

Firmware Update Procedure

User Guide

FUJIFILM 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 Cl.	Isabelle Morales
April 2022	Updated OSC website address, removed ISMS classification and naming usage.	Isabelle Morales

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Document Version: 3.0 (April 2022).

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.

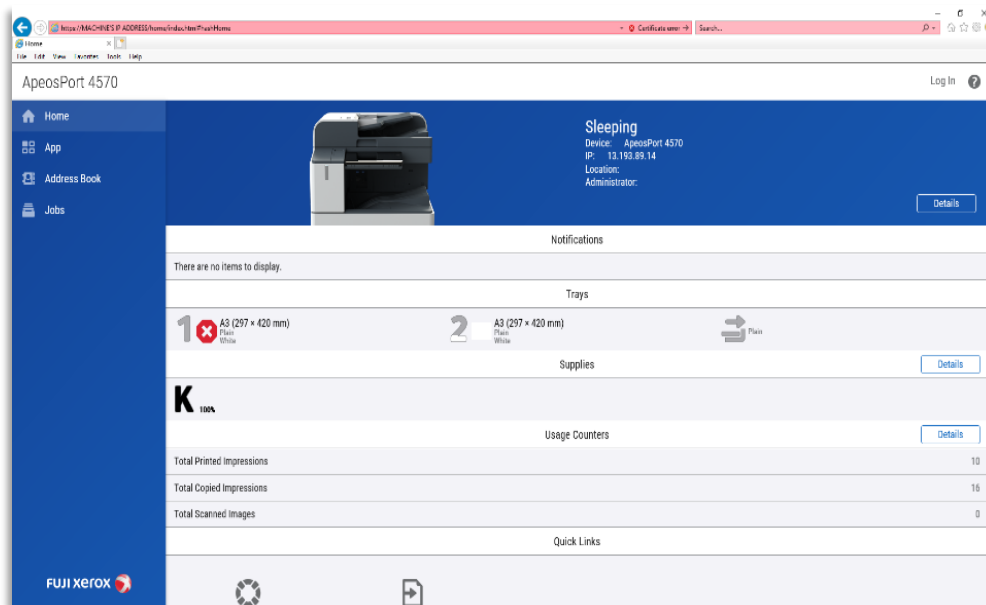
Precautions

- 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

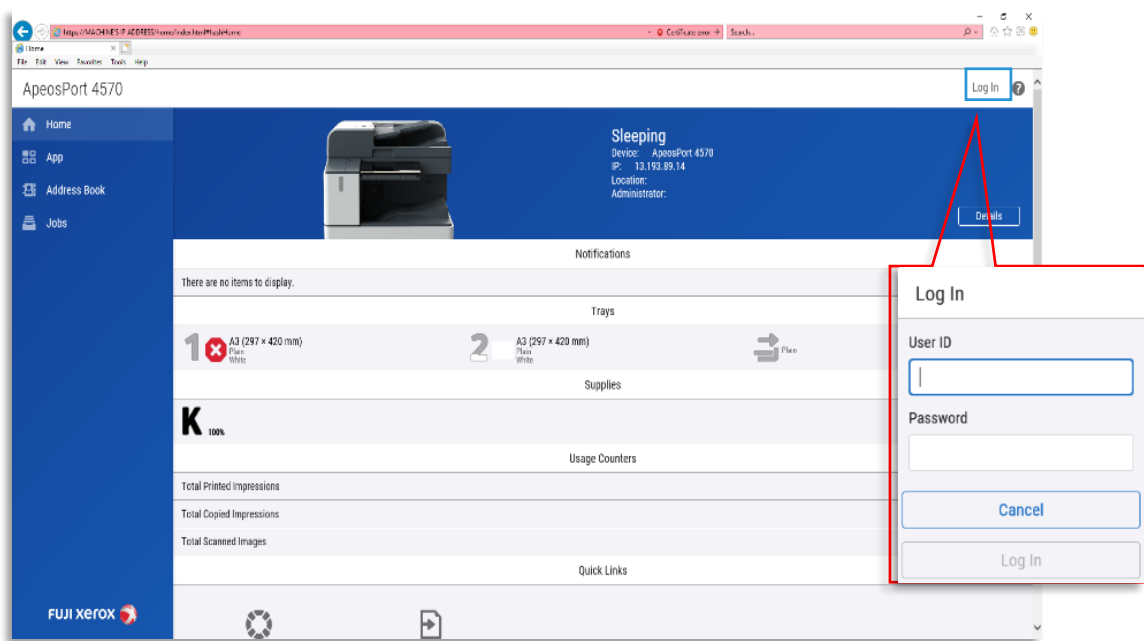
Update the printer firmware for printers connected to a Windows OS computer.

