

Reissued: 25-Dec-08

Model: Russian-C4	Date: 6-Sep-05	No.: RB205001n
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RTB Reissue

The items in bold italics have been changed.

Subject: Firmware Release History (Controller)		Prepared by: S. Tomoe	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
1.30	<i>B2155931V</i>	<i>January 2009 production</i>
1.29	B2155931T	July 2008 production
1.28	B2155931S	February 2008 production
1.27.2	B2155931R	June 2007 production
1.26	B2155931Q	December 2006 production
1.25	B2155931P	November 2006 production
1.24	B2155931N	July 2006 production
1.23	B2155931M	June 2006 production
1.22	B2155931L	April 2006 production
1.21	B2155931K	December 2005 production
1.20	B2155931J	November 2005 production
1.11.2	B2155931H	October 2005 production
1.11.1	B2155931G	September 2005 production
1.09.1	B2155931E	August 2005 production
1.09	B2155931D	August 2005 production
1.08	B2155931C	July 2005 production

Version	Symptom Corrected
1.30	<p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>The device might not be able to access the network under the following conditions (FPR#RC07050005)</i> <ul style="list-style-type: none"> <i>The device is connected to a hub that has link flapping enabled.</i> <i>The device "Ethernet speed" is not "Auto".</i> <i>The job processing speed is slower when the DataOverwriteSecurity option is installed.</i> <i>If the "User Account Enhance Unit" is installed, the following problems might occur:</i> <ol style="list-style-type: none"> <i>Information in the "Counter per User" sheet might be incorrect.</i> <i>A duplicate might be created when the driver registers a User Code in the addressbook.</i> <i>The User Code counter that is incremented might not correspond to the user that submitted the job.</i> <i>ROM updates will fail via WebImageMonitor if the Transfer Log Setting is</i>

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Version	Symptom Corrected		
	<p>On.</p> <p>5. For the machine with the Data Overwrite Security option, when the power is down during updating firmware using RFU function, the machine cannot re-start to update firmware after power is on.</p> <p>@Remote related issues:</p> <p>1. SC990 occurs when installing an embedded RC Gate (Cumin) via a Proxy Sever if the host name (and not the IP address) is used as the Proxy Server Address.</p> <p>2. @Remote communication is now possible over a wireless LAN connection, even when SP5985-001 (on board NIC setting) is set to "1" (default).</p>		
1.29	<p>Other changes:</p> <p>The old HDD was discontinued from production. When you install the new HDD (P/N: B0955764) for the first time, update the Controller firmware version 1.29 or newer.</p>		
1.28	<p>Symptom corrected:</p> <p>2 separate jobs are stored on the HDD as a single job with overlapping page images. This can only happen if all of the following conditions occur:</p> <ol style="list-style-type: none"> 1. The device stalls while the first job is being stored to the HDD. 2. After the stall, the printer is rebooted and another job is submitted for storage. 3. The first and second store must be to/from the same application (Copy/Scanner/Printer). 		
1.27.2	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The mixed size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 1.27.2 or later) and NFA firmware (version 3.00 or later) need to be applied to fix this issue. 2. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: <ul style="list-style-type: none"> - System firmware ver 1.27.2 or later - Websys firmware ver 1.09 or later - WebDocBox firmware ver 1.03 or later - NFA firmware ver 3.00 or later - Printer firmware ver 1.14 or later 3. Entries such as "usercode/username" in the Job Log or Access Log, might be shown incorrectly in Web SmartDeviceMonitor ver 2.x. This only occurs if there are a large number of entries. 		
1.26	<p>Symptom corrected:</p> <p>The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is cycled while a job (Copy/Print/Scan/Fax) is being processed.</p>		
1.25	<ol style="list-style-type: none"> 1. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU). 2. SC990 may occur if print the SMC report. 3. The size of PDF created by the scanner might not match the size selected in the 		

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Version	Symptom Corrected		
	<p>operation panel. Note: Both System firmware (version 1.25 or later) and NFA firmware (version 2.03 or later) need to be applied to fix this issue.</p>		
1.24	<ol style="list-style-type: none"> The registration number is sent from WIM twice when the Cumin is installed. The Key Counter does not count up twice when "A3 double count" is enabled. 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 Note1: This is only available using Windows/LDAP/Integration Server Authentication. Note2: This default will only apply to new users. It will not affect existing users. 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 effects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication Fixed: Either the scanner or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. 		
1.23	<ol style="list-style-type: none"> 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 displayed in the error message will be wrong. 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. The PS option might not start when the device powers up, if an SDK is installed on the same card as the PS option. As a result no functions that use the PS option will work properly (GFPR#ED06020001). Multiple instances of the same NDS tree name might be displayed on the operation panel when using Scan to NCP (GFPR#RE06010014). Note: Both System firmware (version 1.23 or later) and Scanner firmware (version r4_1.05 or later) need to be applied to fix this issue. 		
1.22	<ol style="list-style-type: none"> SC672 occurs when the main switch is turned ON if SC Auto Reboot 		

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Model: Russian-C4		Date: 6-Sep-05	No.: RB205001n
Version	Symptom Corrected		
	<p>Mode is already enabled.</p> <p>2. @Remote Cumin related issues</p> <ul style="list-style-type: none"> • ROM version is not correct in "Counter notification for closing counter" information. • "Common key info" is not updated until power off/on after overwriting. • No error message is displayed when communication failure happens with G/W. <p>3. If a user on the Integration server has the same name as the MFP administrator, the user can log into the MFP via DeskTopBinder but will not have any privileges.</p> <p>Note: This situation can only happen if the MFP administrator account has been changed from the default name 'admin'.</p> <p>4. The automatic logout confirmation might be displayed 2 times after the Exit button is pressed in System Settings. If this happens, the device stalls at the next login attempt.</p> <p>Note: The automatic logout confirmation is only displayed if someone is logged into the system and User/Administrator Authentication settings are changed before the Exit button is pressed.</p> <p>5. SC990 might occur during heavy use of device functions (i.e. printer, copier, scanner) if Access or Job logging is enabled.</p> <p>6. SC687 occurs when Magazine copies are removed from an output tray after that tray became full.</p>		
1.21	<p>1. The ROM number and firmware version of the PI board are not displayed in SP7-801.</p> <p>2. Sometimes, the counter data is not sent from the device to the RC Gate.</p> <p>3. Some of the data contained in a backup of the Address Book might not be encrypted. This can happen using any of the Address Book backup functions (SP mode, Web Image Monitor, SmartDeviceMonitor for Admin).</p> <p>4. The NCP logon setting (NDS or Bind) in the Address Book cannot be backed up.</p> <p>5. The Auto Erase Memory feature of the Data Overwrite Security Unit can only be set to the "NSA Standard.</p> <p>6. The European keyboard cannot be accessed to input group names for Windows Authentication or Integration Server Authentication.</p>		
1.20	Some Bluetooth components were changed for RoHS compliance.		
1.11.2	<p>1. The machine may stop and cancel an Interrupt Copy job.</p> <p>Conditions:</p> <ul style="list-style-type: none"> - Before the Interrupt Copy job, the user performs a job with Image Rotate + Sort + Limitless Paper Feed <p>2. SC998 may occur if Interrupt Copy is used while the machine is performing a Copy job with Sort.</p> <p>3. An image problem may occur if Interrupt Copy is used on a machine that does not have an HDD.</p>		

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Model: Russian-C4		Date: 6-Sep-05	No.: RB205001n
Version	Symptom Corrected		
1.11.1	SC995 occurs and the machine stops after it prints out the first set. Conditions: - Copy job with Rotate Sort or Sort with Stamp - An HDD is not installed		
1.09.1	The "Available Settings" setting of Administrator Authentication has no effect when the machine has no HDD or HDD is defective.		
1.09	Note: These above functions are only available if all 3 of NCS firmware Ver 5.10 or later, Controller firmware Ver 1.09 or later and Websys firmware Ver 1.05 or later have been applied to the device. 1. The following SPs have been newly added. - 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) 2. Fax numbers retrieved by the Fax application via LDAP cannot be added to the Address Book. Only R-C4 without the scanner option is affected. Note: To fix the problem, Fax firmware version 1.03 or later should be installed. 3. Users cannot log into an MFP via Windows Authentication using a DC in a different subnet unless WINS is enabled (GFPR#RC05060014).		
1.08	1st Mass Production		

Reissued: 15-Jun-07

Model: Russian-C4	Date:6-Sep-05	No.: RB205002d
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Websys)		Prepared by: S.Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
1.09	<i>B7675386G</i>	<i>June 2007 production</i>
1.08	B7675386F	July 2006 production
1.07.1	B7675386E	June 2006 production
1.06	B7675386D	October 2005 production
1.05	B7675386C	August 2005 production
1.03	B7675386B	July 2005 production

Version	Symptom Corrected
1.09	<p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>The WebImageMonitor service is stopped if a restoration of the address book is cancelled. If a user tries to access WebImageMonitor, a 404 error will be returned.</i> <i>Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</i> <p><i>Note: To fix this issue, all of the following firmware must be applied:</i></p> <ul style="list-style-type: none"> <i>System firmware ver 1.27.2 or later</i> <i>Websys firmware ver 1.09 or later</i> <i>WebDocBox firmware ver 1.03 or later</i> <i>NFA firmware ver 3.00 or later</i> <i>Printer firmware ver 1.14 or later</i> <ol style="list-style-type: none"> <i>"ILLEGALCHAR_G" is shown unnecessarily in the "Add" or "Change" pages of the Korean WIM address book.</i> <i>Using WebImageMonitor in the Safari browser, address book back-up files cannot be downloaded.</i>
1.08	<ol style="list-style-type: none"> Fixed: Attempting to configure an IPP Authentication password of 8 two-byte numeric digits, will cause the device's web service to stall. Fixed: "Job Order" can be selected for the Print Priority setting even though it is not supported by the device (GFPR#RC06040005). WIM > Device Settings > System > Print Priority > Job Order.

