

Firmware Update Procedure

User Guide

FUJIIFILM Asia Pacific Regional Technical Support

April 2022

Revision History

Date of revision	Description of revision	Revised by		
July 2020	Initial version created.	Isabelle Morales		
June 2021	Updated version using new FB CI.	Isabelle Morales		
April 2022	April 2022 Updated OSC website address, removed ISMS classification and naming usage.			

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Preface

Thank you for selecting a Fuji Xerox product (hereafter referred to as "the machine").

This guide was developed to provide our Customers the ability to upgrade machine firmware with clear and step by step instructions and without the need to wait for service personnel. In this guide you will learn the procedure for upgrading Fuji Xerox product firmware over a network.

The guide assumes that you are familiar with a personal computer and knowledgeable of computer networks. When you need additional information, refer to the manuals provided with the personal computer, operating system, and network products. After reading this guide, be sure to keep it handy for quick reference. It will be useful in case you forget how to perform operations or if a problem occurs with the machine.

For more information on how to copy, print, scan, and fax, refer to the User Guide. For information about optional components for the Print feature, refer to the guide provided with each optional component.

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Introduction

This documents applies to the Fuji Xerox products indicated below:

- ApeosPort C7070/C6570/C5570/C4570/C3570/C3070
- ApeosPort 5570/4570
- ApeosPort-VII C4421/C3321
- DocuPrint CP475 AP
- ApeosPort-VII 5021/4021
- DocuPrint P475 AP
- ApeosPort C2060/C2560/C3060
- ApeosPort 2560/3060/3560

Purpose

The purpose of this Customer Tip is to provide instructions to upgrade the firmware of Fuji Xerox and FUJIFILM devices using the Firmware Update Tool.

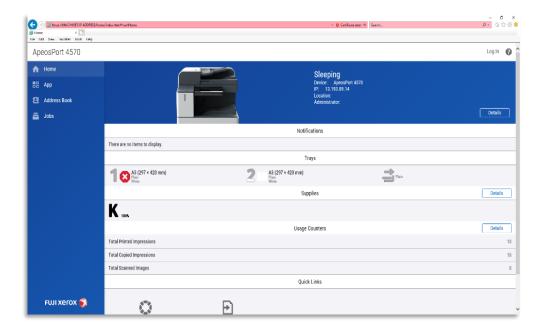
Precautions

- This Firmware Update Tool will work on Microsoft Windows OS only.
- The device must not be switched off during this process.
- Please ensure you obtain the correct machine IP address and machine model via the Control Panel.
- The firmware update process will take approximately 30 minutes to complete.

Procedure

Update the printer firmware for printers connected to a Windows OS computer.

- 1. Make sure that the printer is on and connected to the computer through your local network or USB cable. See machine User Guide for details regarding connecting to your device.
- 2. Print out the Machine Configuration report via Control Panel to obtain the correct machine model and machine IP address.
- 3. Open an Internet browser on your computer, in the address bar, type the machine IP address, then press Enter. This will open the CentreWare Internet Services page (web interface) of the machine.



4. In the upper right corner, click **Log In.** Type the **System Administrator ID** and **password**, then click **Log in**.

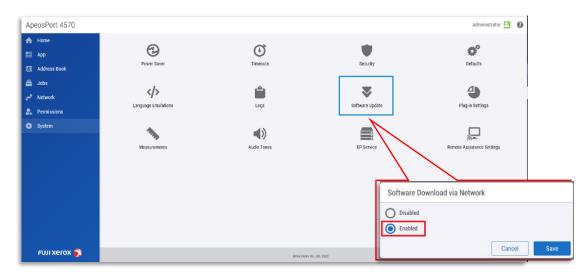
NOTE: The default *System Administrator User ID* is: **11111** and the default *System Administrator Passcode* is: **x-admin**. You may change the System Administrator ID and password on the machine panel for security purposes. If the default details are changed and details misplaced, please contact our Customer Contact Centre for support.