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.

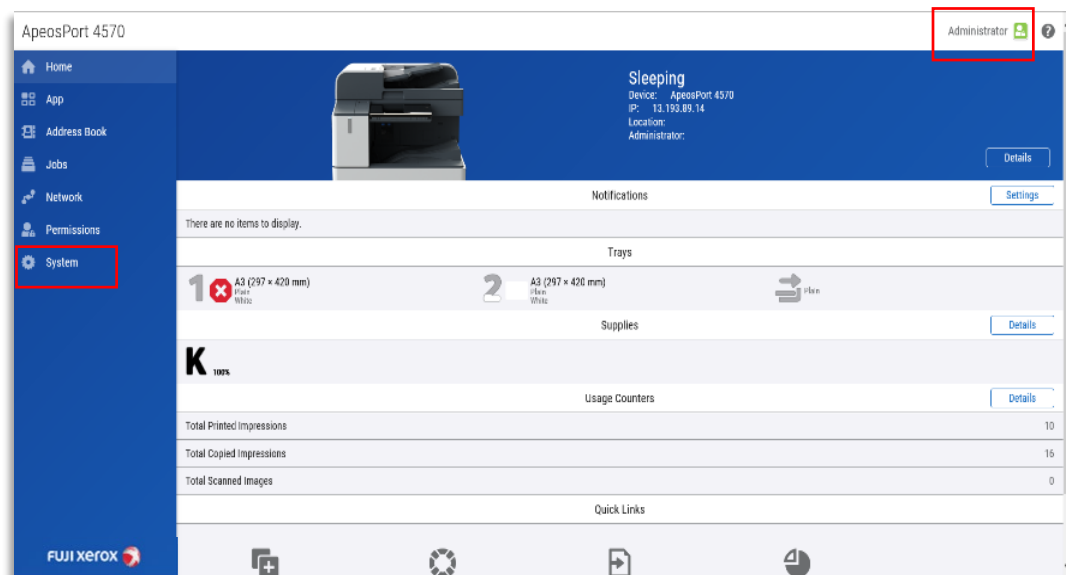


4. In the upper right corner, click **Log In**. Type the **System Administrator ID** and **password**, then click **Log in**.

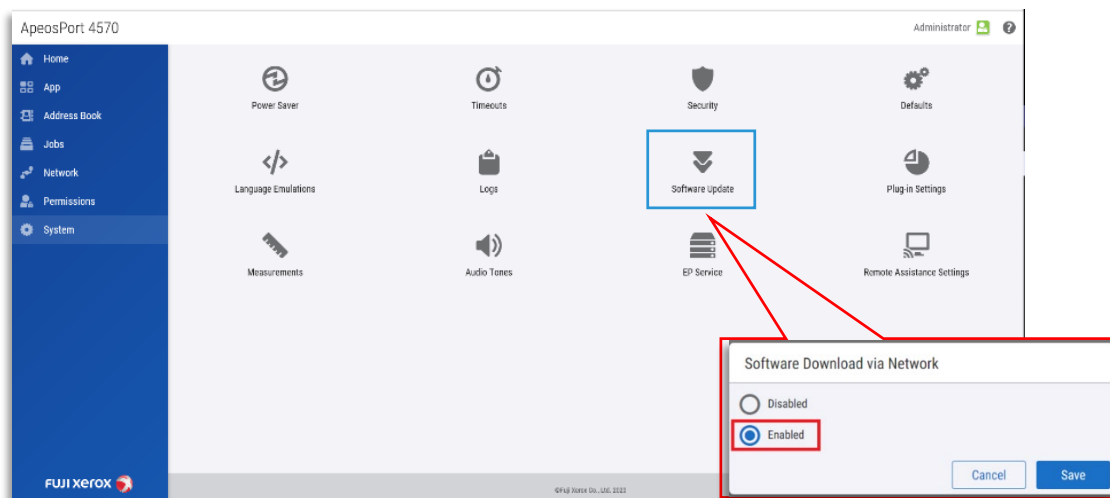
NOTE: The default *System Administrator User ID* is: **11111** and the default *System Administrator Passcode* is: **x-admin**. You may change the System Administrator ID and password on the machine panel for security purposes. If the default details are changed and details misplaced, please contact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