Reissued: 15-Jun-07

Model: Russian-C4		Date:6-Sep-05	No.: RB205002d
1.07.1	<ol style="list-style-type: none"> Some of the device settings specified using the WebSmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices. Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle", are worded in Web Image Monitor. 		
1.06	Simplified Chinese and Traditional Chinese wording errors in Web Smart Monitor.		
1.05	<ol style="list-style-type: none"> The following settings have been added to WIM [Configuration->Device Settings->System]: <ol style="list-style-type: none"> Display IP Address on the Display Panel - Displays the IP address on the MFP's operation-panel. "Permit ROM Update" - Enable/Disable firmware updates. "Print Priority" function <p>The above 3 settings are only available if all 3 of NCS firmware Ver 5.10 or later, Controller firmware Ver 1.09 or later and Websys firmware Ver 1.05 or later have been applied to the device.</p> The device now supports the ROM update function via WIM. [Configuration->ROM Update] Some menu items in WIM are improperly labeled. <ol style="list-style-type: none"> SSL settings in German: (Wrong) [Verschl?sslung/ Text l?schen] [Chiffretext/ Text l?schen] (Correct) [Verschl?sslung/ Klartext] [Chiffretext/ Klartext] Administrator Authentication Management in Czech: (Wrong) Spr?va autorizace u?ivatele (Correct) Spr?va autorizace administr?tora Corrected wording errors in Chinese versions of WIM. 		
1.03	1st Mass Production		

Reissued: 08-Sep-10

Model: Russian-C4	Date: 06-Sep-05	No.: RB205003f
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release History (NCS)		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
5.12.5	B7675384H	September 2010 production
5.12.4	B7675384G	December 2008 production
5.12.2	B7675384F	June 2007 production
5.12.1	B7675384E	January 2007 production
5.12	B7675384D	October 2006 production
5.11	B7675384C	June 2006 production
5.10	B7675384B	August 2005 production
5.07	B7675384A	July 2005 production

Version	Symptom Corrected
5.12.5	<p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.</i> <i>Trying and failing to login to a Scan destination three times might result in the Scanner application stalling.</i> <i>Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address.</i> <i>The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).</i> <i>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.</i> <i>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.</i> <i>The MFP's Windows Authentication function is unable to use Kerberos 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.</i> <i>After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found.</i> <i>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.</i>

Reissued: 08-Sep-10

Model: Russian-C4	Date: 06-Sep-05	No.: RB205003f
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Version	Symptom Corrected
	<p>10. 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.</p> <p>11. 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.</p> <p>Other changes:</p> <ol style="list-style-type: none"> 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.
5.12.4	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The performance of WIM might be reduced if SSDP is enabled on the device. 2. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer.
5.12.2	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. A 404 error will be returned by WIM after the "Date and time" setting is configured via a Web SmartDeviceMonitor ver.2.x Batch Configuration. 2. SMB folders can not be registered in the address book. (TechMail#OTS-2007-1913) 3. Extra steps are required if a user provides an invalid username or password for Scan to SMB. (TechMail#OTS-2007-1913)
5.12.1	<ol style="list-style-type: none"> 1. The device cannot login to Windows Vista via SMB. 2. SMB printing is sporadically unavailable.
5.12	SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU).
5.11	<ol style="list-style-type: none"> 1. The USB connection might be inaccessible after cycling the power. 2. The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001)
5.10	<ol style="list-style-type: none"> 1. Communications via diprint (port9100) are now transmitted asynchronously. 2. The Scan to Folder connection test might fail when a folder name contains a 2-byte character with the character code "0x5c" in the low-order byte. 3. Available functions can not be restricted to groups via Windows Authentication using a domain controller in a different subnet. (GFPR#RA05070006) 4. Leading zeros will be removed from byte-counts in LPD control files (zero-suppression). (GFPR#RC RC05070006)
5.07	1st Mass Production

Reissued:16-Aug-10

Model: Russian-C4	Date: 6-Sep-05	No.: RB205004b
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Fax)		Prepared by: T.Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required		
	<input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision		
	<input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information		
	<input type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
<i>03.00.00</i>	<i>B2155932E</i>	<i>August 2010 production</i>
02.00.00	B2155932D	July 2006 Production
1.03	B2155932C	August 2005 production
1.02	B2155932B	July 2005 production

Version	Symptom Corrected
<i>03.00.00</i>	<i>Symptom corrected: Fax reception documents stored in memory cannot be printed out if the FCU is reset.</i>
02.00.00	1. An extra thumbnail file is created when a Fax reception document is delivered.
1.03	1. Fax numbers retrieved by the Fax application via LDAP cannot be added to the Address Book. Only R-C4 without the scanner option is affected. Note: To fix the problem, Controller firmware version 1.09 or later should be installed.
1.02	1st Mass Production

Model: Russian-C4		Date: 28-Sep-05	No.: RB205005
Subject: Rotate Sort		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

SYMPTOM

SC995 occurs and the machine stops after it prints out the first set.

Conditions:

- Copy job with Rotate Sort (more then 4 originals are set) or Sort with Stamp
- An HDD is not installed

CAUSE

Controller firmware bug

SOLUTION**Production Line**

The Controller firmware was modified to correct the bug.

Applied to mass-production from: September 2005

Version: v1.11.1 (B2155931G).

In the Field

If the symptom occurs, update the Controller firmware to v1.11.1.

CUT-IN SERIAL NUMBERS

(TBA)

Reissued:2-Jun-06

Model: Russian-C4	Date: 13-Oct-05	No.: RB205006a
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release History (DESS)		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
3.00	<i>B7675389C</i>	<i>June 2006 production</i>
2.01.1	B7675389B	October 2005 production
1.01	B7675389A	July 2005 production

Version	Symptom Corrected
3.00	<i>The SSL/TLS rollback vulnerability. (TechMail#TS060225).</i>
2.01.1	1. SSL communication error with RC Gate. 2. The DESS option supports 256-bit encryption.
1.01	1st Mass Production

Model: Russian-C4		Date: 28-Oct-05	No.: RB205007
Subject: Recovery Error from AOF		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

SYMPTOM

When recovering from Auto Off Mode (AOF), the machine reaches the Ready condition and then freezes.

Note:

- This is cleared when the main power is turned Off/On, but it will occur again when the machine recovers from AOF.
- This only occurs when the Printer, Scanner or Fax option is installed.

CAUSE

The machine sometimes uses the wrong power-up sequence when it recovers from AOF Mode.

SOLUTION

Production Line

The following were changed so that the machine uses the correct power-up sequence:

1. The IPU board circuit pattern was changed.
2. The SBCU firmware was modified to **v5.01:08**.
 - Applied to machines in production from: Oct. 17th, 2005

Action In the Field

Update the SBCU firmware to **v5.01:08** if the symptom is reported.

Note: If you install this firmware, you do not need to replace the IPU board.

