

Xerox® WorkCentre® 5030/5050

Installation Guide

Scanning Issue Patch



Patch Release Date

22 August 2013

Impacted Product(s)

WorkCentre® 5030/5050

Purpose

Only use this patch for the specific purpose identified below.

The JBIG2 based compression approach in some Xerox® products uses pattern matching for text. There is an error condition in the scanning function of these products in which characters can potentially be substituted for others. Scanning to digital files is the only function affected. Printing, copying, and traditional faxing are not affected.

JBIG2 is a compression standard that may use pattern matching to create very small file sizes. Character substitution is possible when pattern matching is used with **stress documents**; characterized as documents that have a combination of small fonts, are hard to read, contain stray pixels and/or have been scanned multiple times.

This patch updates the network controller software to remove pattern matching and adds a new MIB OID to validate the change has been successful.

Once the patch installs, file sizes may be slightly larger. The patch appends .LL to the network controller version number on the printed configuration sheet and the **Configuration** page in CWIS. Another method to validate the patch install is with the new MIB object.

The MIB object can be queried by using an SNMP tool, such as snmpget, to query the following OID: 1.3.6.1.4.1.253.8.53.13.2.1.6.1.180.38

Example Type the following command. Compare the result you receive with the result below.

```
snmpget -v2c -cpublic <device IP> 1.3.6.1.4.1.253.8.53.13.2.1.6.1.180.38
```

The result should be: xcmHrDevDetailValueInteger.1.180.38 1

Before Installing

Check to make sure the product is at the correct software level for this patch.

Product	Software Level
WorkCentre® 5030/5050	5.004.xx.xxx Note Software version 5.003.xx.xxx is not affected by the scanning issue and does not require a patch.

The DLM file must be extracted from the .zip file before it can be used.

Installation Requirements

- A computer with network access to the WorkCentre® products.
- The WorkCentre® products must have the HTTP option enabled. Refer to the System Administrator Guide for instructions.
- The WorkCentre® must have the Machine Software upgrade option enabled. Refer to the System Administrator Guide for instructions.

Installation File

The installation file is: **LLWC50xx.5.004V1.dlm**

Installation Instructions

1. Save the **LLWC50xx.5.004V1.dlm** file to a convenient location at your workstation.
2. The .dlm file can be submitted to the device via several methods, but upgrades must first be enabled at the product's CentreWare Internet Services (CWIS).
 - a. Enter the product's IP address in your web browser.
 - b. On the Web UI navigate to **Properties > General Setup > Machine Software > Upgrades**.
 - c. Make sure the **Upgrades > Enabled** box is checked.
3. The following two methods are available for submitting the .dlm to the system once upgrades are enabled:
 - a. Via the Manual Upgrade CWIS page:
 - i. Navigate to **Properties > General Setup > Machine Software > Manual Upgrade**.
 - ii. Select **Browse...** and find the .dlm file.
 - iii. Select **Install Software**.
 - b. Via a print protocol such as LPR/LPD or Port 9100 (Raw TCPIP Printing): Submit the .dlm file to the device as a print job.
4. Patch Installation begins several minutes after the software file is submitted to the machine and may take up to 20 minutes. The machine automatically reboots once the installation is complete. The configuration report will append LL to the Network Controller version.



5. Make sure the **Upgrades > Enabled** box is reset to the previous state.
6. If the patch has previously been installed or is not compatible with your product, it will not install and a failure confirmation sheet may be printed.

This patch can also be installed using Xerox Device Manager (XDM) or Xerox® CentreWare® Internet Services Web (CWW). Follow the XDM/CWW documentation for the steps required to install this patch with those tools.

