Model: Martini-C2	Date: 14-Oct-04	No.: RB140001d

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (BCU - Engine)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the Engine.

Version	Program No.	C. SUM	Effective Date
5.27:36	*B1635127D*	*-*	*February 2008 production*
5.26:36	B1635127C	-	May 2007 production
5.20a	B1635127B	D497	September 2005 Production
5.17	B1635127A	1A6B	October 2004 Production
5.16	B1635127	51DB	September 2004 Production

Version	Symptom Corrected
5.27:36	*1. Reface Mode (SP Mode 2940) timing has been changed.*
5.26:36	Symptom corrected: 1. The stapling does not work when printing out a job using mixed size mode. 2. SC990 sometimes occurs when printing out a job using duplex and stapling.
5.20a	Jam sometimes occurs when the machine feeds Tab sheet paper.
5.20a	The machine freezes up if a job request is received from one of the other primary machine functions while performing a scanning job.
5.17	Jam 157 occurs when the machine feeds LG paper from Tray 3.
5.17	Jam 10 occurs when the machine continuously feeds DTL paper from Tray 3 and LT from Tray 2.
5.16	1st Mass Production

RICOH

Technical Bulletin

Reissued: 26-Oct-04

Model: Martini-C2	Date: 14-Oct-04	No.: RB140002b

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (GW - System)	Prepared by: S. Watanabe	
From: 2nd Tech Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ( )	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

This RTB has been issued to announce the firmware release information for System/Copy.

Version	Program No.	C. SUM	Effective Date
1.04.1	*B1415211B*	*7259*	*October 2004 Production*
1.03.2	B1415211A	CF12	September 2004 Production
1.03	B1415211	4515	September 2004 Production

Version	Symptom Corrected
1.04.1	*Service Mode Lock cannot be disabled after an SC error occurs.*
1.04.1	*The PC cannot connect to the printer through Windows authentication, and the printer job is cancelled.*
1.03.2	Summer Time does not function.
1.03	1st Mass Production

RICOH

Technical Bulletin

PAGE: 1/1

Reissued: 3-Feb-05

Model: Martini-C2	Date: 14-Oct-04	No.: RB140003a

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (NCS)		Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☒ Other ( )		

This RTB has been issued to announce the firmware release information for the NIB.

Version	Program No.	C. SUM	Effective Date
4.08	*B1415212A*	*606E*	*December 2004 Production*
4.00	B1415212	A9CE	September 2004 Production

Version	Symptom Corrected
4.08	*The MFP will not be able to see any other members of the workgroup if it belongs to a workgroup with a name of 15 bytes. This size is the maximam size of a workgroup name.*
	May not connect using SNMP v3 when setting the static IP address.
	If the machine name is cleared (left blank), it should automatically revert to the factory default machine name "Aficio 2075". However, instead of reverting to the factory default machine name, it reverts to whatever the machine name was before the machine name was cleared.
	If 2 or more interfaces (i.e. Ethernet & IP over1394) are communicating at the same time and the SMTP server that has been configured for the MFP doesn't exist, an SC991 error will occur.

	The following 2 previously unsupported features are now supported:
	  ➢ *SMB packet signing on the Windows Server 2003*
	  ➢ *The automatic setting of Access Privileges for Group settings from a Windows 2003 Server Domain Controller.*

	If a Wireless LAN card has been installed on a MT-C2 and the 'Interface' menu is clicked from WIM, the error "500 InternalServerError" will be displayed in the web browser. This problem will only occur after the first power on after installing the card.
	If the MT-C2 is in OFF mode and the job history is refreshed from SDM for Admin or SDM Client, the MFP will enter Energy Save mode.
	Windows passwords of 128 bytes (maximum possible size of a Windows password) will not understand the authentication reply from the DC and the MFP will think that authentication has failed. Note: This only happens if the DC is a Windows 2003 Server.
4.00	1st Mass Production

Model: Martini-C2	Date: 14-Oct-04	No.: RB140004b

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release History (LCDC)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the LCDC.

NA (USA)

Version	Program No.	C. SUM	Effective Date
1.03	B1635176A	D08F	October 2004 Production
1.01	B1635176	D46C	September 2004 Production

EU (Europe)

Version	Program No.	C. SUM	Effective Date
1.03	B1635177A	25C2	October 2004 Production
1.01	B1635177	7877	September 2004 Production

TWN (Asia/Taiwan)

Version	Program No.	C. SUM	Effective Date
1.02	B1635178	ECAA	September 2004 Production

CHN (China)

Version	Program No.	C. SUM	Effective Date
1.11	*B1635186*	*ECAA*	*March 2005 Production*

Version				Symptom Corrected
NA	EU	TWN	CHN	
-	-	-	*1.11*	***1st Mass Production for China***
-	1.03	-	-	The icon for film paper is not displayed (French only).
-	1.03	-	-	The icon for folding is not displayed (French only).
1.03	-	-	-	The icon for film paper is not displayed (Spanish only).
1.03	-	-	-	The icon for folding is not displayed (Spanish only).
1.01	1.01	1.02	-	1st Mass Production

Model: Martini-C2	Date: 14-Oct-04	No.: RB140005b

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (LANG)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the Language.

Version	Program No.	C. SUM	Effective Date
3.80	*B1635240B*	*-*	*September 2006 production*
3.79	B1635240A	45B2	March 2005 Production
3.74	B1635240	2030	September 2004 Production

Version	Symptom Corrected
3.80	*Wording corrections (Spanish, French, Chinese, German)*
3.79	Wording corrections in Swedish, French, Danish, German, Italian and Dutch.
3.74	1st Mass Production

RICOH

Technical **B**ulletin

PAGE: 1/1

Reissued: 4-Feb-05

Model: Martini-C2	Date: 14-Oct-04	No.: RB140006a

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Netfile)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	
Classification: ☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Net File.

Version	Program No.	C. SUM	Effective Date
0.34.1	*B1415213A*	*AE9A*	*December 2004 Production*
0.24.1	B1415213	D5AC	September 2004 Production

Version	Symptom Corrected
0.34.1	*Cannot print documents from the Document Server via DeskTopBinder Lite v4.*
	If restoration of the address book via SDM for admin is not completed properly for any reason, the MT-C2 freezes.
	Images (non-text) downloaded from the document server via Desktop Editor for Production, are of reduced clarity.
	Images downloaded from the document server via Desktop Editor for Production, will always be saved as jpeg, even if tiff is selected as the file type.
	If Windows Authentication is enabled, printing via SDM ports will not be possible.
	If any of the address book encryption functions are used, no SDM for Admin functions will work.
	Cannot add devices to the I/O device list of ScanRouter.
	If someone tries to restore the address book via SDM for admin while the address book is in use by another user, an error message will be displayed. However, the error message will be unrelated to the actual problem.
	Using WIM, users cannot download JPEG files from the document server to PC using Windows XP SP2.
0.24.1	1st Mass Production

RICOH

Technical Bulletin

Reissued: 4-Jul-05

Model: Martini-C2	Date: 14-Oct-04	No.: RB140007c

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (WebSys)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the WebSystem.

Version	Program No.	C. SUM	Effective Date
1.03	*B1415214B*	*E603*	*March 2005 Production*
1.02	B1415214A	A6EE	February 2005 Production
1.01	B1415214	F271	September 2004 Production

Version	Symptom Corrected
1.03	*Unsupported characters (Non US-ASCII) can be registered for administrator and user names and passwords via WIM. (GFPR#RE05010010)*
1.02	Fixed a security issue in WIM that may have allowed attackers to execute JavaScript on the product's web server.
	Web Image Monitor is available in Korean.
1.01	1st Mass Production

RICOH **T**echnical **B**ulletin

Reissued: 4-Feb-05

Model: Martini-C2	Date: 14-Oct-04	No.: RB140008a

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release History (WebDocBox)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	
Classification: ☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☒ Other ( )	

This RTB has been issued to announce the firmware release information for the WebDocBox.

Version	Program No.	C. SUM	Effective Date
1.01	*B1415215A*	*A1FE*	*December 2004 Production*
1.00	B1415215	1F14	September 2004 Production

Version	Symptom Corrected
1.01	*The first time a user tries to access the document server after changing the access privileges from a stored document, an error message will be displayed.*
1.00	1st Mass Production

Reissued: 3-Feb-05

Model: Martini-C2	Date: 14-Oct-04	No.: RB140009b

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Printer)	Prepared by: S. Watanabe	
From: 2nd Tech Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ( )	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

This RTB has been issued to announce the firmware release information for the Printer.

Version	Program No.	C. SUM	Effective Date
1.01	*B6596510B*	*AC49*	*September 2004 Production*
1.00	B6596510	0E87	September 2004 Production

Version	Symptom Corrected
1.01	*If UserCode authentication is enabled, a job is sent to the printer but can't be printed after the UserCode error condition is fixed.*
1.00	1st Mass Production

Model: Martini-C2	Date: 14-Oct-04	No.: RB140010c

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release History (Scanner)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the Scanner.

Version	Program No.	C. SUM	Effective Date
1.07	*B6596520C*	*E2EB*	*May 2005 Production*
1.06	B6596520B	3368	March 2005 Production
1.05	B6596520A	8211	December 2004 Production
1.01	B6596520	7E53	September 2004 Production

Version	Symptom Corrected
1.07	*The grayscale 'Compression' setting in the Scanner System is wrong.* *- Low compression produces low-quality images with high compression (small size).* *- High compression produces high-quality images with low compression (large size).*
	Multiple page documents scanned with the single-page PDF setting will be sent to the ScanRouter server as multiple TIFF files.
1.06	The scanner application may stall if the TWAIN driver is used repeatedly.
	The wording for one of the Russian button labels was wrong.
1.05	After logging into the machine and accessing the Scanner, the Store button is selected automatically. If a document is scanned, it will be stored but the user name will not be assigned to the document.
	Using the "Program" function with the following procedures produces an SC990 error. 1. Press the "Program" button on the body of the MFP (not operation panel) and selected one of the pre-programmed scan-settings from the operation panel. Then press the cancel button on the body of the MFP. Perform the same procedure several times again. After that, press the [Store file] button. 2. Press the "Program" button on the body of the MFP (not operation panel) and selected one of the pre-programmed scan-settings from the operation panel. (Notice the File type button is not displayed as it should be). Press the "Attached File" button and then the File type button. Press the cancel button on the operation panel.
1.01	1st Mass Production

RICOH

Technical Bulletin

PAGE: 1/1

Model: Martini-C2	Date: 14-Oct-04	No.: RB140011e

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release History (DESS)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the DESS.

Version	Program No.	C. SUM	Effective Date
3.08	*B6596530D*	*-*	*June 2006 Production*
3.07	B6596530C	E120	September 2005 Production
2.06A	B6596530B	5799	March 2005 Production
2.06	B6596530A	E865	November 2004 Production
2.05	B6596530	E13A	September 2004 Production

Version	Symptom Corrected
3.08	*Fixed: The SSL/TLS rollback vulnerability.*
3.07	The DESS option supports 256-bit encryption.
3.07	If more than five users are added to the Address Book using Smart Device Monitor for Admin with SSL, the connection will stay active and appear to be updating. However, after an hour or more, the connection will close and the Address Book will not be updated.
2.06A	Domino Servers are now available for LDAP authentication because SSLv2/v3 for authentication is supported. Note：When using SSLv2/v3, GW System firmware ver. 1.17 (Program No. #B1415211D) or later must be installed.
2.06	Factory requests
2.05	1st Mass Production

Model: Martini-C2	Date: 15-Oct-04	No.: RB140012a

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release History (PS3)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the PS3.

Version	Program No.	C. SUM	Effective Date
1.01	*B5255120B*	*C991*	*July 2005 Production*
1.00	B5255120A	F76B	September 2004 Production

Version	Symptom Corrected
1.01	*Cannot print Thai/Latin characters using the PS driver.*
1.00	1st Mass Production

RICOH

Technical Bulletin

Model: Martini-C2	Date: 15-Oct-04	No.: RB140013

Subject: ROM History (SR861)	Prepared by: S.Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the ROM release information for the SR861.

ROM No	Main PCB No	Version	C.SUM	Effective Date
B6745103C	B6745100F	1.02	1AA4	September 2004 Production

Symptom Corrected	ROM No
1st Mass Production	B6745103C

Model: Martini-C2	Date: 20-Oct-04	No.: RB140014

Subject: Information on SR841 connection with MT-C2	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

Important Note on Using the SR841 with MT-C2 Models

SR841 finishers produced until August 2004 do not work with the MT-C2a and MT-C2b.

Reason

SR841 finishers produced **until August 2004** do not support the print speed of the MT-C2a and MT-C2b.

Note:

- All SR841 finishers support the print speed of the MT-C2c.
- SR841 finishers produced **from September 2004** support the MT-Ca/b print speeds. These finishers have a seal next to "SR841" on the outside box (see below).

Cut-in Serial Numbers

B704-17: K314090001 -

B704-26: 5C30840058 -

Workaround for SR841 finishers produced up until August

Install EP-ROM #B7065107 on the main control PCB (replacement procedure below).

SR841 EP-ROM REPLACEMENT PROCEDURE

Important: **Turn the machine main power OFF before beginning.**

1. Remove the two screws shown in the left photo.

2. Remove the I/F cable from the mainframe.

3. Remove the front cover and remove the I/F cable from the cutout in the front cover.

4. Remove the ROM (IC134) from the IC socket on the finisher main board.
   Important: Use an IC extractor (left photo) or small standard screwdriver (right photo).

5. Attach the new EP-ROM (P/N B7065107).
   Important: Make sure to attach the ROM in the **correct orientation**. Also, be careful **not to bend** any of the pins.

6. Reconnect the I/F cable to the mainframe.

7. Turn the main power on.

8. Make sure the finisher starts its initialization cycle. This means that the ROM was replaced correctly.

RICOH

Model: Martini-C2	Date: 17-Nov-04	No.: RB140015

Subject: Service Manual Revision (Installation of DOS Unit)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

Please apply the following correction to your Service Manuals.

The installation procedure for the Data Overwrite Security Unit Type C (B735) was changed. The new procedure begins on the next page.

Note: The following steps were **deleted**:

Step 4: Do the "Copy SPs" in the table below.

Step 5: Do the "Printer SP" in the table below

Model: Martini-C2	Date: 17-Nov-04	No.: RB140015

New Installation Procedure
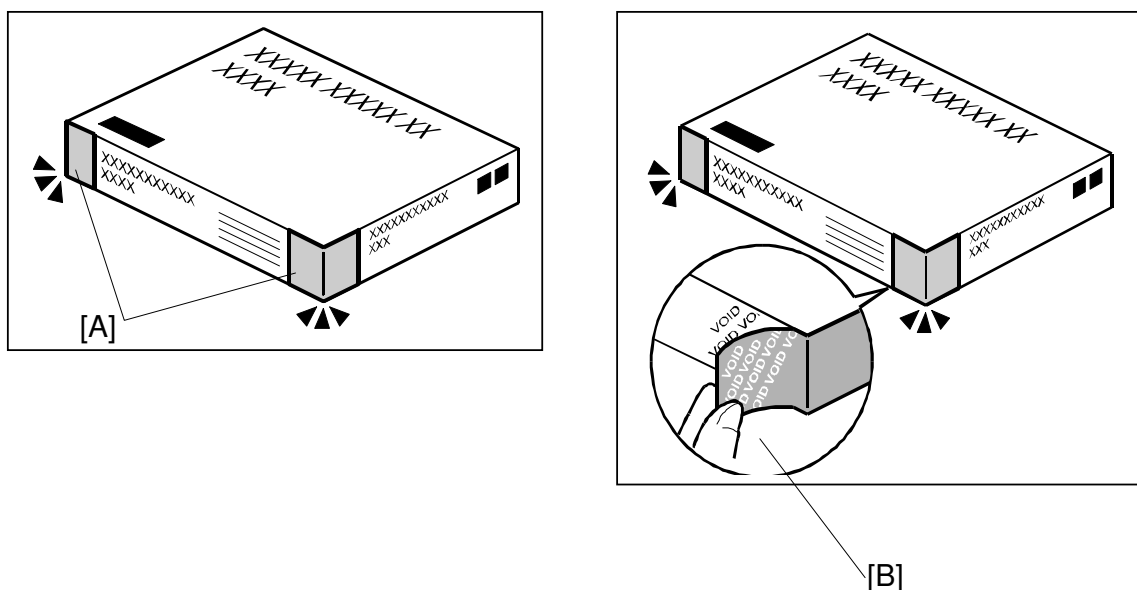
Data Overwrite Security Unit Type C (B735)

ACCESSORY CHECK

Check the accessories and their quantities against this list:

Description   Q'ty

  1. SD Card 1

Seal Check And Removal

[A]

[B]

1. Make sure that:
    1) The box has **two pieces of tape** [A] attached to the corners in the photo, **AND**
    2) These two tapes are **blank**.

    ➢ If you can see "VOID" <u>on the surface of the tape</u>, DO NOT install the components in the box. Stop this procedure and contact your Sales division.

2. If the results of Step 1 are OK, remove the two pieces of tape from the box.
    Note: After you remove the tapes, you will see "VOID" written on the box under the tape [B]. This is normal.

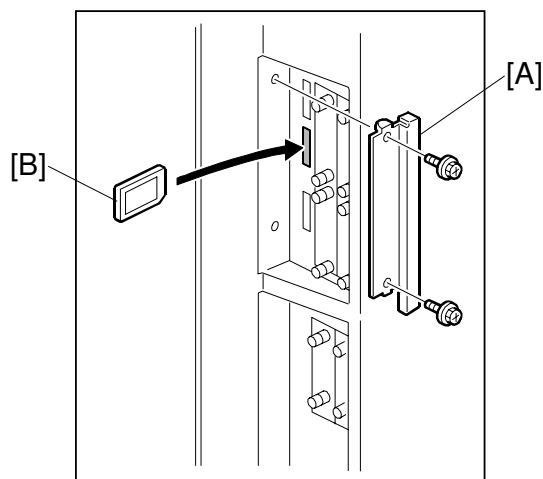| Model: Martini-C2	Date: 17-Nov-04	No.: RB140015

Installation Procedure

CAUTION
Before you begin any procedure, always turn OFF the machine main power switch and unplug the power cord.

1. If the machine is on, turn the main power switch OFF.
2. If the NIB is installed, disconnect the network cable.

3. Remove the slot cover [A] (🔩 x 2).
4. Put the SD card [B] in the slot.

Model: Martini-C2	Date: 17-Nov-04	No.: RB140015

5. If the NIB is installed, connect the network cable.

6. Turn the main power switch ON.

7. Do SP5878 (Option Setup).

8. Exit SP mode.

9. Turn the operation switch OFF, and then turn the main power switch OFF.

10. Turn the main power switch ON.

11. Turn "Auto Erase Memory Setting" ON:
    User Tools >> System Settings >> Administrator Tools >> Auto Erase Memory Setting >> ON

12. Exit User Tools.

[A]

[B]   [C]

09/09/2003   14:13

Origi.	Total	Copies
0	**1**	**0**
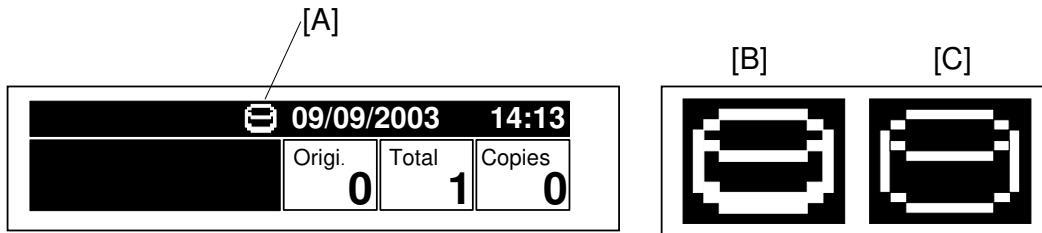
13. Make sure the overwrite erase icon [A] is displayed on the operation panel.
    If it is not displayed, do Step 7 again.

14. Make a sample copy.

15. Make sure the overwrite icon changes as follows:
    - The bottom of the icon (white part) becomes thicker [B].
    - "Next Copy" is displayed for a short time under the icon.
    - The icon returns to its usual shape [C].

