

Product(s): WorkCentre M24		Date: 9/19/2003	Page: 1 of 6
Title: Version 1.0 IOT Software Install Instructions			
Instruction #:	Tag/Mod: IOT: #1 IIT: #1	Classification Code:	

Purpose

The purpose of this kit is to install WorkCentre M24 v1.0 IOT Software.

Kit Contents

Qty.	Description
1	WorkCentre M24 SW CD

Required tools and supplies

- PWS Laptop with:
 - GSN Release 8.1 or higher PWS software
 - WorkCentre M24 Diagnostics Tool v2.1 (provided as part of this CD).
 - GSN Lock
 - Network Interface Card (NIC)
- Network crossover cable (p/n 600T2252)
- Serial Cable 9 pin to 9 pin (p/n 600T2058)
- 10 sheets of Color Expressions 11x17" paper
- Color Test Pattern (p/n 82E13120)

Procedure

CAUTION

In order to prevent loss of data; follow these instructions very carefully

Section 1 - Initial Actions for Portable Workstation (PWS)

NOTE: You MUST have the WorkCentre M24 Diagnostic Tool version 2.1 and Database version 2.1 installed to properly service the machine. A copy of the PWS Diagnostic tool has been provided on this CD. The instructions for installing the tools are a copy of the CD pullout for the EDOC CD for WC M24. (CD P/N 705p00869)

- ___ 1. Install WorkCentre M24 Diagnostics Tool version 2.1 and Data Base version 2.1. Refer to the cd_pullout_705p00869 9_18.pdf found in the /Doc/PWS folder on the CD.
- ___ 2. On the PWS, right-click on the **Network Neighborhood** icon and select **Properties**. Check that TCP/IP is set as the active protocol, and that the NIC is set as the active Adapter. Note the original settings for later restoration.

Note: The following steps are generic to cover versions of Windows (95, 98, 2k, XP) currently in use. The exact steps for setting up your network configuration will depend on the operating system on your PWS. If you need specific instructions for setting the IP address on your PWS, see the appropriate operating system-specific instructions for NIC_setup in the Doc folder on the CD.

- ___ 3. If your current setting is not DHCP, write down your current IP settings (so that you can restore them later.).

IP address: _____

Subnet Mask: _____

IP Gateway: _____
- ___ 4. If your current setting is DHCP select manual IP or static IP or select a specific IP address.
- ___ 5. Set your IP addresses as follows:

IP address: **192.168.13.13**

Subnet Mask: **255.255.255.0**

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IP Gateway: **192.168.13.8**

- ___ 6. Verify that there is a **C:\Temp** directory on the PWS hard disk. If there isn't, create the directory.

Section 2 - Initial Actions for the WorkCentre M24

- ___ 1. Print a System Settings List. (see **GP12** in E-Doc).
- ___ 2. Record the serial number of the WorkCentre M24 machine: _____
- ___ 3. Make a copy of the Color Test Pattern. Fix any IQ or copy mode problems before upgrading software.
- ___ 4. Enter Tools mode on the machine UI. Select **System Settings, System Settings, Network Settings, Protocol Settings**. Scroll to the second page and select the item labeled **TCP/IP Add for download**.
- ___ 5. Select **Change settings** and set the download IP address to **192.168.13.1**. (Leading zeros will not be displayed.)
- ___ 6. Press **Save** and exit the Tools mode. Wait for machine to display **Ready to Copy**.

Section 3 – Upgrading WorkCentre M24 Software

- ___ 1. Switch off the PWS.
- ___ 2. Switch off the WC M24. Wait for the machine to cycle down. Disconnect the Network Cable from the IOT rear panel.

CAUTION:

Make sure that the network crossover cable is securely connected. If this cable becomes disconnected during download, the file being loaded onto the machine will become corrupted and the file will have to be downloaded again.

- ___ 3. Connect the network crossover cable to the IOT Network Cable port and the PWS. Verify that the cable is firmly seated and that the locking tabs are engaged at both ends.
- ___ 4. Connect the serial cable to the IOT serial port and the PWS. Ensure that the retaining screws on the cable are tightened at both ends.
- ___ 5. Switch on the machine power and wait for the UI to display **Ready to Copy**.
- ___ 6. Switch on the PWS. Close ALL applications (Including virus scan) except GSNLock
- ___ 7. Start the WorkCentre M24 Diagnostics Tool. Select **dC351** from the DC Quick menu. Select **ALL** and **Save Machine Settings**.

