, see “Verifying a Successful Upgrade, Patch or Clone,” later in this document.

Method 3 – Sending LPR Commands to Multiple Devices in a Batch File

Prerequisite

The LPR protocol must be enabled (the default).

Process

The LPR batch file consists of a series of single LPR commands grouped so that only one command is required to install an upgrade / patch / clone to multiple devices.

1. Download and store the patch or upgrade file to a convenient location on your PC (for example, C:\temp).
2. If the file has a .zip extension, extract the files from it.

3. In the same location as the upgrade / patch / clone file you downloaded, create a batch file, similar to the following example, listing the IP addresses of the device you are upgrading.

Example:

```
-----SendFile.BAT ----
```

```
LPR -Plp -S13.1.2.3 04003250869_00_0.dlm
```

```
LPR -Plp -S13.2.4.6 04003250869_00_0.dlm
```

```
LPR -Plp -S13.3.6.9 04003250869_00_0.dlm
```

```
...
```

```
LPR -Plp -S13.97.98.99 04003250869_00_0.dlm
```

4. Open a DOS window.
5. Change directory to the location of the file you downloaded (for example, cd \temp).
6. Run the batch file of commands to send the file to the devices: `Sendfile.bat`

To verify the upgrade / patch / clone occurred, see "Verifying a Successful Upgrade, Patch or Clone," later in this document.

Suggested Practice

If upgrading approximately 20 or more devices, it is usually best to send an upgrade / patch / clone file to a few devices at a time so that you can monitor the results. An easy way to control the upgrade / patch / clone process is to insert the PAUSE command after every 10 lines of the batch file, so that you can review its progress and check the results before letting it continue.

```
LPR -Plp -S13.1.2.3 04003250869_00_0.dlm
```

```
LPR -Plp -S13.2.4.6 04003250869_00_0.dlm
```

```
LPR -Plp -S13.3.6.9 04003250869_00_0.dlm
```

```
pause
```

```
LPR -Plp -S13.4.8.12 04003250869_00_0.dlm
```

```
...
```

```
LPR -Plp -S13.97.98.99 04003250869_00_0.dlm
```

Method 4 – Using Xerox Device Manager or CentreWare Web to Upgrade / Patch / Clone Multiple Devices

Prerequisites

- Install XDM or CWW and add the devices. CWW is available free on Xerox.com and runs on a workstation with XP or above.
- Enable Port 9100 protocol on the device (the default).
- Perform a CWW Rediscovery (also called a Sweep Refresh) to display the most current information about each device. To run the sweep, on the CWW home page select **Administration>Discovery>Discovery Methods** and type **Sweep Refresh**.

Process

Use the XDM / CWW Upgrade Wizard to send the upgrade / patch / clone file to multiple devices.

1. On the CWW home page, select **Wizard>Upgrade Printers**.



2. On the first page of the Wizard click **Add/Delete Files**.



3. Browse to the upgrade / patch / clone file, select it and click **Back**. The wizard's second page is displayed.



4. Select the Group of devices to upgrade / patch / clone and click **Continue**. The Wizard's third page is displayed.
5. Select the model of the device(s) to receive the upgrade / patch / clone and click Continue. The last Wizard page appears.



6. A list of the devices you identified appears. Check the box of each device to upgrade / patch / clone or check **Select All**. Click **Finish** to complete the Wizard and begin the process.

Suggested Practice

Use CWW to create filters that identify the devices needing an upgrade / patch / clone based on the firmware level or a configuration value.

The following procedure uses filters that identify devices based on firmware level.

1. Create a new Group called: **Needs to be upgraded**.



2. Select **Group Actions>Configuration>Membership Filter** and choose **Firmware Level Not Equal to {the device’s software level following the upgrade}**.
Note: This group contains devices with firmware levels higher than the newly upgraded level, if any.
3. Create another new Group called **Has been upgraded**.
4. Select **Group Actions>Configuration>Membership Filter** and choose **Firmware Level is Equal to {the target software level }**.
5. Run a Rediscovery (Sweep Refresh) so that the server updates the Firmware Level listed for each device.

Method 5 – Using Auto Upgrade

Prerequisites

- Retrieve a system software file from Xerox.com and move it to an FTP server. To ensure your devices maintain the most current software, check Xerox.com regularly for new system software versions.
- Software upgrade capability enabled on the device. By default this setting is enabled. Refer to the documentation that shipped with your device if you wish to check the setting.

