

# Xerox® WorkCentre® and Xerox® ColorQube® Installation Guide for ConnectKey™ Products Scanning Issue Patch



## Patch Release Date

21 August 2013

## Impacted Products

WorkCentre® 58xx, 72xx, 78xx

ColorQube® 8700/8900, 93xx

## Purpose

Only use this patch for the specific purpose identified below.

The JBIG2 based compression approach in some Xerox® products uses pattern matching for text. There is an error condition in the scanning function of these products in which characters can potentially be substituted for others. Scanning to digital files is the only function affected. Printing, copying, and traditional faxing are not affected.

JBIG2 is a compression standard that may use pattern matching to create very small file sizes. Character substitution is possible when pattern matching is used with **stress documents**; characterized as documents that have a combination of small fonts, are hard to read, contain stray pixels and/or have been scanned multiple times.

This patch updates the network controller software to remove pattern matching and adds a new MIB OID to validate the change has been successful.

Once the patch installs, file sizes may be slightly larger. The patch appends .LL to the network controller version number on the printed configuration sheet and the **Configuration** page in CWIS. Another method to validate the patch install is with the new MIB object.

The MIB object can be queried by using an SNMP tool, such as snmpget, to query the following OID: 1.3.6.1.4.1.253.8.53.13.2.1.6.1.180.38

**Example** Type the following command. Compare the result you receive with the result below.

```
snmpget -v2c -cpublic <device IP> 1.3.6.1.4.1.253.8.53.13.2.1.6.1.180.38
```

The result should be: xcmHrDevDetailValueInteger.1.180.38 1

## Before Installing

Check to make sure the product is at the correct software level for this patch.

Product	Software Level
ColorQube® 8700/8900	071.161.xxx.xxxxx
WorkCentre® 58xx/72xx/78xx ColorQube® 93xx	071.xxx.xxx.xxxxx

The DLM file must be extracted from the .zip file before it can be used.

## Installation Requirements

- A computer with network access to the Xerox® ConnectKey® Products.
- The ConnectKey® Product must have the HTTP option enabled. Refer to the System Administrator Guide for instructions.
- The ConnectKey® must have the Machine Software upgrade option enabled. Refer to the System Administrator Guide for instructions.

## Installation File

The Xerox® ConnectKey® Patch Install File is: **LLConnectKeyV1\_.dlm**

## Installation Instructions

1. Save the “LLConnectKeyV1\_.dlm” files to a convenient location at your workstation.
2. The .dlm file can be submitted to the device via several methods, but upgrades must first be enabled at the product's Web User Interface (Web UI).
  - a. Enter the product's IP address in your web browser.
  - b. On the Web UI navigate to **Properties > General Setup > Machine Software > Upgrades**.
  - c. Make sure the **Upgrades Enabled** box is checked.
3. The following two methods are available for submitting the .dlm to the system once upgrades are enabled:
  - a. Via the Manual Upgrade Web UI page:
    - i. Navigate to **Properties > General Setup > Machine Software > Manual Upgrade**.
    - ii. Select **Browse...** and find the .dlm file.
    - iii. Select **Install Software**.
  - b. Via a print protocol such as LPR/LPD or Port 9100 (Raw TCPIP Printing): Submit the .dlm file to the device as a print job.
4. Patch Installation begins several minutes after the software file is submitted to the machine and may take up to 20 minutes. The machine automatically reboots once the installation is complete.



5. Make sure the **Upgrade Enabled** box is reset to the previous state.
6. If the patch has previously been installed or is not compatible with your product, it will not install and a failure confirmation sheet will print.

This patch can also be installed using Xerox Device Manager (XDM) or Xerox<sup>®</sup> CentreWare<sup>®</sup> Internet Services Web (CWW). Follow the XDM/CWW documentation for the steps required to install this patch with those tools.