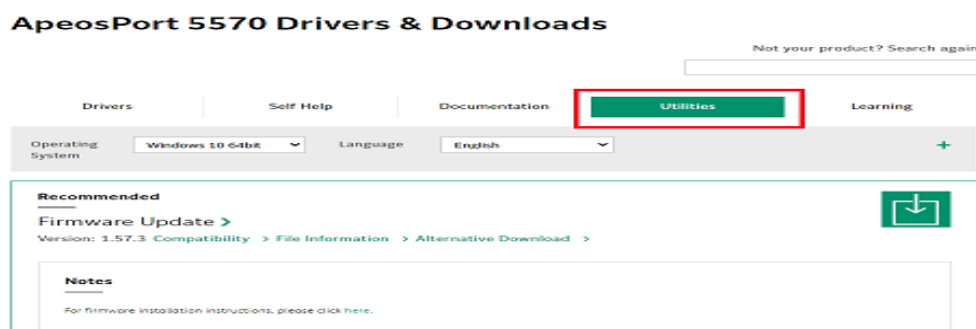
5. Once logged in as System Administrator, it will be indicated on the upper right corner of the web interface. On the left-hand side of the portal, click **System**.



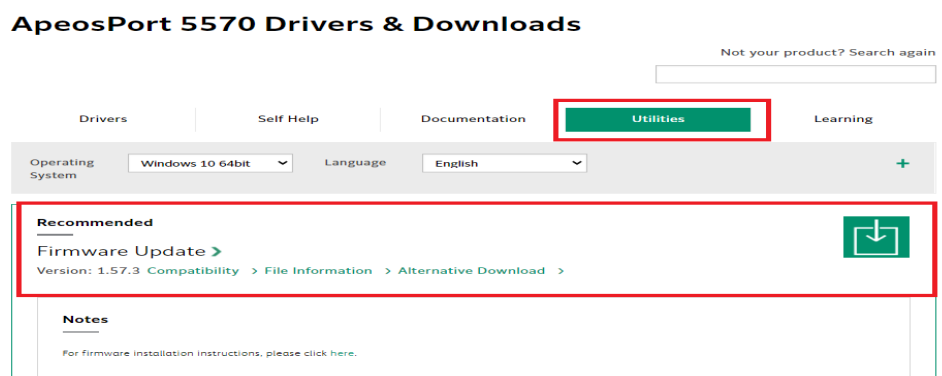
6. Click **Software Update**. To enable Software Download via Network, click **Enabled**, then click **Save**.



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



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



Note: Click on **File Information** to verify the version.

