REISSUED:7-Dec-05

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001a

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release History (Controller)	Prepared by: K. Takagi
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 ( )		

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

Version	Program No.	Effective Date
1.24	B2135931E	1st Mass Production
1.24.1	B2135931F	August 2005 production
1.26	*B2135931G*	*September 2005 production*
1.30	*B2135931H*	*November 2005 production*

Version	Symptom Corrected
1.30	*1. Supports Web SmartDeviceMonitor Ver.2* *2. Supports the Korea model* *3. Minor changes applied to improve reliability*
1.26	*1. Supports China and Taiwan models*
1.24.1	The "Available Settings" setting has no effect unless the MFP has a working HDD.
1.24	1st Mass Production

RICOH

Technical **B**ulletin

REISSUED: 16-Apr-07

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195002d

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (BICU)	Prepared by: K. Takagi
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 ( )		

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

Version	Program No.	Effective Date
1.27:07	*B2135160J*	*April 2007 production*
1.26:07	B2135160H	May 2006 production
1.25	B2135160G	November 2005 production
1.24	B2135160F	1st Mass Production

Version	Symptom Corrected
1.27:07	*Symptom corrected:* *1. The following SP modes return to default when the machine recovers from Energy Saver Mode.* *SP1105-003: Roller Center: Bypass* *SP1105-004: Roller Center: Ends* *SP1105-007: Roller Center: Bypass (Thick Paper)* *SP1105-008: Roller Ends: Bypass (Thick Paper)* *SP1105-009: Re-load Temp. Minus: Roller Center (Thick Paper)* *SP1105-010: Re-load Temp. Minus: Roller Ends (Thick Paper)*
1.26:07	Cold offset occurs when the machine recovers from Energy Saver Mode or is turned ON for the first time that day. Important: To apply the changes above, set Sp1105-6 to a value of 10.
1.25	A jam occurs when LT SEF paper is fed from the bypass tray and Auto Paper Size detection is ON
1.24	1st Mass Production

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195003

Subject: Firmware Release History (LCDC)	Prepared by: K. Takagi
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 ( )		

This RTB has been issued to announce the firmware release information for the LCDC (LCD controller).

For NA Models
(to be released when the NA models are released).

For NA Models

Version	Program No.	Effective Date
1.02	B1985211A	1st Mass Production

For EU Models

Version	Program No.	Effective Date
1.02	B1985212A	1st Mass Production

For Asia/Taiwan Models

Version	Program No.	Effective Date
1.03	B1985213	1st Mass Production

For China Models

Version	Program No.	Effective Date
1.07	B1985214	1st Mass Production

Version	Symptom Corrected	NA	EU	Asia/TWN	CHN
1.02	1st Mass Production	✓	✓	-	-
1.03	1st Mass Production	-	-	✓	-
1.07	1st Mass Production	-	-	-	✓

RTB REISSUED:31-Jul-06

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195004c

RTB REISSUE

The items in bold italics have been added.

Subject: Firmware Release History (Printer)	Prepared by: K. Hamada
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 ( )		

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

Version	Program No.	Effective Date
1.12	*B7835931D*	*July 2006 production*
1.11	B7835931C	January 2006, productio
1.10	B7835931B	November 2005, production
1.02	B7835931A	1st mass production

Version	Symptom Corrected
1.12	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.* 2. *Fixed: A large quantity of RPCS jobs with different Print Quality settings might cause an "Insufficient Memory" error or the device to stall.* 3. *Fixed: An RPCS job that contains a lot of graphic/image objects might be canceled with an "Insufficient Memory" error.* 4. *Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.*
1.11	Fixed: The device may stall if a large number of duplex jobs (65K) is sent to the device .
1.10	Supports Web SmartDeviceMonitor Ver.2
1.02	1st mass production

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195005b

RTB REISSUE
The items in bold italics have been added.

Subject: Firmware Release History (Scanner))	Prepared by: K. Takagi
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 ( )		

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

Version	Program No.	Effective Date
1.04	B7835932C	1st Mass Production
1.05	B7835932D	October 2005 production
1.06	*B7835932E*	*January 2006 production*

Version	Symptom Corrected
1.06	*1. Fixed: 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.* *2. Fixed: 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.*
1.05	1. 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. 2. Supports Web Smart Device Monitor Ver2.0.
1.04	1st Mass Production

RICOH

Technical Bulletin

REISSUED:31-Jul-06

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195006b

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Fax)	Prepared by: K.Hamada
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 ( )		

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

Version	Program No.	Effective Date
02.00.00	*B2135932D*	*July 2006 production*
01.05.00	B2135932C	August 2005 production
01.03.00	B2135932B	1st Mass Production

Version	Symptom Corrected
02.00.00	*Sometimes, thumbnail images are created for fax reception files saved to the Document Server.*
01.05.00	Minor changes applied to improve reliability.
01.03.00	1st Mass Production

REISSUED: 24-Jul-08

Model: Adonis-C4/C4.5	Date: 26-Sep-05	No.: RB195007c

RTB REISSUE

The items in bold italics have been added.

Subject: Firmware Release History (FCU)	Prepared by: S.Tomoe
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 FCU.

Version	Program No.	Effective Date
05.00.00	*B7795570H*	*August 2008 production*
04.00.00	B7795570G	November 2006 production
03.00.00	B7795570F	November 2005 production
02.00.00	B7795570E	October 2005 production
01.02.00	B7795570D	1st Mass Production

Version	Symptom Corrected
05.00.00	*Symptom Corrected:* *1. When V34 is received, the communication is disconnected and the Power Failure Report prints.* *2. On-hook transmission may not be done.*
04.00.00	Wording errors (Russian)
03.00.00	Wording errors (Korean)
02.00.00	Wording errors (Chinese) Supports Korean language
01.02.00	1st Mass Production

REISSUED:7-DEC

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195008a

RTB REISSUE
The items in bold italics have been added.

Subject: Firmware Release History (Netfile)	Prepared by: K. Takagi
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 ( )		

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

Version	Program No.	Effective Date
1.01.2	B7835938B	1st mass production
1.02	*B7835938C*	*August 2005 production*
1.05	*B7835938D*	*October 2005 production*
2.00	*B7835938E*	*November 2005 production*

Version	Symptom Corrected
2.00	*Supports Web Smart Device Monitor Ver2.0.*
1.05	1. *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.* 2. *Fixed : Jobs sent via DeskTopBinder or DeskTopEditor for Production can be cancelled by another user with the same characters in the first 4 characters in his username.*
1.02	*Changed : Allows ScanRouter to deliver faxes even if the scanner option is not installed.*
1.01.2	1st mass production

RICOH

Technical **B**ulletin

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195009

Subject: Firmware Release History (Network Support)	Prepared by: K. Takagi	
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 ( )		

This RTB has been issued to announce the firmware release information for the Network Support Firmware.

Version	Program No.	Effective Date
5.07.1	*B7835934B*	*1st Mass Production*
5.09	*B7835934C*	*August 2005 production*

Version	Symptom Corrected
5.09	1. *Communications via diprint (port9100) are now transmitted synchronously. These settings can only be seen if all 3 of Network Support firmware Ver. 1.23 (B7835934C) or later, Controller firmware Ver. 1.24 (B2135931E) or later and Websys firmware Ver. 1.07 (B7835936C) or later have been applied to the device.*
	2. *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.*
	3. *Available functions cannot be restricted to groups via Windows Authentication using a domain controller in a different subnet. (GFPR#RA05070006)*
5.07.1	*1st Mass Production*

Reissued: 11-Oct-07

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195010b

RTB REISSUE

The items in bold italics have been added.

Subject: Firmware Release History (Webdocbox)	Prepared by: K. Takagi
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 ( )		

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

Version	Program No.	Effective Date
1.03	*B7835937C*	*October 2007 production*
1.02	B7835937B	June 2007 production
1.01	B7835937A	1st Mass Production

Version	Symptom Corrected
1.03	*Symptom corrected:* *1. Minor bug correction.*
1.02	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 1.37.2 or later – Websys firmware ver 1.11 or later – WebDocBox firmware ver 1.02 or later – NFA firmware ver 3.00 or later – Printer firmware ver 1.14 or later
1.01	1st Mass Production

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195011

Subject: Firmware Release History (Websys)	Prepared by: K. Takagi
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 ( )		

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

Version	Program No.	Effective Date
1.06	*B7835936B*	*1st Mass Production*
1.07	*B7835936C*	*August 2005 production*

Version	Symptom Corrected
1.07	1. *The following settings have been added to WIM [Configuration->Device Settings->System]:* *1-1. Display IP Address on the Display Panel - Displays the device's IP address on the panel.* *1-2. "Permit ROM Update" - Enable/Disable firmware updates.* *1-3. "Print Priority" function* *These settings can only be seen if all 3 of Network Support firmware Ver. 5.09 (Part#B7835934C) or later, Controller firmware Ver. 1.24 (Part#B2135931E) or later and Websys firmware Ver. 1.07 (Part#B7835936C) or later have been applied to the device.* 2. *The device now supports the ROM update function via WIM. [Configuration->ROM Update]* 3. *Repaired wording errors in the Chinese version of WIM.*
1.06	*1st Mass Production*

RICOH

Technical Bulletin

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195012

Subject: Firmware Release History (PS3)	Prepared by: K. Takagi
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 ( )		

This RTB has been issued to announce the firmware release information for the PostScript3.

