

FreeFlow Print Server Software Update Manager User Guide

Updated October 2010 (v10.10.01)

Section One: Introduction

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- FFPS version 7.0 SP-2 (72.93.25) and higher.
- FFPS version 8.0 SP-1 and higher.

Update Manager

Section One: Introduction

The FreeFlow Print Server (FFPS) Update Manager (UM) will allow a user to query for updates available for the FFPS system, 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.

Any 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

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. Select Apply
 - c. Close the window by clicking on “X” in the top right corner
 - d. 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.
 - e. Diagnostics window will be closed and return to FFPS desktop.

Section Three: Installation of Software

It is recommended a System Backup is performed before continuing this section.

4. Set up the Proxy Server Settings :
 - a. For FFPS 7.0 SP-2 or SP-3 release, perform this step, for FFPS 8.0 SP-1 release and higher skip to step 4b:
 - i. Open a Terminal Window as root user
 - ii. If HIGH Security profile is enable: From the FFPS Desktop, select Launch >> Terminal (password) & enter root password.
 - iii. All other Security profiles: From the FFPS Desktop, select Launch >> Terminal, then type “su” and enter root password.
 - iv. Type: `/opt/XXnps/bin/setupUpdateConfigProxy <Proxy IP> <Proxy Port>`
<ENTER>
 - v. For example, if installing at a XEROX facility, the following is necessary:
`/opt/XXnps/bin/setupUpdateConfigProxy www.mc.xerox.com 8000`
Where **Proxy IP** is the IP address (www.mc.xerox.com) of the Proxy server.
Where **Proxy Port** is the port (8000) used by the Proxy server.
 - b. (for FFPS 8.0 SP-1 release and higher) Logon to the FFPS as “System Administrator” with the appropriate password
 - c. Select Setup -> Network Configuration -> Options -> Proxy Configuration Settings (see Figures 1 & 2)
 - i. Select Use HTTP Proxy Service
 1. If inside XEROX facility use:

- a. Server: www.mc.xerox.com
 - b. Port: **8000**
- ii. Contact your Network Administrator for the recommended settings.

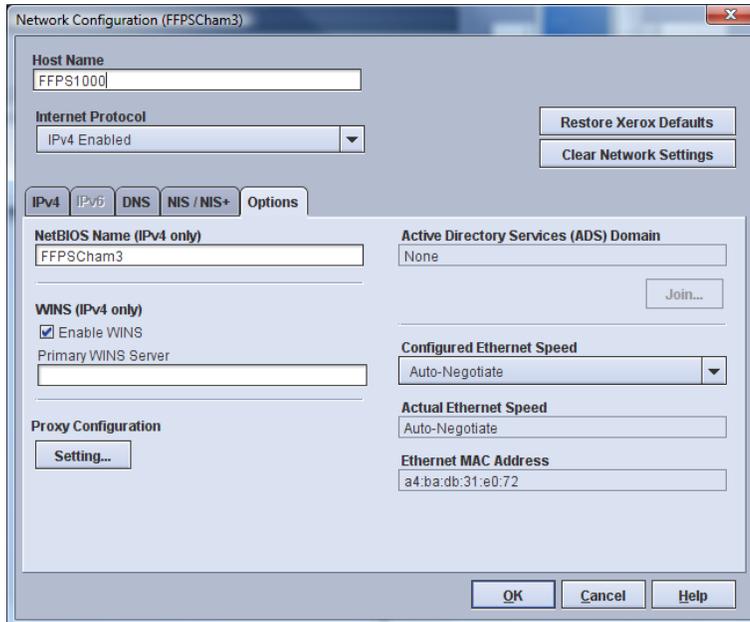


Figure 1



Figure 2

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. On a FFPS 7.0 SP-2 (72.93.25 & higher) or SP-3 release and below type:
`/opt/XRXnps/bin/ updateClientStart.sh<ENTER>`
 - c. On a FFPS 8.0 SP-1 release (81.A2xx and below) type:
`/opt/XRXnps/bin/updateManager.sh<ENTER>`
 - d. On newer FFPS 8.0 SP-1 releases (81.A3xx and higher) From the FFPS Desktop, select Launch >> select FreeFlow Print Server Update Manager. A terminal window opens, enter the root password.
6. The FreeFlow Update Manager launches
7. Select **Check For Updates**, if necessary it will perform an update to UM client first, then allow to check for payloads – see figure 3 – install the UM Self Update first by selecting “Install Now”.



Figure 3

8. Highlight the specific "Update Version ID" to be installed – provided by 2nd Level Hotline Support team.
9. Select **Download Update**. Click **[OK]**, when the download is complete. Depending on the file size and your site's connection to the internet it may take anywhere from a couple of minutes to hours for the Download Complete window to display.
 - a. Note – if any Error Messages display or "Unable to connect to Xerox Support Server", Check with your local Network Administrator to validate the server has proper connection to the internet.
10. In the "Updates Available for Install" section, select the "Update Version IDs" to be installed, and select **Install Update**.
11. An informational 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 needs to be in an idle state, and then it will enter a Diagnostics mode to install the necessary updates. At this point it may exit FFPS automatically and continue the installation.
13. A Terminal Window will open displaying the progress, (do not close, Update Manager will close as necessary):
 - 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 or file 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, and additional downloads are required repeat steps 5 – 13 for each download, otherwise logon to the FFPS application, and Click the "Resume Printer" button to continue with normal operation.