

Xerox Security Bulletin XRX10-005

Software Update to Address Scan to Email Merging Issue

v1.0

12/10/10

Background

A software defect exists with the scan to email function that can result in two different scan to email documents being merged into one document. This issue is most likely to occur on devices with a color scanner when scanning complex documents at higher resolutions.

A software solution (patch P44) is provided for the products listed below. This solution is designed to be installed by the customer. Please follow the procedures below to install the update to help protect your product from this issue.

The software solution is compressed into a 625 KB zip file and can be accessed via the link below or via the link following this bulletin announcement on <http://www.xerox.com/security>.

http://www.xerox.com/downloads/usa/en/c/cert_WC57xx_P44v1_Patch.zip

This solution is classified as an **Important** patch.

Applicability

The system software releases apply to network-connected versions¹ only of the following products:

WorkCentre®

5735
5740
5745
5755
5765
5775
5790

¹If the product is not connected to the network, it is not vulnerable and therefore no action is required.



Install Instructions

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Patch file name: **WC57xx_P44v1.dlm**

This patch can be installed to your systems as outlined below.

Summary of versions and actions:

- Determine starting System Software version or Network Controller Version.
- Determine if patch is needed.
- Apply the patch if needed.

If Your Software Version Is System SW or Net Controller		Ready for Patch?	Next step:	Then:	Network Controller/ESS Will Now Show:	
1	61.130.000.04205 to 61.130.220.27200	61.130.06150 to 61.130.25000	Yes	Load P44 patch	-	61.130.06150.P44v1 to 61.130.25000.P44v1
2	Above 61.130.220.32290	Above 61.130.32000	NA – fix is already in the software	Done	-	-

Install the Patch

You must download the patch. The patch is packaged in a ZIP format. Download the ZIP file from the URL provided and extract all contents to your desktop. Do not try to open the file with the .dlm extension. This is the patch and must be loaded on the MFD as is.

Patch Installation Methods

This patch and upgrade (like most software) can and should be installed by the customer. There are a variety of methods available for this.

- Send an Upgrade / Patch file to the device using the device web page for Machine Software Upgrade method.
- Upgrade / Patch a single device using an LPR command.
- Upgrade / Patch several devices using a batch of LPR commands.
- Using XDM and CentreWare Web to send Upgrade / Patch files to several devices.

For additional information on the above methods refer to Customer Tip “How to Upgrade, Patch or Clone Xerox Multifunction Devices“ (<http://www.office.xerox.com/support/dctips/dc06cc0410.pdf>)

Machine Software (Upgrade) Method

- 1) Open a web browser and connect to the multifunction device by entering the IP number of the device.
- 2) Select the “Index” icon in the upper middle portion of the screen.
- 3) Select “Machine Upgrade.”
- 4) Enter the User Name and Password of the device.
- 5) Under “Manual Upgrade” select Browse button to find and select the file, **WC57xx_P44v1.dlm**
- 6) Select the “Install Software” button.
- 7) All WorkCentres will automatically reboot in order to install the patch. The patch is installed when **.P44v1** is appended to the Network Controller (ESS) version number.



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