FreeFlow Print Server Software Update Manager User Guide

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Update Manager

Section One: Introduction

The FreeFlow Print Server (FFPS) Update Manager enables remote software download. It will allow a user to query for updates available for the FFPS system. One may then select and download specific updates, and then install those updates on the FFPS. The Update Manager will only display updates that are appropriate for the current FFPS release.
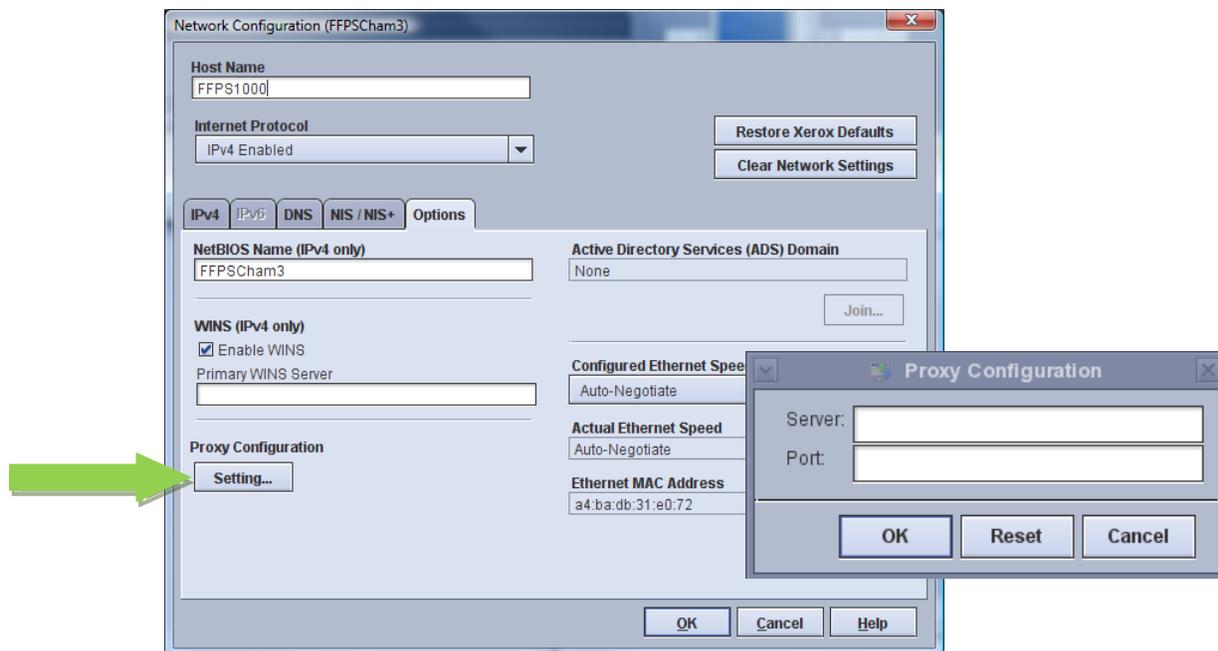
All Operating System Patches, FFPS System fixes or entire FFPS releases that are downloaded and installed will either prompt the user to Reboot the Server or Restart the FFPS application.

Section Two: Configure dC105 (Optional)

1. Logon to the FFPS as "System Administrator" with the appropriate password
2. Select System >> Diagnostics >> Logon >> Customer Service Engineer >> {enter password}
3. Select the "wrench/monitor" icon, then select dC >> Menu >> dC105 System Configuration Setup:
   a. Enter the Printer Serial Number in the space provided, use UPPERCASE
   b. Enter the DFE Serial Number in the space provided, use UPPERCASE
   c. Select Apply
   d. Close the window by clicking on "X" in the top right corner
   e. Select SCP >> Call Closeout >>
      i. Cause of Call: Printer
      ii. Status of Call: Complete
      iii. Close the Call
      iv. Then click Ok at the "Close the Call" window.
   f. Diagnostics window will be closed and return to FFPS desktop.

Section Three: Installation of Software

4. Set up the Proxy Server Settings :
   a. Logon to the FFPS as "System Administrator" with the appropriate password
   b. Select Setup -> Network Configuration -> Options -> Proxy Configuration
      i. Select 'Use HTTP Proxy Service
      ii. Contact your Network Administrator for your recommended settings.
      iii. If you don't have a Proxy leave field(s) blank

5. Launch the Update Manager*:*
   a. Open a Terminal Window as root user From the FFPS Desktop, select Launch >> Terminal (password) & enter root password.
   b. Type: /opt/XRXnps/bin/updateManager.sh<ENTER>
   c. **Note** Starting with Version 81.A3.42b the Update Manger will available by selecting the Launch Menu
6. The FreeFlow Update Manager launches

7. Select **Check For Updates**
8. Highlight the specific Version to be installed
9. Select **Download Update**. Click **[OK]**,when the download is complete. Depending on the size it make up to 1 to 2 hours for the Download Complete window to display.
   a. <u>Note</u> – if any Error Messages display or "Unable to connect to Xerox Support Server", escalate to the 2nd Level Hotline Personnel.
10. In the "Updates Available for Install" section, select the Version IDs to be installed, and select **Install Update**.
11. An information message will pop-up that all jobs should be in a held status and a system reboot/restart is required. Select **[OK]**, at the "are you sure…" window, select **[YES]**.
12. FFPS will enter Diagnostics mode to install the necessary updates.
13. A Terminal Window will open displaying the progress,
    a. If this was an OS patch install/update:
       i. It will prompt to reboot, type "yes." Click **[OK]**, at the confirmation page and **[YES]** to reboot.
       ii. The system reboots into FreeFlow Print Server. The update is complete!
    b. If this was a FFPS patch fix:
       i. Click **[OK]**, at the confirmation page and **[YES]** to restart FFPS.
    c. If this was a FFPS system upgrade:
       i. It will launch the FFPS wizard and follow the instructions to upgrade the system.
14. After the necessary restart/reboot, Logon to the FFPS application, and Click the "Resume Printer" button to continue with normal operation.