

CentreWare Web 5.8.107 and higher  
August 2013  
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# Xerox<sup>®</sup> CentreWare<sup>®</sup> Web Identifying and Applying Scanning Firmware Patch



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# Introduction

There have been reports regarding errors with the scanning function of some of our office devices in which characters can potentially be substituted for others. This does not impact printing, copying and traditional fax functions. Xerox has developed a software patch that can be remotely downloaded to each device. This software patch will eliminate the possibility for character substitution in all modes.

This document will explain how to identify these devices and apply the software patch using Xerox® CentreWare® Web.

## Audience

The intended audience of this document is IT departments that wish to use CentreWare Web to address this problem. The user performing the tasks will need to have CentreWare Web Power Users permissions or higher.

## Workflow

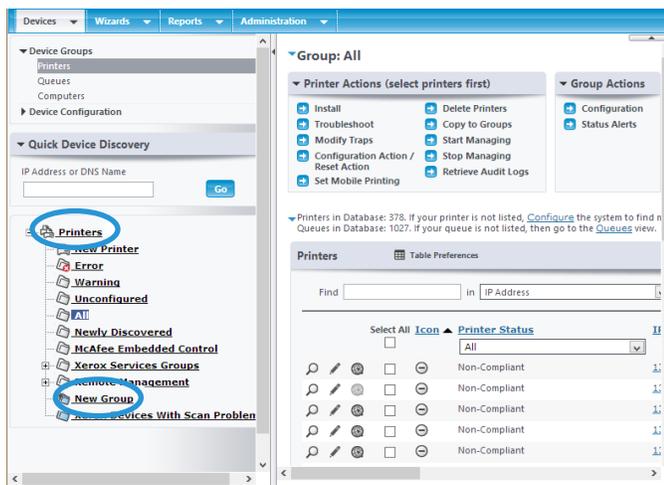
- 1 Identify Devices
- 2 Enable Firmware Patch Upgrade
- 3 Apply Firmware Patch
- 4 Final Verification
- 5 Disable Firmware Patch Upgrade

# Identify and Correct Devices

## Identify Devices

Follow the steps below to identify the devices that have character substitution issues by creating multiple dynamic groups.

1. Go to **Printers > Device Groups > Printers**. Select **New Group** from the left-hand directory tree.



2. Type **WorkCentre 51xx,56xx,57xx,58xx** as the name of the group.

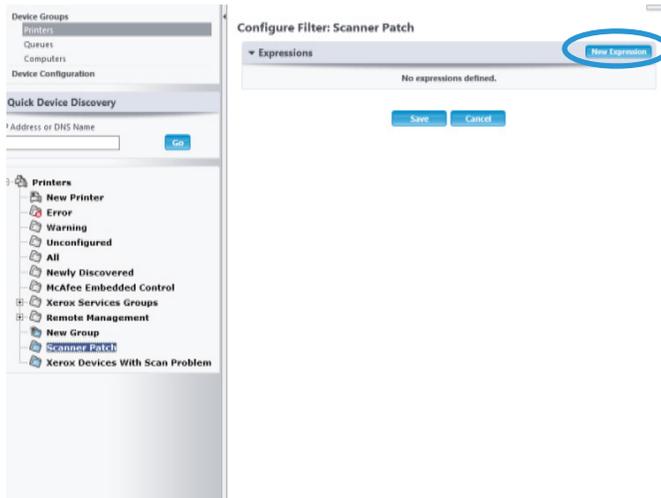
**Note** You can also enter in the rest of the information, but the Name is the only required field.

The screenshot shows the 'New Group' dialog box. The 'Group Name' field is highlighted with a blue circle and contains the text 'Scanner Patch'. The 'Group Type' section has 'Top Level Group' selected. The left sidebar shows a tree view of device groups, with 'Scanner Patch' highlighted in blue.

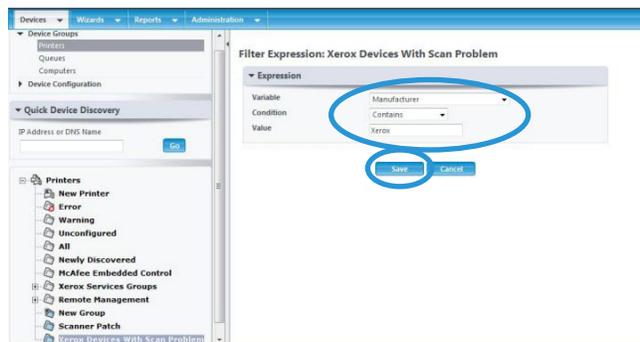
3. The group appears in the list on the left hand navigation. The properties of the group are visible. Go to the Membership Filter box and select **Configure**.