Version	Program No.	Effective Date
1.00	*B7205120A*	*1st Mass Production*

Version	Symptom Corrected
1.00	*1st Mass Production*

RICOH   Technical Bulletin

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195013

Subject: Software Release History (Language)	Prepared by: K. Takagi
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 ( )		

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

Version	Program No.	Effective Date
3.96	*B1985220*	*1st mass production*

Possible Display Languages for Operation Panel Software

Key:
✓: Can be displayed.
--: Cannot be displayed.

LCDC Software: / Language:	B1985211 （NA）	B1985212 （EU）	B1985213 (Asia/Taiwan)	B1985214 (China)
English-NA	✓	✓	✓	✓
English-UK	✓	✓	✓	✓
French	✓	✓	✓	✓
German	✓	✓	✓	✓
Italian	✓	✓	✓	✓
Spanish	✓	✓	✓	✓
Dutch	✓	✓	✓	✓
Norwegian	✓	✓	✓	✓
Danish	✓	✓	✓	✓
Swedish	✓	✓	✓	✓
Portuguese	✓	✓	✓	✓
Czech	✓	✓	✓	✓
Polish	✓	✓	✓	✓
Hungarian	✓	✓	✓	✓
Finnish	✓	✓	✓	✓
Russian	✓	✓	✓	✓
Japanese	✓	✓	--	--

Model: Adonis-C4b/c		Date: 26-SEP-05	No.: RB195003e

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (LCDC)	Prepared by: K. Takagi
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 ( )		

This RTB has been issued to announce the firmware release information for the LCDC (LCD controller).

For NA Models

Version	Program No.	Effective Date
1.14	B1985211C	December 2006 production
1.12	B1985211B	June 2006 production
1.02	B1985211A	1st Mass Production

For EU Models

Version	Program No.	Effective Date
1.14	B1985212B	December 2006 production
1.02	B1985212A	1st Mass Production

For Asia/Taiwan Models

Version	Program No.	Effective Date
1.14	B1985213C	December 2006 production
1.10	B1985213B	April 2006 production
1.08	B1985213A	October 2005 production
1.04	B1985213	1st Mass Production

For China Models

Version	Program No.	Effective Date
1.14	B1985214A	December 2006 production
1.07	B1985214	1st Mass Production

For Korea models

Version	Program No.	Effective Date
1.15	*B1985215B*	*March 2007 production*
1.14	B1985215A	December 2006 production
1.09	B1985215	1st mass production

Model: Adonis-C4b/c	Date: 26-SEP-05	No.: RB195003e

Version	Symptom Corrected	NA	EU	Asia/TWN	CHN	Korea
1.15	*Symptom corrected:* *Wording corrections (Korean display language).*	-	-	-	-	✓
1.14	Other changes: The firmware was changed so it can also be used on the A-C4.5.	✓	✓	✓	✓	✓
1.12	Symptom corrected: Wording error.	✓	-	-	-	-
1.10	The display language changes from Taiwanese to English if SC672 occurs when the main power is turned ON. (For Asia/TWN model)	-	-	✓	-	-
1.09	1st Mass Production for Korea models	-	-	-	-	✓
1.08	Wording errors (Traditional chinese)	-	-	✓	-	-
1.07	1st Mass Production for China models	-	-	-	✓	-
1.04	1st Mass Production for Asia/Taiwan models	-	-	✓		-
1.02	1st Mass Production for NA/EU models	✓	✓	-	-	-

RICOH

Technical Bulletin

PAGE: 1/1

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195009b

RTB REISSUE
The items in bold italics have been added.

Subject: Firmware Release History (Network Support)	Prepared by: K. Hamada
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 ( )		

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

Version	Program No.	Effective Date
5.07.1	B7835934B	1st Mass Production
5.09	B7835934C	August 2005 production
5.10	B7835934D	October 2005 production
5.11	*B7835934E*	*June 2006 production*

Version	Symptom Corrected
5.11	*1.The USB connection might be inaccessible after turning the power off/on.* *2.The device cannot connect in environments with multiple NetWare servers in the same NDS tree.* *(GFPR#RC05120001/RC06020010/RE06030007/RE06030001)*
5.10	Changed: Leading zeros will be removed from byte-counts in LPD control files (zero-suppression). (GFPR#RC RC05070006)
5.09	1. Communications via diprint (port9100) are now transmitted synchronously. These settings can only be seen if all 3 of Network Support firmware Ver. 1.23 (B7835934C) or later, Controller firmware Ver. 1.24 (B2135931E) or later and Websys firmware Ver. 1.07 (B7835936C) or later have been applied to the device. 2. 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. 3. Available functions cannot be restricted to groups via Windows Authentication using a domain controller in a different subnet. (GFPR#RA05070006)
5.07.1	1st Mass Production

REISSUED: 19-Jun-06

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195011b

RTB REISSUE

The items in bold italics have been added.

Subject: Firmware Release History (Websys)	Prepared by: K. Hamada
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 ( )		

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

Version	Program No.	Effective Date
1.06	B7835936B	1st Mass Production
1.07	B7835936C	August 2005 production
1.08	B7835936D	October 2005 production
1.09	*B7835936E*	*June 2006 production*

Version	Symptom Corrected
1.09	*1. Some of the device settings specified using the WebSmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices.* *2. Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle", are worded in Web Image Monitor.*
1.08	Fixed: Simplified Chinese and Traditional Chinese wording errors in Web Smart Monitor.
1.07	1. The following settings have been added to WIM [Configuration->Device Settings->System]: 1-1. Display IP Address on the Display Panel - Displays the device's IP address on the panel. 1-2. "Permit ROM Update" - Enable/Disable firmware updates. 1-3. "Print Priority" function These settings can only be seen if all 3 of Network Support firmware Ver. 5.09 (Part#B7835934C) or later, Controller firmware Ver. 1.24 (Part#B2135931E) or later and Websys firmware Ver. 1.07 (Part#B7835936C) or later have been applied to the device. 2. The device now supports the ROM update function via WIM. [Configuration->ROM Update] 3. Repaired wording errors in Chinese version of WIM.
1.06	1st Mass Production

RICOH

Technical Bulletin

Model: Adonis-C4 b/c	Date: 7-Dec-05	No.: RB195014

Subject: Firmware Release History (DESS)	Prepared by: K. Takagi
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 ( )		

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

Version	Program No.	Effective Date
2.01.1	B7835940B	October 2005 production
1.01	B7835940A	July 2005 production

Version	Symptom Corrected
2.01.1	1. SSL communication error with RC Gate. 2. The DESS option supports 256-bit encryption.
1.01	1st Mass Production

Technical **B**ulletin

PAGE: 1/1

Model: Adonis-C4b/c	Date: 7-Dec-05	No.: RB195015a

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (RFax)	Prepared by: K. Takagi
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 ( )		

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

Version	Program No.	Effective Date
03.00.00	***B7835935C***	***December 2006 production***
02.01.00	B7835935B	August 2005 production
01.00.00	B7835935A	1st mass production