CUT-IN SERIAL NUMBERS

TBA

Reissued: 19-Jun-07

Model: Russian-C4	Date: 31-Oct-05	No.: RB205008e
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Printer)		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
1.14	B7675381G	June 2007 production
1.13	B7675381F	January 2007 production
1.12	B7675381E	July 2006 production
1.11	B7675381D	December 2005 production
1.10	B7675381C	November 2005 production
1.05	B7675381B	September 2005 production
1.04	B7675381A	July 2005 production

Version	Symptom Corrected
1.14	<p>Symptom corrected:</p> <p>1. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</p> <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> - System firmware ver 1.27.2 or later - Websys firmware ver 1.09 or later - WebDocBox firmware ver 1.03 or later - NFA firmware ver 3.00 or later - Printer firmware ver 1.14 or later
1.13	<p>Symptom corrected:</p> <p>1. After selecting a file in the Print Jobs menu in the operation panel, all of the following buttons might remain greyed out.(FPR#RE06120004)</p> <ul style="list-style-type: none"> - "Print" - "Delete"

Reissued: 19-Jun-07

Model: Russian-C4		Date: 31-Oct-05	No.: RB205008e
	<ul style="list-style-type: none"> - "Select All Jobs" - "Clear All" - "Unlock File" (File Administrator privileges required) - "Change Password" <p>2. PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met:</p> <ul style="list-style-type: none"> - "Shift load to printer" selected for the RPCS driver's Job Load Distribution setting. - Image rotation required: Portrait document to LEF paper -or- Landscape document to SEF paper. 		
1.12	<p>1. Fixed: Using LPR protocol, the user name and file name might not be displayed in Job History if the data file is sent in advance of the control file (this happens, for example, if the Windows "lpr -d" command is used). This will not happen if they are specified in print data.</p> <p>2. Fixed: A large quantity of RPCS jobs with different Print Quality settings might cause an "Insufficient Memory" error or the device to stall.</p> <p>3. Fixed: An RPCS job that contains a lot of graphic/image objects might be canceled with an "Insufficient Memory" error.</p> <p>4. Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.</p>		
1.11	Fixed: The device may stall if a large number of duplex jobs(65K) is sent to the device .		
1.10	Sending jobs to IBS (Intelligence Barcode Solution) might cause the device to stall if submitted via USB, Centronix or Bluetooth.		
1.05	<p>1. Jobs that were selected via [Print Jobs] > [Per User ID] > [Print All Jobs] will still be selected even if they are canceled.</p> <p>2. Some confusing wording in the operation panel.</p>		
1.04	1st Mass Production		

Reissued:2-Jun-06

Model: Russian-C4	Date: 31-Oct-05	No.: RB205009b
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release History (Scanner)		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<i>R4_1.05</i>	<i>B7675382D</i>	<i>June 2006 production</i>
R4_1.04	B7675382C	January 2006 production
R4_1.03	B7675382B	September 2005 production
R4_1.02	B7675382A	July 2005 production

Version	Symptom Corrected
<i>R4_1.05</i>	<ol style="list-style-type: none"> <i>When SMTP is enabled, SC991 or SC813 may occur after the main switch is turned on (or at recovery from AOF).</i> <i>The start button on the MFP might be disabled (red light) for scanning under the following conditions:</i> <ul style="list-style-type: none"> <i>The power has just been turned off/on.</i> <i>The SMTP server address setting is not blank.</i> <i>An IP address has been assigned to the MFP manually (not using APIPA or DHCP).</i> <i>The optional fax application has been installed.</i> <i>Multiple instances of the same NDS tree name might be displayed on the operation panel when using Scan to NCP (GFPR#RE06010014).</i> <i>Note: Both System firmware (version 1.23 or later) and Scanner firmware (version r4_1.05 or later) need to be applied to fix this issue.</i>
R4_1.04	<ol style="list-style-type: none"> The subject, message and return receipt setting might be cleared on the URL notification Email if the Clear Modes key is pressed immediately after a Scan to URL is performed. An additional phenomenon that might occur under these conditions is that if Store File Priority = OFF, the scanned data might fail to be stored on the document server. In this case, the URL sent via e-mail will not be able to access the document. Users might not be able to access their document via the scan to URL email if User Code Authentication is being used to restrict the document server. The message "You don't have privilege to access here" will be displayed in the web browser.
R4_1.03	Sometimes after a power cycle, the buttons for selecting the Scan to Folder and Scan to E-mail functions will not work(gray out). This only happens if the SMTP server address setting has been configured.
R4_1.02	1st Mass Production

Reissued: 19-Jan-07

Model: Russian-C4/Russian-C4.5	Date: 2-Nov-05	No.: RB205010c
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release History (SBCU)		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

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

Version	Program No.	Effective Date
<i>1.09:08</i>	<i>B2095550H</i>	<i>January 2007 production</i>
1.08:08	B2095550G	October 2006 production
1.07.1:08	B2095550F	July 2006 production
1.05:08	B2095550E	October 2005 production
1.04	B2095550D	September 2005 production
1.03	B2095550C	July 2005 production

Version	Symptom Corrected
<i>1.09:08</i>	<i>Symptom corrected:</i> <i>1. SC670 occurs after installing ver1.08 or newer by remote firmware update (RFU).</i> <i>2. The paper size setting for the LCT changes after performing a remote firmware update (RFU).</i>
1.08:08	Symptom corrected: 1. SC672 may occur when the machine recovers from Auto Off mode. Other changes: 2. Russian-C4.5 only: The following SC and SP were added. - SC559: Fusing jam occurs three times consecutively - Sp1-159-001: Enables/disables detection of SC559 Important: To apply the above changes, install the following firmware together as a set. - SBCU: v1.08:08 (B2095550G) or newer - Controller: v1.01 (D0065931B) or newer
1.07.1:08	Sometimes, SC120 occurs when the machine is rebooted if the WIM second language was changed in the System Settings screen.
1.05:08	The machine sometimes freezes after it recovers from Auto Off mode. Note: This does not occur on the Basic model.
1.04	Dirty background sometimes occurs if a laser beam is reflected off the edge of the polygon mirror motor.
1.03	1st Mass Production

Reissued: 28-Apr-16

Model: Russian-C4/ C4.5	Date: 01-Aug-05	No.: RB205011e
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (MBU)		Prepared by: J. Kitagawa	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date	Availability of RFU
07.00.00	B7665570G	-	Available
06.00.00	B7665570F	August 2011 production	Available
05.00.00	B7665570E	August 2008 production	Available
04.00.00	B7665570D	November 2006 production	Available
03.00.00	B7665570C	July 2006 production	Available
2.01	B7665570B	November 2005 production	Available
1.02	B7665570A	July 2005 production	Available

Version	Symptom Corrected
07.00.00	<i>Symptom corrected: If an error, for example, 14-30 occurs while sending folders, the machine may not recover from the error nor report the error.</i>
06.00.00	Symptoms corrected: <ol style="list-style-type: none"> Image problem occurs with JBIG transmission if the image is sent after a JBIG reception job is interrupted. Errors frequently occur when receiving from a FAX server. Forwarding to a FAX folder fails. Other changes: <ol style="list-style-type: none"> TEC value further improved.
05.00.00	Symptom Corrected: <ul style="list-style-type: none"> When V34 is received, the communication is disconnected and prints the Power Failure Report.
04.00.00	Symptom corrected: <ul style="list-style-type: none"> Wording errors (Russian). Other changes: <ul style="list-style-type: none"> Some printing parameters for Erase Margin at the trailing edge are now the same as with the A-C4/C4.5. Note: This is due to firmware standardization with the A-C4/C4.5.
03.00.00	Other changes: The following parameters were changed due to standardization of the FCU firmware with the R-C4.5. <ol style="list-style-type: none"> Erase margin at the trailing edge of the paper. FGATE waiting time.

Reissued: 28-Apr-16

Model: Russian-C4/ C4.5	Date: 01-Aug-05	No.: RB205011e
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Version	Symptom Corrected
2.01	Wording errors (Chinese)
1.02	1st Mass Production

Reissued: 11-Dec-07

Model: Russian-C4/Russian-C4.5	Date: 01-DEC-05	No.: RB205012b
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (WebDocBox)		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
1.04	<i>B7675387C</i>	<i>November 2007 production</i>
1.03	B7675387B	July 2007 production
1.02	B7675387A	July 2005 production

Version	Symptom Corrected
1.04	<i>Other changes:</i> <i>This firmware is intended for Russian C4.5. None of the changes to this firmware will apply to Russian C4.</i> <i>Fixed: WebDocBox firmware ver.1.03 could not be installed on Russian C4.5.</i>
1.03	Symptom corrected: 1. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 1.27.2 or later - Websys firmware ver 1.09 or later - WebDocBox firmware ver 1.03 or later(for R-C4), <i>ver 1.04 or later(for R-C4.5)</i> - NFA firmware ver 3.00 or later - Printer firmware ver 1.14 or later
1.02	1st Mass Production

Reissued: 16-Jan-07

Model: Russian-C4	Date: 1-Dec-05	No.: RB205013a
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (RFAX)		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
<i>03.00.00</i>	<i>B7675385C</i>	<i>December 2006 production</i>
2.01	B7675385B	July 2005 production

Version	Symptom Corrected
<i>03.00.00</i>	<i>Minor changes applied to improve reliability.</i>
2.01	1st Mass Production

Reissue:26-Sep-06

Model: Russian-C4/Russian-C4.5	Date: 1-Dec-05	No.: RB205014b
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RTB Reissue

The items in bold italics have been added.

Subject: Software Release History (Language)		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

General Information

Version	Program No.	Effective Date
4.02	<i>B2095530B</i>	<i>October 2006 Production</i>
4.00	B2095530A	July 2006 Production
3.95	B2095530	July 2005 Production

History

Version	Symptom Corrected
4.02	<i>Other changes: R-C4 and R-C4.5 LCDC firmware standardization. (The LCDC firmware can now be used on both the R-C4 and R-C4.5). Symptom corrected: Wording errors in French and Italian.</i>
4.00	Symptom corrected: Wording errors in German, Russian, Spanish and Hungarian.
3.95	1st mass production

Using the Language Kit.

1. Insert the SD card containing the firmware into the controller SD card slot No.3.
2. Turn ON the main power. Then, chose either the First or Second display language for the update.
Note: It is also possible to write to both the First and Second languages.
3. Start the update.
4. Select the appropriate display language in User Tools.

