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Upgrade Sync User Guide

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USUGKDEN101



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1 Product overview

Upgrade Sync is an application that allows you to check for newer versions of the following items:

- Printer firmware
- Hybrid Platform for Advanced Solutions (HyPAS) applications
- Network Interface Kit (IB-53) or Wireless Network Interface Kit (IB-54 or IB-55) firmware

You can then update any of the items using the application.

Depending on your country, region, printer, or HyPAS application, updating items using Upgrade Sync may not be supported. If necessary, you may update items manually. For more information, contact the place where you purchased your printer.

About this guide

This guide helps you:

- Access and use Upgrade Sync.
- Troubleshoot problems with the application.

Conventions

The following conventions may be used in this guide:

- **Bold text** is used for menu items, buttons, and providing emphasis where needed.
- Screen, text box, and drop-down menu titles are spelled and punctuated exactly as they are displayed on the screen.
- *Italics* are used for document titles.
- Text or commands that a user enters are displayed as text in a different font or in a text box as shown in these examples:

  1. On the command line, enter `net stop program`.
  2. Create a batch file that includes these commands:

  ```
  net stop program
  gbak -rep -user PROGRAMLOG.FBK
  ```

- Icons are used to draw your attention to certain pieces of information. Examples:

  This indicates information that is useful to know.

> ! This indicates important information that you should know, including such things as data loss if the procedure is not done properly.

System requirements

Supported operating systems

Windows

- Windows 11 (including x64 and x86 versions)
- Windows 10 (including x64 and x86 versions)
- Windows Server 2025
- Windows Server 2022
- Windows Server 2019
- Windows Server 2016

Mac

- macOS 12 or later

Linux

Long-term support (LTS) x64 versions of:

- CentOS
- Debian
- Fedora
- OpenSUSE
- RedHat
- Ubuntu

Minimum computer storage

Approximately 500 MB or more of available storage space is required.

Supported languages

The application language is dependent on the operating system language, but can be changed in the application.

- Dutch
- English
- French
- German
- Italian
- Portuguese (Portugal)
- Russian
- Spanish

2 Accessing the application

1. From a web browser, go to https://kyocera.info/support/.
2. Select your language, country or region, and printer.
3. In **Download** > **Utility**, go to Upgrade Sync, then select the download button.

   Upgrade Sync is available only for some printers.

4. To begin the download, read and accept the license agreement.

   Take note of the download location.

5. In your computer, go to the download location, then run the application.

   If necessary:
   - Wait for the application to complete initialization.
   - Allow the application to make changes to your computer or device.
   - Depending on your computer network proxy settings, you may be required to enter your network proxy credentials. For more information, contact your network administrator.
   - Read and accept the license agreement.
   - To change the display language of the application, select the settings icon in the upper right part of the screen, then in **General settings** > **Language**, select your preferred language.

3 Functions

With Upgrade Sync, you can do the following:

- Discover and add printers.
- Check for newer versions of the printer firmware, network interface kit firmware, or HyPAS applications installed in the printer.
- Perform updates to any applicable items.

> **!** Your computer must be connected to the internet for Upgrade Sync to be able to check for and download firmware or application updates.

Adding printers

> **!**
> - Before proceeding, make sure that your computer and printer are turned on and connected to the same network.
> - Confirm the SNMP settings of your printer in Command Center RX. For more information, see the *Command Center RX User Guide*. To apply the printer SNMP settings in Upgrade Sync, do the following:
>
> 1. Select the settings icon in the upper right part of the screen.
> 2. In SNMP settings, make sure to apply the same settings as your printer.
>
> Depending on the SNMP settings of your printer, make sure that:
> - For SNMP v1/v2, specify the read community name.
> - For SNMP v3, specify the correct user name, authentication, and privacy settings.
>
> 3. Select **Save**.

1 Select **Add**.

Wait for the application to finish printer discovery.

2 In Available devices, select one or more printers.

- If you know your printer model or IP address, you can use the search bar.
- You can also select **Add custom device**. Specify the correct model and port of your printer, then select **Add**.
- You can select **Use host name as port name**.
- To restart printer discovery, select **Refresh**.

> If your printer is not listed, it may not be supported by the application. For more information, contact the place where you purchased your printer.

3 Click **Select**.

The printers are listed in the application.

To remove one or more printers from the list, select the corresponding checkbox, then select **Remove** > **Yes**.

Checking for updates

1 In Upgrade Notification List, select one or more checkboxes.

2 Select **Check Updates**.
Wait for the application to finish checking for updates.

3 For each selected printer, select **View details** and review the information.

To automatically check for updates, do the following:

1. Select **Notification Settings**.
2. Turn on Check for updates.
3. In Repeat, select the checking frequency, then specify any available settings.
4. Select **Save**.

The application provides update notifications during the specified frequency. Depending on your operating system, you may configure other notification settings such as sound, icon, or lock screen display.

Performing updates

- Confirm the user name and password for the administrator registered in your printer. The administrator credentials are distinct from the machine administrator. For more information, see the printer *Operation Guide*.
- If the firmware of your printer or network interface kit is updated, it cannot be restored to a previous version.
- If one or more HyPAS applications are updated, these can be restored to a previous version.
- During update, do not use or turn off your printer, or disconnect the network.
- If you are updating the printer firmware, make sure that the HTTP and HTTPS ports are not blocked by a firewall or a virus scanner.

1 In Upgrade Notification List, select one or more checkboxes.

2 Select **Check Updates**.
Wait for the application to finish checking for updates.

3 For each printer, do the following:

a) Select **View details** for the corresponding printer.
Wait for the details to be updated, then review the information.

b) Select one or more items with available updates, then select **Upgrade**.



- If necessary, enter the correct printer administrator credentials. For more information, see the printer *Operation Guide*.
- Review the update status in the application. You can also check the update progress in the printer operation panel.

c) After all available updates are processed, select **Close**.

You can check the versions of the items by viewing the printer, network interface kit, and HyPAS application information in:

- Command Center RX
- The printer operation panel
- The printed status page

4 Troubleshooting

This section includes the most common problems that you may encounter when using the application. For each problem listed, you can do any of the recommended solutions. If your problem is not listed, contact your system administrator or qualified service personnel.

The application cannot find my printer

Your printer is turned off or not connected to the same network as your computer.

Make sure that your printer is turned on and connected to the same network as your computer.

Your printer is not supported by the application.

Manually update your printer firmware, network interface kit firmware, or HyPAS applications installed in your printer. For more information, see the printer *Operation Guide* or documentation for your network interface kit or HyPAS applications, or contact the place where you purchased your printer.

The SNMP settings of the application and your printer do not match.

Confirm the SNMP settings of your printer in Command Center RX. For more information, see the *Command Center RX User Guide*. If necessary, modify the SNMP settings in Upgrade Sync.

The update to my printer firmware or HyPAS application was not successful

Your printer is turned off or not connected to the same network as your computer.

Make sure that your printer is turned on and connected to the same network as your computer.

If you are updating the printer firmware, the HTTP or HTTPS port might be blocked by a firewall or a virus scanner.

Review your computer firewall and virus scanner settings, and make sure that the HTTP and HTTPS ports are not blocked.
If the following HTTP/HTTPS port numbers are already in use, specify a new port number: 443

The update was not downloaded correctly from the internet.

- Make sure that your computer is connected to the internet.

- Manually update your printer firmware, network interface kit firmware, or HyPAS applications installed in your printer. For more information, see the printer *Operation Guide* or documentation for your network interface kit or HyPAS applications, or contact the place where you purchased your printer.

For the Kyocera contact in your region, see Sales Sites sections here.
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