Model: Martini-C2	Date: 18-Nov-04	No.: RB140016

Subject: Service Manual Revision (SD card application undo)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

Replace the "Undo Exec" procedure in section 5.5 (pg. 5-28) of the Service Manual with the following:

5.5 SD CARD APPLICATION MOVE

Undo Exec

Do this procedure if you moved an option from the original SD card to another card by mistake, and you want to restore it to the original SD card.

1. Turn the main switch OFF.

2. Put the SD cards into the SD card slots as follows:

   ➢ Slot 3: The **original** option SD card.
   Note: This card is blank now, because the option software was moved.

   ➢ Slot 1: The SD card that the option software was **moved to**.
   Note: This card contains the option software now.

3. Turn the main switch ON.

4. Do SP5873-002 (Undo Exec).

5. Follow the instructions of the operation panel messages.

6. Turn the main switch OFF.

7. Remove the SD card from Slot 1.

8. Remove the option SD card from Slot 3, and then put it in Slot 1.

9. Turn the main switch ON.

10. Do SP5990-005 (Loading Program) and make sure the program runs correctly.

11. Turn the main switch OFF.

12. Remove the option SD card from Slot 1.

RICOH

Model: Martini-C2	Date: 22-Nov-04	No.: RB140017

Subject: Service Manual Revision (Re-installing the Development Unit)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

The following sections of the Service Manual were changed.

1. Page 1-13 (Installation)

Re-installing the Development Unit
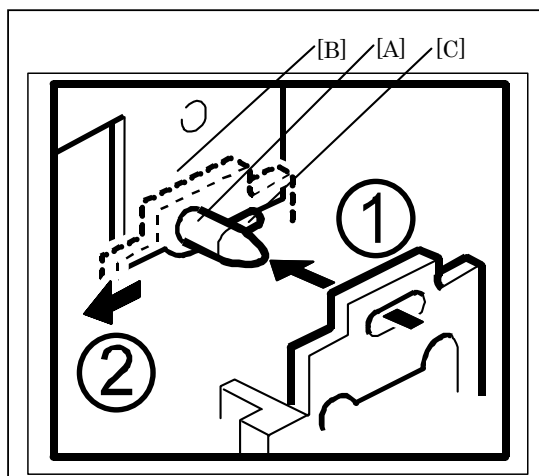
14.   Push the development unit all the way to the right.

15.   Continue to hold the unit to the right and push it into the machine.
Important: Make sure the pin [A] goes into the left side of the hole in the development unit plate.

16.   Push the development unit all the way in, so that the development unit plate touches the mainframe plate [B].
Important: Make sure you can see the small pin [C] in front of the plate. If you cannot move the development unit plate behind the small pin, turn the front gear of the unit to the left, and try again.

17.   Push the development unit to the left, until it contacts the PCU.

18.   Make sure the pipeline shutter is rotated down to the open position.

Model: Martini-C2 | Date: 22-Nov-04 | No.: RB140017

2. Page 3-33 (Replacement and Adjustment)

3.6.1 Development Unit Removal

Re-installation
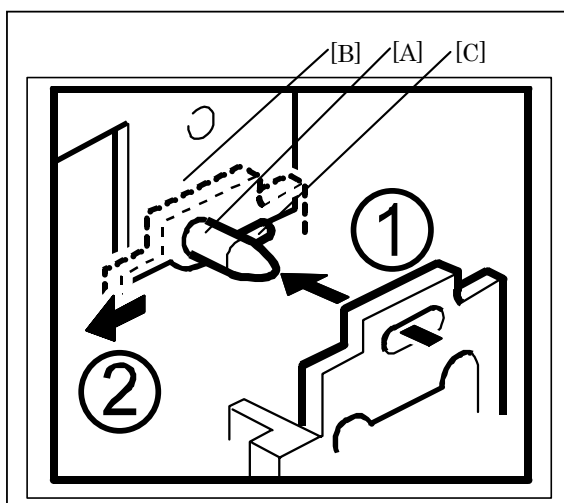
1. Push the development unit all the way to the right.

2. Continue to hold the unit to the right and push it into the machine.
   Important: Make sure the pin [A] goes into the left side of the hole in the development unit plate.

3. Push the development unit all the way in, so that the development unit plate touches the mainframe plate [B].
   Important: Make sure you can see the small pin [C] in front of the plate. If you cannot move the development unit plate behind the small pin, turn the front gear of the unit to the left, and try again.

4. Push the development unit to the left, until it contacts the PCU.

5. Make sure the pipeline shutter is rotated down to the open position.

Model: Martini-C2	Date: 2-Dec-04	No.: RB140018

Subject: Important Note (Removing Development Unit)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

The following procedures in the Service Manual were changed (pg. 1-11).

● **Note:** Steps 5-13 of the procedure on pg. 1-11 were not changed.

● **IMPORTANT:** As mentioned below, before you begin the procedure on pg. 1-11, make sure to **remove the toner bottle first**. If the toner bottle is in the machine when you do this procedure, **the toner bottle holder can be damaged**.

1. Pg. 1-11 (Installation)

Removing and Filling the Development Unit

IMPORTANT: Before you begin, **remove the toner bottle** if it is installed.
Note: If the toner bottle is in the machine when you do this procedure, the toner bottle holder can be damaged.

1. Remove the shutter cover [A] of the toner supply unit (𝄖 x 1).

2. Remove the lock screw [B] from the toner bottle open/close bracket.

3. Remove the shipping tape [C] if it is still there.

4. Pull the toner bottle holder and swing it to the right.
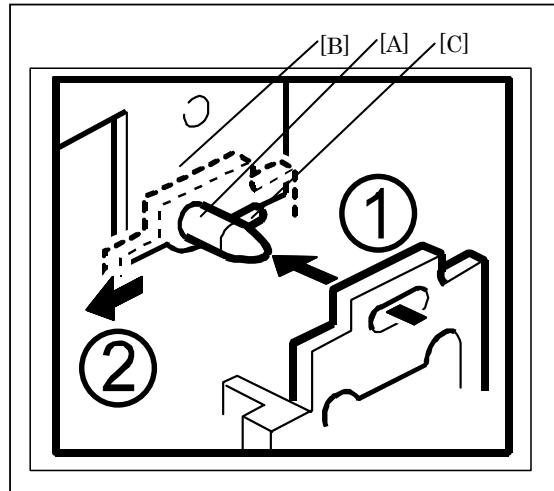
14. Push the development unit all the way to the right.

15. Continue to hold the unit to the right and push it into the machine.
Important: Make sure the pin [A] goes into the left side of the hole in the development unit plate.

16. Push the development unit all the way in, so that the development unit plate touches the mainframe plate [B].
Important: Make sure you can see the small pin [C] in front of the plate. If you cannot move the development unit plate behind the small pin, turn the front gear of the unit to the left, and try again.

17. Push the development unit to the left until it touches the PCU.

18. Rotate the pipeline shutter down to the open position.

19. Reattach all the parts you removed in Steps 1-4 of this procedure.
Important: Make sure the tab [D] is behind the stay and the lower pin is inside the track.

RICOH

Technical Bulletin

PAGE: 1/1

Model: Martini-C2	Date: 3-Dec-04	No.: RB140019

Subject: ROM History (LCT: RT43)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the LCT (RT43).

Version	Program No.	C. SUM	Effective Date
1.3	B4735151	1D0D	August 2003 Production

Version	Symptom Corrected
1.3	Supports the MT-C2.

Model: Martini-C2	Date: 3-Dec-04	No.: RB140020

Subject: Permit Simple Encryption Setting	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	

SYMPTOM

The "OFF" default setting for "Permit Simple Encryption" causes the following two errors to occur under the specified conditions.

Affected components and their symptoms

1. Printer Drivers
   If all of the following conditions are met, the print job will be cancelled:
   - OS: Win XP/2000/NT
   - PDL: RPCS /PCL drivers
   - Settings: "Encrypt" is not selected under the Advanced Options tab.
   - Enter a username and password.
   - User Authentication is enabled on the MT-C2.

2. Utility Software
   The following problems occur when using the utility software.

   SmartDeviceMonitor for Admin:
   Users are unable to use the "Address Management Tool" or "User Management Tool".
   Even if a correct password is entered, using the "Address Management Tool" or "User Management Tool" with the MT-C2 will result in an "Invalid Password" error.

   ScanRouter EX:
   Users are unable to login to the MT-C2 when trying to add MT-C2 to the "I/O device list".
   Even if the correct username and password are entered, the MT-C2 does not allow the user to log in.

   DeskTopBinder:
   Users are unable to login to the MT-C2 when trying to use the "Document Server:Authentication/Encryption" function.
   Even if the correct username and password are entered, the MT-C2 does not allow the user to log in.

   Note: The occurrence of these symptoms is not related to the version of the above utilities, nor is it related to whether User Authentication is enabled.

Reissued: 15-Apr-05

Model: Martini-C2	Date: 3-Dec-04	No.: RB140020a

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Permit Simple Encryption Setting	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	

SYMPTOM

The "OFF" default setting for "Permit Simple Encryption" causes the following two errors to occur under the specified conditions.

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1. Printer Drivers
    If all of the following conditions are met, the print job will be cancelled:
    - OS: Win XP/2000/NT
    - PDL: RPCS /PCL drivers
    - Settings: "Encrypt" is not selected under the Advanced Options tab.
    - Enter a username and password.
    - User Authentication is enabled on the MT-C2.

2. Utility Software
    The following problems occur when using the utility software.

    SmartDeviceMonitor for Admin:
    Users are unable to use the "Address Management Tool" or "User Management Tool".
    Even if a correct password is entered, using the "Address Management Tool" or "User Management Tool" with the MT-C2 will result in an "Invalid Password" error.

    ScanRouter EX:
    Users are unable to login to MT-C2 when trying to add MT-C2 to the "I/O device list".
    Even if correct username and password are entered, the MT-C2 does not allow the user to log in.

    DeskTopBinder:
    Users are unable to login to MT-C2 when trying to use "Document Server:Authentication/Encryption" function.
    Even if correct username and password are entered, the MT-C2 does not allow the user to log in.

    Note: The occurrence of these symptoms is not related to the version of the above utilities, nor is it related to whether User Authentication is enabled.

Model: Martini-C2	Date: 3-Dec-04	No.: RB140020a

CAUSE

The default setting for "Permit Simple Encryption" (User Tools) was set to OFF.

Note: The correct default setting is ON.

SOLUTION

Production:
The default value was changed to OFF from the cut-in S/N below.

In the Field:
Change the setting of "Permit Simple encryption" to ON at machine installation.

CUT-IN SERIAL NUMBERS

NA:
B163-17   K4445900413 -
B140-17   K4545900210 -
B141-17   K4645900050 -
B228-17   K6745900495 -
B142-17   K6845900562 -
B143-17   K6945900324 -

EU:
B163-67   K4443500253 -
B140-67   K4543500283 -
B141-67   K4643500165 -
B163-66   5C43140002 -
B140-66   5C53240001 -
B141-66   5C63240001 -

Asia:
B140-29   K4541200001 -
B141-29   K4641200001 -
B163-29   K4441200001 -

Reissued: 22-Dec-04

Model: Martini-C2	Date: 20-Dec-04	No.: RB140022a

RTB Reissue

The parts number in bold italics has been revised.

Subject: Information on SR850 connection with MT-C2	Prepared by: S.Watanabe
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

Important Note on Using the SR850 (B469) with MT-C2 Models

SR850 finishers produced until December 2003 cannot be used with the MT-C2**a (51cpm)** and MT-C2**b (60cpm)**.

Reason

SR850 finishers produced **until December 2003** do not support the print speed of the MT-C2**a** and MT-C2**b**.

Note:

● All SR850 Finishers support the print speed of the MT-C2**c (75cpm)**.

● SR850 Finishers produced **from January 2004** support the print speed of the MT-C**a/b**.

Cut-in Serial Numbers

B469-17: J4640500001 –

B469-26: 8P30540001 –

Workaround for SR850 Finishers Produced up Until December 2003

Install EP-ROM #B4685134**A** on the main control PCB.

RICOH

Technical Bulletin

Model: Martini-C2	Date: 20-Dec-04	No.: RB140023

Subject: ROM History (Finisher: SR850)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the Finisher (SR850).

Version	ROM No.	C. SUM	Effective Date
3.02	B4685134A	0BB2	January 2004 Production

Version	Symptom Corrected
3.02	Supports the MT-C2.

RICOH **T**echnical **B**ulletin

PAGE: 1/1

Model: Martini-C2	Date: 6-Jan-05	No.: RB140024

Subject: Information on using the finishers with MT-C2	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

Important Note on using the finishers with MT-C2 models

The table below shows the finishers that can be used with the MT-C2.

Items	Code	**Model MT-C2**	Model MT-C1	Model B-C2E
3,000 sheets Finisher with 50 sheets stapler (SR850) **(*1)**	B469	**Yes (*2)**	Yes	N/A
3,000 sheets Finisher with 100 sheets stapler (SR840)	B478	**N/A**	Yes	N/A
3,000 sheets Finisher with 100 sheets stapler (SR841)	B706	**Yes (*3)**	N/A	Yes
3,000 sheets Booklet Finisher with 50 sheets stapler (SR860)	B468	**N/A**	Yes	Yes (*4)
3,000 sheets Booklet Finisher with 50 sheets stapler (SR861) **(*1)**	B674	**Yes**	Yes	N/A
Z-folding unit	B660	**Yes (With SR861)**	N/A	Yes (With SR841)

Yes: Can be attached to this machine.
N/A: Cannot be attached to this machine.

(*1) Compatible Finisher for MT-C1 and MT-C2
(*2) SR850 Finishers produced from January 2004 support the print speed of the
 MT-C2a (51cpm) and MT-C2b (60cpm). (Please refer to RTB #RB140022.)
(*3) SR841 Finishers produced from August 2004 support the print speed of the
 MT-C2a (51cpm) and MT-C2b (60cpm). (Please refer to RTB #RB140014.)
 (*4) Can be attached to the 90cpm model.

Model: Martini-C2	Date: 28-Jan-05	No.: RB140025

Subject: Important Note for When Replacing the Thermostat	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	

Important Note for When Replacing the Thermostat

Do the following when you replace the thermostat **(P/N#AW110040: Thermostat-192C)** on the MT-C2.

● Put the end of the thermostat harness that has the round lead [B] **in between the two bracket ribs** [C].

● Tighten the screw for the round lead [B] **as tight as you can.**
 Do not damage the screw or screw hole.

NOTE: If you do not put the harness in between the bracket ribs (see "Incorrect), a thermostat disconnection or SC542/545 error may occur.

[Correct]   **[Incorrect]**

Model: Martini-C2	Date: 24-Feb-05	No.: RB140026

Subject: Service Manual Revision (BCU Replacement)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	

The step in *bold italics* below was added.

BCU Board (Base Engine Control Unit)

1. Rear upper cover (☛ 3.3.5)

2. [A]: BCU board bracket (4 screws)
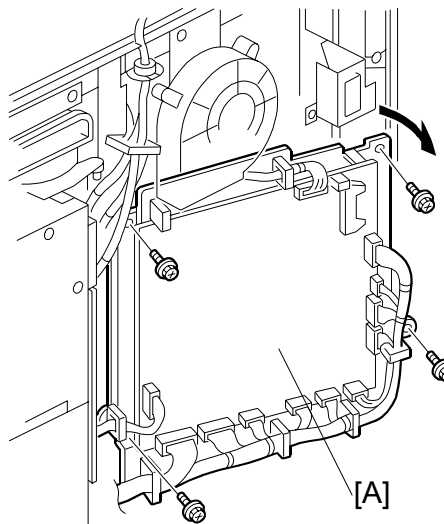
B140R853.WMF

3. [B]: BCU board (4 screws, 17 connectors)

4. *Remove IC31 (EEPROM) from the old BCU board, and then attach it to the new BCU board.*

5. Make sure the DIP Switch settings on the new BCU board are **the same** as the DIP Switch settings on the old BCU board.

6. Attach the new BCU board.

7. Do SP3001-002 (ID Sensor Initialization).

Reissued: 3-Feb-05

Model: Martini-C2	Date: 14-Oct-04	No.: RB140002c

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (GW - System)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the System/Copy.

Version	Program No.	C. SUM	Effective Date
1.16.1	*B1415211C*	*18B4*	*December 2004 Production*
1.04.1	B1415211B	7259	October 2004 Production
1.03.2	B1415211A	CF12	September 2004 Production
1.03	B1415211	4515	September 2004 Production

Version	Symptom Corrected
1.16.1	*Cannot delete files from the document server if they were originally sent to the document server using the Copy function.*
	If an LDAP search is canceled, the operation panel may freeze and the device may have to be turned off/on.
	If documents containing mixed sized pages are scanned and User Authentication is enabled, the "other" counter is incremented instead of the user's counter.
	If someone tries to scan using the TWAIN driver while someone else is logged into the machine, an error message appears. This is normal operation, but if the user tries to scan again with the TWAIN driver after the other user has logged out, the message will continue to be displayed.
	If a large number of pages are scanned via the SADF, the MFP may freeze.
	If the address book is backed-up and then restored using the Address Management Tool in SDM for Admin, the following items will be returned to their default values: [Protection tab] - sender - protect folder - protection code
	If a restoration of the address book fails, an error message will be displayed. However, if the restoration is attempted again, the error message will not be displayed for all subsequent failed restoration attempts.

Reissued: 3-Feb-05

Model: Martini-C2	Date: 14-Oct-04	No.: RB140002c

Version	Symptom Corrected
	When creating a new user account, the User Admin specifies a password by first entering the password, and then entering it again a second time to confirm it. If the confirmation doesn't match the password, an error message is displayed and the User Admin will have to enter the password again. However, next time, the User Admin is only prompted to enter the password, not the confirmation. The password will successfully be added to the account without confirmation.
	When "Permit Simple Encryption" is "OFF" and Usercode Authentication is enabled, users will still be able to login using Usercodes. (They should not be able to because "Permit Simple Encryption" -> "OFF" means that a password is always required and Usercode Authentication doesn't use passwords.)
	If user B tries to use the document server from the device while user A is scanning a document using the TWAIN driver, the authentication screen will not be displayed on the device (for user B). This only happens if Basic Authentication is enabled.

	The following MIB values for the 3-tray tandem LCT will be those of the 4-tray tandem LCT.
	    1. The maximum number of pages that can be held in a tray.
	    2. The amount of paper left in the tray.

	Changed the default value of "Permit Simple Encryption" from ON to OFF.

	The following MIB Values for Tandem LCD for 3 trays are wrong :
	    1. The value of the maximum paper capacity.
	    2. The value of the rest paper amount

	The value of the Document server bitswitch is permanently ON (=0). Any changes made to SP5967-1 (Copy server : Set function) will have no effect.
	If both the Plockmatic and Victoria finisher are installed, only the Plockmatic will be registered in the MIB as being installed. Because of this functions of the Victoria finisher will not be available for printing.
1.04.1	Service Lock Mode cannot be disabled after an SC error occurs.
1.04.1	The PC cannot connect to the printer through Windows authentication, and the printer job is cancelled.
1.03.2	Summer Time does not function.
1.03	1st Mass Production

Reissued: 11-Mar-05

Model: Martini-C2	Date: 14-Oct-04	No.: RB140002e

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (GW - System)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

This RTB has been issued to announce the firmware release information for the System/Copy.