Construction C	Sinder Handfleddifferne		 Q Colling one → Seath, 	– ଟ × ହ-] ବୁର୍ବୁଞି
ApeosPort 4570				Lag In 👩 ົ
Home Home App Address Book Jobs		Det	eeping vice: Apossfvrt 4570 13.193.981-14 anter: ministrator:	Delets
		Notification	15	
	There are no items to display.			Log In
		Trays		209
	A3 (297 × 420 mm) Pier White	2 A3 (297 × 420 mm) Plan White	Plen	User ID
		Supplies		
	K 1098.			Password
		Usage Count	ers	
	Total Printed Impressions			
	Total Copied Impressions			Cancel
	Total Scanned Images			Log In
		Quick Link	ŝ	
FUJI XEROX 🌍	0	Ð		,

5. Once logged in as System Administrator, it will be indicated on the upper right corner of the web interface. On the left-hand side of the portal, click **System**.

ApeosPort 4570					Administrator 🔝	0 '
Home Home App Address Book Address Book	-		Sleeping Device: Appe IP: 13,193.0 Location: Administrator:	si£ort 4570 9.14	(Details	
🔊 Network			Notifications		Setting	s
💂 Permissions	There are no items to display.					
System			Trays			
	43 (297 × 420 mm) Hat White	2	A3 (297 × 420 mm) Plan White	Plan		
			Supplies		Detail	8
	K 1025					
			Usage Counters		Detail	a
	Total Printed Impressions					10
	Total Copied Impressions					16
	Total Scanned Images					0
			Quick Links			
FUJI XEROX 🌍	6	0	•	4		

6. Click **Software Update.** To enable Software Download via Network, click **Enabled**, then click **Save**.



7. Open another Internet browser and Go to the FUJIFILM Business Innovation Support website <u>https://support-fb.fujifilm.com/setupWorldwide.do</u> and select your country location.

- 8. Enter product name or number in the **Search Field** and press **Enter**.
- 9. Once the search is complete, click on the **Utilities** tab.

	Not your product? Search
Drivers Self Help Documentation	Utilities Learning
Operating Windows 10 64bit V Language English V System	
Recommended	
Firmware Update >	
Version: 1.57.3 Compatibility > File Information > Alternative Download >	

10. From the Utilities tab, scroll down and look for the latest Firmware Update.

	ApeosPort 5570 Drivers & Downloads		
		Not your product? Search again	
	Drivers Self Help Documentation	Utilities	
	Operating Windows 10 64bit V Language English V	+	
	Recommended Firmware Update > Version: 1.57.3 Compatibility > File Information > Alternative Download >	₽	
	Notes For firmware installation instructions, please click here.		
		×	
Note:	Click on File Information to verify the version.	File Information	
		Date: 02/04/2021 Language: English Size: 450MB	

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11. Click on the **Download Icon**.

ApeosPort 5	570 Drivers &	Downloa	ds	
				Not your product? Search again
Drivers	Self Help	Documentation	Utilities	Learning
Operating Windows System	s 10 64bit 👻 Language	English	~	+
Recommended Firmware Updat Version: 1.57.3 Compa	e) tibility → File Information → A	Alternative Download		
Notes For firmware installation	instructions, please click here.			

12. Once downloaded, open the location where the file was saved and run the WinSFX.exe file, the compressed file will automatically extract all required resources to perform firmware update, including the Firmware Update Tool which will be launched after the data is decompressed.

WinSFX32 V2.20.0.1	×		-	00	00		2	8	Ter	00			1		
Directory:		90			0		0	0	00	00	-	-	00	00	00
"C:\Back up\My Computer\Firmware"	Reference	0	0	0	00					00	0			0	0
/C:/Back up/My Computer/Firmware/1	Extract: 53%	90	0	00	0	0	00	00	0	0	00	00	00	0	00
Ok Cance	l	00	0	00 1	00	00	0	00	00	0	00	00	00	-	THE

13. If the Firmware Update Tool does not open automatically, you can open it manually, from the location where the files were extracted. Find the **Firmware Update Tool (FWDLMgr)** and double-click on it.



