

Security Bulletin XRX18-027

Xerox® AltaLink® Multifunction Devices

Address SBC Reliability Issue

Bulletin Date: August 23, 2018

Background

The SBC (Single Board Controller) may prematurely fail and is then unable to read the SD card port. This problem affects all releases of the affected products. Xerox often releases bulletins such as this one to inform customers that may be affected by certain software issues. Following extensive testing under numerous workloads, Xerox has identified that missing digital logic that manages the frequency of writes to an internal SD card may lead premature wear and subsequent failure of this SD card. A fix via a software patch was developed that addresses this issue and thus prevents premature wear of the internal SD card.

This software patch does not have any impact to the workflow or security of the products listed below.

The software patch 1251829v3 (if the patch file is distributed to Customer Support Engineers (CSEs) and cut into production) or 1251829v4 (if the patch file is distributed to machines via the Xerox remote configurator tool) and is not designed to be installed by the customer; the patch file will either be installed by a Xerox CSE or pushed to the device by Xerox personnel.

Notes:

1. When the patch is successfully applied, '.1251829v3' or '.1251829v4', as applicable, will be appended to the end of the Network Controller software version. If the Network Controller software version shows either '.1251829v3' or '.1251829v4' is appended to the network controller version, the patch is already applied.
2. If the device has 1251829v1 or 1251829v2 appended to the Network Controller version and is **not** at System Software level 100.00x.008.05702, software patch 1251829v3 needs to be loaded to replace v1 and/or v2.

Applicability

The software patch mentioned above applies to the network-connected versions for the following products:

AltaLink®

B8045
B8055
B8065
B8075
B8090
C8030
C8035
C8045
C8055
C8070

This software patch is rated as **Critical**.

Installation Instructions

Summary of versions and actions:

- Determine the current System Software version or Controller Version on your device for the affected product by printing a Configuration Report following the instructions for printing a Configuration Report in the System Administrator Guide.
- Based on the current System Software version or Controller version on your device, determine from the table below whether this patch needs to be installed.
- If the patch needs to be installed, arrange for the patch to be installed.

For AltaLink B8045/B8055/B8065/B8075/B8090

	If Your Software Version Is	Next Step:	System SW / Controller Will Now Show:
1	Less than 100.008.008.05702	Have software patch '.1251829v3' or '.1251829v4', as applicable, installed	100.008.xxx.yyyyy / 100.008.yyyyy.1251829v3 or 100.008.yyyyy.1251829v4, as applicable
2	100.008.008.05702	No patch required	100.008.008.05702/ 100.008.05702
3	100.008.077.17900 to 100.008.018.01610	Have software patch '.1251829v3' or '.1251829v4', as applicable, installed	100.008.xxx.yyyyy / 100.008.yyyyy.1251829v3 or 100.008.yyyyy.1251829v4, as applicable
4	100.008.028.05200 or greater	No patch required	100.008.xxx.yyyyy / 100.008.yyyyy

For AltaLink C8030/C8035

	If Your Software Version Is	Next Step:	System SW / Controller Will Now Show:
1	Less than 100.001.008.05702	Have software patch '.1251829v3' or '.1251829v4', as applicable, installed	100.001.xxx.yyyyy / 100.001.yyyyy.1251829v3 or 100.001.yyyyy.1251829v4, as applicable
2	100.001.008.05702	No patch required Note: 100.001.008.05700 with software patch 1251829v1 is also compliant	100.001.001.05702/ 100.001.05702 (Note: Could also be 100.001.008.05700 / 100.001.057021251829v1)
3	100.001.077.17900 to 100.001.018.01610	Have software patch '.1251829v3' or '.1251829v4', as applicable, installed	100.001.xxx.yyyyy / 100.001.yyyyy.1251829v3 or 100.001.yyyyy.1251829v4, as applicable
4	100.001.028.05200 or greater	No patch required	100.001.xxx.yyyyy / 100.001.yyyyy

For AltaLink C8045/C8055

	If Your Software Version Is	Next Step:	System SW / Controller Will Now Show:
1	Less than 100.002.008.05702	Have software patch '.1251829v3' or '1251829v4', as applicable, installed	100.002.xxx.yyyyy / 100.002.yyyyy.1251829v3 or 100.002.yyyyy.1251829v4, as applicable
2	100.002.008.05702	No patch required Note: 100.002.008.05700 with software patch 1251829v1 is also compliant	100.002.001.05702/ 100.002.05702 (Note: Could also be 100.002.008.05700 / 100.002.057021251829v1)
3	100.002.077.17900 to 100.002.018.01610	Have software patch '.1251829v3' or '1251829v4', as applicable, installed	100.002.xxx.yyyyy / 100.002.yyyyy.1251829v3 or 100.002.yyyyy.1251829v4, as applicable
4	100.002.028.05200 or greater	No patch required	100.002.xxx.yyyyy / 100.002.yyyyy

For AltaLink C8070

	If Your Software Version Is	Next Step:	System SW / Controller Will Now Show:
1	Less than 100.003.008.05702	Have software patch '.1251829v3' or '1251829v4', as applicable, installed	100.003.xxx.yyyyy / 100.003.yyyyy.1251829v3 or 100.003.yyyyy.1251829v4, as applicable
2	100.003.008.05702	No patch required Note: 100.003.008.05700 with software patch 1251829v1 is also compliant	100.003.001.05702/ 100.003.05702 (Note: Could also be 100.003.008.05700 / 100.003.057021251829v1)
3	100.003.077.17900 to 100.003.018.01610	Have software patch '.1251829v3' or '1251829v4', as applicable, installed	100.003.xxx.yyyyy / 100.003.yyyyy.1251829v3 or 100.003.yyyyy.1251829v4, as applicable
4	100.003.028.05200 or greater	No patch required	100.003.xxx.yyyyy / 100.003.yyyyy

Additional Information

Make sure that Software Upgrade is enabled on the device. To enable Software Upgrade:

1. In the Embedded Web Server, click **Properties > General Setup > Software Upgrade**.
2. To allow users to upgrade software, click **Allow Upgrade**.

Note: If Restrict Upgrade appears, upgrades are allowed already.

To view the current software version in the Embedded Web Server:

1. In the Embedded Web Server, click **Properties > General Setup > Software Upgrade**.
2. For Current Software, note the date, time, and version of the last successful software upgrade.
3. For Last Upgrade Attempt, note the date, time, version, and status of the last upgrade attempt.
4. To verify the success of the upgrade, compare this information with the printed software upgrade status report. The software release is installed when the system software version on the printed Configuration Report shows the system software version number indicated in the applicable table on Pages 2 and 3; the software patch is installed when the controller version number on the printed Configuration Report shows the proper controller version number indicated in the applicable table on Pages 2 and 3.

For all software upgrade methods, a software upgrade status report prints after the upgrade is complete. You can check the status of the upgrade on the Software Upgrade page in the Embedded Web Server. Compare the information noted in the Current Software area on the Software Upgrade page with the printed status report.