The screenshot shows the 'Group Configuration: Scanner Patch' page. The left sidebar shows the 'Scanner Patch' group highlighted in blue. The main content area shows the 'Properties' section with fields for Identity, Communication Settings, Status Retrieval, Extended Data Retrieval, Extended Security Retrieval, Audit Log Retrieval, History Retrieval, and Data Synchronization. The 'Membership Filter' section at the bottom has a 'Configure' button highlighted with a blue circle.

4. In the Configure Filter: <Group Name> page select **New Expression**.



5. Complete the fields under Expression as follows:
- Variable:** Select a manufacturer from the dropdown list.
  - Condition:** This drop down menu updates after a Variable is entered. Select an option from the dropdown list.
  - Value:** Type **Xerox**.
  - Select **Save**.



6. Select **New Expression** again and enter the following information into each field, and select **Save**.

**Note** Select the **Save** option for each of the options in the table below.

Variable	Condition	Value
Firmware Level	Does Not Contain	.LL <b>Note</b> You must include the leading period.
Printer Model	Contains	<b>WorkCentre 5[1678]</b>

7. The Variables in the Expressions window should look similar to the image below. Select **Save**.



8. Repeat steps 1 through 7 of this procedure with the following caveats: In step 2 type the name **WorkCentre 5030,5050** and in step 6 use the following options for the filter Expression:

Variable	Condition	Value
Model	Contains	<b>Xerox</b>
Firmware Level	Does Not Contain	.LL <b>Note</b> You must include the leading period.
Printer Model	Contains	<b>WorkCentre 50[35]</b>

9. Repeat steps 1 through 7 of this procedure with the following caveats: In step 2 type the name **WorkCentre 75xx,76xx,77xx,78xx** and in step 6 use the following options for the filter Expression:

Variable	Condition	Value
Model	Contains	<b>Xerox</b>
Firmware Level	Does Not Contain	.LL <b>Note</b> You must include the leading period.
Printer Model	Contains	<b>WorkCentre 7[5678]</b>

10. Repeat step 1 through 7 of this procedure with the following caveats: In step 2 type the name **WorkCentre 7220,7225** and in step 6 use the following options for the filter Expression:

Variable	Condition	Value
Model	Contains	<b>Xerox</b>
Firmware Level	Does Not Contain	.LL <b>Note</b> You must include the leading period.
Printer Model	Contains	<b>WorkCentre 722[05]</b>

11. Repeat step 1 through 7 of this procedure with the following caveats: In step 2 type the name **WorkCentre 6400** and in step 6 use the following options for the filter Expression:

Variable	Condition	Value
Model	Contains	<b>Xerox</b>
Firmware Level	Does Not Contain	.LL <b>Note</b> You must include the leading period.
Printer Model	Contains	<b>WorkCentre 6400</b>

12. Repeat step 1 through 7 of this procedure with the following caveats: In step 2 type the name **ColorQube 92xx,93xx** and in step 6 use the following options for the filter Expression:

Variable	Condition	Value
Model	Contains	<b>Xerox</b>
Firmware Level	Does Not Contain	.LL <b>Note</b> You must include the leading period.
Printer Model	Contains	<b>ColorQube 9[23]</b>

13. Repeat step 1 through 7 of this procedure with the following caveats: In step 2 type the name **ColorQube 87xx,89xx** and in step 6 use the following options for the filter Expression:

Variable	Condition	Value
Model	Contains	<b>Xerox</b>
Firmware Level	Does Not Contain	.LL <b>Note</b> You must include the leading period.
Printer Model	Contains	<b>ColorQube 8[79]</b>

14. Repeat step 1 through 7 of this procedure with the following caveats: In step 2 type the name **WorkCentre Pro 2xx** and in step 6 use the following options for the filter Expression:

Variable	Condition	Value
Model	Contains	<b>Xerox</b>
Firmware Level	Does Not Contain	.LL <b>Note</b> You must include the leading period.
Printer Model	Contains	<b>WorkCentre Pro 2</b>

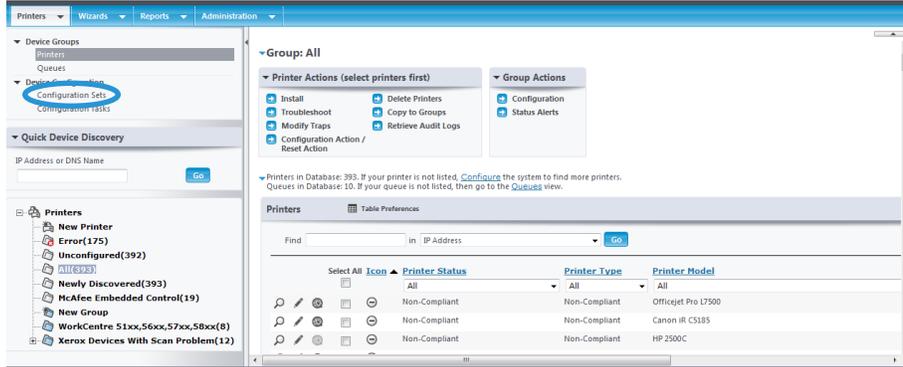
15. Repeat step 1 through 7 of this procedure with the following caveats: In step 2 type the name **BookMark 40,50** and in step 6 use the following options for the filter Expression:

Variable	Condition	Value
Model	Contains	<b>Xerox</b>
Firmware Level	Does Not Contain	.LL <b>Note</b> You must include the leading period.
Printer Model	Contains	<b>BookMark</b>

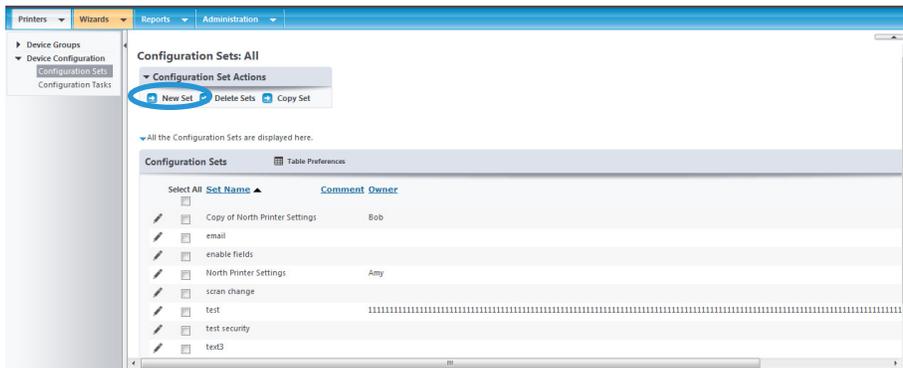
# Enable Firmware Patch Upgrade

Once you have identified the devices requiring the patch, you will need to enable firmware patch upgrades on them. Follow the steps below to enable a firmware patch upgrade on a family of printers.

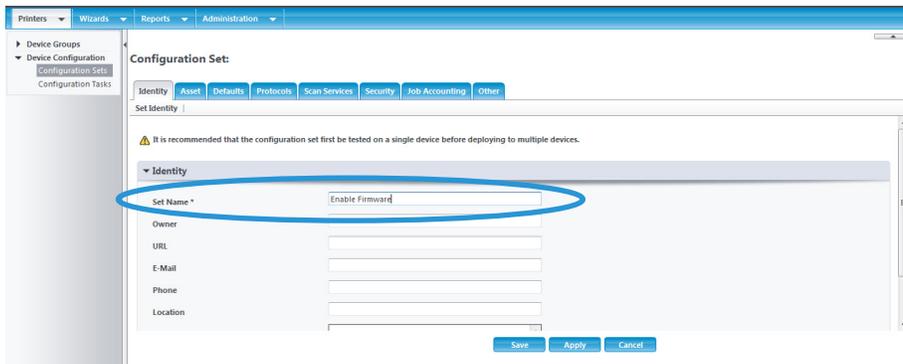
1. Go to **Printers > Device Configuration > Configuration Sets**.