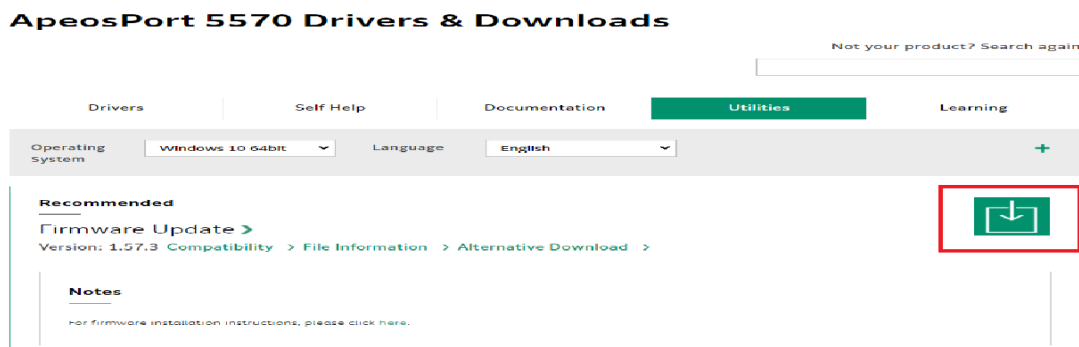
File Information

Date: 02/04/2021
Language: English
Size: 450MB

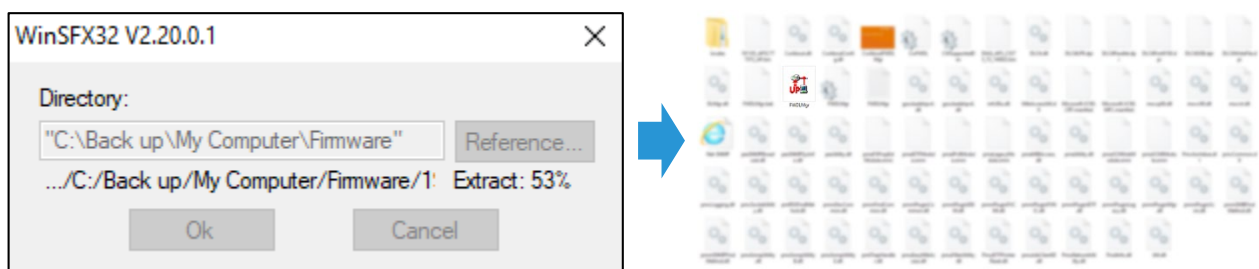
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11. Click on the **Download** Icon.



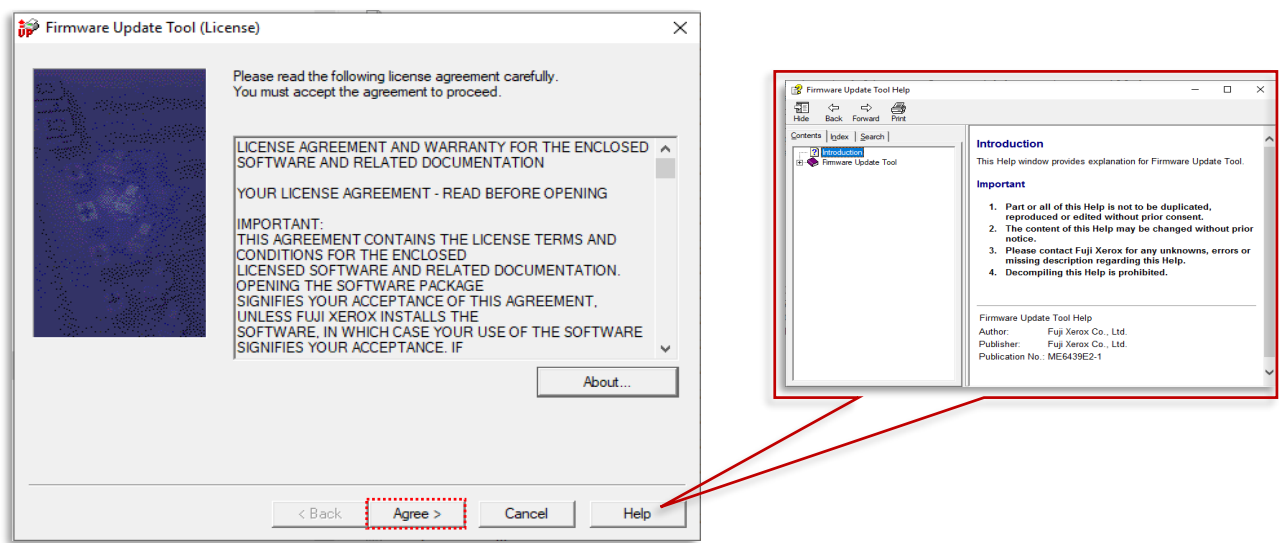
12. Once downloaded, open the location where the file was saved and run the WinSFX.exe file, the compressed file will automatically extract all required resources to perform firmware update, including the Firmware Update Tool which will be launched after the data is decompressed.



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.