NOTE: In dC351 (Save Machine Settings or Restore Machine Settings) errors may occur for some NVM locations. These errors are the result of customer selectable options (Example: Network settings or Fax not installed.). For now, ignore the errors. The network settings will be verified at the end of this procedure.

- ___ 8. After Machine Settings are saved, select the **Service Exit** tab, then **Temporary Closeout**. **DO NOT** select the **Exit PWS** button. Minimize the WorkCentre M24 Diagnostics application. Switch off the IOT power.
- ___ 9. Press and hold the power saver button while you switch on the machine. Continue holding the power saver button until the UI displays **Download Mode**.
- ___ 10. Place the **WorkCentre M24 SW CD** in the CD-ROM drive.
- ___ 11. Select **Start** on your Laptop.
- ___ 12. Select **Run** from the taskbar on the Laptop.
- ___ 13. Type **G:\exe\download.exe** – where **(G:)** is the drive letter of your CD-ROM drive (substitute the actual drive letter if different).

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- ___ 14. Select **OK**.
- ___ 15. After a short delay, the Download Tool should appear on the PC.
- ___ 16. Select **Networked Ethernet Connection** and set the download address to **192.168.13.1**. Click on **OK**.
- ___ 17. In the **Versions** box, select **V1.0 STD** or **V1.0 PS**. On the System Settings List under the Heading "ROM" will be displayed either "Standard ROM" or "Standard+PostScript®ROM". If only Standard Rom is listed select **V1.0 STD** otherwise select **V1.0 PS**.
- ___ 18. In the **Languages** box, select the appropriate language file according to table 1 below.

Table 1

Language	Selection	File Name	Comment
French	en_fr or BP & EFIGS	ui2_41314.bin ui2_41344.bin	XC market XE market Only
German	BP & EFIGS	ui2_41344.bin	XE market Only
Italian	BP & EFIGS	ui2_41344.bin	XE market Only
Spanish	en_es or es_pt or BP & EFIGS	ui2_41324.bin or ui2_41334.bin or ui2_41344.bin	XC market XC market XE market Only
Brazilian Portuguese	es_pt or BP & EFIGS	ui2_41334.bin or ui2_41344.bin	XC market XE market Only
English	en_fr (MFG default for English) or en_es or BP & EFIGS	ui2_41314.bin ui2_41324.bin ui2_41344.bin	XC market (Default) XC market XE market Only

CAUTION:

The BP & EFIGS language file will only work in the XE market. Attempting to load this file on an XC machine will result in an error and the file will not be loaded onto the machine.

- ___ 19. The WC M24 Download Tool window will appear as in Figure 1.

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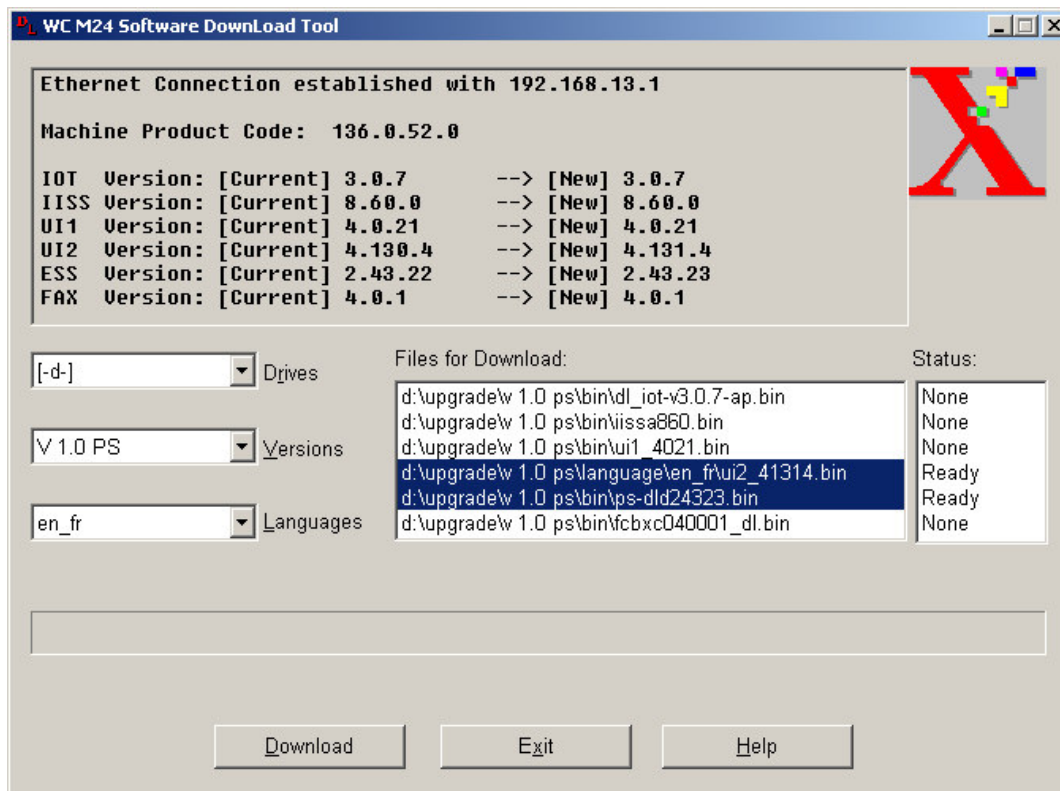