14. Read the License Agreement carefully and click **Agree** to proceed.

Firmware Update Tool (License)	×
Please read the following license agreement carefully. You must accept the agreement to proceed.	Firmware Update Tool Help Tool Search Tool
< Back Agree > Cancel Help	

Note: Click on **Help** for more information about the Firmware Update Tool.

15. Only the Machine Models included in the file will be available to be selected. The machine will also verify and confirm it during update process. Users can check and verify the Version Information included in the firmware package by clicking on Version Info.

Firmware Update Tool (Printer M	lodel And File	e Selection))	:	×	1			_
Please select the printer model and th	ne Firmware file	э.				Versio	on Information		×
Printer Model ApeosPort 5570/4570				•			CM Name ontroller ROM T ROM	Version 1.5.3 22.15.0	^
File Name	on Info], the ve	ersion of eac		Browse		F S P F	inisher A ROM inisher B ROM tapler ROM ooklet ROM uncher ROM inisher C ROM ADF ROM	4.17.0 2.7.0 2.1.0 1.3.0 1.7.0 6.5.0 23.26.0	
File Name 200617_AP_4570G_AP_E.bin	Size 469456	Date 2020/0	Printer Model ApeosPort 55	Version		E P	AX ZETA ROM AX ZETA G3 0 anel ROM	2.2.1 2.2.1 30.109.1	¥
¢	A	vdd	Delete	> /ersion Info	4		OK		
< B	ack N	lext >	Cancel	Help	_				

16. Multiple options for communicating with machine can be selected. Network mode can discover applicable machines. Firmware file can also be written to USB thumb drive or via USB connection to the machine. **Choose the appropriate communication interface.** (*Network [Port9100], or USB port*).

Firmware Update Tool (Communication Interface Selection)	×
Please select the communication interface.	
• Network (Port9100)	
C Network (LPR)	
C USB Port	
C Parallel Port	
C Network (FTP)	
< Back Next > Cancel	Help

17. If Network was selected in the previous step, select the option **IP Address Input** and key in the printer's **IP address** from the **Machine Configuration Sheet**. Applicable devices can be discovered on the user's network or specifically targeted by IP Address. Once communication is established with the target machine, the current firmware version can be viewed.

Firmware Update Tool (Printer Specification)			×	Version Information X
Please specify which printer you want to update.				ROM Name Version ADF ROM 23.26.0 Boot ROM 1.0.71 Contents 4.8.2
Printer Model IP Address	© IPv6 Prior (C IPv4 Prior Version		Controller ROM 1.0.1 IOT ROM 22.14.0 IPS Accelerator 20.1.0 Panel ROM 30.109.16 Plugin 4.8.2 System 20.3.19
Search Search Scope	Comm. Settings	Version Info		ОК
< Back	ext > Cancel	Help		

18. The firmware file will begin to transfer via the chosen method of communication with the device. Users can see the progress and status of the firmware update

🚏 Firmware Update Tool (Update in Progress) 🛛 🗙	🜮 Firmware Update Tool (Update in Progress) 🛛 👋
Transferring firmware	Transferring firmware
Printer Model Name: ApeosPort 5570/4570 (IP Address: xxx.xxx.xxx)	Printer Model Name: ApeosPort 5570/4570 (IP Address: xxx.xxx.xxx.xxx)
0%	51%
1. Tran	sferring Firmware to
	Machine
< Back Next> Cancel Help	< Back Next > Cancel Help
Firmware Update Tool (Update in Progress)	🔐 Firmware Update Tool (Update in Progress)
Downloading	Downloading
Printer Model Name: ApeosPort 5570/4570 (IP Address: xxx.xxx.xxx)	Printer Model Name: ApeosPort 5570/4570 (IP Address: xxx.xxx.xxx.xxx)
Status:	Status:Panel
Download Status:	Download Status: Panel Controller FAX ADF
2. Firmware Verification	3. Firmware installation by module.
	module.
<back next=""> Cancel Help</back>	< Back Next > Cancel Help

19. Note that the device must not be switched off until the update is completed

CAUTION: The firmware update process will take approximately 15 minutes to complete. Do NOT turn off the device until the update is complete.