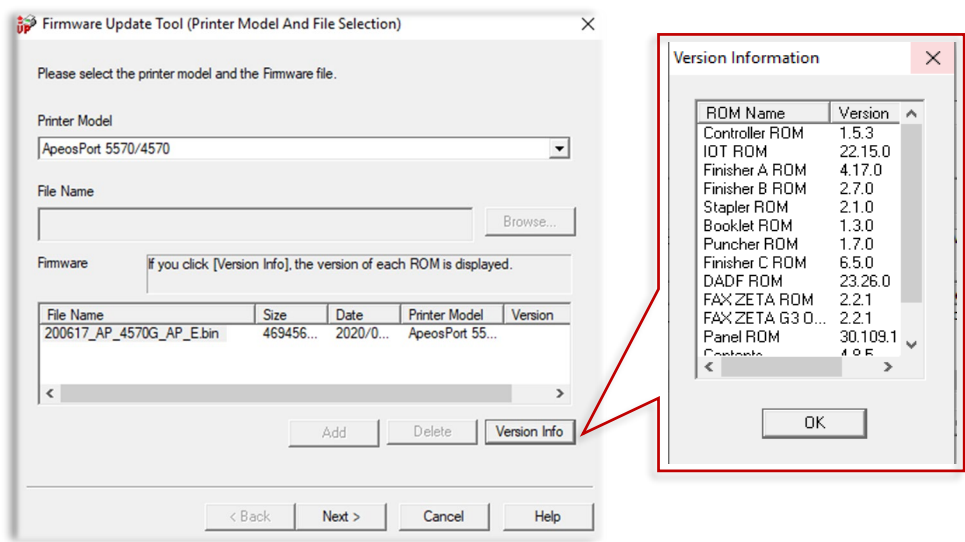


14. Read the License Agreement carefully and click **Agree** to proceed.

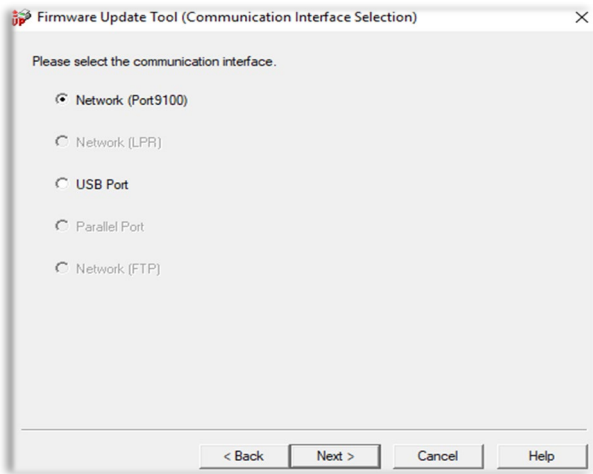


*Note: Click on **Help** for more information about the Firmware Update Tool.*

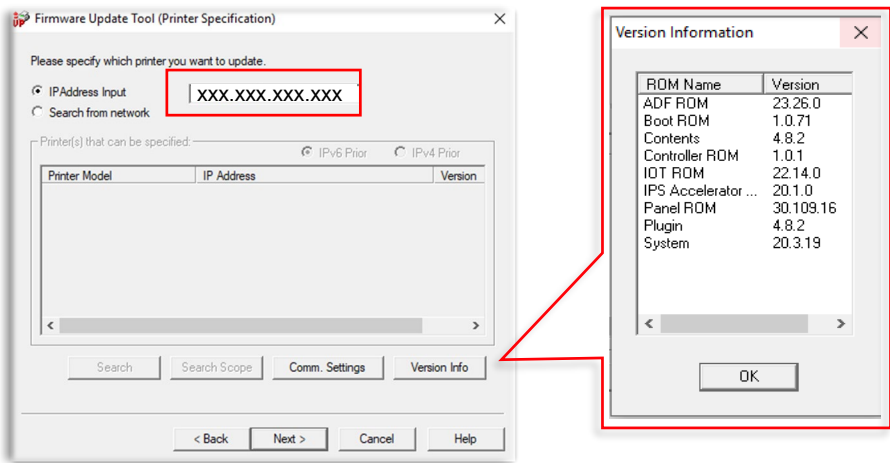
15. Only the Machine Models included in the file will be available to be selected. The machine will also verify and confirm it during update process. Users can check and verify the Version Information included in the firmware package by clicking on Version Info.