Figure 1 Download Tool Window

NOTE: If the machine does not have a Fax installed the current version number for the Fax software will not be a valid version number. (Example 80.82.79)

CAUTION:

To insure that software is downloaded correctly, read steps 20a through 20e before downloading software.

__ 20. Upgrade the software on the WorkCentre M24 as follows:

- 20a) In the **Files for Download** window, highlight the files to be downloaded. If the **Current** version is the same as the **New** version, it does not need to be downloaded. The files will be downloaded in the order listed in the **Files for Download** window.

CAUTION

DO NOT interrupt the download or power off the machine during download. If the machine is powered off and on during download or the download is interrupted, serious problems may result.

- 20b) Press the **Download** button. A message box will display an estimate of the time the download will take. Start the download by selecting **YES**.
- 20c) While a file is being downloaded, the **Online** LED on the UI will flash green. After that file finishes downloading, the **Online** LED will be a steady green until that file is decompressed.

Note: If a failure message is displayed, the fault must be corrected before the upgrade can continue.

- 20d) After the last file has been downloaded, the download tool will display "File Download Complete!" (Figure 2) on the PWS. Wait until the green LED on the machine UI goes off. Select **Exit** on the **Download Tool** window. Switch off the IOT power.

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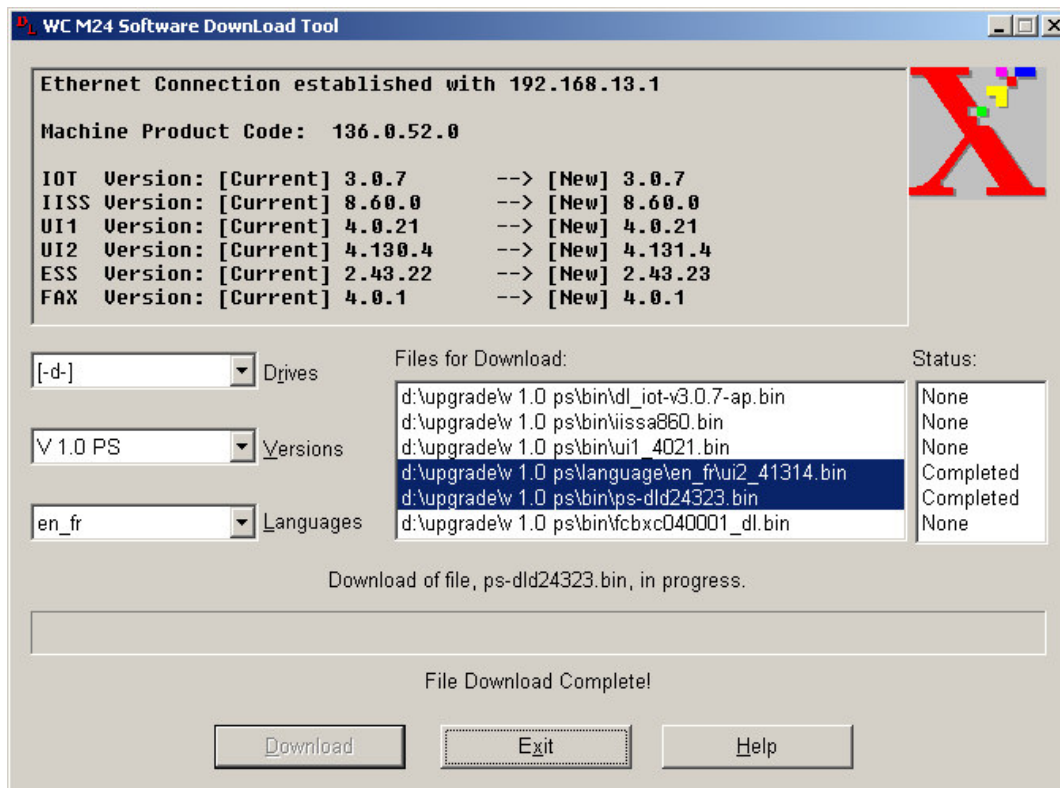