Version	Program No.	C. SUM	Effective Date
1.17	***B1415211D***	***79F5***	***March 2005 Production***
1.16.1	B1415211C	18B4	December 2004 Production
1.04.1	B1415211B	7259	October 2004 Production
1.03.2	B1415211A	CF12	September 2004 Production
1.03	B1415211	4515	September 2004 Production

Version	Symptom Corrected
1.17	***The machine supports SSLv2/v3 for authentication. As a result, machines are now able to use Domino Servers for LDAP authentication.*** ***This functionality will require the new DESS firmware Ver 2.06A (Part#B65696530B) or later that will be released by April 1st.***
	Either of the following operations will result in a SC870 error. ***- If ScanRouter updates the machine local address book (for synchronization) at the same time as the Energy Save button is pressed on the machine.*** ***- If an update is made to the machine address book (via manual synchronization using the 'Update delivery server destination list' button) shortly after the machine address book encryption mode is changed.***
	Canceling the address book encryption process mid-way, will result in the operation panel freezing.
	If a user logs into the machine using Windows Authentication in any of the below 4 ways (a,b,c,d), user information such as E-mail is not transferred to the MT-C2's address book. ***a. Login using the alternative name registered in the Windows server.*** ***b. Login using the alternative domain name registered in the Windows server.*** ***c. Login using the user's principal name.*** ***d. Configured on the machine using the DC's IP address, Host name or Windows NT Domain syntax instead of the Windows FQDN for the Windows Authentication***
	If someone logs in to the MFP and starts to print stored files but logs out before the files finish printing, the next user to login will get an SC990 error.
	Supported Korean Language on this machine

Model: Martini-C2	Date: 14-Oct-04	No.: RB140002e

Version	Symptom Corrected
1.16.1	Cannot delete files from the document server if they were originally sent to the document server using the Copy function.
	If an LDAP search is canceled, the operation panel may freeze and the device may have to be turned off/on.
	If documents containing mixed sized pages are scanned and User Authentication is enabled, the "other" counter is incremented instead of the user's counter
	If someone tries to scan using the TWAIN driver while someone else is logged into the machine, an error message appears. This is normal operation, however if the user tries to scan again with the TWAIN driver after the other user has logged out, the message will continue to be displayed.
	If a large number of pages are scanned via the SADF, the MFP may freeze.
	If the address book is backed-up and then restored using the Address Management Tool in SDM for Admin, the following items will be returned to their default values: [Protection tab] - sender - protect folder - protection code
	If a restoration of the address book fails, an error message will be displayed. However, if the restoration is attempted again, the error message will not be displayed for all subsequent failed restoration attempts.
	When creating a new user account, the User Admin specifies a password by first entering the password, and then entering it again a second time to confirm it. If the confirmation doesn't match the password, an error message is displayed and the User Admin will have to enter the password again. However the next time, the User Admin is only prompted to enter the password, not the confirmation. The password will successfully be added to the account without confirmation.
	When "Permit Simple Encryption" is "OFF" and Usercode Authentication is enabled, users will still be able to login using Usercodes. (They should not be able to because "Permit Simple Encryption" -> "OFF" means that a password is always required and Usercose Authentication doesn't use passwords.)
	If user B tries to use the document server from the device while user A is scanning a document using the TWAIN driver, the authentication screen will not be displayed on the device (for user B). This only happens if Basic Authentication is enabled.

	The following MIB values for the 3-tray tandem LCT will be those of the 4-tray tandem LCT.
	    1. The maximum number of pages that can be held in a tray.
	    2. The amount of paper left in the tray.

	The following MIB Values for Tandem LCD for 3trays are wrong :
	    1. The value of the maximum paper capacity.
	    2. The value of the rest paper amount

RICOH

Technical **B**ulletin

Reissued: 11-Mar-05

Model: Martini-C2	Date: 14-Oct-04	No.: RB140002e

Version	Symptom Corrected
	The value of the Document server bitswitch is permanently ON (=0). Any changes made to SP5967-1(Copy server : Set function) are superficial (will have no effect).
	If both the PLOCKMATIC and Victoria finisher are installed, only the PLOCKMATIC will be registered in the MIB as being installed. Because of this functions of the Victoria finisher will not be available for printing.
1.04.1	Service Lock Mode cannot be disabled after an SC error occurs.
1.04.1	The PC cannot connect to the printer through Windows authentication, and the printer job is cancelled.
1.03.2	Summer Time does not function.
1.03	1st Mass Production

RICOH

Technical Bulletin

Reissued: 23-Aug-06

Model: Martini-C2	Date: 14-Oct-04	No.: RB140009f

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release History (Printer)		Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Printer.

Version	Program No.	C. SUM	Effective Date
1.05	*B6596510E*	*-*	*February 2006 Production*
1.04	B6596510D	3B4E	July 2005 Production
1.03	B6596510C	388D	March 2005 Production
1.02	B6596510B	605D	December 2004 Production
1.01	B6596510A	AC49	September 2004 Production
1.00	B6596510	0E87	September 2004 Production

Version	Symptom Corrected
1.05	*After an Authentication error using the RPCS driver, the device may stall.*
1.04	If a duplex job is sent using the RPCS driver and cancelled from the operation panel or PC, the device may stall.
	PDF Direct Print jobs sent via DeskTopBinder in dirverless mode, will be cancelled if usercode authentication is enabled. Even if a valid usercode is entered, the job will be cancelled.
	The "Clear/Stop" button can cancel print jobs like the "Job Reset" button.
	When PCL data is printed using HDD fonts, print speed might be reduced.
	After a certain number of PCL jobs are printed using HDD fonts, the device may stall (GFPR#RE05060001).
1.03	In several places, the operation panel contains improper wording. This affects the operation panels of multiple languages.
1.02	The "Blank page print" setting is lost: If the "Blank page print"setting is changed from the default value (OFF) to ON, and the machine power is turned off and then on, the "Blank page print" setting will be returned to the default value (OFF).
	If UserCode authentication is enabled, stored documents such as those sent by Locked print or Sample Print cannot be printed. (GFPR#RA05010001)

Reissued: 23-Aug-06

Model: Martini-C2		Date: 14-Oct-04	No.: RB140009f

Version	Symptom Corrected
	If stored documents such as those sent by Locked print are printed and then either one of the below conditions are met, the machine will freeze with the login screen displayed on the panel. Even if a correct username and password are entered, the login screen will continue to be shown on the panel. ➢ Reset all jobs during printing. ➢ If a job is sent to the printer but can't be printed due to an error condition (ie. tray empty). Note: The symptom described above will happen after the error condition is fixed (ie. add paper to the empty tray).
	If both of the below conditions are met, pages with an orientation of Portrait will be printed rotated to the left instead of the default right. ➢ The document being printed has mixed orientations and the first page is Landscape. ➢ The job being printed was first stored in the document server using Locked print or Sample print with the PCL Driver.
	Cannot send documents to a ScanRouter or e-Cabinet personal folder of a user code that was registered using "Printer: PC Control": If a user code is registered on the MFP using "Printer: PC Control" and then a personal folder of that user code is created in ScanRouter or e-Cabinet, when documents are sent to that personal folder from the MT-C2, the job will be stored in the default folder not the personal folder.
	The device may stall after printing a single page job in duplex.
1.01	If UserCode authentication is enabled, a job is sent to the printer but can't be printed after the UserCode error condition is fixed.
1.00	1st Mass Production

Model: Martini-C2	Date: 13-Apr-05	No.: RB140027

Subject: Dip Switches on BCU and Controller	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	

This RTB contains the dip switch tables for the BCU board and Controller board.

BCU (Base Engine Control Unit)

BCU Base Board DIP SW101

No.	Function	Default	Comments
1	MT-C2a CPM	OFF	OFF: 51cpm, ON: 50cpm **Note:** This switch is for the France model only.
2	**DFU**	OFF	
3	**DFU**	OFF	
4	Not used	OFF	
5	Not used	OFF	
6	Region Selection	-	Japan: 6, 7, 8/ OFF, OFF, OFF
7	Region Selection	-	NA (115V): 6, 7, 8/ ON, OFF, OFF
8	Region Selection	-	EU (220/240V): 6, 7, 8/ OFF, ON, OFF

DFU: Design, Factory Use only. Do not change these settings.

Model: Martini-C2	Date: 13-Apr-05	No.: RB140027

Controller Board

Controller Board DIP SW 4

No.	Function	Default	Comments
1	Not used	OFF	
2	Boot mode	ON	ON: Quick Boot, OFF: Normal Boot **Note:** The boot time is longer when this switch is OFF because the machine performs a full system check.
3	Not Used	OFF	
4	Not Used	OFF	
5	Boot Selection	OFF	Flash ROM Boot: 5, 6, 7/ OFF, OFF, OFF
6	Boot Selection	OFF	SD Card 1 Boot: 5, 6, 7/ OFF, ON, OFF
7	Boot Selection	OFF	SD Card 2 Boot: 5, 6, 7/ ON, ON, OFF SD Card 3 Boot: 5, 6, 7/ OFF, OFF, ON
8	Not Used	OFF	

Controller Board DIP SW 5

No.	Function	Default	Comments
1	**DFU**	OFF	
2	Not Used	OFF	

DFU: Design, Factory Use only. Do not change these settings.

Controller Board DIP SW 6

No.	Function	Default	Comments
1	Not Used	OFF	
2	Not Used	OFF	
3	Not Used	OFF	
4	Not Used	OFF	

Reissued: 15-Apr-05

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

RTB Correction
The items in bold italics have been corrected or added.

Subject: Remote Firmware Update	Prepared by: H. Someya
From: 1st Tech. Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

1. OVERVIEW

The remote firmware update function (referred to as RFU) is used to update the firmware remotely. Service representatives do this over the network. Note that this information is intended for service representatives only and not for end users.

2. SUPPORTED MODELS AND FIRMWARE

The models supporting RFU and the types of firmware that can be updated are shown in Fig. 1:

"04A": Autumn 2004

Printers

Model	Group	System	Network	WebSys	Printer	Engine
Model J-P2	*Before 04A*	OK	OK	---	OK	OK
Model J-P2CF	*Before 04A*	OK	OK	---	OK	OK
Model K-P3	*Before 04A*	OK	OK	OK	OK	OK
Model C-P1	*Before 04A*			OK	OK	OK
Model J-P3	*Before 04A*	OK	OK	OK	OK	OK
Model PL-P1	*Before 04A*	OK	OK	OK	OK	NG
Model G-P1	*04A and later*	*OK*	*OK*	*OK*	*OK*	*OK*
Model C-P2	*04A and later*	*OK*	*OK*	*OK*	*OK*	*OK*
Model K-P4	*04A and later*	*OK*	*OK*	*OK*	*OK*	*OK*

MFPs

Model	Group	System	Network	WebSys	Printer	PS	Engine
Model A-C3e/f	*Before 04A*	OK	OK	OK	OK	OK	OK
Model R-C3	*Before 04A*	OK	OK	OK	OK	OK	OK
Model K-C2	*Before 04A*	OK	OK	OK	OK	OK	OK
Model S-C2	*Before 04A*	OK	OK	OK	OK	OK	OK
Model B-C2e	*Before 04A*	OK	OK	OK	OK	OK	OK
Model J-C1	*Before 04A*	OK	OK	OK	OK	OK	OK
Model MT-C2	*04A and later*	*OK*	*OK*	*OK*	*OK*	*OK*	*OK*

Fig. 1 Models supporting RFU

OK: Remote firmware update via the network is possible.
NG: Remote firmware update via the network is not possible.

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

The following models do not support RFU:

- Printers:
  Model K-P1/P2, Model J-P1, Model A-P3, Model U-P1, Model AR-P1, and not GW products

- MFPs:
  Model A-C2/C3, Model R-C2, Model U-C1, Model MT-C1, and not GW products

3. SYSTEM REQUIREMENTS

Network Interface:
- 10 Base-T or faster Ethernet LAN
- IEEE1284 (Centronics) (A setting must be changed in SP mode.)

Note: IEEE1284 does not support error recovery after a power loss.

For Recovery Mode:
- 10 Base-T or faster Ethernet LAN – the note above says that only 1284 doesn't support it.

Protocols:
For RFU Mode & Recovery Mode:
- FTP (The port must be open)

Operating System:
- Windows Server 2003
- Windows XP
- Windows 2000
- Windows NT 4.0
- Windows 9x/Me
- Mac OS
- UNIX/Linux (Any version)

Note: RFU is available for any OS from which FTP is possible.

Unsupported environments:
- IPP
- SMB over TCP/IP
- Direct port
- AutoNet (169.254.x.x) with DHCP

Ftp settings and commands:
- *User name (default):*
  - *Before 04A:*   *rsysupdate*
  - *04A and later:*   *admin*

- *Password (default):*
  - *Before 04A:*   *password*
  - *04A and later:*   *(no password)*

Note: These default passwords are the same as the administrator passwords.

- Transfer mode: binary
- FTP commands supported:
  - binary (Transfer data in binary mode)
  - dir (List files and directories)
  - put "file name"
  - get version.txt - (Obtain the version.txt file and display its contents.)
  - get errlog.txt - (Obtain the errlog.txt file and display its contents.)

4. STATUS OF UNUPDATEABLE MACHINE

If the printer is in any of the following statuses, RFU will not work.
- Print job in progress (copier, printer, fax, network)
- Scan job in progress (copier, scanner, fax)
- Receiving a print image from the network
- Operation panel is in use
- Incoming/Outgoing fax message
- SC condition

You can check the status of the target machine using WebImageMonitor or SmartDeviceMonitor.

Reissued: 15-Apr-05

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

5. UPDATING PROCEDURE

Recommendation:
It is strongly recommended that RFU be performed on-site, to minimize the chances of a power-down during RFU.

5.1 Auto Rebooting

After receiving new firmware, the machine firmware is updated and the machine is automatically rebooted using the updated firmware. Fig.2 shows the kind of reboot required after the firmware is updated.

Printers

Model	System	Network	WebSys	Printer	Engine
Model J-P2	Auto	Auto	---	Auto	Auto
Model J-P2CF	Auto	Auto	---	Auto	Auto
Model K-P3	Auto		Auto	Auto	Auto
Model C-P1	Auto		Auto	Auto	Auto
Model J-P3	Auto	Auto	Auto	Auto	Auto
Model PL-P1	Auto	Auto	Auto	Auto	N/A
Model G-P1	*Auto*	*Auto*	*Auto*	*Auto*	*Auto*
Model C-P2	*Auto*	*Auto*	*Auto*	*Auto*	*Auto*
Model K-P4	*Auto*	*Auto*	*Auto*	*Auto*	*Auto*

MFPs

Model	System	Network	WebSys	Printer	PS	Engine
Model A-C3e/f	Auto	Auto	Auto	Auto	Auto	Manual
Model R-C3	Auto	Auto	Auto	Auto	Auto	Manual
Model K-C2	Auto	Auto	Auto	Auto	Auto	Auto
Model S-C2	Auto	Auto	Auto	Auto	Auto	Auto
Model B-C2e	Auto	Auto	Auto	Auto	Auto	Auto
Model J-C1	Auto	Auto	Auto	Auto	Auto	Auto
Model MT-C2	*Auto*	*Auto*	*Auto*	*Auto*	*Auto*	*Auto*

Fig. 2 Reboot Method

Auto: Automatically rebooted after updating the firmware.
Manual: The machine must be manually rebooted after updating the firmware.

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

5.2 Preparation

Before you update the firmware by RFU, carry out three items as shown below.

5.2.1 Checking the IP address

For a machine with static IP address:

- Search for the IP address using SmartDeviceMonitor for Admin or Web
- SmartDeviceMonitor.
- If the hostname of the machine is registered in a DNS server, use the nslookup command with the machines hostname. This can also be used for dynamic IP addresses if you are using DDNS.
- If the computer name of the machine is registered in a WINS server use the <……..> command.

For a machine with a dynamic IP address:

- Print the config sheet or the SMC for the machine.
- Check the IP address in the DHCP server.

5.2.2 Firmware

- Please download firmware (*.rru or *.rfu files) from our support site and store it in a folder on a local PC to be used for RFU.

5.2.3 Checking the machine status

- Please check the status of the target machine using WebImageMonitor or SmartDeviceMonitor.

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Model: General RTB	Date: 15-Nov-04	No.: RGene019a

5.3 RFU for Windows

1. Open a command prompt.
   - ○ [Start]-[Program]-[Accessories]-[Command Prompt]
2. Logon to the machine using ftp.

```
C:\> ftp xxx.xxx.xxx.xxx          Specify the machine's IP address

Connected to xxx.xxx.xxx.xxx.

220 (Product name) FTP server (1.00)ready.

User (IP address:(none)):
```

3. Enter the user name.

```
User (IP address:(none)):rsysupdate       User name

331 Password required for rsysupdate.

Password:
```

4. Enter the password.

```
Password:xxxxx

230 User rsysupdate logged in.          Login successful.

ftp>
```

5. Enter "dir" to check that version.txt exists.

```
ftp> dir

200 PORT command successful.

150 Opening ASCII mode data connection for '/'.

-r--r--r--root root 200 Jan 1 01:08 help

-r--r--r--root root 200 Jan 1 01:08 info

-r--r--r--root root 200 Jan 1 01:08 install

-r--r--r--root root 200 Jan 1 01:08 prnlog

-r--r--r--root root 200 Jan 1 01:08 stat

-r--r--r--root root 200 Jan 1 01:08 syslog

-r--r--r--root root 200 Jan 1 01:08 version.txt

-r--r--r--root root 200 Jan 1 01:08 errlog.txt

226 Transfer complete.

ftp:372 bytes received in n.nn Seconds n.nn Kbytes/sec.

ftp>
```

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

6. Enter "get version.txt -" to check the machine's firmware version.

```
200 PORT command successful.

150 Opening ASCII mode data connection for 'version.txt'.

PartNo.              Module Name          Version        Module ID

------------------------------------------------------------------------------------------

G0000000             os & copy            0.20           XXXXXX_copy

G0000000             os & pf              0.20           XXXXXX_system

G570xxxx             Onboard Scn          2.04           XXXXXX_scn

G5705387A            OptDIMM Fax          1.07           XXXXXX_fax

G5700000             printer              0.19           XXXXXX_printer

G5705383D            Network DocBox       2.00           XXXXXX_netfile

G0805920A            Network              0.71           XXXXXX_net

G0805601             ENGINE               R0.14 :06      XXXXXX_eplot

...

------------------------------------------------------------------------------------------

226 Transfer complete.

ftp>
```

7. Enter "binary" to set the file transfer mode to binary.

```
ftp> binary

200 Type set to I.

ftp>
```

8. Navigate to the directory on your PC containing the file xxx.rru.
9. Transmit the firmware module file (*.rru or *.rfu) using the "put" command.

```
ftp> put xxx.rru

200 PORT command successful.

150 Opening BINARY mode data connection for 'xxx.rru'.

226 Transfer complete.

ftp:nnnnnn bytes sent in s.ss Seconds pp.pp Kbytes/sec.

ftp>
```
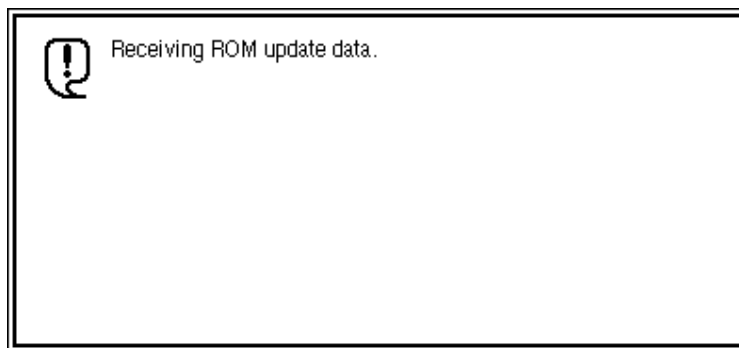
Note: Do not turn off the power of the machine while updating the firmware.

When the machine starts to receive the file, the following message appears on the machine's control panel and normal machine functions are disabled.

   o Display panel (MFPs)

```
┌─────────────────────────────────────────────┐
│  ⟨!⟩   Receiving ROM update data.            │
│                                               │
│                                               │
│                                               │
│                                               │
│                                               │
└─────────────────────────────────────────────┘
```

   o Display (Printers)

```
ROM Update
Receiving Data
```
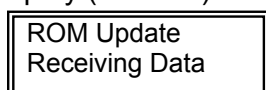
10. Once the machine has received the entire firmware module file, the firmware update starts automatically.