Version	Symptom Corrected
03.00.00	***Minor changes applied to improve reliability.***
02.01.00	Minor changes applied to improve reliability.
01.00.00	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]
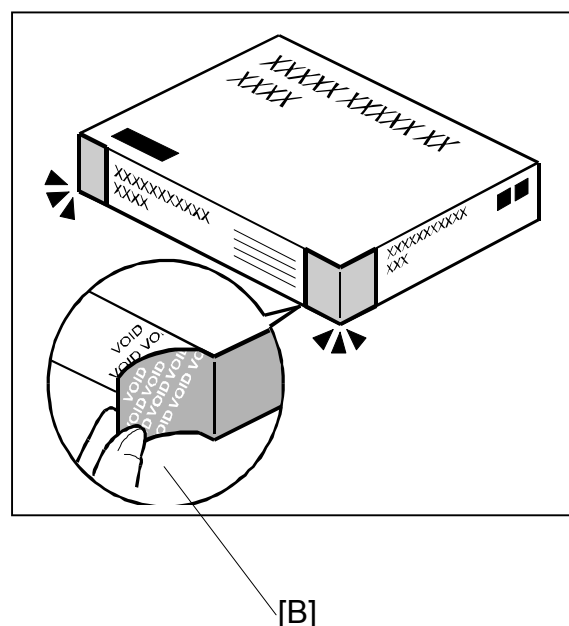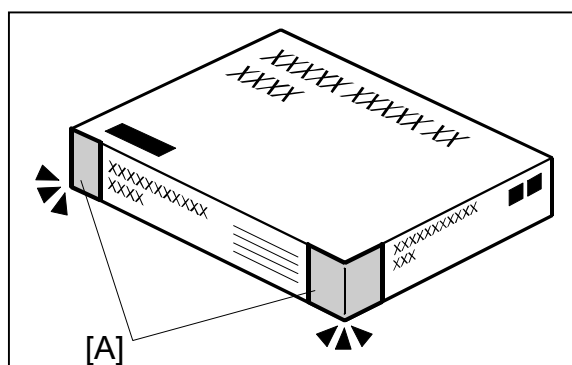
    If this setting is disabled (not selected), tell the customer this setting must be enabled (selected) before you do the installation procedure.

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

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 <u>ROM number and firmware version</u> 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]**.

RICOH Aficio 3045   *Adonis-C4*

Self-Diagnosis Report

Serial No.: 7M275840019   Firmware P/#   : B2135931E
Firmware Version: 1.24   14 N

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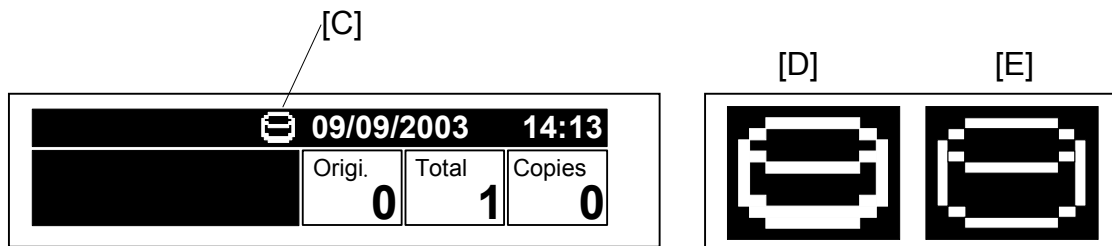
15. Make sure the overwrite erase icon [C] is displayed on the operation panel.
    If it is not displayed, do Step 7 again.

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: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195008b

RTB REISSUE

The items in bold italics have been added.

Subject: Firmware Release History (Netfile)		Prepared by: K. Takagi	
From: 1st 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 Netfile.

Version	Program No.	Effective Date
1.01.2	B7835938B	1st mass production
1.02	B7835938C	August 2005 production
1.05	B7835938D	October 2005 production
2.00	B7835938E	November 2005 production
2.01	*B7835938F*	*January 2006 production*

Version	Symptom Corrected
2.01	1. *The operation panel will stall if the Transfer Log Setting button is pressed when the log storage area is full.* 2. *The WebSmartDeviceMonitor v2.0 Job Log Properties window cannot be opened from the Job Log. This only affects log entries relating to print jobs.* 3. *Occasional failures of log transfers to WebSmartSeviceMonitor v2.0.* 4. *Authentication from DeskTopBinder or SmartDeviceMonitor for Admin to an Integration Server, might fail.* 5. *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.* 6. *The download start time is not included in Job Log entries about WebImageMonitor or DeskTopBinder downloads from the Document Server.*
2.00	Supports Web Smart Device Monitor Ver2.0.
1.05	1. 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. 2. Fixed : Jobs sent via DeskTopBinder or DeskTopEditor for

RICOH

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195008b

Version	Symptom Corrected
	Production, can be cancelled by another user with the same characters in the first 4 characters in his username.
1.02	Changed: Allows ScanRouter to deliver faxes even if the scanner option is not installed.
1.01.2	1st mass production

REISSUED:6-Feb-06

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001b

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release History (Controller)	Prepared by: K. Takagi
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 ( )		

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

Version	Program No.	Effective Date
1.24	B2135931E	1st Mass Production
1.24.1	B2135931F	August 2005 production
1.26	B2135931G	September 2005 production
1.30	B2135931H	November 2005 production
1.31	*B2135931J*	*January 2006 production*

Version	Symptom Corrected
1.31	1. *The ROM number and firmware version of the PI board are not displayed in SP7-801.*
	2. *Sometimes, the counter data is not sent from the device to the RC Gate.*
	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).*
	4. *The NCP logon setting (NDS or Bind) in the Address Book cannot be backed up.*
	5. *The Auto Erase Memory feature of the Data Overwrite Security Unit can only be set to "NSA Standard".*
	6. *The European keyboard cannot be accessed to input group names for Windows Authentication or Integration Server Authentication.*
1.30	7. Supports Web SmartDeviceMonitor Ver.2
	8. Supports Korea model
	9. Minor changes applied to improve reliability
1.26	1. Supports China and Taiwan models

REISSUED:6-Feb-06

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001b

Version	Symptom Corrected
1.24.1	The "Available Settings" setting has no effect unless the MFP has a working HDD.
1.24	1st Mass Production

REISSUED:2-May-06

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001c

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Controller)	Prepared by: K. Takagi
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 ( )		

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

Version	Program No.	Effective Date
1.24	B2135931E	1st Mass Production
1.24.1	B2135931F	August 2005 production
1.26	B2135931G	September 2005 production
1.30	B2135931H	November 2005 production
1.31	B2135931J	January 2006 production
1.32	*B2135931K*	*April 2006 production*

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001c

Version	Symptom Corrected

1.32	1. SC672 occurs when the main switch is turned ON if SC Auto Reboot Mode is already enabled.
	 2. @Remote Cumin related issues
	    1. ROM version is not correct in "Counter notification for closing counter" information.
	    2. "Common key info" is not updated until power off/on after overwriting.
	    3. No error message is displayed when communication failure happens with G/W.
	 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.
	
	 Note: This situation can only happen if the MFP administrator account has been changed from the default name 'admin'.
	
	 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.
	
	 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.
	
	 .
	 5. SC990 might occur during heavy use of device functions (i.e. printer, copier, scanner) if Access or Job logging is enabled.
	 6. SC687 occurs when Magazine copies are removed from an output tray after that tray became full.

1.31	1. The ROM number and firmware version of the PI board are not displayed in SP7-801. 2. Sometimes, the counter data is not sent from the device to the RC Gate. 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). 4. The NCP logon setting (NDS or Bind) in the Address Book cannot be backed up. 5. The Auto Erase Memory feature of the Data Overwrite Security Unit can only be set to the "NSA Standard". 6. The European keyboard cannot be accessed to input group names for Windows Authentication or Integration Server Authentication.

Model: Adonis-C4b/c		Date: 26-Sep-05	No.: RB195001c

Version	Symptom Corrected
1.30	7. Supports Web SmartDeviceMonitor Ver.2 8. Supports Korea model 9. Minor changes applied to improve reliability
1.26	1. Supports China and Taiwan models
1.24.1	The "Available Settings" setting has no effect unless the MFP has a working HDD.
1.24	1st Mass Production

RICOH

Technical **B**ulletin

Reissued:10-May-06

Model: Model A-C4	Date: 6-Oct-05	No.: RB195016

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

Subject: Service Manual Correction	Prepared by: K.Takagi
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 ( )		

The Service Manual was corrected as follows:

P1-73: Installation procedure for the Data Overwrite Security Unit Type C (B735)

The following step was **deleted**:

Step 16: Remove the Document Server and Scanner key-tops, and then replace them with the blank key-tops inside the kit.

Model: Adonis-C4b/c	Date: 12-May-06	No.: RB195017

Subject: Grease stuck to the OPC surface		Prepared by: K. Takagi
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 ( )	

SYMPTOM

Toner dirtying appears on both sides of the printout just after a new PCU is installed.

CAUSE

Too much grease was applied to the drum or charge roller during factory assembly. As a result, some of the grease moved to the image area of the drum or roller and attracted toner.

> **Note:** This only occurs on some service parts PCUs from the "**Affected Units**" list below. It does not occur on service parts drums/charge rollers, or PCUs already inside a new machine.