As shown in the table below, there are some cases where certain languages cannot be displayed, depending on the type of operation panel software:

Reissue:26-Sep-06

Model: Russian-C4/Russian-C4.5

Date: 1-Dec-05

No.: RB205014b

Possible Display Languages for Operation Panel Software

Key:

✓: Can be displayed.

Δ: Can be displayed, but printer application window is not displayed correctly.

--: Cannot be displayed.

LCDC Software: Language:	B2095540 (Japan)	B2095541 (NA)	B2095542 (EU)	B2095543 (Asia/ TWN)	B2095544 (China)	TBA (Korea)
Japanese	✓	✓	✓	--	--	--
English-NA	✓	✓	✓	✓	✓	✓
English-UK	✓	✓	✓	✓	✓	✓
French	Δ	✓	✓	✓	✓	✓
German	Δ	✓	✓	✓	✓	✓
Italian	Δ	✓	✓	✓	✓	✓
Spanish	Δ	✓	✓	✓	✓	✓
Dutch	Δ	✓	✓	✓	✓	✓
Polish	Δ	✓	✓	✓	✓	✓
Hungarian	Δ	✓	✓	✓	✓	✓
Finnish	Δ	✓	✓	✓	✓	✓
Portuguese	Δ	✓	✓	✓	✓	✓
Czech	Δ	✓	✓	✓	✓	✓
Norwegian	Δ	✓	✓	✓	✓	✓
Danish	Δ	✓	✓	✓	✓	✓
Swedish	Δ	✓	✓	✓	✓	✓
Russian	Δ	✓	✓	✓	✓	✓

Model: Russian-C4		Date: 1-Dec-05	No.: RB205015												
Subject: Firmware Release History (PS3)		Prepared by: S. Tomoe													
From: 1st Tech. Support Sec. Service Support Dept.															
Classification:	<table><tr><td><input type="checkbox"/> Troubleshooting</td><td><input type="checkbox"/> Part information</td><td><input type="checkbox"/> Action required</td></tr><tr><td><input type="checkbox"/> Mechanical</td><td><input type="checkbox"/> Electrical</td><td><input type="checkbox"/> Service manual revision</td></tr><tr><td><input type="checkbox"/> Paper path</td><td><input type="checkbox"/> Transmit/receive</td><td><input type="checkbox"/> Retrofit information</td></tr><tr><td colspan="3"><input checked="" type="checkbox"/> Other ()</td></tr></table>			<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information	<input checked="" type="checkbox"/> Other ()		
<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required													
<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision													
<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information													
<input checked="" type="checkbox"/> Other ()															

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

Version	Program No.	Effective Date
1.01	B7575120A	July 2005 production

Version	Symptom Corrected
1.01	1st Mass Production

Reissued:20-Nov-06

Model: Russian-C4/ Russian-C4.5	Date: 6-Dec-05	No.: RB205016d
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (LCDC)		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

NA

Version	Program No.	Effective Date
1.16	B2095541C	October 2006 production
1.12	B2095541B	July 2006 production
1.01	B2095541A	July 2005 production

EU

Version	Program No.	Effective Date
1.16	B2095542B	October 2006 production
1.01	B2095542A	July 2005 production

Asia/Taiwan

Version	Program No.	Effective Date
1.16	B2095543C	October 2006 production
1.09	B2095543B	April 2006 production
1.07	B2095543A	October 2005 production
1.03	B2095543	July 2005 production

China

Version	Program No.	Effective Date
1.16	B2095544A	October 2006 production
1.06	B2095544	December 2005 production

Korea

Version	Program No.	Effective Date
<i>1.17</i>	<i>B2095545</i>	<i>November 2006 production</i>

Reissued:20-Nov-06

Model: Russian-C4/ Russian-C4.5

Date: 6-Dec-05

No.: RB205016d

NA

Version	Symptom Corrected
1.16	Other changes: R-C4 and R-C4.5 LCDC firmware standardization. (The LCDC firmware can now be used on both the R-C4 and R-C4.5).
1.12	Symptom corrected: Wording errors in English, German, Russian, Spanish and Hungarian.
1.01	1st Mass Production

EU

Version	Symptom Corrected
1.16	Other changes: R-C4 and R-C4.5 LCDC firmware standardization. (The LCDC firmware can now be used on both the R-C4 and R-C4.5). Symptom corrected: Wording errors in French
1.01	1st Mass Production

Asia/Taiwan

Version	Symptom Corrected
1.16	Other changes: R-C4 and R-C4.5 LCDC firmware standardization. (The LCDC firmware can now be used on both the R-C4 and R-C4.5).
1.09	The display language changes from Taiwanese to English if SC672 occurs when the main power is turned ON.
1.07	Wording errors (Taiwan)
1.03	1st Mass Production

China

Version	Symptom Corrected
1.16	Other changes: R-C4 and R-C4.5 LCDC firmware standardization. (The LCDC firmware can now be used on both the R-C4 and R-C4.5).
1.06	1st Mass Production

Korea

Version	Symptom Corrected
1.17	<i>1st Mass Production</i>

REISSUED: 19-Jun-07

Model: Russian-C4	Date: 7-Dec-05	No.: RB205017e
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RTB Reissue

The items in bold italics have been changed.

Subject: Firmware Release History (Netfile)		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
3.00	<i>B7675388H</i>	<i>June 2007 production</i>
2.03	B7675388G	November 2006 production
2.02	B7675388F	June 2006 production
2.01	B7675388E	January 2006 production
2.00	B7675388D	November 2005 production
1.05	B7675388C	October 2005 production
1.02	B7675388B	July 2005 production

Version	Symptom Corrected
3.00	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <i>The mixed size of PDF created by the scanner might not match the size selected in the operation panel.</i> <i>Note: Both System firmware (version 1.27.2 or later) and NFA firmware (version 3.00 or later) need to be applied to fix this issue.</i> <i>Documents might fail to be sent to SMB or NCP folder paths containing a mix of both 1-byte and 2-byte characters. This only happened if the folder paths were imported to the address book from a csv file via SDM for Admin.</i> <i>Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</i> <i>Note: To fix this issue, all of the following firmware must be applied:</i> <ul style="list-style-type: none"> <i>System firmware ver 1.27.2 or later</i> <i>Websys firmware ver 1.09 or later</i> <i>WebDocBox firmware ver 1.03 or later</i> <i>NFA firmware ver 3.00 or later</i> <i>Printer firmware ver 1.14 or later</i> <i>File and user names shown in the Document server that contain Korean characters might have appeared garbled in the operation panel or WebImageMonitor. This only occurred if the document was edited directly in the document server (not downloaded and edited locally) using DeskTopBinder.</i>
2.03	<p>The size of PDF created by the scanner might not match the size selected in the operation panel.</p> <p>Note: Both System firmware (version 1.25 or later) and NFA firmware (version 2.03 or later) need to be applied to fix this issue.</p>

REISSUED: 19-Jun-07

Model: Russian-C4		Date: 7-Dec-05	No.: RB205017e
Version	Symptom Corrected		
2.02	<ol style="list-style-type: none"> Improvement of performance for importing or exporting an MFP address book using SmartDeviceMonitor for Admin's Address Management Tool.(TechMail#RC050380) The device will stall and an SC997 will be displayed on the operation panel if multiple hosts attempt to download the same PDF file from the document server at the same time Note: Documents can be downloaded from the document server in 3 ways; DeskTopBinder, WIM, DeskTopEditor for Production. 		
2.01	<ol style="list-style-type: none"> The operation panel will stall if the Transfer Log Setting button is pressed when the log storage area is full. The WebSmartDeviceMonitor v2.0 Job Log Properties window cannot be opened from the Job Log. This only affects log entries relating to print jobs. Occasional failures of log transfers to WebSmartServiceMonitor v2.0. Authentication from DeskTopBinder or SmartDeviceMonitor for Admin to an Integration Server, might fail. Entries about downloads from the Document Server will be omitted from the WebSmartDeviceMonitor v2.0 Job log. Only entries about documents that contain their Username (in File Properties) will be omitted. The download start time is not included in Job Log entries about WebImageMonitor or DeskTop Binder downloads from the Document Server. 		
2.00	Supports Web Smart Device Monitor Ver2.0.		
1.05	Fixed: 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 Server is using Web Image Monitor, DeskTopBinder or DeskTopEditor for Production.		
1.02	1st Mass Production		

Model: Russian-C4		Date: 14-Dec-05	No.: RB205018
Subject: Service Manual Correction		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Please correct your Service Manuals as follows.

1. **Delete** the following SP modes:

SP1994 (Punch Hole Detection)
 SP5047 (Reverse Paper Display)
 SP5112 (Non-Std. Paper Sel.)
 SP5305 (Auto Off Function Release Setting)
 SP5862-1~48 (Main Subject Setting)
 SP5863-1~7 (SMP/FTP/NCP settings)
 SP5871 (HDD Function Disable)
 SP5918 (A3/DTL Counter Display)
 SP5920 (Low Power Mode Recovery Time)

2. **Add** the following SP mode:

SP1902	AC Frequency Display
	Display the AC frequency for fusing temperature control.

