GP 21 Firmware Update

NOTE:

When performing an upgrade, clone customer configuration settings before upgrading the firmware.

Cloning Printer Configuration Using CWIS

Cloning stores system configuration data in a .dlm file. The .dlm file is used to duplicate one system's configuration onto another printer or restore configuration data after a service procedure. All printers sharing a clone file must have the same software version. Select all default information when creating the clone file.

Procedure

1. In a web browser, enter the printer IP address.
2. In the upper right corner, click **Login**.
3. In the User ID field, enter **admin** (default User ID).
4. In the Password field, enter **1111** (default password).
5. Click the **Login** button.
6. From the top menu, click **Properties**.
7. Under the Configuration Overview -> Cloning page, click **View**.
8. On the Cloning page, verify all boxes are checked.
9. Click the **Clone** button.
10. A progress bar is displayed on the bottom of the page.
11. Right-click the **Cloning.dlm** link to save the file to appropriate location.

Firmware Update Using CWIS

NOTE:

Download the correct firmware file from the Xerox support web site.

Procedure

1. In a web browser, enter the printer IP address.
2. In the upper right corner, click **Login**.
3. In the User ID field, enter **admin** (default User ID).
4. In the Password field, enter **1111** (default password).
5. Click the **Login** button.
6. From the top menu, click **Properties**.
7. From the Properties menu on the left, expand General Setup.
8. Expand Machine Software and select Manual Upgrade.
9. Click the **Browse** button to locate the .dlm file.
10. Click the **Open** button.
11. Click the **Install Software** button to download the firmware to the printer.
12. A progress bar appears on the bottom of the web browser.
13. A File has been submitted window appears on screen.
14. The Control Panel displays the Software Upgrade screen to indicate subsystem update progress.
15. When the firmware update process is complete, the printer will reboot.

Firmware Restore Using AltBoot

Altboot restores system firmware. Use this procedure when the printer has hung and no other method to return the system to operation has succeeded. AltBoot resets system configuration to its default values. Restore customer settings after the system returns to Ready To Print.

CAUTION

Do not reboot or turn Off the printer during the restore process. The printer automatically reboots when the process is complete.

To prepare the USB thumb drive for an AltBoot restore, create an ALTBOOT folder, in the root directory. The folder name must be all uppercase. Next, using Notepad or similar utility, create a zero-length file in the ALTBOOT folder called FORCED_UPGRADE with no extension. Again, this file must reside in the ALTBOOT folder and be named exactly as shown. Finally, copy the latest firmware file (*.dlm) to the ALTBOOT folder.

Procedure

1. Turn the printer Off.
2. Insert the prepared USB thumb drive in the USB Port on the printer's rear panel.
3. Turn the printer On. The printer reads the USB port and begins the restore process.

   a. The splash screen displays the ENERGY STAR logo while the printer reads the thumb drive.
   b. The restore process begins with Check Firmware Version being displayed.
   c. Next, the Software Upgrade screen is displayed. Depending on the system configuration (Trays, Finisher) the process can require approximately 20 minutes. The Software Upgrade screen changes to reflect the current subsystem being restored.
   d. After the firmware update process is complete, the AltBoot Complete screen is displayed instructing you to remove the USB thumb drive.
4. Remove the USB thumb drive from the printer's USB Port.
5. Wait for the printer to reboot and return to Ready To Print.