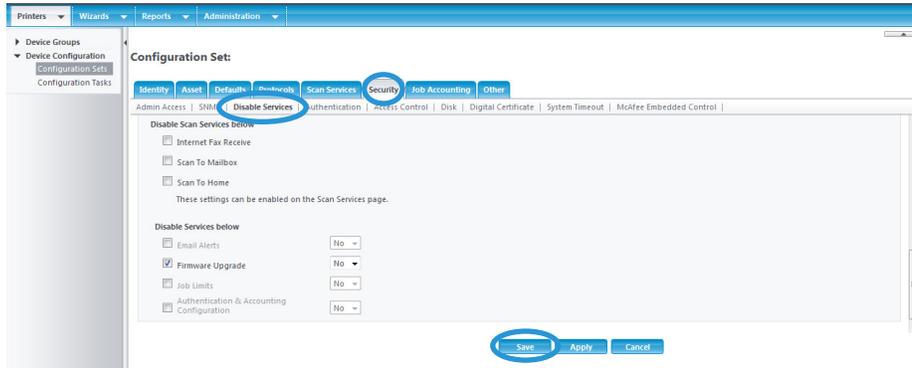
2. Under Configuration Set Actions select **New Set**.



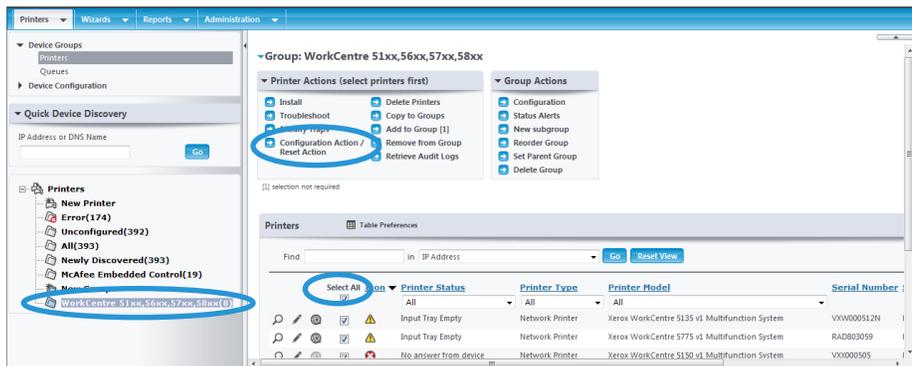
3. Type **Enable Firmware** for the Set Name on the Identity Tab.



4. Go to **Security > Disable Services** and scroll to the bottom of the page.
5. Check the **Firmware Upgrade** box, ensure the dropdown is set to **No**, and then select **Save**.

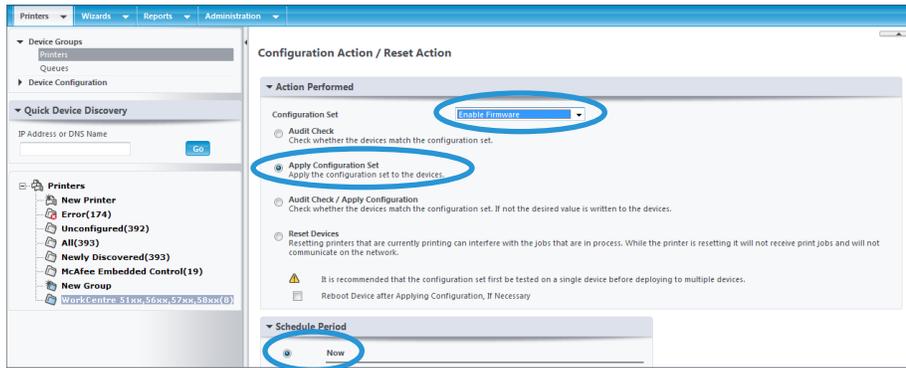


6. Select **Printers > Devices Groups > Printers** and select the group **WorkCentre 51xx,56xx,57xx,58xx** created earlier in Identify Devices.
7. Check **Select All**.
8. Select **Configuration Action / Reset Action**