3. **Replace** the description for SP5045 with the following:

SP5045	Accounting Counter
	Selects whether the printer counter is displayed in the LCD or not. [0 to 1/0] 0: Displays total counter 1: Displays both total counter and printer counter

Model: Russian-C4

Date: 14-Dec-05

No.: RB205018

4. **Replace** the description for SP5841 with the following:

SP5841	Supply Name Setting	
5841 11	StapleStd1	Standard Staples for B408 (SR790)
5841 12	StapleStd2	Standard Staples for B442 (SR820)
5841 13	StapleStd3	Not used
5841 14	StapleStd4	Not used

4. **Replace** the parts that are ~~crossed-out~~ (incorrect) with the parts in **bold** (correct).

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The following SP mode counters will be displayed.

- Copy Counter (~~SP50142~~) **(SP5045)**
- ~~A3/DLT Counter (SP5018)~~
- Printer Counter (~~SP50141~~) **(SP5045)**

5. **Add** the following SC:

900	D	Electrical total counter error	
		The total counter contains something that is not a number.	<ul style="list-style-type: none"> • NVRAM incorrect type • NVRAM defective • NVRAM data scrambled • Unexpected error from external source

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:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Service Manual Revision

Replace the installation procedure for the Data Overwrite Security Unit 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]

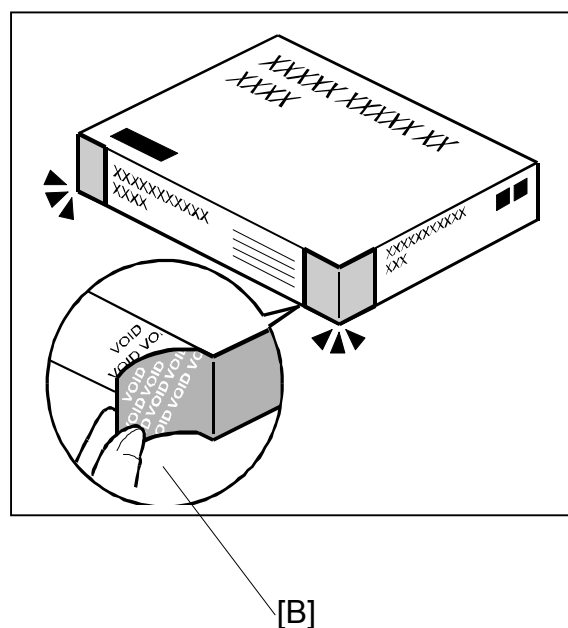
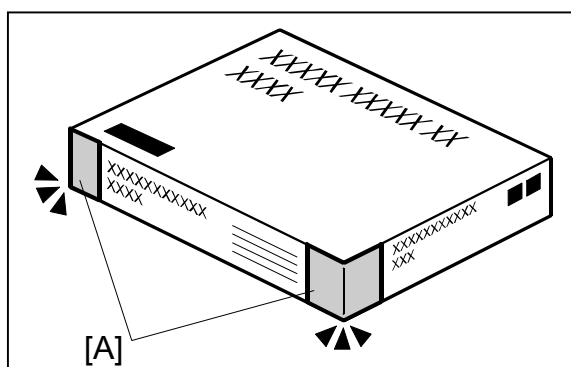
If this setting is disabled (not selected), tell the customer this setting must be enabled (selected) before you do the installation procedure.

ACCESSORY CHECK

Check the accessories and their quantities against this list:

Description	Q'ty
1. SD Card	1

Seal Check And Removal



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" on the surface of the tape, 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

Self-Diagnosis Report

Serial No.: 7M275840019

Firmware P/# : B2135931E

Firmware Version: 1.24

14 N

[System Construction]

Kernel Version : NetBSD 1.5.3 (LPXUMIPS05S_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	/ 3.96	Fax	:	/
Bluetooth	:	/	Printer	: B7835931A	/ 1.02
RPCS	:	/ 3.2.15	Scanner	: B7835932D	/ a4_1.05
PS	:	/	RFax	:	/
RPDL	:	/	MIB	:	/ 041130000
R98	:	/	WebSystem	: B7835936D	/ 1.08
R16	:	/	WebDocBox	: B7835937A	/ 1.01

[A]

[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	(/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)

[B]

[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: Russian-C4		Date: 2-Feb-06	No.: RB205019
Subject: Firmware Release History (PCL Font)		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
1.00	B7675383	1st Mass Production

Version	Symptom Corrected
1.00	1st Mass Production

Model: Russian-C4/C4.5		Date: 19-Oct-06	No.: RB205021
Subject: SC901		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Please correct your Service Manuals as follows.

P4-15: SC901

[Incorrect]

Code No.	Symptom	Possible cause
901	D	Replace the NVRAM on the controller board.
	Electrical Total Counter Error The value of the total counter has already exceeded 9999999	

[Correct]

Code No.	Symptom	Possible cause
901	D	Mechanical total counter defective
	Mechanical Total Count Error The SBCU board cannot receive the mechanical total count data	

Model: Russian-C4		Date: 31-Jan-07	No.: RB205022
Subject: SC542		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

NOTE: The following information is for RC, RA, RCN, and RID (not for REBV)

SYMPTOM

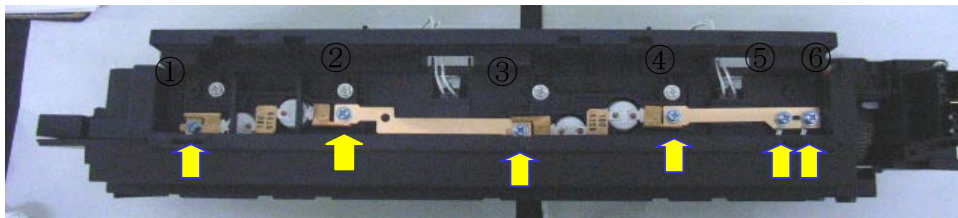
SC542 may occur when the main power is turned on or the machine recovers from AOF mode.

CAUSE

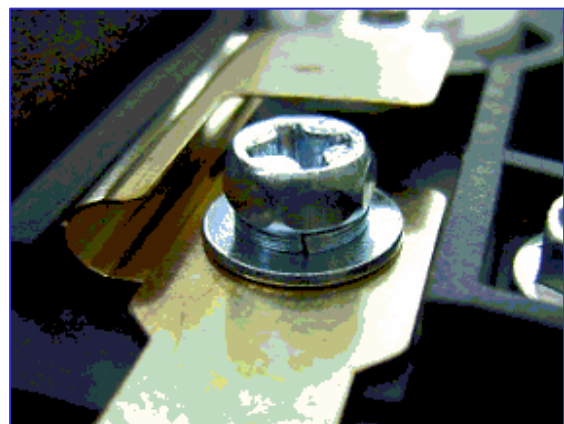
Manufacturing error:

The screws used to secure the bias plate were inserted at an angle, which caused the screw head to stick out from the plate. As a result, a spark is generated between the screw and plate, triggering SC542.

[Screw location]



[NG]



[OK]

Model: Russian-C4

Date: 31-Jan-07

No.: RB205022

SOLUTION

Production Line

1. The factory will make sure that line workers know how to insert the screw correctly and to check the results.
2. The factory will improve this step on the factory line (improve the procedure, make minor changes to the step order and line configuration, etc.)

Applied from: November 15, 2006 production

Action in the Field

Visit the customer sites of the “**Affected Units**” listed below, and check the condition of the screws. If the screws were inserted incorrectly as described above, replace the fusing unit.

AFFECTED UNITS

RC:

Model Name	Model Code	Serial Number	Q'ty
R-C4.5b	5K2400	M0965900295 ~ M0965900318, M0965900764 ~ M0965900771, M0965900776, M0965900778, M0965900820 ~ M0965900823	38
R-C4.5c	5K2410	M1065900299 ~ M1065900304, M1065900309	7
	5K2412	M1065900463 ~ M1065900485	24
R-C4.5b	D007-17	M0962200001~ M0962200180	180
	D007-23	M0962200181~ M0962200222	42

RA:

Model Name	Model Code	Serial Number	Q'ty
R-C4b	B205-29	K8562100050 ~ K8562100409, K8562200001, K8562200003 ~ K8562200015, K8562200017 ~ K8562200031, K8562200033 ~ K8562200045, K8562200047 ~ K8562200048, K8562200050 ~ K8562200054, K8562200057 ~ K8562200060, K8562200065, K8562200072 ~ K8562200073, K8562200084, K8562200098, K8562200100, K8562200103 ~ K8562200105, K8562200107, K8562200117, K8562200119, K8562200120, K8562200122, K8562200124, K8562200129 ~ K8562200309,	609