The following message appears:

   o Display panel (MFPs)

```
┌─────────────────────────────────────────────┐
│  ⟨!⟩   Updating ROM.                          │
│        Please wait.                           │
│                                               │
│                                               │
│   Be sure to keep power switch on during update. │
│                                               │
│   ▓ ▓ ▓ ▓ ▓ □ □ □ □ □                          │
└─────────────────────────────────────────────┘
```

   o Display (Printers)

```
Updating...
***_____
```
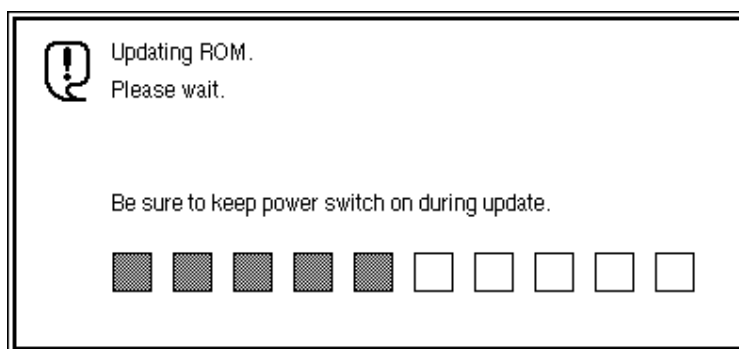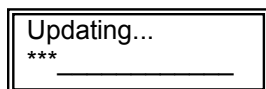
   Note: If the controller firmware is being updated, this message is displayed in English only.

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

11. After the firmware has been updated, the machine must restart. This may be automatic depending on the firmware and model.
12. Enter "bye" to exit ftp.

```
ftp> bye
C:\>
```

13. Check the firmware version as shown in step 6.
14. Update all required firmware by repeating steps 1 to 13 as necessary.

5.4 RFU for UNIX(LINUX)

1. Logon to the machine using ftp.

```
host% ftp "ip address"
User ("ip address"): User Name (for Administrator)
230 User xxxx logged in.
331 Password required for rsysupdate.
Password: Password (for Administrator)
230 User xxxx logged in.
Connected to "ip address"
Remote system type is UNIX.
Using binary mode to transfer files.
```

2. Change to binary mode.

```
ftp> binary
200 Type set to I.
```

3. Send the firmware data (*.rru or *.rfu) to the machine.

```
ftp> put "File Name of Firmware"
200 PORT command successful.
150 Opening BINARY mode data connection for "File Name of Firmware".
226 Transfer complete.
ftp: nnnnnn bytes sent in s.ss Seconds pp.p Kbytes/sec.
ftp>
```

4. Close the ftp session.

```
ftp> bye
host%
```

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

5.5 Firmware Update for Centronics (IEEE1284)

Note:

- Firmware update via a centronics interface does not require a password.
- The only method of recovery available via a centronics interface is an IC or SD card.

1. Check the target firmware version by printing out the SMC sheet with SP5-990-4.
2. Set SP5-856-2 to a value of **1**. This will configure the machine for firmware update via the Centronics I/F.
3. Send the firmware to the target machine with the copy command.

```
C:\>copy/b "file name"
```

4. Cycle the machine's power (off then on).
5. Confirm the firmware version as shown in step 1.
6. Update all required firmware by repeating steps 1 to 5 as necessary.

5.6 Checking the Result of the Update

Check that the firmware has been updated.

Note:

- After transmitting the firmware file from the computer, it takes approximately 3 to 5 minutes for updating to complete and the machine to restart.
- To check the result, you need to logon to the machine again using ftp. However, you cannot log on during the update process, so you are unable to check that the update has completed until the machine has restarted.

If the update was successful

- Once the firmware has been updated successfully, the system automatically restarts using the new firmware.
  After the restart, verify that the firmware has been updated to the new version. Check that the error code in the error data file (errlog.txt) is "0" by performing procedure 7.1 "Checking the error status" (below).

If an error occurs

- If an error occurs during the update, the system automatically restarts, the message shown below appears, and the machine waits to receive the firmware file again. If the update is interrupted by a power failure, the same thing happens once the power is restored.

  Log on to the machine again using ftp and then resend the firmware file to the machine.

The following message appears for Type 1 firmware:

o Display panel (MFPs)
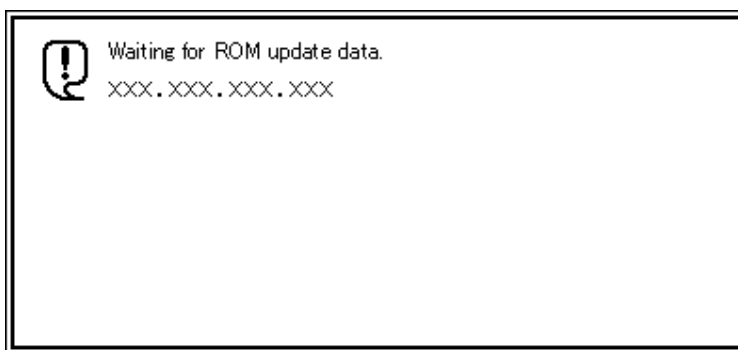
o Display (Printers)
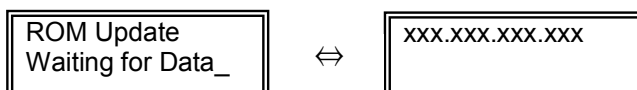
Reissued: 15-Apr-05

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

6. ERROR RECOVERY

There are three ways to recover from a loss of power during RFU.

6.1 Recovery Procedure

There are three types for recovery after a power loss during RFU. (This will depend on the firmware and model). Procedures for types 1, 2 and 3 are on the next page.

Find the firmware and model you are downloading to, and <u>begin with the type</u> shown in the table below.

Recommendation:
As mentioned in *5. Updating Procedure*, it is strongly recommended that RFU be performed on-site, to minimize the chances of a power-down during RFU.

Printers

| Model	System	Network	WebSys	Printer	Engine	Card Type
Model J-P2	Type1	Type1	---	Type1	Type1	IC
Model J-P2CF	Type1	Type1	---	Type1	Type1	IC
Model K-P3	Type1		Type1	Type1	Type1	IC
Model C-P1	Type1		Type1	Type1	Type1	IC
Model J-P3	Type1	Type3	Type3	Type3	Type1	SD
Model PL-P1	Type1	Type1	Type1	Type1	N/A	SD
Model G-P1	*Type1*	*Type1*	*Type1*	*Type1*	*Type1*	*SD*
Model C-P2	*Type1*	*Type1*	*Type1*	*Type1*	*Type1*	*SD*
Model K-P4	*Type1*	*Type1*	*Type1*	*Type1*	*Type1*	*SD*

MFPs

Model	System	Network	WebSys	Printer	PS	Engine	Card Type
Model A-C3e/f	Type2	Type2	Type2	Type2	Type2	Type1	IC
Model R-C3	Type2	Type2	Type2	Type2	Type2	Type1	IC
Model K-C2	Type1	Type1	Type1	Type3	Type3	Type3	SD
Model S-C2	Type1	Type1	Type1	Type3	Type3	Type1	SD
Model B-C2e	Type2	Type2	Type2	Type3	Type3	Type3	SD
Model J-C1	Type1	Type1	Type1	Type3	Type3	Type1	SD
Model MT-C2	*Type2*	*Type2*	*Type1*	*Type1*	*Type1*	*Type1*	*SD*

Fig. 3 Recovery Method

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

Important: Do not turn the main power off while you perform any of the procedures.

Procedure for type 1:

1. Restore power to the machine. The machine will wait for the operator to start the update.

2. Connect to the machine by FTP and upload the *.rru or *.rfu files.

Procedure for type 2:

1. Try 'Procedure for type 1'.

2. If this does not work, restore power to the machine.

3. Upload the firmware from an SD card or IC card.

Procedure for type 3:

1. Try 'Procedure for type 1'.

2. If this does not work, try 'Procedure for type 2'.

3. If this does not work, replace the internal SD card or circuit board.

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

7. TROUBLESHOOTING

7.1 Checking the error status

You can check the error status using ftp.

Check whether an error occurred by viewing errlog.txt. This file is in the same directory as version.txt.

1. Logon to the machine using ftp.
2. Enter "dir" to check that errlog.txt exists.

```
ftp> dir

200 PORT command successful.

150 Opening ASCII mode data connection for '/'.

-r--r--r-- root root 200 Jan  1 01:08 help

-r--r--r-- root root 200 Jan  1 01:08 syslog

-r--r--r-- root root 200 Jan  1 01:08 version.txt

-r--r--r-- root root 200 Jan  1 01:08 errlog.txt

226 Transfer complete.

ftp: 191 bytes received in n.nn Seconds n.nn Kbytes/sec.

ftp>
```

3. Enter "get errlog.txt -" to check the error code.

```
ftp> get errlog.txt -

200 PORT command successful.

150 Opening ASCII mode data connection for 'errlog.txt'.

Module ID: xxxxxxxx

Error Code: 51

226 Transfer complete.

ftp: 31 bytes received in n.nn Seconds n.nn Kbytes/sec.

ftp>
```

The information in errlog.txt consists of the module IDs of the firmware modules that caused errors and the corresponding error codes.

For what the error codes mean and how to respond to them, see section 7.2 (below).

4. Enter "bye" to exit ftp.

```
ftp> bye

C:\>
```

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

7.2 Error Code List

Error Code	Description/Causes	Solutions
51	The machine cannot be updated. • The machine is processing a print job. • The machine is processing a scan job. • The machine is receiving image data from the network. • The control panel is in use. • The machine is sending or receiving a fax. • The machine has detected a problem corresponding to an SC (service call) number (SC640 to SC649, SC670 to SC679, SC691, SC818, SC819, SC820 to SC839, and SC990).	Check that the machine is idle, and then try updating again. If an SC number appears, contact your service representative.
52	The file contains erroneous data. • The data is too large or too small. • The CRC (cyclic redundancy check) value and the checksum do not match. • The firmware does not match the target machine. • The firmware was not completely uploaded or is corrupt.	Download the correct file from the website, and then try updating again.
53	An error occurred while updating. • The machine is off.	If using a DNS server, the machine's IP address might have been changed. Check the IP address, and then try updating again.

Model: Martini-C2	Date: 14-Oct-04	No.: RB140002f

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release History (GW - System)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the
System/Copy.

Version	Program No.	C. SUM	Effective Date
1.18.1	*B1415211E*	*36A9*	*May 2005 Production*
1.17	B1415211D	79F5	March 2005 Production
1.16.1	B1415211C	18B4	December 2004 Production
1.04.1	B1415211B	7259	October 2004 Production
1.03.2	B1415211A	CF12	September 2004 Production
1.03	B1415211	4515	September 2004 Production

Version	Symptom Corrected
1.18.1	*Supports the "store the punch position" setting in program mode.*
1.18.1	*Supports the password "null" in the administrator authentication when the firmware is updated by RFU.*
1.18.1	*SC870 may show after logging out of the session if both of the following conditions occur within the same login session.* *1) Basic/Windows/LDAP Authentication are disabled (changed On -> OFF)* *2) Delivery Option for ScanRouter is disabled (changed On -> OFF)*
1.17	Machine supports SSL v2/v3 for authentication. As a result machines are now able to use Domino Servers for LDAP authentication. This functionality will require the new DESS firmware Ver 2.06A (Part#B65696530B) or later that will be released by April 1st.
1.17	Either of the following operations will result in a SC870 error. - If ScanRouter updates the machine local address book (for synchronization) at the same time as the Energy Save button is pressed on the machine. - If an update is made to the machine address book (via manual synchronization using the 'Update delivery server destination list' button) shortly after the machine address book encryption mode is changed.
1.17	Canceling the address book encryption process mid-way, will result in the operation panel freezing.

Model: Martini-C2	Date: 14-Oct-04	No.: RB140002f

Version	Symptom Corrected
1.17	If a user logs into the machine using Windows Authentication in any of the below 4 ways (a,b,c,d), user information such as E-mail is not transferred to the MT-C2's address book. a. Login using the alternative name registered in the Windows server. b. Login using the alternative domain name registered in the Windows server. c. Login using the user's principal name. d. Configured on the machine using the DC's IP address, Host name or Windows NT Domain syntax instead of the Windows FQDN for the Windows Authentication
1.17	If someone logs in to the MFP and starts to print stored files but logs out before the files finish printing, the next user to login will get an SC990 error.
1.17	Supported Korean Language on this machine
1.16.1	Cannot delete files from the document server if they were originally sent to the document server using the Copy function.
1.16.1	If an LDAP search is canceled, the operation panel may freeze and the device may have to be turned off/on.
1.16.1	If documents containing mixed sized pages are scanned and "User Authentication" is enabled, the "other" counter is incremented instead of the user's counter
1.16.1	An error message shows if the user tries to scan using the TWAIN driver if someone else is logged onto the machine. This is a normal operation. However if the user tries to scan again with the TWAIN driver after the other user has logged out, the message will continue to show.
1.16.1	The MFP may freeze if a large number of pages are scanned via the SADF.
1.16.1	The following items will return to their default values if the address book is backed-up and then restored using the Address Management Tool in SDM for Admin: [Protection tab] - sender - protect folder - protection code
1.16.1	An error message shows if a restoration of the address book fails. However, if the restoration is attempted again, the error message will not show for all subsequent failed restoration attempts.
1.16.1	The User Admin sets a password by first entering the password, and then entering it a second time to confirm it when creating a new user account. An error message shows and the User Admin must enter the password again if the confirmation doesn't match the password. However the next time, the User Admin is only prompted to enter the password and not the confirmation. At this time the password gets successfully added to the account without confirmation.
1.16.1	Users can still login using usercodes when "Permit Simple Encryption" is "OFF" and usercode authentication is enabled. (They should not be able to because "Permit Simple Encryption" -> "OFF" means that a password is always required and Usercose Authentication doesn't use passwords.)
1.16.1	If user B tries to use the document server from the device while user A is scanning a document using the TWAIN driver, the authentication screen will not show on the device (for user B). This only happens if Basic Authentication is enabled.

Model: Martini-C2	Date: 14-Oct-04	No.: RB140002f

Version	Symptom Corrected
1.16.1	The following MIB values for the 3-tray tandem LCT will be those of the 4-tray tandem LCT. 　　　1. The maximum number of pages that can be held in a tray. 　　　2. The amount of paper left in the tray.
1.16.1	The following MIB Values for Tandem LCD for 3trays are incorrect: 　　　1. The value of the maximum paper capacity. 　　　2. The value of the rest paper amount
1.16.1	The value of the Document server bitswitch is permanently ON (=0). Any changes made to SP5967-1(Copy server : Set function) are superficial and will have no effect.
1.16.1	If both the PLOCKMATIC and Victoria finisher are installed, only the PLOCKMATIC will be registered in the MIB as being installed. Because of this, the Victoria finisher will not be available for printing.
1.04.1	Service Lock Mode cannot be disabled after an SC error occurs.
1.04.1	The PC cannot connect to the printer through Windows authentication, and the printer job is cancelled.
1.03.2	Summer Time does not function.
1.03	1st Mass Production

Model: Martini-C2	Date: 14-Oct-04	No.: RB140003b

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release History (NCS)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the NIB.

Version	Program No.	C. SUM	Effective Date
4.08.3	*B1415212B*	*545C*	*May 2005 Production*
4.08	B1415212A	606E	December 2004 Production
4.00	B1415212	A9CE	September 2004 Production

Version	Symptom Corrected
4.08.3	*Sometimes after a power cycle, the device will be unable to accept jobs from standard TCP/IP or SDM ports.*
4.08	The MFP will not be able to see any other members of the workgroup if it belongs to a workgroup with a name of 15 bytes. This size is the maximam size of a workgroup name.
	May not connect using SNMP v3 when settings the static IP address.
	If the machine name is cleared (left blank), it should automatically revert to the factory default machine name "Aficio 2075". However, instead of reverting to the factory default machine name, it reverts to whatever the machine name was before the machine name was cleared.
	If 2 or more interfaces (i.e. Ethernet & IP over1394) are communicating at the same time and the SNTP server that has been configured for the MFP doesn't exist, an SC991 error will occur.
	The following 2 previously unsupported features are now supported: ➢ SMB packet signing on the Windows Server 2003 ➢ The automatic setting of Access Privileges for Group settings from a Windows 2003 Server Domain Controller.
	If a Wireless LAN card has been installed on a MT-C2 and the 'Interface' menu is clicked from WIM, the error "500 InternalServerError" will be displayed in the web browser. This problem will only occur after the first power on after installing the card.
	If the MT-C2 is in OFF mode and the job history is refreshed from SDM for Admin or SDM Client, the MFP will enter Energy Save mode.
	Windows passwords of 128 bytes (maximum possible size of a Windows password) will not understand the authentication reply from the DC and the MFP will think that authentication has failed. Note: This only happens if the DC is a Windows 2003 Server.
4.00	1st Mass Production

Model: Martini-C2	Date: 14-Oct-04	No.: RB140004e

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release History (LCDC)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the LCDC.

NA (USA)

Version	Program No.	C. SUM	Effective Date
1.12	*B1635176C*	*-*	*September 2006 production*
1.11	B1635176B	1CB9	March 2005 Production
1.03	B1635176A	D08F	October 2004 Production
1.01	B1635176	D46C	September 2004 Production

EU (Europe)

Version	Program No.	C. SUM	Effective Date
1.11	B1635177B	4E0E	March 2005 Production
1.03	B1635177A	25C2	October 2004 Production
1.01	B1635177	7877	September 2004 Production

TWN (Asia/Taiwan)

Version	Program No.	C. SUM	Effective Date
1.10	B1635178A	0073	February 2005 Production
1.02	B1635178	ECAA	September 2004 Production

CHN (China)

Version	Program No.	C. SUM	Effective Date
1.11	B1635186	ECAA	March 2005 Production

KOR (Korea)

Version	Program No.	C. SUM	Effective Date
1.11	B1635187	7044	March 2005 Production

| Model: Martini-C2 | | | | | Date: 14-Oct-04 | No.: RB140004e |

Version					Symptom Corrected
NA	**EU**	**TWN**	**CHN**	**KOR**	
1.12	-	-	-	*-*	***Symptom corrected:*** ***Wording corrections (Spanish, French, Chinese):***
-	-	-	-	1.11	1st Mass Production for Korea.
1.11	1.11	-	-	-	Wording corrections in Swedish, French, Danish, German, Italian and Dutch.
-	-	-	1.11	1.11	1st Mass Production for China.
-	-	1.10	-	-	1st Mass Production for Taiwan.
-	1.03	-	-	-	The icon for film paper is not displayed (French only).
-	1.03	-	-	-	The icon for folding is not displayed (French only).
1.03	-	-	-	-	The icon for film paper is not displayed (Spanish only).
1.03	-	-	-	-	The icon for folding is not displayed (Spanish only).
1.01	1.01	1.02	-	-	1st Mass Production

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Model: Martini-C2	Date: 14-Oct-04	No.: RB140006b

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Netfile)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the Net File.

Version	Program No.	C. SUM	Effective Date
0.40	*B1415213B*	*9A4E*	*April 2004 Production*
0.34.1	B1415213A	AE9A	December 2004 Production
0.24.1	B1415213	D5AC	September 2004 Production

Version	Symptom Corrected
0.40	*If 2-byte characters are input for Name/Key Display using the SDM Address Management Tool, these characters will be displayed on the MFP control panel as the ASCII representations of the single-byte values.*
	The Folder authentication setting in the address book cannot be changed to "Do not specify" using the SDM Address Management Tool. It is possible to select "Do not Specify". However, the selection will not be applied to the device.
	If the "Capture Server IP address" is changed manually to use the eCabinet server as a capture server, the device must be rebooted before it can access the new IP address.
	Documents downloaded from the document server in J2K format via the DeskTopEditor for Production cannot be opened or uploaded to the document server.
0.34.1	Cannot print documents from the Document Server via DeskTopBinder Lite v4.
	If restoration of the address book via SDM for admin is not completed properly for any reason, the MT-C2 freezes.
	Images (non-text) downloaded from the document server via Desktop Editor for Production, are of reduced clarity.
	Images downloaded from the document server via Desktop Editor for Production, will always be saved as jpeg, even if tiff is selected as the file type.
	If Windows Authentication is enabled, printing via SDM ports will not be possible.
	If any of the address book encryption functions are used, no SDM for Admin functions will work.
	Cannot add devices to the I/O device list of ScanRouter.