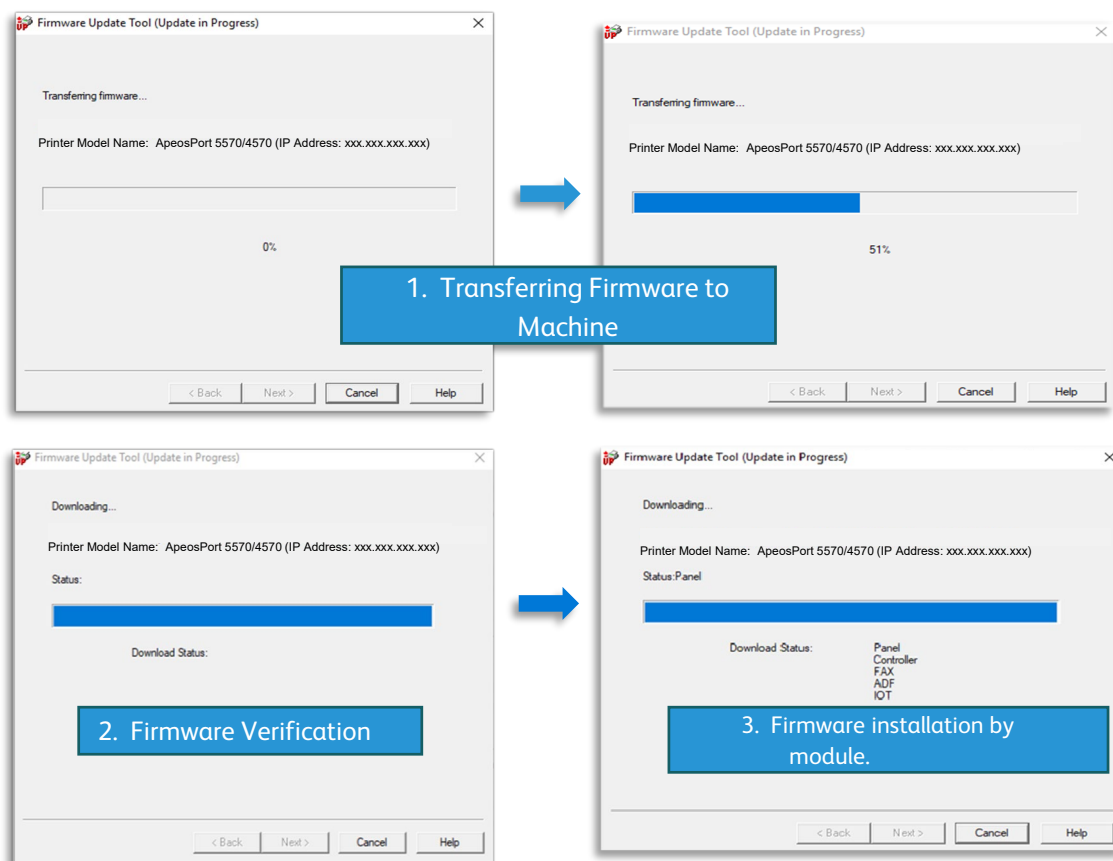
16. Multiple options for communicating with machine can be selected. Network mode can discover applicable machines. Firmware file can also be written to USB thumb drive or via USB connection to the machine. **Choose the appropriate communication interface.** (Network [Port9100], or USB port).



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.



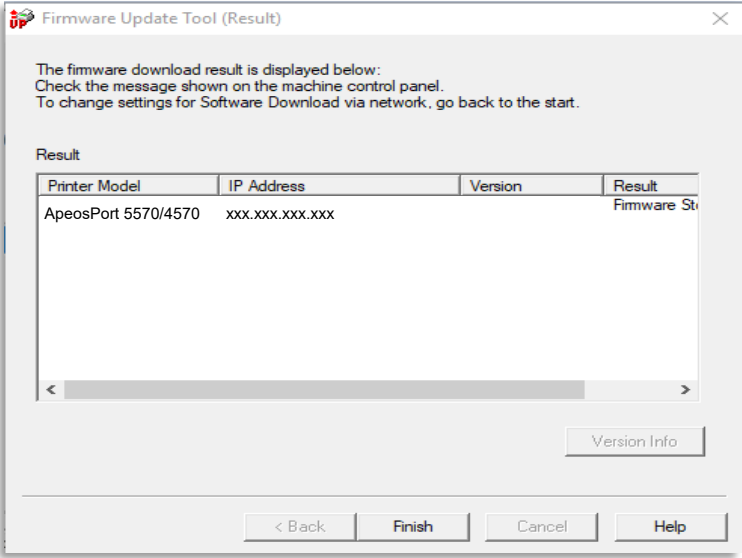
18. The firmware file will begin to transfer via the chosen method of communication with the device. Users can see the progress and status of the firmware update