Model: Russian-C4		Date: 31-Jan-07	No.: RB205022
Model Name	Model Code	Serial Number	Q'ty
	B205-19	K8562100001 ~ K8562100049, K8562200310 ~ K8562200348	88
R-C4c	B209-29	K8662100001 ~ K8662100046, K8662100048 ~ K8662100080, K8662100082 ~ K8662100085, K8662100087 ~ K8662100101, K8662100103 ~ K8662100130, K8662100132 ~ K8662100179, K8662100181 ~ K8662100127, K8662100219 ~ K8662100265, K8662100267 ~ K8662100283, K8662100285 ~ K8662100302, K8662100304 ~ K8662100330, K8662100332, K8662100336 ~ K8662100337, K8662100341, K8662100343, K8662100346 ~ K8662100369, K8662100371, K8662100373, K8662100374, K8662100376, K8662100378, K8662100379, K8662100381, K8662100382, K8662100384 ~ K8662100389, K8662200001 ~ K8662200100	463
	B209-19	K8662200101 ~ K8662200114	14

RCN:

Model Name	Model Code	Serial Number	Q'ty
R-C4b	B205-21	K8569500031 ~ K8569500032, K8569500035 ~ K8569500045, K8569500047 ~ K8569500061, K8569500064 ~ K8569500075, K8569600001 ~ K8569600009, K8569600011 ~ K8569600036, K8569600041 ~ K8569600042, K8569600059 ~ K8569600074, K8569600076 ~ K8569600077, K8569600079, K8569600081, K8569600162 ~ K8569600165, K8569600168 ~ K8569600320	253
R-C4c	B209-21	K8669500001 ~ K8669500013, K8669500015 ~ K8669500019, K8669600039 ~ K8669600046, K8669600051 ~ K8669600141, K8669600155 ~ K8669600170	132

Model: Russian-C4

Date: 31-Jan-07

No.: RB205022

RID:

Model Name	Model Code	Serial Number	Q'ty
R-C4b	B205-29	K8562200002, K8562200016, K8562200032, K8562200046, K8562200049, K8562200055, K8562200056, K8562200061 ~ K8562200064, K8562200066 ~ K8562200071, K8562200074 ~ K8562200083, K8562200085 ~ K8562200097, K8562200099, K8562200101, K8562200102, K8562200106, K8562200108 ~ K8562200116, K8562200118, K8562200121, K8562200123, K8562200125 ~ K8562200128	60
R-C4c	B209-29	K8662100047, K8662100081, K8662100086, K8662100102, K8662100131, K8662100180, K8662100218, K8662100266, K8662100284, K8662100303, K8662100331, K8662100333 ~ K8662100335, K8662100338 ~ K8662100340, K8662100342, K8662100344, K8662100345, K8662100370, K8662100372, K8662100375, K8662100377, K8662100380, K8662100383, K8662100390, K8662100391	28

Model: Russian-C4/C4.5		Date: 15-Feb-07	No.: RB205023
Subject: Leaking developer causes PCU gear damage		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

SYMPTOM

1. Noise from the PCU
2. Low image density

CAUSE

1. The abrasion between the mixing auger and its rear bushing wears down the bushing.
2. Parts that are not listed in the Parts Catalog were replaced in the field.

SOLUTION

Production line

The strength of the rear bushing was improved so that it can handle the abrasion with the mixing auger.

- Applied from: November 2006 production
- PCU cut-in lot numbers:
 - Mainframe-installed units: 9E461100641
 - Service parts: 8E461100061

In the Field

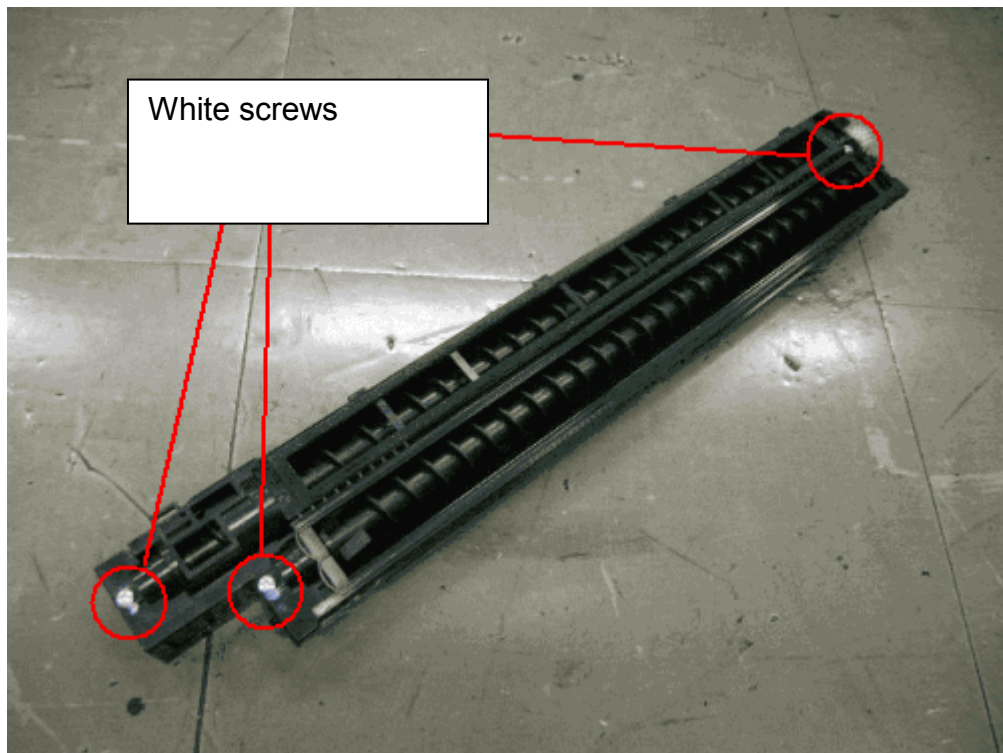
From February 2007 production of R-C4/C4.5 mainframes, the screws of the PCU are painted white (see the next page). Therefore, when you replace the PCU in the field, **do not loosen or remove these screws.**

- PCU cut-in lot numbers:
 - Mainframe-installed units: 9E470204524
 - Service parts: 8E470200481

Model: Russian-C4/C4.5

Date: 15-Feb-07

No.: RB205023

PCU with screws painted white (from Jan. 2007 R-C4/C4.5 production)**Do not** loosen or remove these screws.

Model: Russian-C4		Date: 23-Mar-07	No.: RB205024
Subject: Correction Service Manual (FAX RAM Addresses)		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

The Service Manual was corrected as follows:

P4-79: Service RAM Address for Fax Option Type 3030 (B766)

- **Delete** the following RAM addresses from the table.

6BEBFE(H)	Dial tone detection frequency – Upper limit (High)
6BEBFF(H)	Dial tone detection frequency – Upper Limit (Low)
6BEC00(H)	Dial tone detection frequency – Lower Limit (High)
6BEC01(H)	Dial tone detection frequency – Lower Limit (Low)
6BEC02(H)	Dial tone detection waiting time (20 ms)
6BEC03 to 6BEC04	Dial tone detection monitoring time (20 ms)
6BEC05(H)	Dial tone detect judge time (20 ms)
6BEC06(H)	Dial tone disconnect permission time (20 ms)

Important: Do not change the values of these RAM addresses.

They are not for use in the field.

Model: Russian-C4 / C4.5		Date: 25-Apr-07	No.: RD007016
Subject: Service Manual Correction		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input checked="" type="checkbox"/> Other ()		

Please correct your Service Manuals as follows.

Add the following SP mode:

5816 208	Operation Error, Incorrect Setting	-12005	@Remote communication is prohibited. The device has a problem with a Cumin function.
		-12006	After confirmation is completed, a confirmation request was made again.
		-12007	A different request number was used for registration from the number which was used for confirmation.
		-12008	Because the device was in use, updating certification failed.

Reissued: 3-Feb-09

Model: Russian-C4	Date: 31-Oct-05	No.: RB205008f
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Printer)		Prepared by: S. Tomoe	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
1.15	<i>B7675381H</i>	<i>January 2009 production</i>
1.14	B7675381G	June 2007 production
1.13	B7675381F	January 2007 production
1.12	B7675381E	July 2006 production
1.11	B7675381D	December 2005 production
1.10	B7675381C	November 2005 production
1.05	B7675381B	September 2005 production
1.04	B7675381A	July 2005 production

Version	Symptom Corrected
1.15	<i>Symptom corrected:</i> <i>1. If a user tries to print a stored job (e.g. Locked Print) while the ScanRouter capture function is enabled, the device might stall.</i>
1.14	Symptom corrected: 1. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: <ul style="list-style-type: none"> - System firmware ver 1.27.2 or later - Websys firmware ver 1.09 or later - WebDocBox firmware ver 1.03 or later - NFA firmware ver 3.00 or later - Printer firmware ver 1.14 or later
1.13	Symptom corrected: 1. After selecting a file in the Print Jobs menu in the operation panel, all of the