Figure 2

- 20e) Switch on the IOT. Wait for the IOT to display **Ready to Copy**. If it does not come up after 5 minutes, switch the power off then on. If, after powering off and on 2 times, the machine still does not come up to **Ready to Copy**, verify cable connections between the PWS and IOT, switch the IOT power off, return to step 9 and re-download **all** of the software files.

- ___ 21. Disconnect the Crossover Cable from the IOT and reconnect the Network Cable.
- ___ 22. Press the **Machine Status** button, select **Machine Information / Software Version** and verify that all of the files downloaded successfully (see Table 1). If the versions are not correct, switch off the IOT power, return to step 9 and re-download **all** of the software files.

Table 1 Software Versions

File Name	Version
System Main ROM (Standard ROM)	2.43.22
UI Control ROM	4.0.21
UI Frame ROM	4.131.4 or 4.132.4 or 4.133.4 or 4.134.4
Input Device ROM	8.60.0
Output Device ROM	3.0.7
Fax Main Board ROM	4.0.1

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- ___ 23. Using the UI Diagnostics tool, ensure that the NVM locations shown in Table 2 are set correctly:

Table 2 NVM

NVM Location	XC Machines	XE Machines	Note
700-120	4294966996	0	Time zone (GMT)
700-164	See Note	See Note	Language Information 2 = English, 3 = French, 4 = German, 5 = Italian, 6 = Spanish, 7 = Brazilian Portuguese
700-397	44	5	Report Paper Size, 44=8.5x11, 5=A4
825-133	1	1	Busy tone detect enable (Fax machines only)
			Note: The following NVMs should only be set after the Country code has been set and the machine rebooted. (NVM 700-165 = 826 for UK; 380 for Italy.
825-335	NA	60	Italy only - Busy tone on 1 Max time
825-336	NA	25	UK only - Busy tone on 1 Min time
825-337	NA	60	Italy only – Busy tone off 1 Max time
825-338	NA	25	UK only – Busy tone off 1 Min time
825-388	NA	32	Italy only – Dial tone integral time

- ___ 24. Exit UI diagnostics and wait for machine to display **Ready to Copy**.
- ___ 25. Open the WorkCentre M24 Diagnostics tool. Select **Reconnect** from the menu bar. Wait for the tool to reconnect to the machine. Go to **dC351** and **Save Machine Settings** to a floppy disk. Refer to **dC351** in the E-Doc for detailed instructions.
- NOTE:** In dC351 (Save Machine Settings or Restore Machine Settings) errors may occur for some NVM locations. These errors are the result of customer selectable options (Example: Network settings or Fax not installed.). For now, ignore the errors. The network settings will be verified at the end of this procedure.
- ___ 26. Label the floppy with the machine Serial number, the SW version set number, the Diagnostic Tool version number and the date. Place the floppy in the compartment above the ESS assembly.
- ___ 27. Wait for machine to display **Ready to Copy**. Print a new System Settings List.
- ___ 28. Compare all system and network settings. If any settings are different from the original System Settings List set them correctly and then print another System Settings List.
- ___ 29. Check with the System Administrator to insure that clients can print to the machine.
- ___ 30. Place the new System Settings Sheet in the compartment in Tray 1 or Tray 2 of the machine.
- ___ 31. Make another copy of the 82E13120 test pattern and compare it to the copy made in section 2, step 3. The copy should be of equal or better quality. If it is not perform appropriate adjustments per IQ RAP.
- ___ 32. Using a permanent marker, mark off Tag 1 on the Tag matrix inside the front cover of the IOT. Mark off Tag 1 on the left rear of the IIT.
- ___ 33. Return to Section 1 - Initial Actions for Portable Workstation, steps 2-4, and restore the original PWS network settings.