Reissued: 3-Aug-05

Model: Martini-C2	Date: 14-Oct-04	No.: RB140006b

Version	Symptom Corrected
	If someone tries to restore the address book via SDM for admin while the address book is in use by another user, an error message will be displayed. However, the error message will be unrelated to the actual problem.
	Using WIM, users cannot download JPEG files from the document server to PC using Windows XP SP2.
0.24.1	1st Mass Production

Reissued: 6-Oct-05

Model: Martini-C2	Date: 14-Oct-04	No.: RB140002g

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (GW - System)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for System/Copy.

Version	Program No.	C. SUM	Effective Date
1.19.1	*B1415211F*	*1879*	*September 2005 Production*
1.18.1	B1415211E	36A9	May 2005 Production
1.17	B1415211D	79F5	March 2005 Production
1.16.1	B1415211C	18B4	December 2004 Production
1.04.1	B1415211B	7259	October 2004 Production
1.03.2	B1415211A	CF12	September 2004 Production
1.03	B1415211	4515	September 2004 Production

IMPORTANT
When installing ver. 1.19.1, it is necessary to install NCS ver. 4.17 and Websys ver. 1.04 together as a set.

Version	Symptom Corrected
1.19.1	*Sometimes, the firmware cannot be updated via RC Gate.*

1.19.1	*Some features of a customization were added as standard:*
	- SP5-886-001 (ROM Update)
	  Allows to access the ROM by the Remote Firmware Update function
	  (0: Yes 1: No, default = 0)
	- SP5-005-001 (IP Address Display)
	  Display the IP Address on the LCD.
	  (0: No 1:Yes, default 0)
	Note: The settings for the two SP modes above can be changed via Web Image Monitor.

1.19.1	*The menu for the Rom Update may not be displayed in the WebImageMonitor.*
1.19.1	*If more than 128 login attempts are made from the operation panel in a single power cycle, the software keyboard will be unresponsive and users will not be able to login to the device.*
1.19.1	*If the devices receive more than 300 login attempts without cycling the power, the error message SC991 will be displayed on the operation panel and users will not be able to login to the device. This can happen no matter where the login attempts are made from the operation-panel, WIM, in print data.*

Model: Martini-C2	Date: 14-Oct-04	No.: RB140002g

Version	Symptom Corrected
1.19.1	***The error code for Remote firmware update remains even if the Remote Firmware Update is successful.***
1.19.1	***Users cannot log into an MFP via Windows Authentication using a domain controller in a different subnet unless WINS is enabled.***
1.18.1	Supports "store the punch position" setting in program mode.
1.18.1	Supports the password "null" in the administrator authentication when the firmware is updated by RFU.
1.18.1	SC870 may show after logging out of the session if both of the below conditions occur within the same login session. 1) Basic/Windows/LDAP Authentication are disabled (changed On -> OFF) 2) Delivery Option for ScanRouter is disabled (changed On -> OFF)
1.17	Machine supports SSL v2/v3 for authentication. As a result machines are now able to use Domino Servers for LDAP authentication. This functionality will require the new DESS firmware Ver 2.06A (Part#B65696530B) or later that will be released by April 1st.
1.17	Either of the following operations will result in a SC870 error. - If ScanRouter updates the machine local address book (for synchronization) at the same time as the Energy Save button is pressed on the machine. - If an update is made to the machine address book (via manual synchronization using the 'Update delivery server destination list' button) shortly after the machine address book encryption mode is changed.
1.17	Canceling the address book encryption process mid-way, will result in the operation panel freezing.
1.17	If a user logs into the machine using Windows Authentication in any of the below 4 ways (a,b,c,d), user information such as E-mail is not transferred to the MT-C2's address book. a. Login using the alternative name registered in the Windows server. b. Login using the alternative domain name registered in the Windows server. c. Login using the user's principal name. d. Configured on the machine using the DC's IP address, Host name or Windows NT Domain syntax instead of the Windows FQDN for the Windows Authentication
1.17	If someone logs in to the MFP and starts to print stored files but logs out before the files finish printing, the next user to login will get an SC990 error.
1.17	Supported Korean Language on this machine
1.16.1	Cannot delete files from the document server if they were originally sent to the document server using the Copy function.
1.16.1	If an LDAP search is canceled, the operation panel may freeze and the device may have to be turned off/on.
1.16.1	If documents containing mixed sized pages are scanned and "User Authentication" is enabled, the "other" counter is incremented instead of the user's counter
1.16.1	An error message shows if the user tries to scan using the TWAIN driver if someone else is logged onto the machine. This is a normal operation. However if the user tries to scan again with the TWAIN driver after the other user has logged out, the message will continue to show.
1.16.1	The MFP may freeze if a large number of pages are scanned via the SADF.

Model: Martini-C2		Date: 14-Oct-04	No.: RB140002g

Version	Symptom Corrected
1.16.1	The following items will return to their default values if the address book is backed-up and then restored using the Address Management Tool in SDM for Admin: [Protection tab] - sender - protect folder - protection code
1.16.1	An error message shows if a restoration of the address book fails. However, if the restoration is attempted again, the error message will not show for all subsequent failed restoration attempts.
1.16.1	The User Admin sets a password by first entering the password, and then entering it a second time to confirm it when creating a new user account. An error message shows and the User Admin must enter the password again if the confirmation doesn't match the password. However the next time, the User Admin is only prompted to enter the password and not the confirmation. At this time the password gets successfully added to the account without confirmation.
1.16.1	Users can still login using user codes when "Permit Simple Encryption" is "OFF" and user code authentication is enabled. (They should not be able to because "Permit Simple Encryption" -> "OFF" means that a password is always required and Usercose Authentication doesn't use passwords.)
1.16.1	If user B tries to use the document server from the device while user A is scanning a document using the TWAIN driver, the authentication screen will not show on the device (for user B). This only happens if Basic Authentication is enabled.

1.16.1	The following MIB values for the 3-tray tandem LCT will be those of the 4-tray tandem LCT.
	    1. The maximum number of pages that can be held in a tray.
	    2. The amount of paper left in the tray.

1.16.1	The following MIB Values for Tandem LCD for 3trays are incorrect:
	    1. The value of the maximum paper capacity.
	    2. The value of the rest paper amount

1.16.1	The value of the Document server bitswitch is permanently ON (=0). Any changes made to SP5967-1(Copy server: Set function) are superficial and will have no effect.
1.16.1	If both the PLOCKMATIC and Victoria finisher are installed, only the PLOCKMATIC will be registered in the MIB as being installed. Because of this, the Victoria finisher will not be available for printing.
1.04.1	Service Lock Mode cannot be disabled after an SC error occurs.
1.04.1	The PC cannot connect to the printer through Windows authentication, and the printer job is cancelled.
1.03.2	Summer Time does not function.
1.03	1st Mass Production

Model: Martini-C2	Date: 14-Oct-04	No.: RB140003c

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release History (NCS)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the NIB.

Version	Program No.	C. SUM	Effective Date
4.17	*B1415212C*	*F94E*	*September 2005 Production*
4.08.3	B1415212B	545C	May 2005 Production
4.08	B1415212A	606E	December 2004 Production
4.00	B1415212	A9CE	September 2004 Production

IMPORTANT
When installing ver. 4.17, it is necessary to install Websys ver. 1.04 and System ver. 1.19.1 together as a set.

Version	Symptom Corrected
4.17	*Sometimes, the firmware cannot be updated via RC Gate.*
4.17	*Leading zeros will be removed from byte-counts in LPD control files (zero-suppression).*
4.17	*Communications via diprint(port9100) are now transmitted asynchronously.*
4.17	*The device can accept multiple incoming diprint(port9100) sessions.*
4.17	*The Scan to Folder connection test might fail when a folder name contains a 2byte character with the character code "0x5c" in the low-order byte.*
4.17	*Available functions cannot be restricted to groups via Windows Authentication using a domain controller in a different subnet.*
4.17	*The SNMP service may not start when the device is turned on. Utilities using SNMP will not receive status updates from the device.*
4.17	*SDM for Admin, running on a client PC that is connected to both a 1394 and Ethernet interface will not be able to retrieve the 1394 hostnames of devices.*
4.17	*If a lot of SNMP traffic is sent to the device, the SNMP buffer may become full. The result of this is that the device will not be able to reply to SNMP requests.*
4.17	*SNMPv1/v2 will still send SNMP traps even if the SNMPv1/v2 function is disabled.*

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Model: Martini-C2	Date: 14-Oct-04	No.: RB140003c

Version	Symptom Corrected
4.17	*If the paper type setting is changed via WIM while "Permit Settings by SNMPv1 and v2" is disabled, the browser will timeout. The paper type setting change will not be saved.*
4.08.3	Sometimes after a power cycle, the device will be unable to accept jobs from standard TCP/IP or SDM ports.
4.08	The MFP will not be able to see any other members of the workgroup if it belongs to a workgroup with a name of 15 bytes. This size is the maximum size of a workgroup name.
	May not connect using SNMP v3 when settings the static IP address.
	If the machine name is cleared (left blank), it should automatically revert to the factory default machine name "Aficio 2075". However, instead of reverting to the factory default machine name, it reverts to whatever the machine name was before the machine name was cleared.
	If 2 or more interfaces (i.e. Ethernet & IP over1394) are communicating at the same time and the SNTP server that has been configured for the MFP doesn't exist, an SC991 error will occur.
	The following 2 previously unsupported features are now supported: ➢ SMB packet signing on the Windows Server 2003 ➢ The automatic setting of Access Privileges for Group settings from a Windows 2003 Server Domain Controller.
	If a Wireless LAN card has been installed on a MT-C2 and the 'Interface' menu is clicked from WIM, the error "500 InternalServerError" will be displayed in the web browser. This problem will only occur after the first power on after installing the card.
	If the MT-C2 is in OFF mode and the job history is refreshed from SDM for Admin or SDM Client, the MFP will enter Energy Save mode.
	Windows passwords of 128 bytes (maximum possible size of a Windows password) will not understand the authentication reply from the DC and the MFP will think that authentication has failed. Note: This only happens if the DC is a Windows 2003 Server.
4.00	1st Mass Production

Reissued: 6-Oct-05

Model: Martini-C2	Date: 14-Oct-04	No.: RB140006c

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Netfile)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	
Classification: ☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☒ Other ( )	

This RTB has been issued to announce the firmware release information for the Net File.

Version	Program No.	C. SUM	Effective Date
1.00	*B1415213C*	*-*	*September 2005 Production*
0.40	B1415213B	9A4E	April 2005 Production
0.34.1	B1415213A	AE9A	December 2004 Production
0.24.1	B1415213	D5AC	September 2004 Production

Version	Symptom Corrected
1.00	*If multiple PCs access the Document Server using WIM to download PDF files, an SC672 error might be displayed on the operation panel.*
1.00	*The below operations may not complete successfully if multiple PCs are accessing the device at the same time.* *- Using DeskTopBinder to send scanned files from the Document Server to a server such as ScanRouter.* *- Configuration of the device using SDM for Admin's "User Management Tool".* *- Printing to a SDM port.*
1.00	*If the user clicks the 'Reception' menu under 'FAX History' and then immediately clicks the 'Document Server' menu, the 'Document Server' menu takes a long time to be displayed. This problem also happens in reverse.*
1.00	*The device cannot be accessed using SSL by utilities such as SDM for Admin after "Permit Simple Encryption" in Extended Security is disabled.*
0.40	If 2-byte characters are input for Name/Key Display using the SDM Address Management Tool, these characters will be displayed on the MFP control panel as the ASCII representations of the single byte values.
0.40	The Folder authentication setting in the address book cannot be changed to "Do not specify" using the SDM Address Management Tool. It is possible to select "Do not Specify". However, the selection will not be applied to the device.
0.40	If the "Capture Server IP address" is changed manually to use the eCabinet server as a capture server, the device must be rebooted before it can access the new IP address.

Reissued: 6-Oct-05

Model: Martini-C2		Date: 14-Oct-04	No.: RB140006c

Version	Symptom Corrected
0.40	Documents downloaded from the document server in J2K format via the DeskTopEditor for Production cannot be opened or uploaded to the document server.
0.34.1	Cannot print documents from the Document Server via DeskTopBinder Lite v4.
0.34.1	If restoration of the address book via SDM for admin is not completed properly for any reason, the MT-C2 freezes.
0.34.1	Images (non-text) downloaded from the document server via Desktop Editor for Production, are of reduced clarity.
0.34.1	Images downloaded from the document server via Desktop Editor for Production, will always be saved as jpeg, even if tiff is selected as the file type.
0.34.1	If Windows Authentication is enabled, printing via SDM ports will not be possible.
0.34.1	If any of the address book encryption functions are used, no SDM for Admin functions will work.
0.34.1	Cannot add devices to the I/O device list of ScanRouter.
0.34.1	If someone tries to restore the address book via SDM for admin while the address book is in use by another user, an error message will be displayed. However, the error message will be unrelated to the actual problem.
0.34.1	Using WIM, users cannot download JPEG files from the document server to PC using Windows XP SP2.
0.24.1	1st Mass Production

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Reissued: 6-Oct-05

Model: Martini-C2	Date: 14-Oct-04	No.: RB140007d

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release History (WebSys)	Prepared by: S. Watanabe	
From: 2nd Tech Support Sec. Service Support Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☒ Other ( )	

This RTB has been issued to announce the firmware release information for the WebSystem.

Version	Program No.	C. SUM	Effective Date
1.04	*B1415214C*	*-*	*September 2005 Production*
1.03	B1415214B	E603	March 2005 Production
1.02	B1415214A	A6EE	February 2005 Production
1.01	B1415214	F271	September 2004 Production

IMPORTANT
When installing ver. 1.04, it is necessary to install NCS ver. 4.17 and System ver. 1.19.1 together as a set.

Version	Symptom Corrected
1.04	*'Device Name' not translated in the Finnish language version of WIM.*
1.04	*LDAP Authentication does not work if configured using the 'LDAP Server 3, 4 or 5' settings from WIM. These settings work correctly if set from the operation panel.*
1.04	*Some menu items in WIM are incorrectly labeled.* *1. SSL settings in German.* *(Wrong) [Verschl-sselung/ Text l-schen] [Chiffretext/ Text l-schen]* *(Correct) [Verschl-sselung/ Klartext] [Chiffretext/ Klartext]* *2. Administrator Authentication Management in Czech* *(Wrong) Spr-va autorizace u-ivatele* *(Correct) Spr-va autorizace administr-tora*
1.04	*The device now supports the ROM update function via WIM.* *[Configuration->ROM Update]*
1.04	*The following settings have been added to WIM [Configuration->Device Settings->System]:* *1. Display IP Address on the Display Panel - Displays the device's IP address on the panel.* *2. "Permit ROM Update" - Enable/Disable firmware updates.* *3. "Print Priority" function.*

Model: Martini-C2		Date: 14-Oct-04	No.: RB140007d

Version	Symptom Corrected
1.03	Unsupported characters (Non US-ASCII) can be registered for administrator and user names and passwords via WIM.(GFPR#RE05010010)
1.02	Fixed a security issue in WIM that may have allowed attackers to execute JavaScript on the product's web server.
1.02	Web Image Monitor is available in Korean.
1.01	1st Mass Production

Reissued: 6-Oct-05

Model: Martini-C2	Date: 14-Oct-04	No.: RB140010d

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Scanner)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	
Classification: ☐ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ( ) ☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Action required ☐ Service manual revision ☐ Retrofit information	

This RTB has been issued to announce the firmware release information for the Scanner.

Version	Program No.	C. SUM	Effective Date
m2e_1.08	*B6596520D*	*-*	*September 2005 Production*
1.07	B6596520C	E2EB	May 2005 Production
1.06	B6596520B	3368	March 2005 Production
1.05	B6596520A	8211	December 2004 Production
1.01	B6596520	7E53	September 2004 Production

Version	Symptom Corrected
m2e_1.08	*Sometimes after a power cycle, the buttons for selecting the Scan to Folder and Scan to E-mail functions will not work (grayed out). This only happens if the SNTP server address setting has been configured.*
1.07	The Gray scale 'Compression' setting in the Scanner System is wrong. - Low compression produces low-quality images with high compression (small size). - High compression produces high-quality images with low compression (large size).
1.07	Multiple page documents scanned with the Single page PDF setting will be sent to the ScanRouter server as multiple TIFF files.
1.06	The scanner application may stall if the TWAIN driver is used repeatedly.
1.06	The wording for one of the Russian button labels was wrong.
1.05	After logging into the machine and accessing the Scanner, the Store button is selected automatically. If a document is scanned, it will be stored but the user name will not be assigned to the document.

Reissued: 6-Oct-05

Model: Martini-C2		Date: 14-Oct-04	No.: RB140010d

Version	Symptom Corrected
1.05	Using the "Program" function with the following procedures produces an SC990 error. 1. Press the "Program" button on the body of the MFP (not operation panel) and selected one of the pre-programmed scan-settings from the operation panel. Then press the cancel button on the body of the MFP. Perform the same procedure several times again. After that, press the [Store file] button. 2. Press the "Program" button on the body of the MFP (not operation panel) and selected one of the pre-programmed scan-settings from the operation panel. (Notice the File type button is not displayed as it should be). Press the "Attached File" button and then the File type button. Press the cancel button on the operation panel.
1.01	1st Mass Production

Model: General	Date: 23-Jan-06	No.: RGene021

Subject: Data Overwrite Security Unit Installation	Prepared by: H.Matsui
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	

Service Manual Revision

Replace the installation procedure for the <u>Data Overwrite Security Unit</u> Type C or D with the procedure in this RTB (from pg. 2).

Note:
- The newly added areas are highlighted in blue.
- The procedure was revised to further increase the level of data security.

IMPORTANT:
There are two types of Data Security Units: Type C and Type D. See the table below for the MFP models that can be used with each type.

Product Name	Corresponding MFP Model:
Data Overwrite Security Unit **Type C** (B735-17)	Martini-C2
	Venus-C1
Data Overwrite Security Unit **Type D** (B735-18)	Dolphin-C2
	Jupiter-C2
	Themis-C1
	Russian-C4
	Adonis-C4

Installation Procedure for the Data Overwrite Security Unit (Type C, Type D)

BEFORE YOU BEGIN THE PROCEDURE

1. Make sure that the following settings are **not** at their factory default values:
   - Supervisor login password
   - Administrator login name
   - Administrator login password

   If any of these settings is at a factory default value, tell the customer these settings must be changed before you do the installation procedure.

2. Make sure that "Admin. Authentication" is **ON.**
   [System Settings] – [Administrator Tools] – [Administrator Authentication Management] - [Admin. Authentication]

   If this setting is OFF, tell the customer this setting must be ON before you do the installation procedure.

3. Make sure that "Administrator Tools" is **enabled** (selected).
   [System Settings] – [Administrator Tools] – [Administrator Authentication Management] - [Available Settings]
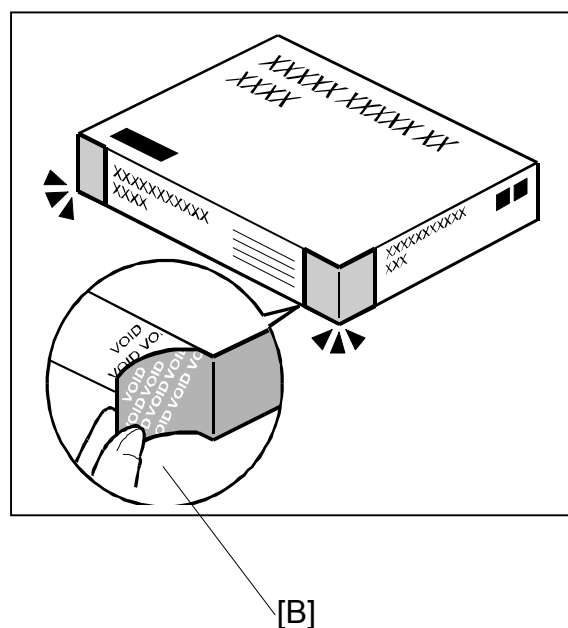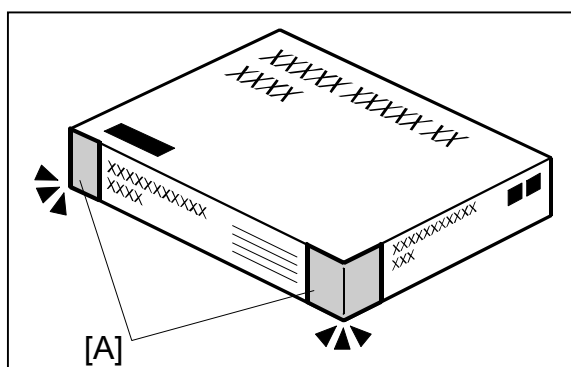
   If this setting is disabled (not selected), tell the customer this setting must be enabled (selected) before you do the installation procedure.