9. Under Configuration Set select the Enable Firmware that we just created.
10. Select **Apply Configuration Set**.

11. Select **Now** under Schedule Period and select **Save**.



12. Select **Configuration Tasks** from under Device Configuration.

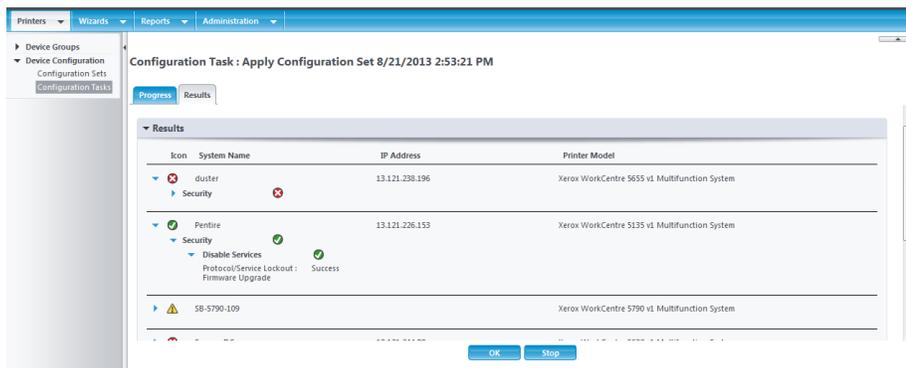
13. Check the configuration task that you just created. (The date and time will be in the name.)

14. Select the **Actions** dropdown menu and select **View Results / Progress**.



15. When the Progress bar is at 100% select the Results tab and verify that all devices have a  next to them. If they do not, correct the issue to apply the configuration set again or enable firmware upgrade by going to the printer's web page.

**Note** Not all devices have the ability to disable firmware upgrades, so if your devices are older they may not have this feature.

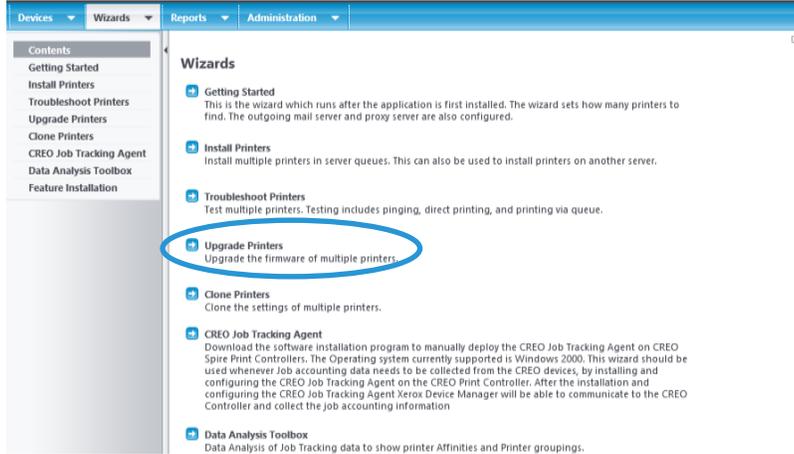


16. Repeat steps 1 through 15 of this procedure for each of the groups created in the [Identify Devices](#) section.

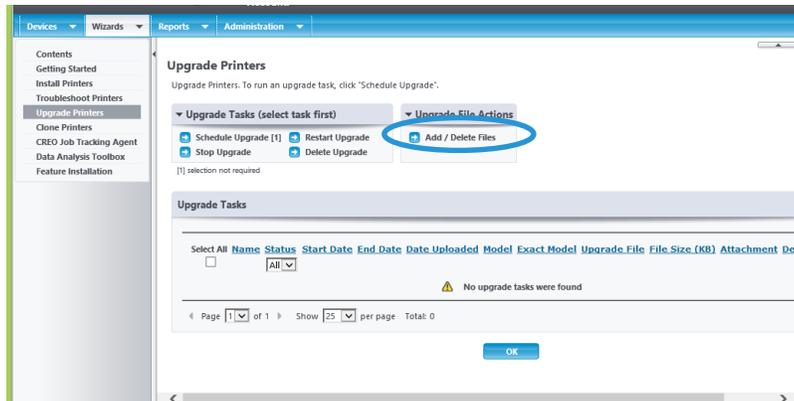
# Apply Firmware Patch

Once you have identified the devices with the issue, apply it to the devices. Apply a different firmware patch version for each family of printers. Follow the steps below to apply a firmware patch to a family of printers.