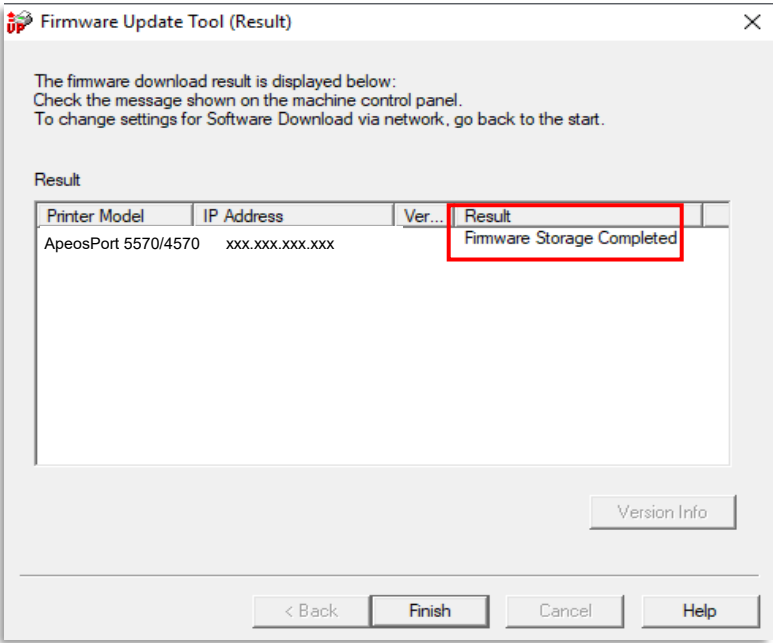
19. Note that the device must not be switched off until the update is completed

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

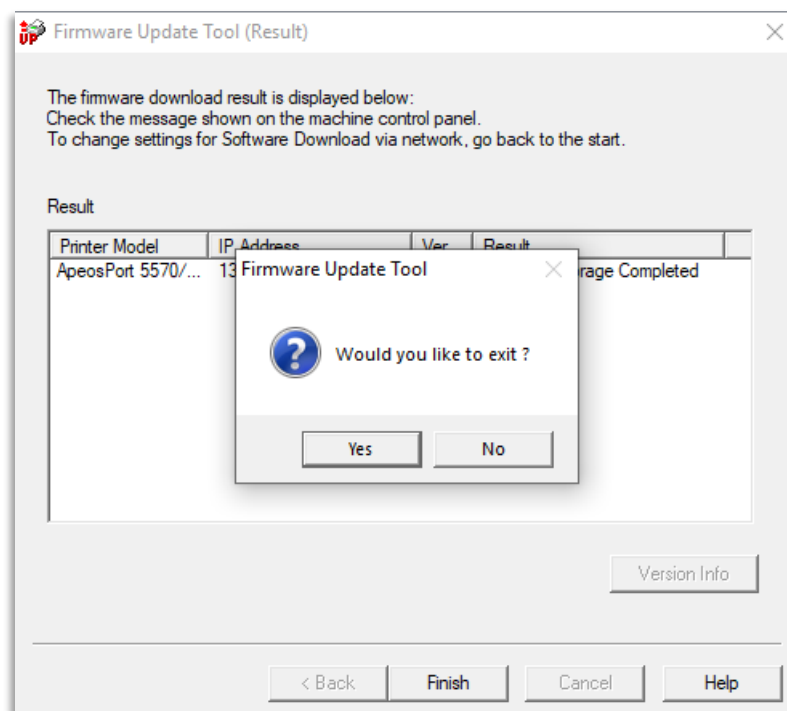
20. Once the Firmware update process is complete, the Firmware Update Tool will provide the outcome of the update in the Result window and the firmware will automatically be applied to the Fuji Xerox machine. The device will reboot once the firmware upgrade process is complete.



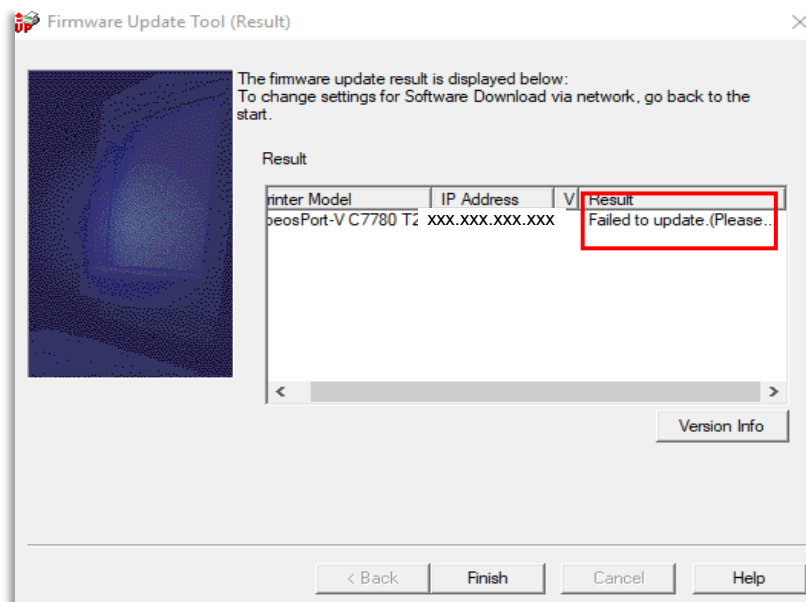
Results Window: **Update completed.**



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.