SOLUTION

Production line:

The instructions for putting the grease on the PCU were corrected.

In the field:

Do this procedure when you install a PCU from the "**Affected Units**" list below:

1. Take 5 all-white copies (A3/DLT).
2. If the symptom occurs, go to step **3.**
   If it does not occur, the PCU is normal.
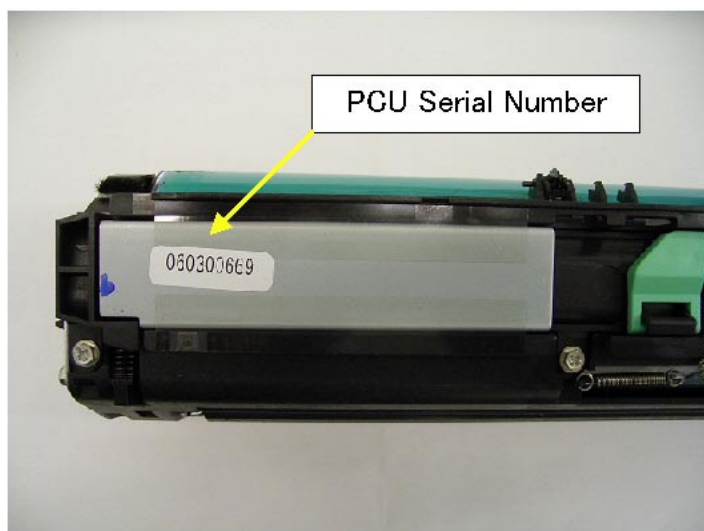
3. Take 10 more all-white copies (A3/DLT).

4. If the symptom still occurs, measure the distance between each dirty image.

   ● If the distance is about **180mm**: Remove the **drum** and clean the drum surface (dry cloth +alcohol).

   ● If the distance is about **44mm**: Remove the **charge roller** and clean the roller surface (dry cloth +alcohol).

5. Reinstall the same part you removed in step 4 (drum or charge roller).

6. Take 5 all-white copies (A3/DLT).

7. If the symptom still occurs:

   ● If the distance is about **180mm**: Replace the **drum**.

   ● If the distance is about **44mm**: Replace the **charge roller**.

Affected Units

The symptom only occurs on the following service parts PCUs:

Service Parts P/N (PCU)	PCU Serial Number (PCU)	Model on which the PCU is used:
B0822203	051000001 - 060302100	Model A-C3/A-C3e/f
B1982203	060200001 - 060200140	Model A-C4

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

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195018

Subject: Firmware Release History (Browser)	Prepared by: K. Hamada
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 ( )	

Version	Program No.	Effective Date
1.10	*B7205162A*	*June 2006 Production*

Version	Symptom Corrected
1.10	*1st mass production*

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

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195018

Subject: Firmware Release History (Browser)	Prepared by: K. Hamada
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 ( )	

Version	Program No.	Effective Date
1.10	*B7205162A*	*June 2006 Production*

Version	Symptom Corrected
1.10	*1st mass production*

Model: Adonis-C4b/c	Date: 22-Jun-06	No.: RB195013a

Subject: Software Release History (Language)	Prepared by: K. Hamada
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 ( )		

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

Version	Program No.	Effective Date
4.01	*B1985220A*	*June 2006 Production*
3.96	B1985220	1st mass production

Version	Symptom Corrected
4.01	*Symptom corrected:* *Wording errors.*
3.96	1st Mass Production

Possible Display Languages for Operation Panel Software

Key:
✓: Can be displayed.
--: Cannot be displayed.

Model: Adonis-C4b/c		Date: 22-Jun-06		No.: RB195013a

LCDC Software: Language:	B1985211 (NA)	B1985212 (EU)	B1985213 (Asia/Taiwan)	B1985214 (China)
English-NA	✓	✓	✓	✓
English-UK	✓	✓	✓	✓
French	✓	✓	✓	✓
German	✓	✓	✓	✓
Italian	✓	✓	✓	✓
Spanish	✓	✓	✓	✓
Dutch	✓	✓	✓	✓
Norwegian	✓	✓	✓	✓
Danish	✓	✓	✓	✓
Swedish	✓	✓	✓	✓
Portuguese	✓	✓	✓	✓
Czech	✓	✓	✓	✓
Polish	✓	✓	✓	✓
Hungarian	✓	✓	✓	✓
Finnish	✓	✓	✓	✓
Russian	✓	✓	✓	✓
Japanese	✓	✓	--	--

REISSUED:21-Jun-06

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001d

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Controller)	Prepared by: K. Hamada
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 ( )		

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

Version	Program No.	Effective Date
1.24	B2135931E	1st Mass Production
1.24.1	B2135931F	August 2005 production
1.26	B2135931G	September 2005 production
1.30	B2135931H	November 2005 production
1.31	B2135931J	January 2006 production
1.32	B2135931K	April 2006 production
1.33	*B2135931L*	*May 2006 production*

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001d

Version	Symptom Corrected
1.33	1. 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 1.33 or later) and Scanner firmware (version 1.07 or later) need to be applied to fix this issue. 2. 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. 3. 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. 4. 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).

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001d

Version	Symptom Corrected

1.32	.. SC672 occurs when the main switch is turned ON if SC Auto Reboot Mode is already enabled.
	
	2. @Remote Cumin related issues
	  1.ROM version is not correct in "Counter notification for closing counter" information.
	  2."Common key info" is not updated until power off/on after overwriting.
	  3.No error message is displayed when communication failure happens with G/W.
	
	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.
	
	Note: This situation can only happen if the MFP administrator account has been changed from the default name 'admin'.
	
	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.
	
	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.
	.
	5. SC990 might occur during heavy use of device functions (i.e. printer, copier, scanner) if Access or Job logging is enabled.
	
	6. SC687 occurs when Magazine copies are removed from an output tray after that tray became full.

1.31	1. The ROM number and firmware version of the PI board are not displayed in SP7-801. 2. Sometimes, the counter data is not sent from the device to the RC Gate. 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). 4. The NCP logon setting (NDS or Bind) in the Address Book cannot be backed up. 5. The Auto Erase Memory feature of the Data Overwrite Security Unit can only be set to the "NSA Standard". 6. The European keyboard cannot be accessed to input group names for Windows Authentication or Integration Server Authentication.

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001d

Version	Symptom Corrected
1.30	7. Supports Web SmartDeviceMonitor Ver.2 8. Supports Korea model 9. Minor changes applied to improve reliability
1.26	1. Supports China and Taiwan models
1.24.1	The "Available Settings" setting has no effect unless the MFP has a working HDD.
1.24	1st Mass Production

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195005c

RTB REISSUE

The items in bold italics have been added.

Subject: Firmware Release History (Scanner))	Prepared by: K. Hamada
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 ( )		

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

Version	Program No.	Effective Date
1.04	B7835932C	1st Mass Production
1.05	B7835932D	October 2005 production
1.06	B7835932E	January 2006 production
1.07	*B7835932F*	*June 2006 production*

Version	Symptom Corrected

1.07	*1.The start button on the MFP might be disabled (red light) for scanning under the following condtions:*
	   - The power has just been turned off/on.
	   - The SNTP server address setting is not blank.
	  - An IP address has been assigned to the MFP manually (not using APIPA or DHCP).
	   - The optional fax application has been installed.
	
	2. Multiple instances of the same NDS tree name might be displayed on the operation panel when using Scan to NCP (GFPR#RE06010014).
	
	Note: Both Controller firmware (version 1.33 or later) and Scanner firmware (version 1.07 or later) need to be applied to fix this issue.

1.06	1. Fixed: 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. 2. Fixed: Users might not be able to access their document via the scan to URL email if User Code Authentication is being used to

Model: Adonis-C4b/c		Date: 19-Jun-06	No.: RB195005c

Version	Symptom Corrected
	restrict the document server. The message "You don't have privilege to access here" will be displayed in the web browser.
1.05	1. 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 SNTP server address setting has been configured. 2. Supports Web Smart Device Monitor Ver2.0.
1.04	1st Mass Production

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195008c

RTB REISSUE

The items in bold italics have been added.