Reissued: 3-Feb-09

Model: Russian-C4		Date: 31-Oct-05	No.: RB205008f
	<p>following buttons might remain greyed out.(FPR#RE06120004)</p> <ul style="list-style-type: none"> - "Print" - "Delete" - "Select All Jobs" - "Clear All" - "Unlock File" (File Administrator privileges required) - "Cahnge Password" <p>2. PDF files printed using Adobe Acrobat and the RPCS driver might be missing characters or portions of characters. This occurs if both of the following conditions are met:</p> <ul style="list-style-type: none"> - "Shift load to printer" selected for the RPCS driver's Job Load Distribution setting. - Image rotation required: Portrait document to LEF paper -or- Landscape document to SEF paper. 		
1.12	<p>1. Fixed: Using LPR protocol, the user name and file name might not be displayed in Job History if the data file is sent in advance of the control file (this happens, for example, if the Windows "lpr -d" command is used). This will not happen if they are specified in print data.</p> <p>2. Fixed: A large quantity of RPCS jobs with different Print Quality settings might cause an "Insufficient Memory" error or the device to stall.</p> <p>3. Fixed: An RPCS job that contains a lot of graphic/image objects might be canceled with an "Insufficient Memory" error.</p> <p>4. Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.</p>		
1.11	Fixed: The device may stall if a large number of duplex jobs(65K) is sent to the device .		
1.10	Sending jobs to IBS (Intelligence Barcode Solution) might cause the device to stall if submitted via USB, Centronix or Bluetooth.		
1.05	<p>1. Jobs that were selected via [Print Jobs] > [Per User ID] > [Print All Jobs] will still be selected even if they are canceled.</p> <p>2. Some confusing wording in the operation panel.</p>		
1.04	1st Mass Production		

Reissued:30-Apr-09

Model: Russian-C4/C4.5	Date: 13-Apr-09	No.: RB205025a
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RTB Reissue

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

Subject: Touch Panel Problem		Prepared by: S. Tomoe	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

- ***The panel does not respond at all, or***
- ***The positions of the buttons shift (even after performing calibration)***

Note: This issue affects for –17, -57 and -19 models

CAUSE

The adhesive that binds electrodes to the touch panel surface contains a polymer that tends to expand under normal office environmental conditions.

SOLUTION
In the field:

Replace the touch panel (**see the procedure below**).

Service parts:

The adhesive was changed to one that will not expand under conditions of standard office environments.

Note: The service part was changed for all models.

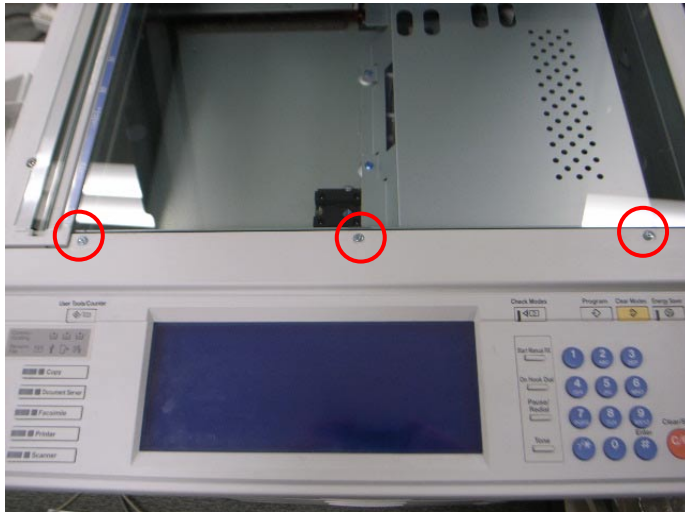
Old Part Number	New Part Number	
B2135222	H3109900	TOUCH PANEL:HVGA:FU-ACF

Cut-in Serial Numbers

As mentioned above, this issue affects all –17, -57 and -19 models.

Touch Panel Replacement Procedure

1. Remove the operation panel (6 screws, 1 connector).

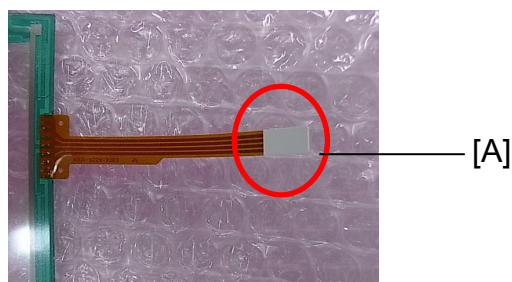


Note: Visual difference between the old and new touch panels:

Old (B2135222): The tip [A] of the electrode attached to the touch panel is **brown**.

New (H3106173): This tip [A] is **white**.

IMPORTANT: Therefore, if the tip [A] is white, do not replace the touch panel.

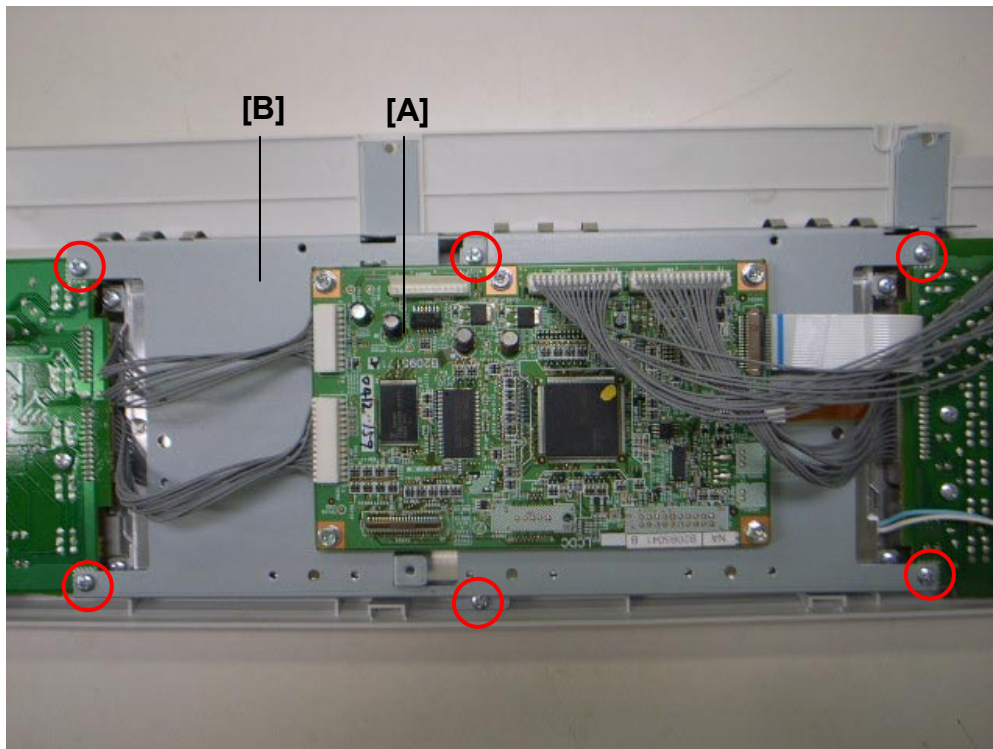


Model: Russian-C4/C4.5

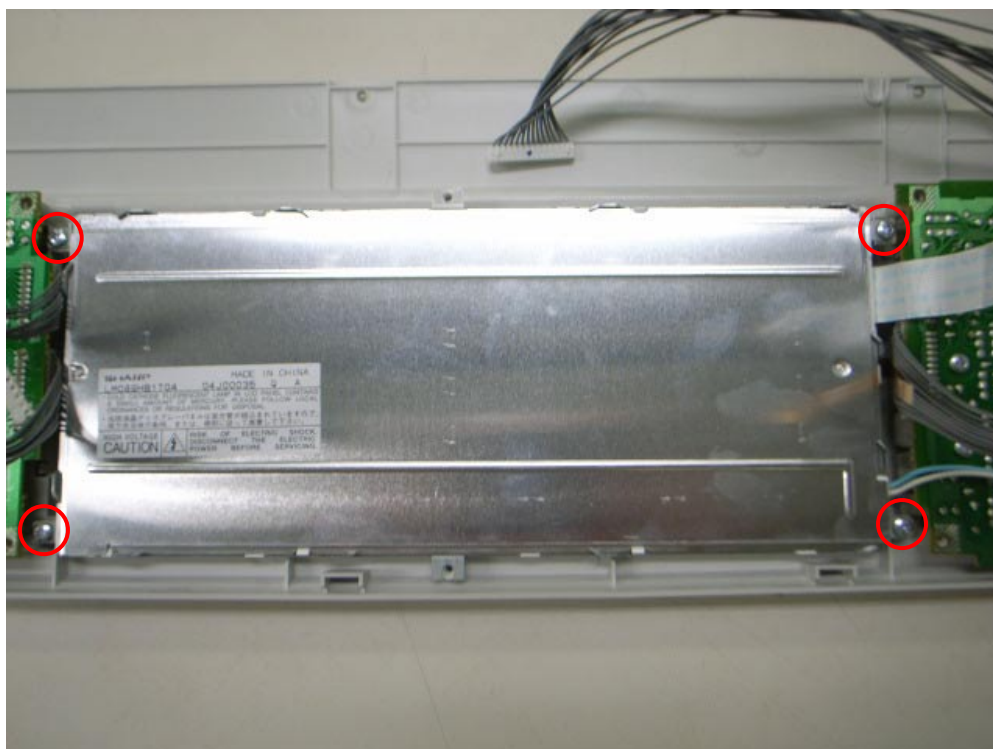
Date: 13-Apr-09

No.: RB205025

2. Remove 6 harnesses (4 connectors, 2 flat cable connectors) from the PCB [A] and the operation panel bracket [B] (6 screws).