Model: General	Date: 23-Jan-06	No.: RGene021

ACCESSORY CHECK

Check the accessories and their quantities against this list:

Description	Q'ty
1. SD Card	1

Seal Check And Removal

[A]

[B]

1. Make sure that:
    1) The box has **two pieces of tape** [A] attached to the corners in the photo, **AND**
    2) These two tapes are **blank**.

➤ If you can see "VOID" <u>on the surface of the tape</u>, DO NOT install the components in the box. Stop this procedure and contact your Sales division.

2. If the results of Step 1 are OK, remove the two pieces of tape from the box.
    Note: After you remove the tapes, you will see "VOID" written on the box under the tape [B]. This is normal.

Model: General	Date: 23-Jan-06	No.: RGene021

CAUTION
Before you begin any procedure, always turn OFF the machine main power switch and unplug the power cord.

---

1. If the machine is on, turn the main power switch OFF.

2. If the NIB is installed, disconnect the network cable.

3. Remove the SD card slot cover.

    NOTE: The shape of SD card slot cover is different according to the each model. Please refer to the service manual of each model.

4. Insert the Data Overwrite Security Unit SD card into the application SD slot.

    NOTE: The slot number, to which the Data Overwrite Security Unit should be inserted, is different according to the each model. Please refer to the service manual of each model.

5. If the NIB is installed, connect the network cable.

6. Turn the main power switch ON.

7. Do SP5878 (Option Setup).

8. Exit SP mode.

9. Turn the operation switch OFF, and then turn the main power switch OFF.

10. Turn the main power switch ON.

11. Do SP5990-005 (SP print mode Diagnostic Report).

12. Make sure the ROM number and firmware version in area **[A]** of the diagnostic report are the **same** as those in area **[B]**.
    See the photograph on the next page

    ● **[A]:** "ROM Number/Firmware Version" – "HDD Format Option"

    ● **[B]:** "Loading Program" – "GW1a_zoffy" (Data Overwrite Security Unit **Type C)**

       "Loading Program" – "GW2a_zoffy" (Data Overwrite Security Unit **Type D)**

Diagnostic Report:	"ROM No. / Firmware Version" **[A]**	"Loading Program" **[B]**
Data Overwrite Security Unit **Type C**	HDD Format Option: B7355050 / 0.04	GW1a_zoffy: B7355050 / 0.04
Data Overwrite Security Unit **Type D**	HDD Format Option: B7355060 / 0.03	GW2a_zoffy: B7355060 / 0.03

Important: The ROM number and firmware version number change when the firmware is upgraded. However, the important thing is to make sure the numbers in **[A]** are the same as the numbers in **[B]**.

Model: General	Date: 23-Jan-06	No.: RGene021

RICOH   Aficio 3045   *Adonis-C4*

Self-Diagnosis Report	Serial No.: 7M275840019	Firmware P/# : B2135931E	14 N
		Firmware Version: 1.24	

[System Construction]
Kernel Version   : NetBSD 1.5.3 (LPUXMIPS05S_NU) #3: Wed Mar 23 11:22:07 JST 2005
CPU System Bus Clock : 133.0 MHz   CPU Pipeline Clock   : 465.500000 MHz
Board Type   : 39   ASIC Version   : 1414672944
RTC Existence   : existence   RAM Capacity   : 384 MB
HDD Existence   : existence   HDD Model   :

[Total Counter]
0000198

[ROM No / Firmware Version]

System/Copy	: B2135931E	/ 1.24	RPGL	:		/
Engine	: B2135160F	/ 1.24:07	R55	:		/
Lcdc	: B1985212A	/ 1.02	RTIFF	:		/
PI	:	/	PCL	:		/ 1.01
ADF	: B7145160A	/	PCLXL	:		/ 1.01
SIB	: B2135342	/	MSIS	:		/
Finisher	:	/	MSIS(OPTION)	:		/
Finisher (Saddle)	:	/	PDF	:		/
Bank	: A6825150	/	BMLinkS	:		/
LCT	:	/	PictBridge	:		/
Mail Box	:	/	FONT	: Z7675383		/ 0.04
FCU	:	/	FONT1	:		/
NIB	: B7835934D	/ 5.10	FONT2	:		/
HDD Format Option	: B7355060	/ 0.03	FONT3	:		/
Language1	: B1985220	/ 3.92	Net File	: B7835938C		/ 1.02
Language2	: B1985220	/ .96	Fax	:		/
Bluetooth	:	/	Printer	: B7835931A		/ 1.02
RPCS	:	/ 3.2.15	Scanner	: B7835932D		/ a4_1.05
PS	:	/	RFax	:		/
RPDL	:	/	**[A]** MIB	:		/ 041130000
R98	:	/	WebSystem	: B7835936D		/ 1.08
R16	:	/	WebDocBox	: B7835937A		/ 1.01

[Loading Program]

ADC4a_fax	: B2135932C	/ 01.05.00	(9fdf0000)
ADC4a_system	: B2135931E	/ 1.24	(9f015000)
GW3e_DESS	: B7835940B	/ 2.01.1	(/mnt/sd0/module/dess.mod)
GW2a_zoffy	: B7355060	/ 0.03	(/mnt/sd1/module/zoffy.mod)
GW1e_prt_fntM	: Z7675383	/ 0.04	(/mnt/sd0/module/fonts_e.mod)
ADC4e_printer	: B7835931A	/ 1.02	(/mnt/sd0/module/prt_exp.mod)
ADC4a_scn	: B7835932D	/ a4_1.05	(/mnt/sd0/module/scan.mod)
ADC4a_net	: B7835934D	/ 5.10	(/mnt/sd0/module/ncs.mod)
ADC4a_fax2	: B7835935B	/ 02.01.00	**[B]** (/mnt/sd0/module/fax.mod)
ADC4a_web	: B7835936D	/ 1.08	(/mnt/sd0/module/websys.mod)
ADC4a_webdocbox	: B7835937A	/ 1.01	(/mnt/sd0/module/webdb.mod)
ADC4a_netfile	: B7835938C	/ 1.02	(/mnt/sd0/module/nfa.mod)

[Error List]
No Error

Note: This photograph is just an example for when **Type D** is installed. Because the numbers in **[A]** are the same as the numbers in **[B],** the unit was installed correctly.

Model: General	Date: 23-Jan-06	No.: RGene021

● If the ROM numbers are not the same, or the version numbers are not the same, this means the unit was not installed correctly.

If this happens:

➢ Make sure the MFP model and unit type match (Type C or D). **For this information, see pg. 1 of this RTB.**

➢ If they do not match:
1) Replace the NV-RAM
2) Replace the "Data Overwrite Security Unit" (SD card) with the correct type
3) Do the installation procedure in this RTB again, from Step 1.

13. Turn "Auto Erase Memory Setting" ON:
User Tools >> System Settings >> Administrator Tools >> Auto Erase Memory Setting >> ON

14. Exit User Tools.

[C]

🖨 09/09/2003		14:13
Origi.	Total	Copies
0	1	0

[D]   [E]
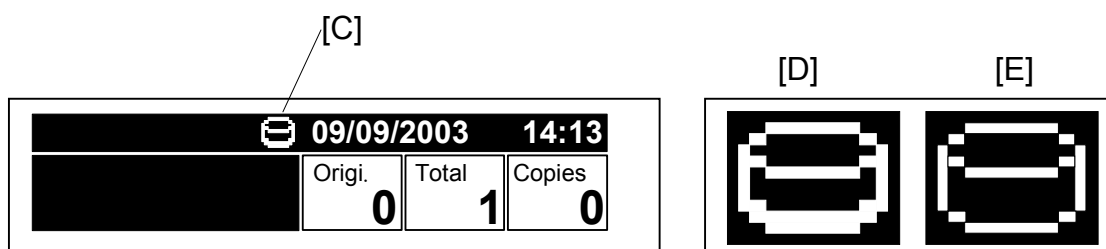
15. Make sure the overwrite erase icon [C] is displayed on the operation panel.
If it is not displayed, do Step 7 again.

16. Make a sample copy.

17. Make sure the overwrite icon changes as follows:
• The bottom of the icon (white part) becomes thicker [D].
• "Next Copy" is displayed for a short time under the icon.
The icon returns to its usual shape [E].

Model: Martini-C2	Date: 30-Jan-06	No.: RB140028

Subject: Harness: AC Power: Main: NA	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

SYMPTOM

Some cables on the PSU harness are the wrong color.

For the correct colors, see photo below.

Note:

- Harness: P/N B1405615, "Harness: AC Power: Main: NA", index 22, pg.139 on the Parts Catalog

- This only occurs on the machines listed below.
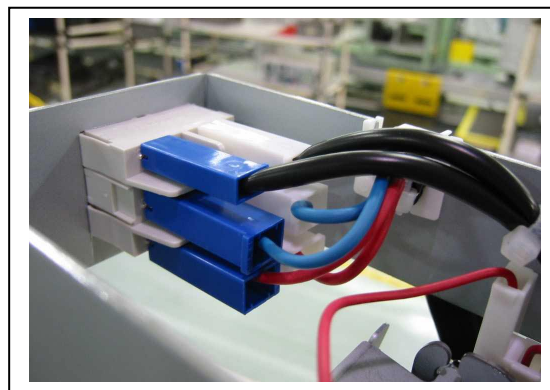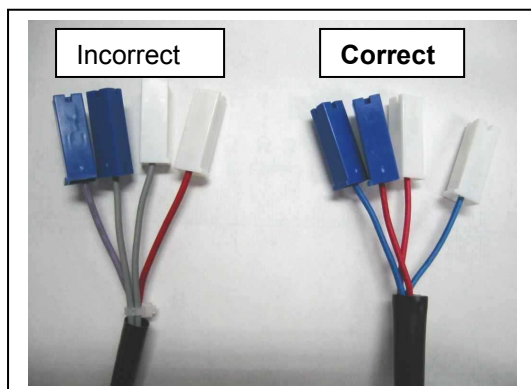
CAUSE

Error by the vendor during the harness assembly process

SOLUTION

Action In the Field:

When you replace the PSU on the machines listed below, attach the connectors according to the color of the **connectors.** Ignore the color of the harness cables.

Note: Only the color of the cable covering is incorrect. The internal wiring is correct.

Target Machines for "Action in the Field"

B143-17: K6955800307 - K6955800567 (261 units)

B141-17: K4655800152 - K4655800233 (82 units)

B140-17: K4555800181 - K4555800230 (50 units)

B163-17: K4455800294 - K4455800393 (100 units)

Model: Martini-C2	Date: 1-Feb-06	No.: RB140029

Subject: Boot SD Card	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	

The MT-C2 Boot SD Card

A boot SD card was released as a service tool for the MT-C2 (**P/N #B6456090**). This RTB explains the background and important notes for when you use this card in the field.

Background

Up until now, if the boot area on the controller board is damaged (see **Important**), the machine cannot boot up and you must replace the controller board. As a result, the boot SD card was developed to solve this issue.

Important: Make sure NOT to turn the main power OFF during the firmware update procedure, because this damages the boot area.

What you can do with the boot SD card

- You can use the boot SD card to boot up the machine if the boot area on the controller board is damaged. You do not have to replace the controller board in this case.
  - In most cases, you only need to do this once. After that, the machine can boot up without the boot SD card.
- This will increase both machine uptime and service efficiency.

Note: Keep in mind that this boot SD card does not solve every kind of boot-up failure.

How to use the boot SD card

1. Turn the main power OFF.
2. Insert the boot SD card into the C1 slot.
3. Turn controller board DIP SW4 **#5 OFF, #6 ON** and **#7 OFF**.
4. Turn the main power ON.
   Note: After the machine boots up, it installs the firmware stored on the boot SD card.
5. Turn the main power OFF.
6. Remove the boot SD card from the C1 slot.

7. Return the DIP SW4 **#6** to **OFF**.

8. Install the newest MT-C2 firmware.

Important Notes

1. **DO NOT** delete or move the files stored on the boot SD card.

   ● These files are written to the boot SD card by a special factory device. If the files
   are changed in any way (deleted, moved, copied, etc):
   1) The illegally copied SD card will not work
   2) Ricoh cannot guarantee the original SD card any more.

2. Boot SD card **#B6456090** works on the **MT-C2 series only.**

P/N, Other Details

Part Number: B6456090

Description: Boot SD Card Type 2051

Note: The label in this photo is attached to the boot SD card.

RICOH

Model: Martini-C2	Date: 14-Oct-04	No.: RB140002h

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release History (GW - System)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the System/Copy.

Version	Program No.	C. SUM	Effective Date
1.21	*B1415211H*	*-*	*March 2006 Production*
1.20	*B1415211G*	*-*	*Feburary 2006 Production*
1.19.1	B1415211F	1879	September 2005 Production
1.18.1	B1415211E	36A9	May 2005 Production
1.17	B1415211D	79F5	March 2005 Production
1.16.1	B1415211C	18B4	December 2004 Production
1.04.1	B1415211B	7259	October 2004 Production
1.03.2	B1415211A	CF12	September 2004 Production
1.03	B1415211	4515	September 2004 Production

IMPORTANT
When installing ver. 1.19.1, it is necessary to install NCS ver. 4.17 and Websys ver. 1.04 together as a set.

Version	Symptom Corrected
1.21	The automatic logout confirmation might be displayed 2 times after the Exit button is pressed in System Settings. If this happens, the device will stall next login attempt.
1.20	The error code for Remote firmware update is remained even if the Remote Firmware Update is successful.
1.20	The page numbering might not be printed correctly if a stored document in the Document Server is printed with the Magazine function and page numbering.
1.20	The username and password will still be contained in the fields when someone opens the login screen by pressing the User Tools button. This occurs if username and password are left in the field without logging in.
1.20	SC672 occurs when the main power is turned OFF/ON and performing the SC auto reboot function.
1.19.1	Sometimes, the firmware cannot be updated via RC Gate.

RICOH

Model: Martini-C2	Date: 14-Oct-04	No.: RB140002h

Version	Symptom Corrected

1.19.1	Some features of a customization were added as standard:
	- SP5-886-001 (ROM Update)
	  Allows to access the ROM by the Remote Firmware Update function
	  (0: Yes 1: No, default = 0)
	- SP5-005-001 (IP Address Display)
	  Display the IP Address on the LCD.
	  (0: No 1:Yes, default 0)
	NOTE: The settings for the two SP modes above can be changed via Web Image Monitor.

1.19.1	The menu for the Rom Update may not be displayed in the WebImageMonitor.
1.19.1	If more than 128 login attempts are made from the operation panel in a single power cycle, the software keyboard will be unresponsive and users will not be able to login to the device.
1.19.1	If the devices receive more than 300 login attempts without cycling the power, the error message SC991 will be displayed on the operation panel and users will not be able to login to the device. This can happen no matter where the logins attempts are made from the operation-panel, WIM, in print data.
1.19.1	The error code for Remote firmware update is remained even if the Remote Firmware Update is successful.
1.19.1	Users cannot log into an MFP via Windows Authentication using a domain controller in a different subnet unless WINS is enabled.
1.18.1	Supports "store the punch position" setting in program mode.
1.18.1	Supports the password "null" in the administrator authentication when the firmware is updated by RFU.
1.18.1	SC870 may show after logging out of the session if both of the below conditions occur within the same login session. 1) Basic/Windows/LDAP Authentication are disabled (changed On -> OFF) 2) Delivery Option for ScanRouter is disabled (changed On -> OFF)
1.17	Machine supports SSL v2/v3 for authentication. As a result machines are now able to use Domino Servers for LDAP authentication. This functionality will require the new DESS firmware Ver 2.06A (Part#B65696530B) or later that will be released by April 1st.
1.17	Either of the following operations will result in a SC870 error. - If ScanRouter updates the machine local address book (for synchronization) at the same time as the Energy Save button is pressed on the machine. - If an update is made to the machine address book (via manual synchronization using the 'Update delivery server destination list' button) shortly after the machine address book encryption mode is changed.
1.17	Canceling the address book encryption process mid-way, will result in the operation panel freezing.
1.17	If a user logs into the machine using Windows Authentication in any of the below 4 ways (a,b,c,d), user information such as E-mail is not transferred to the MT-C2's address book. a. Login using the alternative name registered in the Windows server. b. Login using the alternative domain name registered in the Windows server. c. Login using the user's principal name. d. Configured on the machine using the DC's IP address, Host name or Windows NT Domain syntax instead of the Windows FQDN for the Windows Authentication

Model: Martini-C2	Date: 14-Oct-04	No.: RB140002h

Version	Symptom Corrected
1.17	If someone logs in to the MFP and starts to print stored files but logs out before the files finish printing, the next user to login will get an SC990 error.
1.17	Supported Korean Language on this machine
1.16.1	Cannot delete files from the document server if they were originally sent to the document server using the Copy function.
1.16.1	If an LDAP search is canceled, the operation panel may freeze and the device may have to be turned off/on.
1.16.1	If documents containing mixed sized pages are scanned and "User Authentication" is enabled, the "other" counter is incremented instead of the user's counter
1.16.1	An error message shows if the user tries to scan using the TWAIN driver if if someone else is logged onto the machine. This is a normal operation. However if the user tries to scan again with the TWAIN driver after the other user has logged out, the message will continue to show.
1.16.1	The MFP may freeze if a large number of pages are scanned via the SADF.
1.16.1	The following items will return to their default values f the address book is backed-up and then restored using the Address Management Tool in SDM for Admin: [Protection tab] - sender - protect folder - protection code
1.16.1	An error message shows if a restoration of the address book fails. However, if the restoration is attempted again, the error message will not show for all subsequent failed restoration attempts.
1.16.1	The User Admin sets a password by first entering the password, and then entering it a second time to confirm it when creating a new user account. An error message shows and the User Admin must enter the password again if the confirmation doesn't match the password. However the next time, the User Admin is only prompted to enter the password and not the confirmation. At this time the password gets successfully added to the account without confirmation.
1.16.1	Users can still login using user codes when "Permit Simple Encryption" is "OFF" and user code authentication is enabled. (They should not be able to because "Permit Simple Encryption" -> "OFF" means that a password is always required and Usercose Authentication doesn't use passwords.)
1.16.1	If user B tries to use the document server from the device while user A is scanning a document using the TWAIN driver, the authentication screen will not show on the device (for user B). This only happens if Basic Authentication is enabled.
1.16.1	The following MIB values for the 3-tray tandem LCT will be those of the 4-tray tandem LCT. 1. The maximum number of pages that can be held in a tray. 2. The amount of paper left in the tray.
1.16.1	The following MIB Values for Tandem LCD for 3trays are incorrect: 1. The value of the maximum paper capacity. 2. The value of the rest paper amount

Model: Martini-C2	Date: 14-Oct-04	No.: RB140002h

Version	Symptom Corrected
1.16.1	The value of the Document server bitswitch is permanently ON (=0). Any changes made to SP5967-1(Copy server: Set function) are superficial and will have no effect.
1.16.1	If both the PLOCKMATIC and Victoria finisher are installed, only the PLOCKMATIC will be registered in the MIB as being installed. Because of this, the Victoria finisher will not be available for printing.
1.04.1	Service Lock Mode cannot be disabled after an SC error occurs.
1.04.1	The PC cannot connect to the printer through Windows authentication, and the printer job is cancelled.
1.03.2	Summer Time does not function.
1.03	1st Mass Production

Model: Martini-C2	Date: 14-Oct-04	No.: RB140006d

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Netfile)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the Net File.