Subject: Firmware Release History (Netfile)	Prepared by: K. Hamada
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 ( )		

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

Version	Program No.	Effective Date
1.01.2	B7835938B	1st mass production
1.02	B7835938C	August 2005 production
1.05	B7835938D	October 2005 production
2.00	B7835938E	November 2005 production
2.01	B7835938F	January 2006 production
2.02	*B7835938G*	*May 2006 production*

Version	Symptom Corrected
2.02	*1.Improvement of performance for importing or exporting an MFP address book using SmartDeviceMonitor for Admin's Address Management Tool.(TechMail#RC050380)* *2.The device will stall and 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	1. The operation panel will stall if the Transfer Log Setting button is pressed when the log storage area is full. 2. The WebSmartDeviceMonitor v2.0 Job Log Properties window cannot be opened from the Job Log. This only affects log entries relating to print jobs. 3. Occasional failures of log transfers to WebSmartSeviceMonitor v2.0. 4. Authentication from DeskTopBinder or SmartDeviceMonitor for Admin to an Integration Server, might fail. 5. Entries about downloads from the Document Server will be omitted from the WebSmartDeviceMonitor v2.0 Job log. Only entries about

Model: Adonis-C4b/c		Date: 19-Jun-06	No.: RB195008c

Version	Symptom Corrected
	documents that contain their Username (in File Properties) will be omitted. 6. The download start time is not included in Job Log entries about WebImageMonitor or DeskTopBinder downloads from the Document Server.
2.00	Supports Web Smart Device Monitor Ver2.0.
1.05	1. 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. 2. Fixed : Jobs sent via DeskTopBinder or DeskTopEditor for Production, can be cancelled by another user with the same characters in the first 4 characters in his username.
1.02	Changed: Allows ScanRouter to deliver faxes even if the scanner option is not installed.
1.01.2	1st mass production

Model: Adonis-C4	Date: 25-Jul-06	No.: RB195019

Subject: Lens Unit, Harness & PCB	Prepared by: K.Hamada
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 Notes Regarding RoHS Compliant Parts

1. The materials of the Harness, Lens unit and PCB connector were changed to comply with the RoHS Directive.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B2131831	B2131832	Lens Unit	1	X/X	17	9	
B2135542	B2135544	Harness:FFC:SBU:50WICK : 80mm	1	X/O	17	15	
B2135340	B2135343	PCB: SIB	1	X/X	17	18	

2. In the field, handle the parts as shown in the tables below.

Part-to-part interchangeability:
This is to make sure that parts are used in the correct combination.

	Old Harness (**Non-RoHS** Compliant)	New Harness (**RoHS** Compliant)
Old Lens Unit (**Non-RoHS** Compliant), Old PCB (**Non-RoHS** Compliant)	Usable **(*)**	Usable **(*)**
Old Lens Unit (**Non-RoHS** Compliant), New PCB (**RoHS** Compliant)	**DO NOT USE**	Usable **(*)**
New Lens Unit (**RoHS** Compliant), Old PCB (**Non-RoHS** Compliant)	**DO NOT USE**	Usable **(*)**
New Lens Unit (**RoHS** Compliant), New PCB (**RoHS** Compliant)	**DO NOT USE**	Usable

   Important:
   ● **DO NOT** use the old Harness (**non-RoHS** compliant) with the new Lens Unit, PCB (**RoHS** compliant). If you do, a malfunction of the LCD may occur.
   ● When you install the new Lens Unit, PCB for the first time, install it with the new Harness **together as a set**.
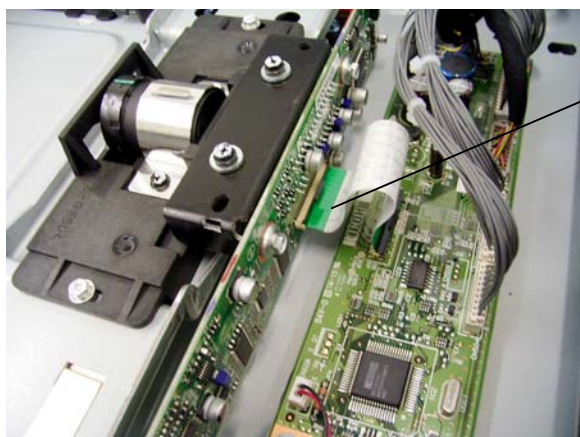   ● **(*)**: See table below.

Part-to-machine interchangeability:

This is to make sure that the correct parts are used on the correct machines.

	RoHS Compliant Parts	**Non-RoHS** Compliant Parts
RoHS Compliant Machines	OK	**<u>DO NOT USE</u>**
Non-RoHS Compliant Machines	OK	OK

3. Note the following visual differences between the old and new parts.

● Visual difference between the old/new **Harness**

Old: Blue
New: Green

● Visual difference between the old/new **Lens unit and PCB**

The part number printed on the Lens Unit (PCB: SBU) was changed.

B2135330 to B2135333

The part number printed on the PCB: SIB was changed.

B2135340 to B2135343

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195011c

RTB REISSUE
The items in bold italics have been added.

Subject: Firmware Release History (Websys)	Prepared by: K. Hamada
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 ( )		

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

Version	Program No.	Effective Date
1.10	*B7835936F*	*July 2006 production*
1.09	B7835936E	June 2006 production
1.08	B7835936D	October 2005 production
1.07	B7835936C	August 2005 production
1.06	B7835936B	1st Mass Production

Version	Symptom Corrected
1.10	*1. Fixed: Attempting to configure an IPP Authentication password of 8 two-byte numeric digits, will cause the device's web service to stall.* *2. 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*
1.09	1. Some of the device settings specified using the WebSmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices. 2. Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle", are worded in Web Image Monitor.
1.08	Fixed: Simplified Chinese and Traditional Chinese wording errors in Web Smart Monitor.
1.07	1. The following settings have been added to WIM [Configuration->Device Settings->System]: 1-1. Display IP Address on the Display Panel - Displays the device's IP address on the panel. 1-2. "Permit ROM Update" - Enable/Disable firmware updates. 1-3. "Print Priority" function These settings can only be seen if all 3 of Network Support firmware

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195011c

Version	Symptom Corrected
	Ver. 5.09 (Part#B7835934C) or later, Controller firmware Ver. 1.24 (Part#B2135931E) or later and Websys firmware Ver. 1.07 (Part#B7835936C) or later have been applied to the device. 2. The device now supports the ROM update function via WIM. [Configuration->ROM Update] 3. Repaired wording errors in Chinese version of WIM.
1.06	1st Mass Production

RICOH

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001e

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Controller)	Prepared by: K. Hamada
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 ( )		

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

Version	Program No.	Effective Date
1.34	*B2135931M*	*July 2006 production*
1.33	B2135931L	May 2006 production
1.32	B2135931K	April 2006 production
1.31	B2135931J	January 2006 production
1.30	B2135931H	November 2005 production
1.26	B2135931G	September 2005 production
1.24.1	B2135931F	August 2005 production
1.24	B2135931E	1st Mass Production

| Model: Adonis-C4b/c | Date: 26-Sep-05 | No.: RB195001e |

Version	Symptom Corrected
1.34	1. *A3 sheets are not counted twice even though the A3 Double Count setting is On.* 2. *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* 3. *Fixed: Either the scanner or the entire device might stall if an LDAP search reference recursively spans 3 or more servers.* 4. *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.*

Model: Adonis-C4b/c		Date: 26-Sep-05	No.: RB195001e

Version	Symptom Corrected
1.33	1. 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 1.33 or later) and Scanner firmware (version 1.07 or later) need to be applied to fix this issue. 2. If the Key Counter is uninstalled from the device, SDKs that need to access the Key Counter will recieve 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. 3. 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. 4. 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).

RICOH

Model: Adonis-C4b/c		Date: 26-Sep-05	No.: RB195001e

Version	Symptom Corrected

1.32	.. SC672 occurs when the main switch is turned ON if SC Auto Reboot Mode is already enabled.
	
	2. @Remote Cumin related issues
	  1.ROM version is not correct in "Counter notification for closing counter" information.
	  2."Common key info" is not updated until power off/on after overwriting.
	  3.No error message is displayed when communication failure happens with G/W.
	
	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.
	
	Note: This situation can only happen if the MFP administrator account has been changed from the default name 'admin'.
	
	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.
	
	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.
	.
	5. SC990 might occur during heavy use of device functions (i.e. printer, copier, scanner) if Access or Job logging is enabled.
	
	6. SC687 occurs when Magazine copies are removed from an output tray after that tray became full.

1.31	1. The ROM number and firmware version of the PI board are not displayed in SP7-801. 2. Sometimes, the counter data is not sent from the device to the RC Gate. 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). 4. The NCP logon setting (NDS or Bind) in the Address Book cannot be backed up. 5. The Auto Erase Memory feature of the Data Overwrite Security Unit can only be set to the "NSA Standard". 6. The European keyboard cannot be accessed to input group names for Windows Authentication or Integration Server Authentication.