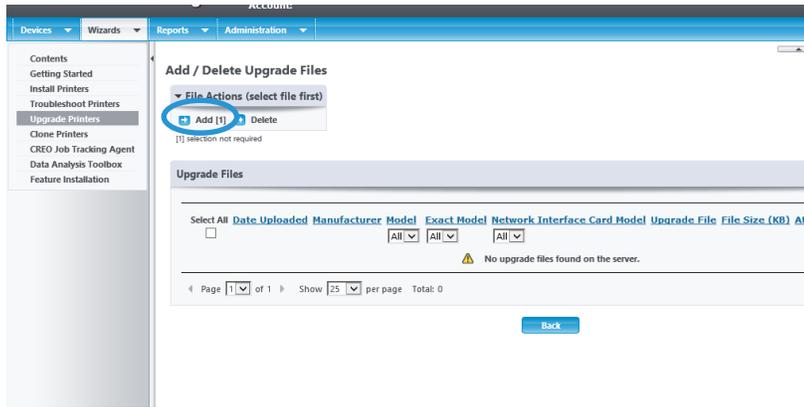
1. Navigate to **Wizards > Upgrade Printers**.



2. Under the Upgrade File Actions select **Add / Delete Files**.

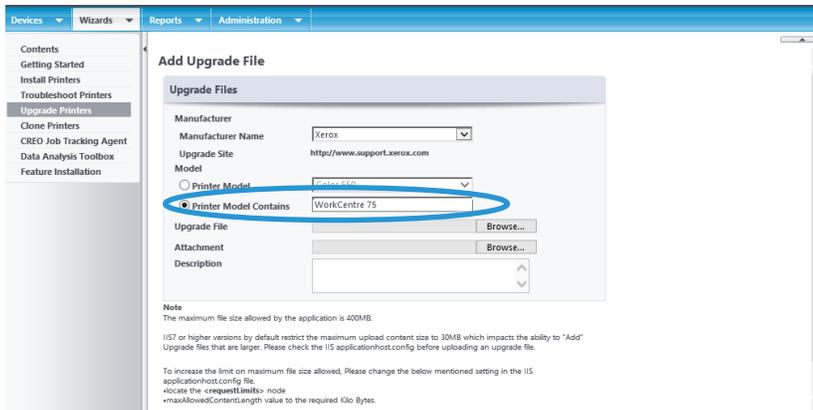


3. Select a file, and in File Actions select **Add**.



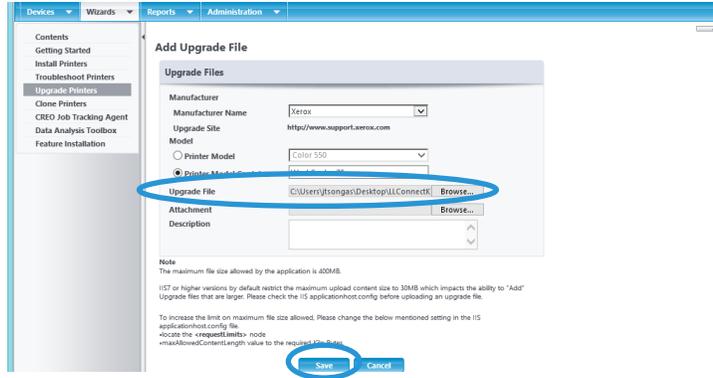
4. Under Model select the radio button next to **Printer Model Contains**.

5. Enter the model family name using the model specified in the name of the firmware patch file (e.g., WorkCentre 75 for all the WorkCentre 75XX devices) or refer to the Released LL Patches document to select the correct products for the file.



- On the upgrade file browse to the file for that model family, select **Open** in the file browsing dialog, and select **Save**.

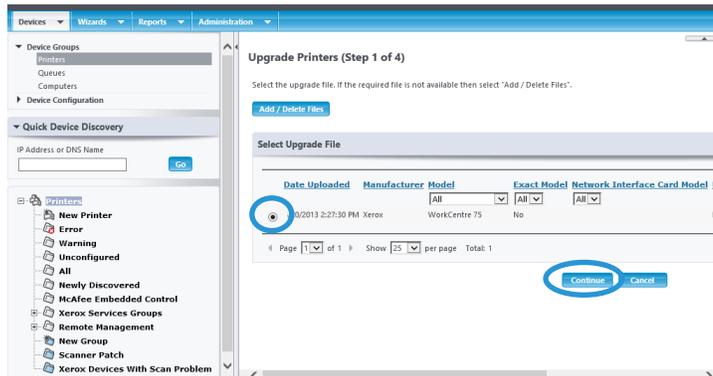
**Note** You can add an attachment such as release notes and add a description, but these are not required.