Version	Program No.	C. SUM	Effective Date
1.01	*B1415213D*	*-*	*Feburay 2006 Production*
1.00	B1415213C	-	September 2005 Production
0.40	B1415213B	9A4E	April 2005 Production
0.34.1	B1415213A	AE9A	December 2004 Production
0.24.1	B1415213	D5AC	September 2004 Production

Version	Symptom Corrected
1.01	***Filenames or usernames in the Document Server operation panel, may appear garbled if they contain 2-byte characters. The only way to assign 2-byte characters to a filename or username in the Document***
1.00	If multiple PCs access the Document Server using WIM to download PDF files, an SC672 error might be displayed on the operation panel.
1.00	The below operations may not complete successfully if multiple PCs are accessing the device at the same time. - Using DeskTopBinder to send scanned files from the Document Server to a server such as ScanRouter. - Configuration of the device using SDM for Admin's "User Management Tool". - Printing to a SDM port.
1.00	If the user clicks the 'Reception' menu under 'FAX History' and then immediately clicks the 'Document Server' menu, the 'Document Server' menu takes a long time to be displayed. This problem also happens in reverse.
1.00	The device can not be accessed using SSL by utilities such as SDM for Admin after "Permit Simple Encryption" in Extended Security is disabled.
0.40	If 2-byte characters are input for Name/Key Display using the SDM Address Management Tool, these characters will be displayed on the MFP control panel as the ASCII representations of the single byte values.
0.40	The Folder authentication setting in the address book cannot be changed to "Do not specify" using the SDM Address Management Tool. It is possible to select "Do not Specify". However, the selection will not be applied to the device.
0.40	If the "Capture Server IP address" is changed manually to use the eCabinet server as a capture server, the device must be rebooted before it can access the new IP address.

Reissued: 29_Jun_06

Model: Martini-C2	Date: 14-Oct-04	No.: RB140006d

Version	Symptom Corrected
0.40	Documents downloaded from the document server in J2K format via the DeskTopEditor for Production cannot be opened or uploaded to the document server.
0.34.1	Cannot print documents from the Document Server via DeskTopBinder Lite v4.
0.34.1	If restoration of the address book via SDM for admin is not completed properly for any reason, the MT-C2 freezes.
0.34.1	Images (non-text) downloaded from the document server via Desktop Editor for Production, are of reduced clarity.
0.34.1	Images downloaded from the document server via Desktop Editor for Production, will always be saved as jpeg, even if tiff is selected as the file type.
0.34.1	If Windows Authentication is enabled, printing via SDM ports will not be possible.
0.34.1	If any of the address book encryption functions are used, no SDM for Admin functions will work.
0.34.1	Cannot add devices to the I/O device list of ScanRouter.
0.34.1	If someone tries to restore the address book via SDM for admin while the address book is in use by another user, an error message will be displayed. However, the error message will be unrelated to the actual problem.
0.34.1	Using WIM, users cannot download JPEG files from the document server to PC using Windows XP SP2.
0.24.1	1st Mass Production

Reissued: 01-Sep_06

Model: Martini-C2	Date: 14-Oct-04	No.: RB140002i

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (GW - System)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the System/Copy.

Version	Program No.	C. SUM	Effective Date
1.22.1	*B1415211J*	*-*	*June 2006 Production*
1.21	B1415211H	-	March 2006 Production
1.20	B1415211G	-	Feburary 2006 Production
1.19.1	B1415211F	1879	September 2005 Production
1.18.1	B1415211E	36A9	May 2005 Production
1.17	B1415211D	79F5	March 2005 Production
1.16.1	B1415211C	18B4	December 2004 Production
1.04.1	B1415211B	7259	October 2004 Production
1.03.2	B1415211A	CF12	September 2004 Production
1.03	B1415211	4515	September 2004 Production

IMPORTANT
When installing ver. 1.19.1, it is necessary to install NCS ver. 4.17 and Websys ver. 1.04 together as a set.

Version	Symptom Corrected
1.22.1	1. *Fixed: The device that has the 'Authentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters.* *This problem affects the following functions:* *- LDAP Search* *- LDAP Connection Test* *- LDAP Authentication* 2. *Fixed: Either the scanner or the entire device might stall if an LDAP search reference recursively spans 3 or more servers.* 3. *Fixed: The device might stall if the operation panel keyboard is being used while either of the following are performed:* *- Access the Address Book from WIM or SmartDeviceMonitor for Admin.* *- Print a document using User Authentication.*

Model: Martini-C2		Date: 14-Oct-04	No.: RB140002i

Version	Symptom Corrected
	4. Fixed: If the Key Counter is uninstalled from the device, SDKs that need to access the Key Counter will receive an error message when they are run. This is the correct result. However the SDK name that is displayed in the error message will be wrong.
	5. Fixed: The device might stall if a user attempts LDAP, Windows or Integration Server Authentication and cancels it from the operation panel before login is completed. The stall will only occur if, at the same time, other users tried one of the following: *- Access the Address Book from Web Image Monitor or SmartDeviceMonitor for Admin.* *- Print a document using User Authentication.*
	6. A new SP "SP5-401-103 (Default Document ACL)" has been added. This SP can be used to assign the default access privileges of users to their own documents on the Document Server. *SP5-401-103 "Default Document ACL"* *0: Read only (default)* *1: Edit* *2: Edit/delete* *3: Full control* *Note 1: This is only available using Windows/LDAP/Integration Server Authentication.* *Note 2: This default will only apply to new users. It will not affect existing users.*
	7. Fixed: SC990 might be displayed on the operation panel if the following procedure is performed while other users are accessing the document server: *1) Enable User Authentication.* *2) Change the access privileges of a job in the document server.* *3) Delete it.*
1.21	The automatic logout confirmation might be displayed 2 times after the Exit button is pressed in System Settings. If this happens, the device will stall next login attempt.
1.20	The error code for Remote firmware update is remained even if the Remote Firmware Update is successful.
1.20	The page numbering might not be printed correctly if a stored document in the Document Server is printed with the Magazine function and page numbering.
1.20	The username and password will still be contained in the fields when someone opens the login screen by pressing the User Tools button. This occurs if username and password are left in the field without logging in.
1.20	SC672 occurs when the main power is turned OFF/ON and performing the SC auto reboot function.
1.19.1	Sometimes, the firmware cannot be updated via RC Gate.

Model: Martini-C2	Date: 14-Oct-04	No.: RB140002i

Version	Symptom Corrected

1.19.1	Some features of a customization were added as standard:
	- SP5-886-001 (ROM Update)
	  Allows to access the ROM by the Remote Firmware Update function
	  (0: Yes 1: No, default = 0)
	- SP5-005-001 (IP Address Display)
	  Display the IP Address on the LCD.
	  (0: No 1:Yes, default 0)
	NOTE: The settings for the two SP modes above can be changed via Web Image Monitor.

1.19.1	The menu for the Rom Update may not be displayed in the WebImageMonitor.
1.19.1	If more than 128 login attempts are made from the operation panel in a single power cycle, the software keyboard will be unresponsive and users will not be able to login to the device.
1.19.1	If the devices receive more than 300 login attempts without cycling the power, the error message SC991 will be displayed on the operation panel and users will not be able to login to the device. This can happen no matter where the logins attempts are made from the operation-panel, WIM, in print data.
1.19.1	The error code for Remote firmware update is remained even if the Remote Firmware Update is successful.
1.19.1	Users cannot log into an MFP via Windows Authentication using a domain controller in a different subnet unless WINS is enabled.
1.18.1	Supports "store the punch position" setting in program mode.
1.18.1	Supports the password "null" in the administrator authentication when the firmware is updated by RFU.
1.18.1	SC870 may show after logging out of the session if both of the below conditions occur within the same login session. 1) Basic/Windows/LDAP Authentication are disabled (changed On -> OFF) 2) Delivery Option for ScanRouter is disabled (changed On -> OFF)
1.17	Machine supports SSL v2/v3 for authentication. As a result machines are now able to use Domino Servers for LDAP authentication. This functionality will require the new DESS firmware Ver 2.06A (Part#B65696530B) or later that will be released by April 1st.
1.17	Either of the following operations will result in a SC870 error. - If ScanRouter updates the machine local address book (for synchronization) at the same time as the Energy Save button is pressed on the machine. - If an update is made to the machine address book (via manual synchronization using the 'Update delivery server destination list' button) shortly after the machine address book encryption mode is changed.
1.17	Canceling the address book encryption process mid-way, will result in the operation panel freezing.
1.17	If a user logs into the machine using Windows Authentication in any of the below 4 ways (a,b,c,d), user information such as E-mail is not transferred to the MT-C2's address book. a. Login using the alternative name registered in the Windows server. b. Login using the alternative domain name registered in the Windows server. c. Login using the user's principal name. d. Configured on the machine using the DC's IP address, Host name or Windows NT Domain syntax instead of the Windows FQDN for the Windows Authentication

Model: Martini-C2		Date: 14-Oct-04	No.: RB140002i

Version	Symptom Corrected
1.17	If someone logs in to the MFP and starts to print stored files but logs out before the files finish printing, the next user to login will get an SC990 error.
1.17	Supported Korean Language on this machine
1.16.1	Cannot delete files from the document server if they were originally sent to the document server using the Copy function.
1.16.1	If an LDAP search is canceled, the operation panel may freeze and the device may have to be turned off/on.
1.16.1	If documents containing mixed sized pages are scanned and "User Authentication" is enabled, the "other" counter is incremented instead of the user's counter
1.16.1	An error message shows if the user tries to scan using the TWAIN driver if if someone else is logged onto the machine. This is a normal operation. However if the user tries to scan again with the TWAIN driver after the other user has logged out, the message will continue to show.
1.16.1	The MFP may freeze if a large number of pages are scanned via the SADF.
1.16.1	The following items will return to their default values f the address book is backed-up and then restored using the Address Management Tool in SDM for Admin: [Protection tab] - sender - protect folder - protection code
1.16.1	An error message shows if a restoration of the address book fails. However, if the restoration is attempted again, the error message will not show for all subsequent failed restoration attempts.
1.16.1	The User Admin sets a password by first entering the password, and then entering it a second time to confirm it when creating a new user account. An error message shows and the User Admin must enter the password again if the confirmation doesn't match the password. However the next time, the User Admin is only prompted to enter the password and not the confirmation. At this time the password gets successfully added to the account without confirmation.
1.16.1	Users can still login using user codes when "Permit Simple Encryption" is "OFF" and user code authentication is enabled. (They should not be able to because "Permit Simple Encryption" -> "OFF" means that a password is always required and Usercose Authentication doesn't use passwords.)
1.16.1	If user B tries to use the document server from the device while user A is scanning a document using the TWAIN driver, the authentication screen will not show on the device (for user B). This only happens if Basic Authentication is enabled.

1.16.1	The following MIB values for the 3-tray tandem LCT will be those of the 4-tray tandem LCT.
	    1. The maximum number of pages that can be held in a tray.
	    2. The amount of paper left in the tray.

1.16.1	The following MIB Values for Tandem LCD for 3trays are incorrect:
	    1. The value of the maximum paper capacity.
	    2. The value of the rest paper amount

Model: Martini-C2	Date: 14-Oct-04	No.: RB140002i

Version	Symptom Corrected
1.16.1	The value of the Document server bitswitch is permanently ON (=0). Any changes made to SP5967-1(Copy server: Set function) are superficial and will have no effect.
1.16.1	If both the PLOCKMATIC and Victoria finisher are installed, only the PLOCKMATIC will be registered in the MIB as being installed. Because of this, the Victoria finisher will not be available for printing.
1.04.1	Service Lock Mode cannot be disabled after an SC error occurs.
1.04.1	The PC cannot connect to the printer through Windows authentication, and the printer job is cancelled.
1.03.2	Summer Time does not function.
1.03	1st Mass Production

Reissued: 08-Mar-07

Model: Martini-C2	Date: 14-Oct-04	No.: RB140003d

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (NCS)	Prepared by: S. Watanabe
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the NIB.

Version	Program No.	C. SUM	Effective Date
4.18.1	*B1415212D*	*-*	*March 2007 production*
4.17	B1415212C	F94E	September 2005 Production
4.08.3	B1415212B	545C	May 2005 Production
4.08	B1415212A	606E	December 2004 Production
4.00	B1415212	A9CE	September 2004 Production

IMPORTANT
When installing ver. 4.17, it is necessary to install Websys ver. 1.04 and System ver. 1.19.1 together as a set.

Version	Symptom Corrected
4.18.1	*Symptom corrected:* *1. SMB printing is sporadically unavailable.* *2. The device cannot login to Windows Vista via SMB.* *3. Workgroup names that contain specific 2-byte characters cannot be browsed via SMB.*
4.17	Sometimes, the firmware cannot be updated via RC Gate.
4.17	Leading zeros will be removed from byte-counts in LPD control files (zero-suppression).
4.17	Communications via diprint(port9100) are now transmitted asynchronously.
4.17	The device can accept multiple incoming diprint(port9100) sessions.
4.17	The Scan to Folder connection test might fail when a folder name contains a 2byte character with the character code "0x5c" in the low-order byte.
4.17	Available functions cannot be restricted to groups via Windows Authentication using a domain controller in a different subnet.
4.17	The SNMP service may not start when the device is turned on. Utilities using SNMP will not receive status updates from the device.
4.17	SDM for Admin, running on a client PC that is connected to both a 1394 and ethernet interface will not be able to retrieve the 1394 hostnames of devices.
4.17	If a lot of SNMP traffic is sent to the device, the SNMP buffer may become full. The result of this is that the device will not be able to reply to SNMP requests.

Model: Martini-C2	Date: 14-Oct-04	No.: RB140003d

Version	Symptom Corrected
4.17	SNMPv1/v2 will still send SNMP traps even if the SNMPv1/v2 function is disabled.
4.17	*If the paper type setting is changed via WIM while "Permit Settings by SNMPv1 and v2 is disabled, the browser will timeout. The paper type setting change will not be saved.*
4.08.3	Sometimes after a power cycle, the device will be unable to accept jobs from standard TCP/IP or SDM ports.
4.08	The MFP will not be able to see any other members of the workgroup if it belongs to a workgroup with a name of 15 bytes. This size is the maximum size of a workgroup name.
	May not connect using SNMP v3 when settings the static IP address.
	If the machine name is cleared (left blank), it should automatically revert to the factory default machine name "Aficio 2075". However, instead of reverting to the factory default machine name, it reverts to whatever the machine name was before the machine name was cleared.
	If 2 or more interfaces (i.e. Ethernet & IP over1394) are communicating at the same time and the SNTP server that has been configured for the MFP doesn't exist, an SC991 error will occur.
	The following 2 previously unsupported features are now supported: ➤ SMB packet signing on the Windows Server 2003 ➤ The automatic setting of Access Privileges for Group settings from a Windows 2003 Server Domain Controller.
	If a Wireless LAN card has been installed on a MT-C2 and the 'Interface' menu is clicked from WIM, the error "500 InternalServerError" will be displayed in the web browser. This problem will only occur after the first power on after installing the card.
	If the MT-C2 is in OFF mode and the job history is refreshed from SDM for Admin or SDM Client, the MFP will enter Energy Save mode.
	Windows passwords of 128 bytes (maximum possible size of a Windows password) will not understand the authentication reply from the DC and the MFP will think that authentication has failed. Note: This only happens if the DC is a Windows 2003 Server.
4.00	1st Mass Production

RICOH

Technical Bulletin

Model: Martini-C2	Date: 7-Jun-07	No.: RB140031

Subject: Service Manual Correction	Prepared by: S. Ishizu
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	

The Service Manual was corrected as follows.

● **Correct** the default value for Sp1104 to "**0**".

1104*	Fusing Temperature Control
	Selects the fusing temperature control mode.
	[0~1/**0**]
	0: On/Off control
	1: Phase control
	If power supply to the machine is unstable, select Phase Control. The machine must be switched off and on after this setting is changed for the new setting to take effect.
	Phase control could interfere with radio or TV reception.

Reissued: 22-Apr-09

Model: Martini-C2	Date: 14-Oct-04	No.: RB140001e

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (BCU - Engine)	Prepared by: K. Yamamoto
From: 2nd Tech Support Sec. Service Support Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the Engine.

Version	Program No.	C. SUM	Effective Date
5.28:36	*B1635127E*	*-*	*March 2009 production*
5.27:36	B1635127D	-	February 2008 production
5.26:36	B1635127C	-	May 2007 production
5.20a	B1635127B	D497	September 2005 Production
5.17	B1635127A	1A6B	October 2004 Production
5.16	B1635127	51DB	September 2004 Production

Version	Symptom Corrected
5.28:36	*Other changes:* *(Symptoms that occur on the Japan domestic model were corrected).*
5.27:36	1. Reface Mode (SP Mode 2940) timing has been changed.
5.26:36	Symptom corrected: 1. The stapling does not work when printing out a job using mixed size mode. 2. SC990 sometimes occurs when printing out a job using duplex and stapling.
5.20a	Jam sometimes occurs when the machine feeds Tab sheet paper.
5.20a	The machine freezes up if a job request is received from one of the other primary machine functions while performing a scanning job.
5.17	Jam 157 occurs when the machine feeds LG paper from Tray 3.
5.17	Jam 10 occurs when the machine continuously feeds DTL paper from Tray 3 and LT from Tray 2.
5.16	1st Mass Production

Reissued:5-Aug-09

Model: MT-C4	Date: 17-Jul-09	No.: RB140032a

RTB Reissue

The items in **bold italics** were corrected or added.

Subject: Retaining ring	Prepared by: K.Yamamoto
From: 2nd Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

This RTB applies to the MT-C2, MT-C3, MT-C3.5, and MT-C4.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B1404172	**D0544172**	RETAINING RINGS-C:HOT ROLLER	2	X/O as a set	101	5	
AE032026	**AE032033**	Thermal Insulating Bushing	2		101	3	

Change: The shape and material for these parts were changed (vendor change).

Reason: To further ensure the retaining rings stay properly fixed in place.

Important:

- *If you need to replace either of the old parts, replace both of them with the new parts <u>together as a set</u>.*
- *The unit quantity is 2pcs for these parts, but you do not have to replace the left and right sides at the same time (only replace the side that is broken).*

Reissued:30-Sep-09

Model: Model MT-C4	Date: 23-Jul-09	No.: RD062023a

RTB Reissued:
The items in **bold italics** were added.

Subject: SC555, SC542	Prepared by: K. Yamamoto
From: 2nd Tech. Support Sec. Service Support Dept.	

Classification:	☒ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

This RTB applies to the MT-C2, MT-C3, MT-C3.5, and MT-C4.

SYMPTOM:

SC555 or SC542 occurs

CAUSE:

When using paper with a high paper dust content, the amount of toner that sticks to the surface of the fusing roller increases. In addition, the toner is mixed together with paper dust, and then tends to stick to the temperature-detecting elements of the thermistors.

As a result, the thermistors are unable to detect the temperature of the fusing roller correctly.

SOLUTION:

If the symptom occurs:
1. Clean the middle and rear thermistors.
2. If the SC still occurs even after cleaning the thermistors, replace the thermistor brackets with the new parts in the table below.
   Note: This will secure the thermistors in the correct position, ensuring that they can detect the roller temperature correctly.