Model: Adonis-C4b/c		Date: 26-Sep-05	No.: RB195001e

Version	Symptom Corrected
1.30	7. Supports Web SmartDeviceMonitor Ver.2 8. Supports Korea model 9. Minor changes applied to improve reliability
1.26	1. Supports China and Taiwan models
1.24.1	The "Available Settings" setting has no effect unless the MFP has a working HDD.
1.24	1st Mass Production

RICOH

Technical **B**ulletin

Model: Adonis-C4	Date: 15-Sep-06	No.: RB195020

Subject: Harness & BICU	Prepared by: K.Hamada
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 Notes Regarding RoHS Compliant Parts

1. The materials of the Harness and PCB connector were changed to comply with the RoHS Directive.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B2135425	B2135426	Harness: BICU: IOB	1	X/O	69	16	
B2135065	B2135066	PCB: BICU	1	X/X	69	18	

2. In the field, handle the parts as shown in the tables below.

Part-to-part interchangeability:

This is to make sure that parts are used in the correct combination.

	Old BICU (**Non-RoHS** Compliant)	New BICU (**RoHS** Compliant)
Old Harness (**Non-RoHS** Compliant)	Usable **(*)**	**DO NOT USE**
New Harness (**RoHS** Compliant)	Usable **(*)**	Usable **(*)**

Important:
- **DO NOT** use the old Harness (**non-RoHS** compliant) with PCB (**RoHS** compliant). When you install the new PCB for the first time, install it with the new Harness **together as a set**.
- **(*)**: See table below.

Part-to-machine interchangeability:

This is to make sure that the correct parts are used on the correct machines.

	RoHS Compliant Parts	**Non-RoHS** Compliant Parts
RoHS Compliant Machines	OK	**DO NOT USE**
Non-RoHS Compliant Machines	OK	OK

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195009c

RTB REISSUE

The items in bold italics have been added.

Subject: Firmware Release History (Network Support)	Prepared by: K.Takagi
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 ( )		

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

Version	Program No.	Effective Date
5.12	*B7835934F*	*November 2006 production*
5.11	B7835934E	June 2006 production
5.10	B7835934D	October 2005 production
5.09	B7835934C	August 2005 production
5.07.1	B7835934B	1st Mass Production

Version	Symptom Corrected
5.12	*Fixed: Minor bug correction.*
5.11	1.The USB connection might be inaccessible after cycling the power. 2.The device cannot connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001)
5.10	Changed: Leading zeros will be removed from byte-counts in LPD control files (zero-suppression). (GFPR#RC RC05070006)
5.09	1. Communications via diprint (port9100) are now transmitted synchronously. These settings can only be seen if all 3 of Network Support firmware Ver. 1.23 (B7835934C) or later, Controller firmware Ver. 1.24 (B2135931E) or later and Websys firmware Ver. 1.07 (B7835936C) or later have been applied to the device. 2. 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. 3. Available functions cannot be restricted to groups via Windows Authentication using a domain controller in a different subnet. (GFPR#RA05070006)

RICOH

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195009c

Version	Symptom Corrected
5.07.1	1st Mass Production

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195008d

RTB REISSUE
The items in bold italics have been added.

Subject: Firmware Release History (Netfile)	Prepared by: K.Takagi
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 ( )		

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

Version	Program No.	Effective Date
2.03	*B7835938H*	*November 2006 production*
2.02	B7835938G	May 2006 production
2.01	B7835938F	January 2006 production
2.00	B7835938E	November 2005 production
1.05	B7835938D	October 2005 production
1.02	B7835938C	August 2005 production
1.01.2	B7835938B	1st mass production

Version	Symptom Corrected
2.03	*Minor bug correction.*
2.02	1. Improvement of performance for importing or exporting an MFP address book using SmartDeviceMonitor for Admin's Address Management Tool.(TechMail#RC050380) 2. 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	1. The operation panel will stall if the Transfer Log Setting button is pressed when the log storage area is full. 2. The WebSmartDeviceMonitor v2.0 Job Log Properties window cannot be opened from the Job Log. This only affects log entries relating to print jobs. 3. Occasional failures of log transfers to WebSmartSeviceMonitor v2.0. 4. Authentication from DeskTopBinder or SmartDeviceMonitor for Admin to an Integration Server, might fail.

Model: Adonis-C4b/c		Date: 19-Jun-06	No.: RB195008d

Version	Symptom Corrected
	5. 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. 6. The download start time is not included in Job Log entries about WebImageMonitor or DeskTopBinder downloads from the Document Server.
2.00	Supports Web Smart Device Monitor Ver2.0.
1.05	1. 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. 2. Fixed : Jobs sent via DeskTopBinder or DeskTopEditor for Production, can be cancelled by another user with the same characters in the first 4 characters in his username.
1.02	Changed: Allows ScanRouter to deliver faxes even if the scanner option is not installed.
1.01.2	1st mass production

REISSUED:05-Dec-06

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001f

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release History (Controller)	Prepared by: K. Takagi
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 ( )		

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

Version	Program No.	Effective Date
1.35	***B2135931N***	***November 2006 production***
1.34	B2135931M	July 2006 production
1.33	B2135931L	May 2006 production
1.32	B2135931K	April 2006 production
1.31	B2135931J	January 2006 production
1.30	B2135931H	November 2005 production
1.26	B2135931G	September 2005 production
1.24.1	B2135931F	August 2005 production
1.24	B2135931E	1st Mass Production

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001f

Version	Symptom Corrected
1.35	1. **SC990 occurs when printing the SMC report.** 2. **SC819 occurs if the power is turned OFF/ON during a remote firmware update (RFU).** 3. **The machine freezes while it is doing a "CRC check" (detailed self-diagnostic mode).** 4. **The size of the PDF created by the scanner might not match the size selected in the operation panel.**
1.34	1. A3 sheets are not counted twice even though the A3 Double Count setting is On. 2. Fixed: The device that has the 'Autentication: 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 3. Fixed: Either the scanner or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. 4. 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.

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001f

Version	Symptom Corrected
1.33	1. 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 1.33 or later) and Scanner firmware (version 1.07 or later) need to be applied to fix this issue. 2. If the Key Counter is uninstalled from the device, SDKs that need to access the Key Counter will recieve 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. 3. 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. 4. 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).

Model: Adonis-C4b/c		Date: 26-Sep-05	No.: RB195001f

Version	Symptom Corrected

1.32	1 . SC672 occurs when the main switch is turned ON if SC Auto Reboot Mode is already enabled.
	
	 2. @Remote Cumin related issues
	     1.ROM version is not correct in "Counter notification for closing counter" information.
	     2."Common key info" is not updated until power off/on after overwriting.
	     3.No error message is displayed when communication failure happens with G/W.
	
	 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.
	
	 Note: This situation can only happen if the MFP administrator account has been changed from the default name 'admin'.
	
	 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.
	
	 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.
	 .
	 5. SC990 might occur during heavy use of device functions (i.e. printer, copier, scanner) if Access or Job logging is enabled.
	
	 6. SC687 occurs when Magazine copies are removed from an output tray after that tray became full.

1.31	1. The ROM number and firmware version of the PI board are not displayed in SP7-801. 2. Sometimes, the counter data is not sent from the device to the RC Gate. 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). 4. The NCP logon setting (NDS or Bind) in the Address Book cannot be backed up. 5. The Auto Erase Memory feature of the Data Overwrite Security Unit can only be set to the "NSA Standard". 6. The European keyboard cannot be accessed to input group names for Windows Authentication or Integration Server Authentication.