20. Once the Firmware update process is complete, the Firmware Update Tool will provide the outcome of the update in the Result window and the firmware will automatically be applied to the Fuji Xerox machine. The device will reboot once the firmware upgrade process is complete.

🌮 Firmware Update Too	l (Result)			
The firmware download re Check the message show To change settings for So	on the machine cont	rol panel.	back to the start	
Result Printer Model	IP Address		Version	Result
ApeosPort 5570/4570	xxx.xxx.xxx		10.0.0.1	Firmware Sto
<				>
				Version Info
	< Back	Finish	Cancel	Help

Results Window: Update completed.

Firmware Update	Tool (Result)		>
	oad result is displayed belo		
	shown on the machine co		
To change settings	for Software Download Via	a network, go back to the start.	
Result			
Printer Model	IP Address	Ver Result	
ApeosPort 5570/45	70 xxx.xxx.xxx.xxx	Firmware Storage Completed	
		Version	nfo
		701010111	1110
	< Back	Finish Cancel	Help
	1 Daux	Caricer	neip

21. Click **Finish**, then to exit click **Yes**. The Firmware update for your machine is completed and the machine will be ready for use. If failure occurs, the tool will share the possible cause, mismatch, etc.

🌮 Firmware Update Tool (Result)	\times
The firmware download result is displayed below: Check the message shown on the machine control panel. To change settings for Software Download via network, go back to the start. Result	
	_
Printer Model IP Address Ver Result ApeosPort 5570/ 13 Firmware Update Tool X rage Completed	-
Would you like to exit ?	
Yes No	
Version Info	
< Back Finish Cancel Help	

Results Window: Failed to update.

Firmware Update Tool (Result)	\times
The firmware update result is displayed below: To change settings for Software Download via network, go back to the start. Result <u>inter Model</u> IP Address VI <u>Result</u> peosPort-V C7780 T2 XXX.XXX.XXX Failed to update.(Please.	P
	>
Version Info	
< Back Finish Cancel Help	

Note: During the upgrade process, the machine will store first the original copy of the new firmware version then distribute the included modules to their respective storage ROMs.

As part of this process the machine will check the integrity of the firmware file and if any verification logic fails, the errors below are examples of codes that may be displayed on the control panel. In addition, the **Firmware Update Tool will also provide an error if the incorrect model is selected or different product version is used**.

In error has occurred during printing. See User Guide for information on fault code 016-742 before deleting this job. The machine is off-line. No print jobs will be accepted. Print Job File 01269 E: 13.193.160.236 An error occurred during printing.	016-742: Download Data Product ID Mismatch
See User Guide for information on fault code 016-742 before deleting this job. The machine is off-line. No print jobs will be accepted.	016-743 : Device Model/Panel Type Error
🔐 Firmware Update Tool (Update in Progress)	
Downloading	ApeosPort 5570
Printer Model Name: ApeosPort 5570/4570 (IP Address: xxx.xxx.xxx) Status:Panel	Correct Model Selected
Download Status: Panel Controller FAX ADF IOT	
Cancel Help Firmware Update Tool (Update in Progress)	
Downloading Printer Model Name: ApeosPort C5570 (IP Address: xxx.xxx.xxx)	
Status:	ApeosPort C5570
Firmware Update Tool X Failed to update. The download file for another machine model has been detected. Check if the file is correct and try again.	Incorrect Model Selected
ОК	Pre-fix C means Colour
< Back Next > Cancel Help	

Firmware Update Procedure

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