Process

This method configures the device to check a local server for a system software file. If a file is available, the device checks the file version and compares it to its own. If the server contains a system software version the same (or older) than that on the device, no download occurs. Otherwise, the file is transferred and the upgrade takes place.

1. Open a Web browser and enter the IP address of the device in the **Address** field, then press **Enter**.
2. Select the **Properties** tab, then select **Services>Machine Software>Auto Upgrade**.



3. Check the **Enabled** box to enable the auto upgrade feature.
4. In the **Refresh Start Time** section, select **Hourly** or **Daily** to indicate the frequency the device checks the server for an upgrade. If Daily is selected, enter the **Hour** and **Minute** and select **AM** or **PM**.
5. In **File Server IP Address** enter the IP address of the FTP server where the system software upgrade file is located.
6. In **Directory Path** enter the path to the upgrade file on the server.
7. Enter the **Login Name** and **Password** for the FTP server.
8. Click **Apply**.

The device automatically checks the FTP server for a system software file at the time specified. If an upgrade process starts, network connectivity is unavailable, including access from Internet Services.

To verify the upgrade / patch / clone occurred, see “Verify Your System Software Version,” later in this document.

Suggested Practice

To avoid a surge in network traffic auto upgrade devices in groups.

1. Create 10 sub-folders on the FTP site (example: **ftp-server/upgrades/batch1**, **ftp-server/upgrades/batch2**, ...)
2. Enter the **...batch1** folder as the **Directory Path** on the Auto Upgrade Web page of several devices.
3. Enter the other folders, evenly distributed, as the Directory Path of the rest of the devices.
4. When a new system software upgrade file is retrieved from Xerox, place it in the **...batch1** folder only. When complete, check to see that the upgrade occurred and no problems are reported.
5. Copy the system software file from **...batch1** to the **...batch2** folder. Verify the upgrade is successful then move the file to the next folder until all devices are upgraded.

Verifying a Successful Upgrade / Patch / Clone

Upgrade / Patch

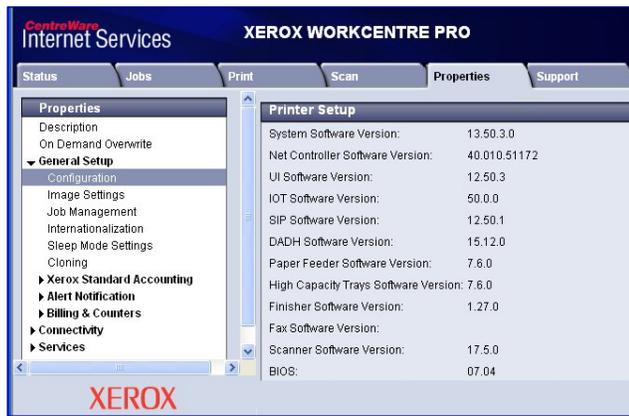
To determine your System Software version, you can either print a Configuration Report or view the version on the device’s Web page.

To print a configuration report from the local user interface at the machine:

1. Press **Machine Status** on the device’s Control Panel.
2. Touch **Print Configuration Reports**.
3. Touch **Print System Configuration Report**.
4. Verify the System Software Version number is the same as the version you installed.

To view the version from the device’s Web interface:

1. Open a Web browser and enter the IP address of the device in the **Address** field, then press **Enter**.
2. Select the **Index** icon in the upper middle portion of the screen.
3. Select **Configuration**.
4. Scroll to **Printer Setup** section that displays the **System Software Version**.



Clone

To determine if a clone file installed correctly:

1. Open a Web browser and enter the IP address of the device in the **Address** field, then press **Enter**.
2. Navigate to a page that displays a configuration setting the clone file contained. Verify the setting matches that of the clone file.

Suggested Practices

When you create multiple clone files rename the file so that it is easily identified, for example, **Clone_Lab_WC238.dlm**.

Additional Information

Xerox Customer Support welcomes feedback on all documentation - send feedback via e-mail to: USA.DSSC.Doc.Feedback@mc.usa.xerox.com.

You can reach Xerox Customer Support at 1-800-821-2797 (USA), TTY 1-800-855-2880 or at <http://www.xerox.com>.

Other Tips about Xerox multifunction devices are available at the following URL: <http://www.office.xerox.com/support/dctips/dctips.html>.

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