Model: Adonis-C4b/c		Date: 26-Sep-05	No.: RB195001f

Version	Symptom Corrected
1.30	7. Supports Web SmartDeviceMonitor Ver.2 8. Supports Korea model 9. Minor changes applied to improve reliability
1.26	1. Supports China and Taiwan models
1.24.1	The "Available Settings" setting has no effect unless the MFP has a working HDD.
1.24	1st Mass Production

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001g

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release History (Controller)	Prepared by: K. Takagi
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 ( )		

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

Version	Program No.	Effective Date
1.36	**B2135931P**	**December 2006 production**
1.35	B2135931N	November 2006 production
1.34	B2135931M	July 2006 production
1.33	B2135931L	May 2006 production
1.32	B2135931K	April 2006 production
1.31	B2135931J	January 2006 production
1.30	B2135931H	November 2005 production
1.26	B2135931G	September 2005 production
1.24.1	B2135931F	August 2005 production
1.24	B2135931E	1st Mass Production

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001g

Version	Symptom Corrected
1.36	1. *SC990 occurs when printing the SMC report.* 2. *SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU).* 3. *The machine freezes while it is doing a "CRC check" (detailed self-diagnostic mode).* 4. *The job log will become corrupted and can no longer be uploaded to WebSmartDeviceMonitor ver 2.0 if the MFP power is turned off/on while a job (Copy/Print/Scan/Fax) is being processed.*
1.35	1. SC990 occurs when printing the SMC report. 2. SC819 occurs if the power is turned OFF/ON during a remote firmware update (RFU). 3. The machine freezes while it is doing a "CRC check" (detailed self-diagnostic mode). 4. The size of PDF created by the scanner might not match the size selected in the operation panel. **Note:** **Both System firmware (version 1.35 or later) and NFA firmware (version 2.03 or later) need to be apllied to fix this issue.**
1.34	1. A3 sheets are not counted twice even though the A3 Double Count setting is On. 2. Fixed: The device that has the 'Autentication: 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 3. Fixed: Either the scanner or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. 4. 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

Model: Adonis-C4b/c		Date: 26-Sep-05	No.: RB195001g

Version	Symptom Corrected
	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.
1.33	1. 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 1.33 or later) and Scanner firmware (version 1.07 or later) need to be applied to fix this issue. 2. If the Key Counter is uninstalled from the device, SDKs that need to access the Key Counter will recieve 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. 3. 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. 4. 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).

1.32	1 . SC672 occurs when the main switch is turned ON if SC Auto Reboot Mode is already enabled.
	
	2. @Remote Cumin related issues
	    1.ROM version is not correct in "Counter notification for closing counter" information.
	    2."Common key info" is not updated until power off/on after overwriting.
	    3.No error message is displayed when communication failure happens with G/W.
	
	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.
	
	Note: This situation can only happen if the MFP administrator account has been changed from the default name 'admin'.

| Model: Adonis-C4b/c | | Date: 26-Sep-05 | No.: RB195001g |

Version	Symptom Corrected
	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. 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. . 5. SC990 might occur during heavy use of device functions (i.e. printer, copier, scanner) if Access or Job logging is enabled. 6. SC687 occurs when Magazine copies are removed from an output tray after that tray became full.
1.31	1. The ROM number and firmware version of the PI board are not displayed in SP7-801. 2. Sometimes, the counter data is not sent from the device to the RC Gate. 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). 4. The NCP logon setting (NDS or Bind) in the Address Book cannot be backed up. 5. The Auto Erase Memory feature of the Data Overwrite Security Unit can only be set to the "NSA Standard". 6. The European keyboard cannot be accessed to input group names for Windows Authentication or Integration Server Authentication.
1.30	7. Supports Web SmartDeviceMonitor Ver.2 8. Supports Korea model 9. Minor changes applied to improve reliability
1.26	1. Supports China and Taiwan models
1.24.1	The "Available Settings" setting has no effect unless the MFP has a working HDD.
1.24	1st Mass Production

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195008e

RTB REISSUE

The items in bold italics have been added.

Subject: Firmware Release History (Netfile)	Prepared by: K.Takagi
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 ( )		

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

Version	Program No.	Effective Date
2.03	*B7835938H*	*November 2006 production*
2.02	B7835938G	May 2006 production
2.01	B7835938F	January 2006 production
2.00	B7835938E	November 2005 production
1.05	B7835938D	October 2005 production
1.02	B7835938C	August 2005 production
1.01.2	B7835938B	1st mass production

Version	Symptom Corrected
2.03	*The size of the PDF created by the scanner might not match the size selected in the 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.*
2.02	1. Improvement of performance for importing or exporting an MFP address book using SmartDeviceMonitor for Admin's Address Management Tool.(TechMail#RC050380) 2. 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	1. The operation panel will stall if the Transfer Log Setting button is pressed when the log storage area is full. 2. The WebSmartDeviceMonitor v2.0 Job Log Properties window cannot be opened from the Job Log. This only affects log entries relating to print jobs. 3. Occasional failures of log transfers to WebSmartSeviceMonitor v2.0.

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195008e

Version	Symptom Corrected
	4. Authentication from DeskTopBinder or SmartDeviceMonitor for Admin to an Integration Server, might fail. 5. 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. 6. The download start time is not included in Job Log entries about WebImageMonitor or DeskTopBinder downloads from the Document Server.
2.00	Supports Web Smart Device Monitor Ver2.0.
1.05	1. 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. 2. Fixed : Jobs sent via DeskTopBinder or DeskTopEditor for Production, can be cancelled by another user with the same characters in the first 4 characters in his username.
1.02	Changed: Allows ScanRouter to deliver faxes even if the scanner option is not installed.
1.01.2	1st mass production

Technical **B**ulletin

PAGE: 1/1

Reissued:18-Dec-06

Model: Adonis-C4b/c , Adonis-C4.5	Date: 22-Jun-06	No.: RB195013b

RTB Reissue
The items in bold italics have been added.

Subject: Software Release History (Language)	Prepared by: K. Takagi
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 ( )	

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

Version	Program No.	Effective Date
4.03	*B1985220B*	*December 2006 production*
4.01	B1985220A	June 2006 production
3.96	B1985220	1st mass production

Version	Symptom Corrected
4.03	*Other changes:* *The firmware was changed so it can also be used on the A-C4.5.*
4.01	Symptom corrected: Wording errors.
3.96	1st Mass Production

Possible Display Languages for Operation Panel Software

Key:
✓: Can be displayed.
--: Cannot be displayed.

RICOH   **T**echnical **B**ulletin   **PAGE: 2/1**

| Model: Adonis-C4b/c , Adonis-C4.5 | | Date: 22-Jun-06 | No.: RB195013b |

LCDC Software: Language:	B1985211 （NA）	B1985212 （EU）	B1985213 (Asia/Taiwan)	B1985214 (China)
English-NA	✓	✓	✓	✓
English-UK	✓	✓	✓	✓
French	✓	✓	✓	✓
German	✓	✓	✓	✓
Italian	✓	✓	✓	✓
Spanish	✓	✓	✓	✓
Dutch	✓	✓	✓	✓
Norwegian	✓	✓	✓	✓
Danish	✓	✓	✓	✓
Swedish	✓	✓	✓	✓
Portuguese	✓	✓	✓	✓
Czech	✓	✓	✓	✓
Polish	✓	✓	✓	✓
Hungarian	✓	✓	✓	✓
Finnish	✓	✓	✓	✓
Russian	✓	✓	✓	✓
Japanese	✓	✓	--	--

RTB REISSUED:26-Dec-06

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195004d

RTB REISSUE

The items in bold italics have been added.

Subject: Firmware Release History (Printer)	Prepared by: K. Takagi
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 ( )		

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

Version	Program No.	Effective Date
1.13	*B7835931E*	*January 2007 production*
1.12	B7835931D	July 2006 production
1.11	B7835931C	January 2006, productio
1.10	B7835931B	November 2005, production
1.02	B7835931A	1st mass production

Version	Symptom Corrected
1.13	1. *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:* - *"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.* 2. *After selecting a file in the Print Jobs menu in the operation panel, all of the following buttons might remain greyed out.(FPR#RE06120004)* - *"Print"* - *"Delete"* - *"Select All Jobs"* - *"Clear All"* - *"Unlock File" (File Administrator privileges required)* - *"Change Password"*
1.12	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. 2. Fixed: A large quantity of RPCS jobs with different Print Quality settings might cause an "Insufficient Memory" error or the device to

RTB REISSUED:26-Dec-06

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195004d

Version	Symptom Corrected
	stall. 3. Fixed: An RPCS job that contains a lot of graphic/image objects might be canceled with an "Insufficient Memory" error. 4. Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.
1.11	Fixed: The device may stall if a large number of duplex jobs (65K) is sent to the device .
1.10	Supports Web SmartDeviceMonitor Ver.2
1.02	1st mass production

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195009d

RTB REISSUE

The items in bold italics have been added.

Subject: Firmware Release History (Network Support)	Prepared by: K.Takagi
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 ( )		

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

Version	Program No.	Effective Date
5.12.1	*B7835934G*	*January 2007 production*
5.12	B7835934F	November 2006 production
5.11	B7835934E	June 2006 production
5.10	B7835934D	October 2005 production
5.09	B7835934C	August 2005 production
5.07.1	B7835934B	1st Mass Production

Version	Symptom Corrected
5.12.1	*1. The device cannot login to Windows Vista via SMB.* *2. SMB printing is sporadically unavailable.*
5.12	Fixed: Minor bug correction.
5.11	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	Changed: Leading zeros will be removed from byte-counts in LPD control files (zero-suppression). (GFPR#RC RC05070006)
5.09	1. Communications via diprint (port9100) are now transmitted synchronously. These settings can only be seen if all 3 of Network Support firmware Ver. 1.23 (B7835934C) or later, Controller firmware Ver. 1.24 (B2135931E) or later and Websys firmware Ver. 1.07 (B7835936C) or later have been applied to the device. 2. 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.