- Select **Back** to start the wizard.

**Note** If you are on the main Upgrade Printer page under Upgrade Tasks, select **Schedule Upgrade**.

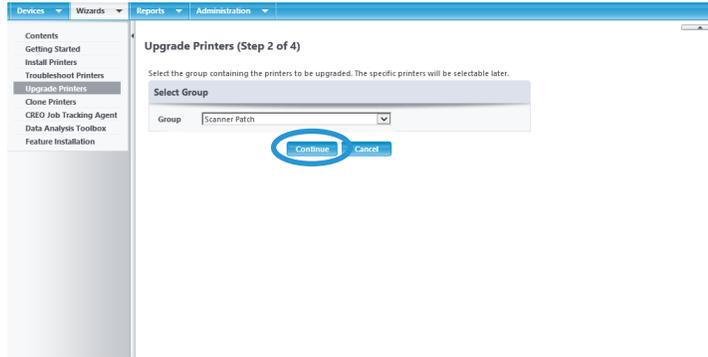
- Select the radio button next to the firmware patch file you just uploaded and select **Continue**.
- Select the group from which you want to choose the printers. Be sure to choose the correct group you created in the section Identify Devices (The name of the group specifies the models that will be found in that group).



10. Select **Continue** again to see the list of printers to which the firmware patch will apply.

**Note:** If there are no printers in the list then all of the devices in that family already have the patch. Some models have two patch files, and they are dependent on the firmware version. Refer to the Released LL Patches document to select the correct products for the file.

11. Select the devices which devices to upgrade and select **Continue**.



12. If desired, change the name of the firmware task.
13. To run the patch leave the Status Polling set to the defaults. If performing a system upgrade, an increase of the polling time may be required depending on how long it takes the device to apply the firmware.

14. Either accept the default option to schedule the upgrade now or select a time to have the upgrade performed.

15. Select **Finish**.

The screenshot displays the 'Upgrade Printers : Scanner Patch (Step 4 of 4)' configuration page in the Xerox CentreWare Web interface. The page is divided into several sections:

- Upgrade Task Identity:** A text input field for 'Name' containing 'WorkCentre 75'.
- Status Polling (After Upgrade):** Two dropdown menus for 'Poll every' (set to 5) and 'Poll for a duration of' (set to 15), both followed by 'minutes'.
- Schedule:** Two radio button options: 'Upgrade Now' (selected) and 'Upgrade Later'. Below 'Upgrade Later' are three dropdown menus for 'Scheduled Date' (set to 20), 'Month' (set to August), and 'Year' (set to 2013). Below these are two more dropdown menus for 'Scheduled Time' (set to 15) and 'Minutes' (set to 00).

At the bottom of the page, there are two buttons: 'Finish' (circled in blue) and 'Cancel'.

## Verify Firmware Patch Upgrade

To verify that the firmware patch file was applied to the printer, select **Upgrade Printer** under the Wizards and select the  next to the upgrade task that was run.

### If Firmware Patch Upgrade is Successful

After a successful upgrade, the status displays as **Completed** and the warnings and failed field displays **0**. A results page similar to the one below displays if the upgrade is successful for all devices.

Progress	
Start Date	8/21/2013 10:22:34 AM
End Date	8/21/2013 10:28:28 AM
Status	Completed
Progress	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%
Passed	1
Warnings	0
Failed	0
Current / Total	1 / 1

If the upgrade is successful, go to [Final Verification of Firmware Patch Installation across the Fleet](#).

### If Firmware Patch Upgrade is Not Successful

If the firmware patch upgrade did not successfully apply to at least one device, a results page similar to the one below displays. In this case, the status displays as **Completed with Errors** and the warnings field displays **3**.