3. Remove the 4 screws from the LCD (circled below in red). Then, detach the LCD from the operation panel as shown.



4. Replace the touch panel [A]

Caution: 1. The touch panel is attached to the LCD [B], so remove the touch panel from the LCD.
2. Only replace the touch panel. Do not replace the LCD.



Note: When installing the touch panel [C], place the panel on the operation cover [D] as shown below.

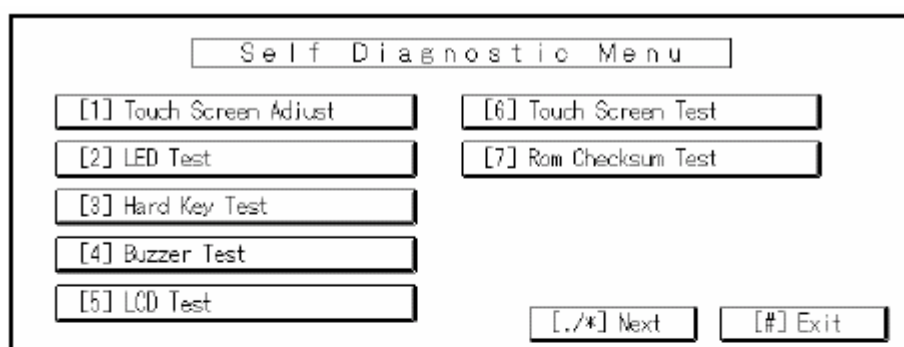
**5. Re-assemble the operation panel in the reverse order of the steps above.**

6. Do the Touch Panel Position Adjustment, and then make sure the touch panel works correctly.

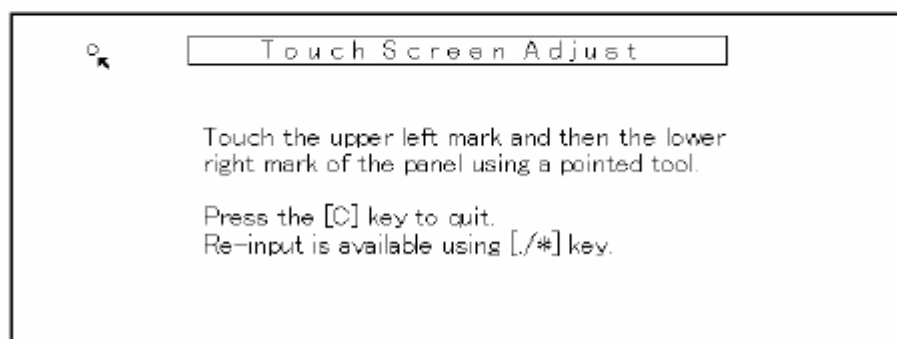
TOUCH SCREEN CALIBRATION

NOTE: Do not attempt to use items [2] to [9] on the Self-Diagnostic Menu. These items are for design use only.

1. Press "Clear" key, press "1", "9", "9", "3", and then press "Clear/Stop" key 5 times to open the Self-Diagnostics menu.



B205R974.WMF



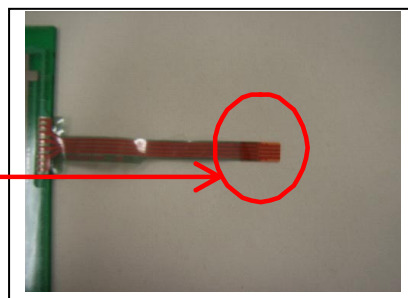
B205R975.WMF

2. On the touch screen press "Touch Screen Adjust" (or press "1" key).
3. Use a pointed (not sharp!) tool to press the upper left mark "o".
4. Press the lower right mark "°" after it appears.
5. Touch a few spots on the touch screen to confirm that the marker (+) appears exactly where the screen is touched.
If the + mark does not appear where the screen is touched, press Cancel and repeat from Step 2.
6. When you are finished, press [#] OK on the screen (or press "#" key).
7. Touch [#] Exit on the screen to close the Self-Diagnostic menu and save the calibration settings.

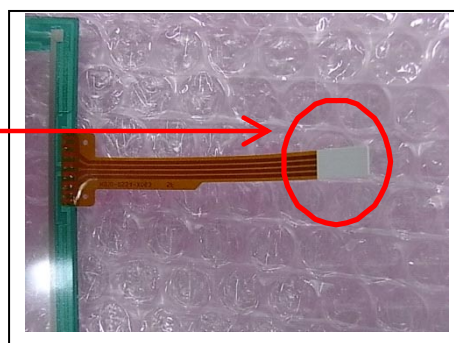
Model: Russian-C4/C4.5

Date: 13-Apr-09

No.: RB205025

How to distinguish the new parts from the old parts

Old parts:
The tip of the electrode is **brown**.

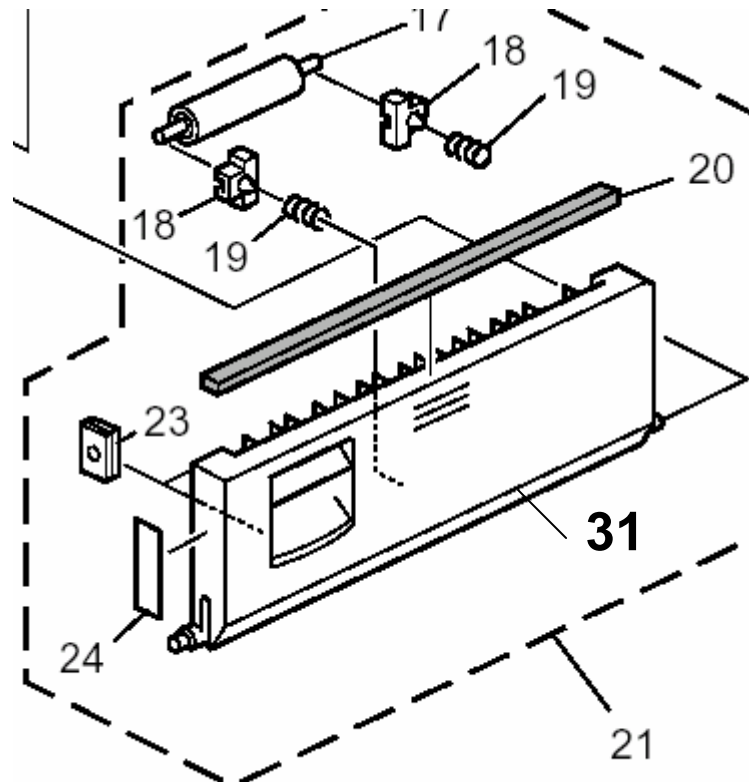


New parts:
The tip of the electrode is **white**.

Model: R-C4/4.5		Date: 22-Jul-09	No.: RB205026
Subject: Vertical transport cover newly added		Prepared by: S. Tomoe	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

The following part was newly added as per field request:

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	B0902738	Cover: Vertical Transport	0-1		27	31	



Model: R-C4/4.5		Date: 24-Sep-09	No.: RB205027
Subject: MB205019 correction		Prepared by: S. Tomoe	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

The "Modified Article" of MB205019 was corrected.

Modified Article: Fusing Unit Toner Supply Unit		Prepared by: S. Tomoe	
From: 2nd Tech. Support Sec. Service Support Dept.			
Reason for Modification:	<input type="checkbox"/> Parts catalog correction <input type="checkbox"/> To facilitate assembly <input checked="" type="checkbox"/> Part standardization	<input type="checkbox"/> Vendor change <input type="checkbox"/> To improve reliability <input type="checkbox"/> Other	<input type="checkbox"/> To meet standards ()

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B0903501	B0273501	Toner Supply Unit	1-1		33	*	

Change/Reason: The above part has been changed due to part standardization with the Russian-C3.

Model: Russian-C4/4.5		Date: 14-Jul-11	No.: RB205028
Subject: Parts Catalog Correction (Paper Feed Section)		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Please correct your Parts Catalog as follows.

Incorrect part number	Correct part number	Description	Page	Index	Note
B0912788	A2672813	CUSHION - GUIDE PLATE	29	8	
A2672758	A2672666	BUSHING - ROLLER GUIDE	29	25	

Model: R-C4/4.5		Date: 20-Jun-13	No.: RB205029
Subject: Pars Catalog Correction (Paper Feed Cover: Right)		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Deleted part number	Description	Q'ty	Int	Page	Index	Note
B1447007	PAPER FEED COVER:RIGHT:MIDDLE:EU	1-0	-	11	16	

Change: This part was deleted.

Reason: The vender can no longer provide this part.

Note: The individual service parts that make up this assembly can still be ordered individually.

2.EXTERIOR 2 (B205/B209/D007/D008)