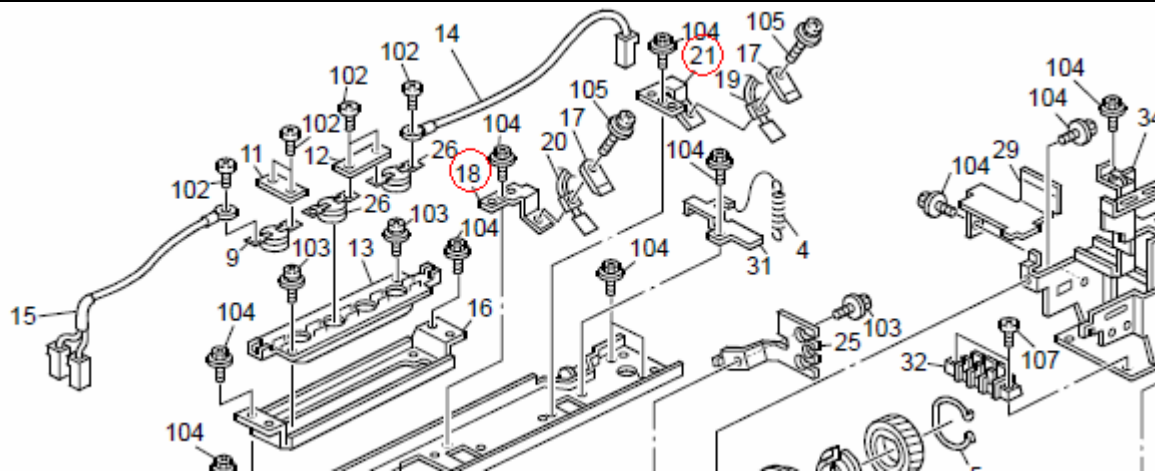| Old part number	**New part number**	Description	Q'ty	Int	Page	Index	Note
B1404197	**D0624197**	BRACKET:THERMISTOR:MIDDLE	1	X/O As a set	99	18	
B1404196	**D0624196**	BRACKET:THERMISTOR:INNER BACK	1		99	21	

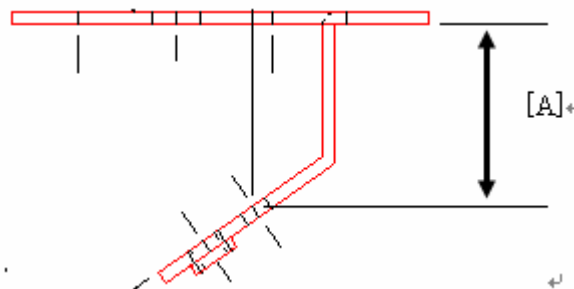| Model: Model MT-C4	Date: 23-Jul-09	No.: RD062023a

The distance [A] is different between the new and old brackets .

B1404196/7: 14.8mm
D0624196/7: 15.3mm

Model: Model MT-C4	Date: 24-May-10	No.: RD062040

Subject: SC542	Prepared by: K. Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

This RTB applies to the MT-C2, MT-C3, MT-C3.5, and MT-C4.

SYMPTOM

SC542 occurs

CAUSE

Temperature misdetection by the thermistors

When using paper that contains a lot of dust, toner and paper dust tends to stick to the fusing roller and temperature-sensing elements of the thermistors.

SOLUTION

1. Clean or replace the fusing roller
   Note: If the fusing roller is dirty, toner and paper dust tends to stick to the thermistor more easily.

2. Replace the middle and rear thermistor brackets.
   Note: This will secure the thermistors in the correct position, which ensures that they can detect the roller temperature correctly.

Old part number	**New part number**	Description	Q'ty	Int	Page	Index	Note
B1404197	**D0624197**	BRACKET:THERMISTOR:MIDDLE	1	X/O As a set	99	18	
B1404196	**D0624196**	BRACKET:THERMISTOR:INNER BACK	1		99	21	

Model: Model MT-C4	Date: 24-May-10	No.: RD062040

3. Replace the middle and rear thermistors.
    Note: The new thermistor is resistant to toner buildup on its surface.

Changes:
   1) The material of the Teflon tape was changed.
   2) The width of the Teflon tape was decreased.
   3) The thickness of the Teflon sheet was increased.

Reasons:
   1) To make the surface smoother.
   2), 3) To make it more difficult for toner to stick to the surface.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
AW100108	**AW100131**	THERMISTOR:FUSING:MIDDLE	1	X/O	99	20	
AW100109	**AW100132**	THERMISTOR:FUSING:INNER BACK	1	As a set	99	19	

Old   New   Correct position of the thermistor

Reissued: 31-Aug-10

Model: Martini-C2	Date: 14-Oct-04	No.: RB140003e

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (NCS)	Prepared by: K. Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the NIB.

Version	Program No.	C. SUM	Effective Date
4.18.2	*B1415212E*	*-*	*September 2010 production*
4.18.1	B1415212D	-	March 2007 production
4.17	B1415212C	F94E	September 2005 Production
4.08.3	B1415212B	545C	May 2005 Production
4.08	B1415212A	606E	December 2004 Production
4.00	B1415212	A9CE	September 2004 Production

IMPORTANT

When installing ver. 4.17, it is necessary to install Websys ver. 1.04 and System ver. 1.19.1 together as a set.

Version	Symptom Corrected
4.18.2	*Symptom corrected:* *1. SMB folders can not be registered in the address book.* *2. Extra steps are required if a user provides an invalid username or password for Scan to SMB.* *3. Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.* *4. Trying and failing to login to a Scan destination three times might result in the Scanner application stalling.* *5. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address.* *6. The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).* *7. Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Addressbook.* *8. The device is unable to assign group privileges to a logged in user if that group has a name consisting of more than 20 bytes. To address this issue, the supported group name length will be increased to 40 bytes.* *9. The MFP's Windows Authentication function is unable to use Kerberos*

Model: Martini-C2	Date: 14-Oct-04	No.: RB140003e

Version	Symptom Corrected
	when being authenticated on a Windows 2008 or Windows 2008 R2 server. The MFP will still be successfully authenticated because it is able to fail back to NTLMv2.
	10. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found.
	11. The Scan to SMB "Connection Test" fails if performed on directory located directly below a DFS root. Only the "Connection Test" failed, scanning was successful and even the "Connection Test" worked if performed on any sub-directory.
	12. The device might return an SC 819 error when browsing the network using SMB. This only occurred if SMB was browsed frequently and the device was not rebooted.
	13. If the MFP's IP address is changed to an IP address of another subnet, users will not be able to browse the network (using Scan to SMB) until the MFP is rebooted.
	Other changes:
	1. Unable to Scan to SMB to a destination that is not specified using an FQDN.
	2. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.
	3. Windows Authentication fails if the username or password includes lower-case European characters.
	4. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec.
4.18.1	Symptom corrected: 1. SMB printing is sporadically unavailable. 2. The device cannot login to Windows Vista via SMB. 3. Workgroup names that contain specific 2-byte characters cannot be browsed via SMB.
4.17	Sometimes, the firmware cannot be updated via RC Gate.
4.17	Leading zeros will be removed from byte-counts in LPD control files (zero-suppression).
4.17	Communications via diprint(port9100) are now transmitted asynchronously.
4.17	The device can accept multiple incoming diprint(port9100) sessions.
4.17	The Scan to Folder connection test might fail when a folder name contains a 2byte character with the character code "0x5c" in the low-order byte.
4.17	Available functions cannot be restricted to groups via Windows Authentication using a domain controller in a different subnet.
4.17	The SNMP service may not start when the device is turned on. Utilities using SNMP will not receive status updates from the device.
4.17	SDM for Admin, running on a client PC that is connected to both a 1394 and ethernet interface will not be able to retrieve the 1394 hostnames of devices.
4.17	If a lot of SNMP traffic is sent to the device, the SNMP buffer may become full. The result of this is that the device will not be able to reply to SNMP requests.
4.17	SNMPv1/v2 will still send SNMP traps even if the SNMPv1/v2 function is disabled.

Model: Martini-C2	Date: 14-Oct-04	No.: RB140003e

Version	Symptom Corrected
4.17	*If the paper type setting is changed via WIM while "Permit Settings by SNMPv1 and v2 is disabled, the browser will timeout. The paper type* *setting change will not be saved.*
4.08.3	Sometimes after a power cycle, the device will be unable to accept jobs from standard TCP/IP or SDM ports.
4.08	The MFP will not be able to see any other members of the workgroup if it belongs to a workgroup with a name of 15 bytes. This size is the maximum size of a workgroup name.
	May not connect using SNMP v3 when settings the static IP address.
	If the machine name is cleared (left blank), it should automatically revert to the factory default machine name "Aficio 2075". However, instead of reverting to the factory default machine name, it reverts to whatever the machine name was before the machine name was cleared.
	If 2 or more interfaces (i.e. Ethernet & IP over1394) are communicating at the same time and the SNTP server that has been configured for the MFP doesn't exist, an SC991 error will occur.
	The following 2 previously unsupported features are now supported: ➢ SMB packet signing on the Windows Server 2003 ➢ The automatic setting of Access Privileges for Group settings from a Windows 2003 Server Domain Controller.
	If a Wireless LAN card has been installed on a MT-C2 and the 'Interface' menu is clicked from WIM, the error "500 InternalServerError" will be displayed in the web browser. This problem will only occur after the first power on after installing the card.
	If the MT-C2 is in OFF mode and the job history is refreshed from SDM for Admin or SDM Client, the MFP will enter Energy Save mode.
	Windows passwords of 128 bytes (maximum possible size of a Windows password) will not understand the authentication reply from the DC and the MFP will think that authentication has failed. Note: This only happens if the DC is a Windows 2003 Server.
4.00	1st Mass Production

RICOH   **T**echnical **B**ulletin   **PAGE: 1/1**

Model: MT-C4	Date: 25-Mar-11	No.: RD062056

Subject: Duplex transport guide plate brake	Prepared by: K. Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

This RTB applies to MT-C1, C2, C3, C3.5, and C4.

Old part number	New part number	Description	Q'ty	Int	Page	Index
B0654730	D0624730	GUIDE PLATE:TRANSPORT:LOWER	1	X/O as a set	119	20
AA063581	D0624741	COMPRESSION SPRING: HOLDER:GUIDE PLATE	4		119	24
A2294727	D0624727	HOLDER:PRESSURE:GUIDE PLATE	2		119	25
-	B1801743	SBU WASHER	4		119	32*
04503008	08025320	HEXAGON HEAD TAPPING SCREW:ES:3X10	4		119	103

*New added part

Change:
1. The thickness of the duplex transport guide plate was increased.
2. The diameter of the spring was increased.
3. A spacer was added.

Reason: To further improve the durability of the duplex transport guide plate.
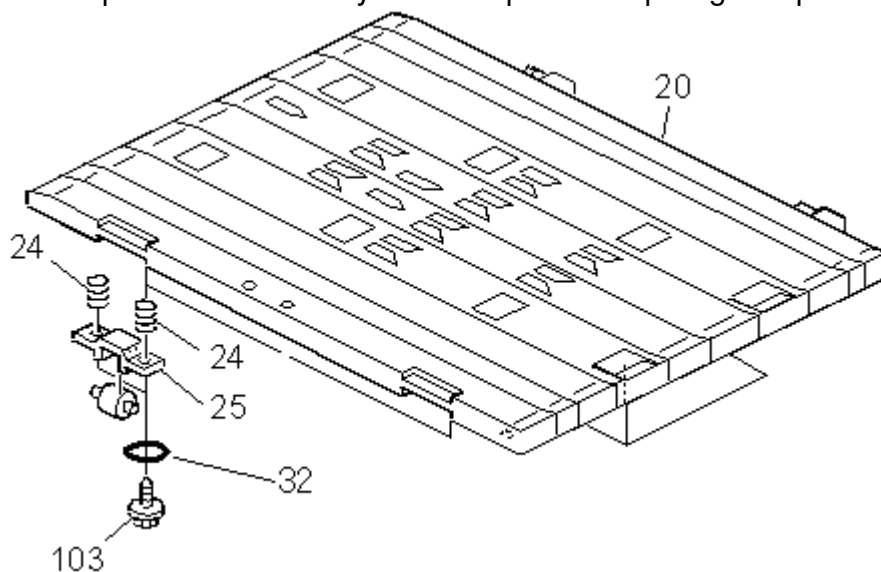
Model: Model MT-C4	Date: 21-Sept-11	No.: RD062060c

RTB Reissue
The items in **bold italics** have been added.

Subject: Background / Overtoning / light image		Prepared by: K. Yamamoto
From: 1st Overseas Tech Support Sec., 1st PQM Dept.		
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

This RTB applies to the **MT-C2, MT-C3, MT-C3.5,** and **MT-C4.**

SYMPTOM

One of the following occurs before the developer reaches its replacement cycle:

- Light copies
- Dirty background
- Toner dusting inside the machine

CAUSE

Toner is caught in the development sleeve gap, which decreases the amount of toner supplied. The machine then tries to supply more toner to compensate.

SOLUTION

Do the following.

1. **Change/check the following SP settings, and then check the image quality.**

   ● Set **SP2201-004** (Development Bias Adjustment ID Sensor Pattern Dev. Potential) to its default value of **240V.**
      Note: This SP adjusts the amount of the toner supplied.

   ● Set **SP2-967-001** (Developer Density Adjustment Mode) to its default value of **0.**
      Note: This SP is only for special (ammonia) paper.

   ● **SP3-902-008** (Drum Condition Display VI)
      If the VL value is more then +380 (positive), replace the drum.

2. **Check/do the following**

   ● Replace any PM parts whose counter values are higher then target yield.
   ● If the following SC(s) are mentioned often on the SMC report, do the action recommended in the Service Manual:
      SC317, SC340, SC345, SC350, SC352, SC401, SC402

Model: Model MT-C4	Date: 21-Sept-11	No.: RD062060c

● For filming:
Check the values of **SP8851-11** (No. sheets printed at 0-2% coverage) and **SP8851-21** (No. sheets printed at 3-4% coverage).

➢ If the total of these two values is 80% or more of the total counter, change the following SP settings.
   Note: This means that the overall coverage rate is low for this machine. The SP settings shown below will force the machine to use more toner.

Set **SP2940** (Reface Pattern Count) to a value of **5.**
Set **SP2210** (ID Sensor Pattern Interval) to a value of **1.**
Set **SP2506-02** (Cont. OP. Time Cleaning Setting Time Setting) to a value of **1.**

3. If the symptom still occurs, clean the development sleeve as follows:

Cleaning the development sleeve
1. Remove the Mylar shown in the photo below.
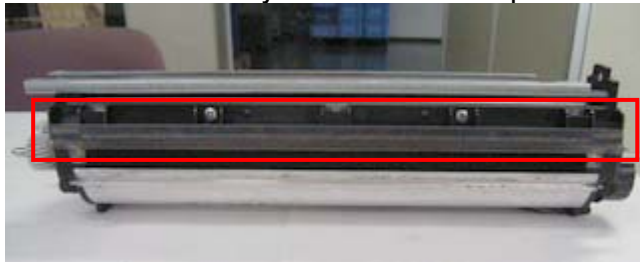
2. Remove the developer from the development unit through the development roller sleeve.

3. Clean the development roller sleeve by sliding the brush shown in the photo firmly along the entire length of the sleeve.
   Important: Do not press the brush too hard, since this may scratch the sleeve.

Reissued:28-Jun-12

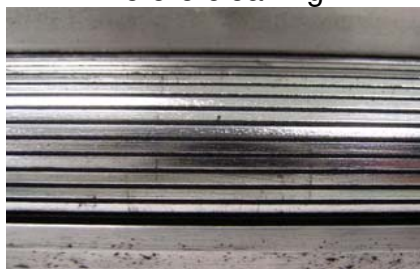| Model: Model MT-C4	Date: 21-Sept-11	No.: RD062060c

Press brush firmly and slide side to side
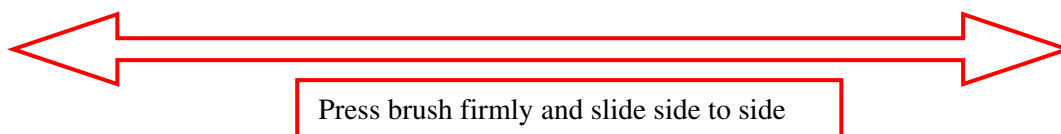
4. Wipe the toner off the sleeve.
    Important: This is necessary in order to remove the toner that is still stuck to the sleeve.

Toner removed in Step 4
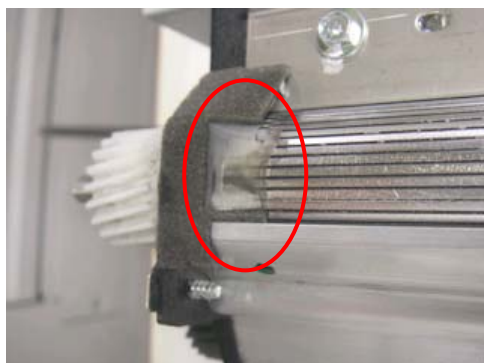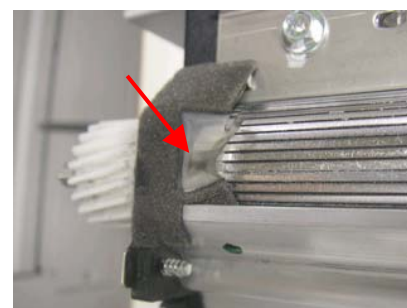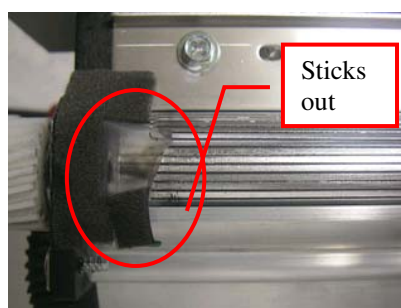
Before cleaning

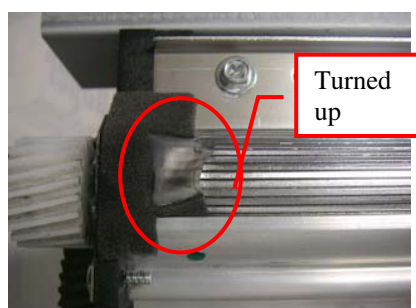
After cleaning

Reissued:28-Jun-12

Model: Model MT-C4	Date: 21-Sept-11	No.: RD062060c

5. Make sure that the sponge and both entrance Mylars are attached correctly.

CORRECT:

Incorrect:

Turned up

Sticks out

6. Reattach the Mylar and install new developer.

4. If the symptom still occurs, do the following

Note: If the symptom still occurs, the cause may be that the machine's internal temperature is high, causing the wax to separate from the toner. This can reduce the toner's charge performance.

Model: Model MT-C4	Date: 21-Sept-11	No.: RD062060c

1. Update the Engine firmware
MT-C4: Update the Engine firmware (D0625127) to ver1.67:04 or later.
If there is no finisher installed, set SP6-118-001 (default: 0) to a value of "1".
> **Note:**
> ● **This setting will allow the exhaust fan to cool down the machine. If there is already a finisher installed, you do not need to set this SP to "1", because the exhaust fan will automatically turn on.**

**MT-C3.5: Update the Engine firmware (D0545127) to ver1.06c:00.**
MT-C3: Update the Engine firmware (B2475127) to ver1.13:60.
MT-C2: Do other than updating firmware. Firmware for this symptom is not available.
Note: After the new firmware is installed, the fan will be turned on for one minute at job end, even if the timer for the energy saver setting is less than one minute.

2. Clean the following filter (B0654255).
> Note: This will improve ventilation inside the machine.

Filter cover

Filter
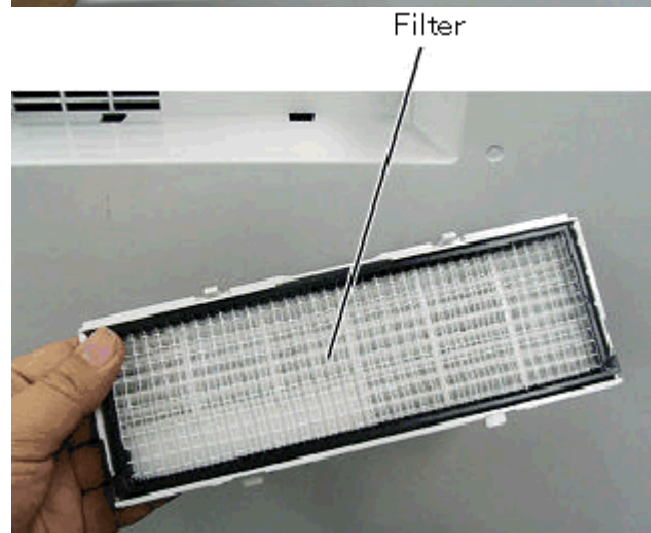
Model: Model MT-C4	Date: 21-Sept-11	No.: RD062060c

3. Attach the extra insulation pad (B0654255).
   Note: This will prevent heat from being transferred from the fusing unit to the toner bottle.

insulation pad