Progress	
Start Date	8/8/2013 4:39:45 PM
End Date	8/8/2013 4:55:48 PM
Status	Completed with Errors
Progress	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%
Passed	0
Warnings	3
Failed	0
Current / Total	3 / 1

For more detail on how to resolve an unsuccessful upgrade, go to [Troubleshoot Firmware Patch Upgrade](#).

## Final Verification of Firmware Patch Installation Across the Fleet

Verify that the patch was successfully applied to the devices by running a Printer Asset Report.

1. Go to **Reports > Tabular Report > Printer Asset Report**. Be sure to select a Firmware Level and model.
2. Generate the CSV version of the report and open it in Microsoft Excel® to filter on specific models.
3. If the firmware level displays **.LL** then the patch has been applied. If additional support is required after applying the firmware patch, please follow your standard support process.
4. Continue to [Disable Device Firmware Upgrade](#).

## Disable Device Firmware Upgrade

Once it is verified that all the devices have the patch, firmware upgrades need to be disabled again. Follow the directions in the Enabling Firmware Patch Upgrade section, but create another Configuration Set with the Firmware Upgrade set to **Yes**.

The firmware patch installation process is now complete.

# Troubleshoot Firmware Patch Upgrade

If there are any failures or warnings, select the **Results** tab to expand the results of the upgrade task.

## Upgrade Printers Progress : WorkCentre 75

Progress	
Start Date	8/8/2013 4:39:45 PM
End Date	8/8/2013 4:55:48 PM
Status	Completed with Errors
Progress	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%
Passed	0
Warnings	3
Failed	0
Current / Total	3 / 1

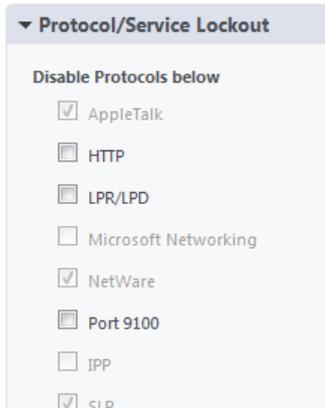
### ▶ Results

In the expanded results section, there is a progress section for each printer that shows the status. For those printers that have a  or  icon, select the  to get more details on why the upgrade didn't succeed. Once expanded, a section like the image below displays.

▼ Results						
Icon	Status	Upgrade Task	IP Address	Printer Model	Original Firmware	Final Firmware
	Warning	WorkCentre 75	13.249.146.44	Xerox WorkCentre 7535 v1	55 072.120.003.19100, NC 072.123.19100, UI 072.123.19100, ME 081.076.000, CC 072.123.19100, DF 007.008.050, FI -----, FA 003.010.037, CCOS 072.123.19100, NCOS 072.123.19100, SC 030.141.115, SU 120.116.00259	55 072.120.003.19100, NC 072.123.19100, UI 072.123.19100, ME 081.076.000, CC 072.123.19100, DF 007.008.050, FI -----, FA 003.010.037, CCOS 072.123.19100, NCOS 072.123.19100, SC 030.141.115, SU 120.116.00259
	Status Before Upgrade				Ready	
	Send File				Completed	
	Status 5 minutes After Upgrade				Firmware Level did not change	
	Status 10 minutes After Upgrade				Firmware Level did not change	
	Status 15 minutes After Upgrade				Firmware Level did not change	

If the Status Before Upgrade is failed then the printer was in a state where we would not attempt to send the firmware patch file (e.g., an error in communication). Resolve the issue with the printer to get it out of an error state and then reapply the firmware patch.

If the Send File failed, check to make sure the printer is accepting data on port 9100 and communications to the printer are working. To check this, go to the printer's edit page and browse to **Security > Disable Services**. Under Protocol/Services Lockout make sure Port 9100 is not checked as shown below. Then reapply the firmware patch.



There will be a list of status pulls at the interval specified. If all of them state **Firmware Level did not change** that means that CentreWare Web did not detect a change in the firmware; this could be because:

1. The firmware didn't change until after CentreWare Web finished polling the device the last time. To check this, view the firmware on the printer's properties page after refreshing the data.
2. The printer might not be accepting firmware patch files. To check this, go to the printer's edit page and then browse to **Security > Disable Services** and go to the bottom of the page. Make sure the Firmware Upgrade is set to no as shown below. Then reapply the firmware patch.



3. Go to [Final Verification of Firmware Patch Installation across the Fleet](#).