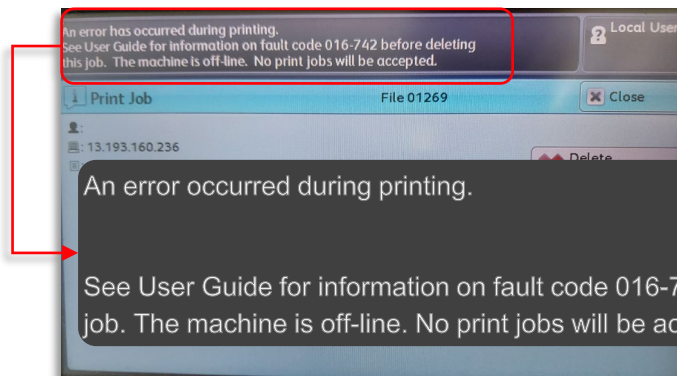


Results Window: **Failed to update.**



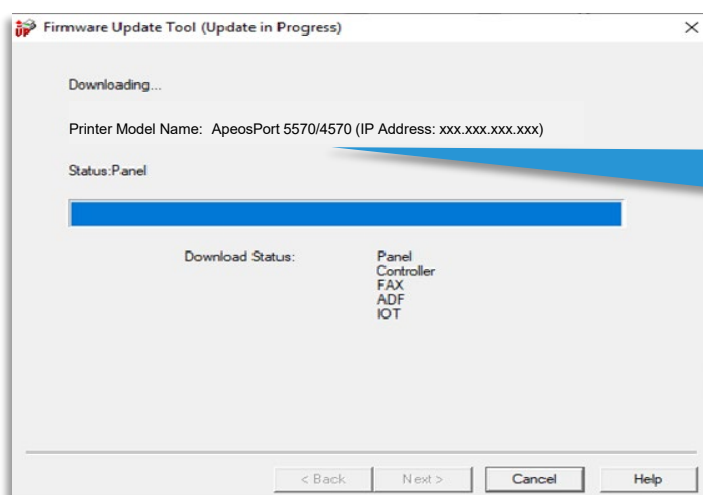
Note: During the upgrade process, the machine will store first the original copy of the new firmware version then distribute the included modules to their respective storage ROMs.

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**.

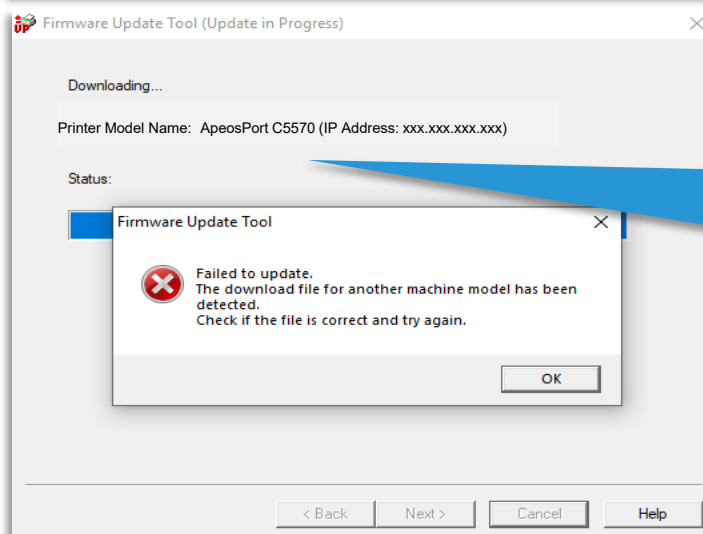


016-742:
Download Data
Product ID
Mismatch

016-743: Device
Model/Panel Type
Error



ApeosPort 5570
Correct Model Selected



ApeosPort C5570
Incorrect Model Selected
Pre-fix C means Colour

Firmware Update Procedure

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<https://support-fb.fujifilm.com/>

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