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REISSUED:26-Dec-06

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195009d

Version	Symptom Corrected
	3. Available functions cannot be restricted to groups via Windows Authentication using a domain controller in a different subnet. (GFPR#RA05070006)
5.07.1	1st Mass Production

Model: Adonis-C4		Date: 12-Mar-07	No.: RB195021

Subject: Lens Unit FFC cable & PCB		Prepared by: K. Takagi
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 Notes Regarding RoHS Compliant Parts

1. The materials of the Harness, Lens unit and PCB connector were changed to comply with the RoHS Directive.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B2131831	B2131832	Lens Unit	1	X/X	17	9	
B2135542	B2135544	Harness:FFC:SBU:50WICK : 80mm	1	X/O	17	15	A
B2135340	B2135343	PCB: SIB	1	X/X	17	18	
B1545739	11033179	CONNECTOR:FH12-50S-0.5SV(89)	1	X/O	77	1	B

Note: A) The harness was changed due to this modification.
B) Only the part number was corrected.

2. In the field, handle the parts as shown in the tables below.

Part-to-part interchangeability:
This is to make sure that parts are used in the correct combination.

	Old Harness (**Non-RoHS** Compliant)	New Harness (**RoHS** Compliant)
Old Lens Unit (**Non-RoHS** Compliant), Old PCB (**Non-RoHS** Compliant)	Usable (*)	Usable (*)
Old Lens Unit (**Non-RoHS** Compliant), New PCB (**RoHS** Compliant)	**DO NOT USE**	Usable (*)
New Lens Unit (**RoHS** Compliant), Old PCB (**Non-RoHS** Compliant)	**DO NOT USE**	Usable (*)
New Lens Unit (**RoHS** Compliant), New PCB (**RoHS** Compliant)	**DO NOT USE**	Usable

Model: Adonis-C4	Date: 12-Mar-07	No.: RB195021

Important:
- **DO NOT** use the old Harness (**non-RoHS** compliant) with the new Lens Unit, PCB (**RoHS** compliant). If you do, a malfunction of the LCD may occur.
- When you install the new Lens Unit, PCB for the first time, install it with the new Harness **together as a set**.
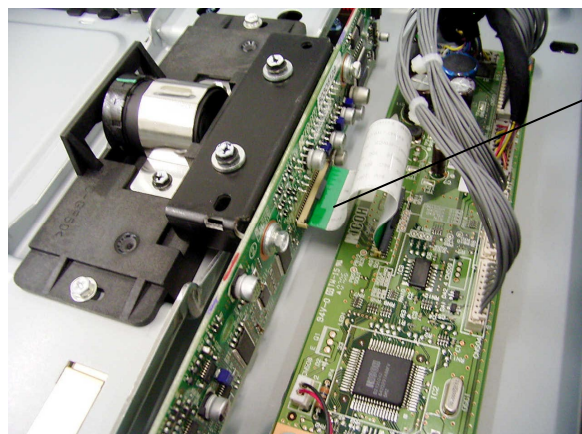- **(*)**: See table below.

Part-to-machine interchangeability:
This is to make sure that the correct parts are used on the correct machines.

	RoHS Compliant Parts	**Non-RoHS** Compliant Parts
RoHS Compliant Machines	OK	**DO NOT USE**
Non-RoHS Compliant Machines	OK	OK

3. Note the following visual differences between the old and new parts.

- Visual difference between the old/new **Harness**

Old: Blue
New: Green

- Visual difference between the old/new **Lens unit and PCB**

The part number printed on the Lens Unit (PCB: SBU) was changed.

B2135330 to B2135333

The part number printed on the PCB: SIB was changed.

B2135340 to B2135343

Model: Adonis-C4b/c	Date: 23-Mar-07	No.: RB195022

Subject: Correction Service Manual (FAX RAM Addresses)	Prepared by: K. Moriizumi
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 ( )	

The Service Manual was corrected as follows:

P3-79: Service RAM Address for Fax Option Type 3045 (B779)

● **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: <u>Do not change the values</u> of these RAM addresses.

They are not for use in the field.

RICOH

Technical Bulletin

PAGE: 1/1

Model: Adonis-C4	Date: 15-May-07	No.: RB195023

Subject: Service Manual Correction		Prepared by: K. Takagi
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 ( )	

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, confirmation request was made again.
		-12007	Different request number was used for registration from the number which was used for confirmation.
		-12008	Because the device was in use, updating certification was failed.

Model: Adonis-C4b/c	Date: 23-May-07	No.: RB195024

Subject: Service Manual Correction (Mainframe)		Prepared by: K. Takagi
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 ( )	

Please apply the following SP7504 description revisions, which correct the firmware translation errors that appear on the LCD and SMC.

SP7-504-

Item	Incorrect Description	Correct Description
03	Tray 1: On	Tray 1 Paper Feed Sensor
04	Tray 2: On	Tray 2 Paper Feed Sensor
05	Tray 3/LCT: ON	Tray 3 Paper Feed Sensor
06	Tray 4: On	Tray 4 Paper Feed Sensor
07	External Tray: On	LCT Tray Relay Sensor
08	Registration: ON	Vert. Transport Sensor 1
09	External Tray: ON	Vert. Transport Sensor 2
10	Internal Tray: ON	Vert. Transport Sensor 3
13	Duplex Exit 2: ON	Registration Sensor
14	Duplex Exit 3: ON	Fusing Exit Sensor
16	Exit 1: Off	Exit Sensor
17	-	Relay Sensor 1 (Optional Bridge Unit)
18	-	Relay Sensor 2 (Optional Bridge Unit)
19	Ent. Duplex 1: Off	Duplex Entrance Sensor
23	Exit Duplex: Off	Duplex Exit Sensor
24	-	1-Bin Tray Sensor
40	Ent. FIN Off	Booklet FIN Stack Exit
41	Exit FIN Off	Booklet FIN Saddle Stitch Staple
57	LCT Tray	LCT Relay Sensor Off
58	Vert. Trans 1: ON	Vert Transport Sensor 1 Off
59	Vert. Trans 2: ON	Vert Transport Sensor 2 Off
60	Registration: OFF	Vert Transport Sensor 3 Off
61	Transport Sensor 4	Vert Transport Sensor 4 Off
63	External Tray: OFF	Reg. Sensor Off
66	Duplex Exit 1: OFF	Exit Sensor Off
67	-	Relay Sensor 1 (Optional Bridge Unit) Off
68	Relay Sensor 2: OFF	Relay Sensor 2 (Optional Bridge Unit) Off
69	Duplex Feed: OFF	Duplex Entrance Sensor Off
73	Exit Duplex: ON	Duplex Exit Sensor Off

Model: Adonis-C4b/c	Date: 23-May-07	No.: RB195025

Subject: Service Manual Correction (Mainframe)	Prepared by: K. Takagi
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 ( )	

Please apply the following correction to your Model A-C4 Service Manual (machine code: B195/B198/B264/B265).

Section 5 (SERVICE TABLES)
5.2.3 Service Tables (page 5-35)

Incorrect:

5045	Accounting Counter
	Selects the counting method if the meter charge mode is enabled with SP5-930-001. **Note**: You can change the setting only one time. [0 to 1/ 1] 0: Development counter. Shows the total counts for color (Y,M,C) and black (K). 1: Paper counter. Shows the total page counts for: Color Total, Black Total, Color Copies, Black Copies, Color Prints, Black Prints.

Correct:

5045	Accounting Counter
	Selects whether the printer counter is displayed on the LCD. **Note**: You can change the setting only one time. [0~1/0/1] 0: Displays total counter only. 1: Displays both total counter and printer counter.

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

Model: Adonis-C4	Date: 25-Mar-07	No.: RB195026

Subject: Service Manual Correction	Prepared by: K. Takagi
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 ( )	

The Service Manual was changed as follows:

Add the following description to section 5.3 UPDATING THE FIRMWARE.

Errors During Firmware Update

An error message is displayed if an error occurs during the download. The error code consists of the letter "E" and a number (e.g., "E20").

Error Message Table

NO.	MEANING	SOLUTION
20	Cannot map logical address	Make sure the SD card is installed correctly, or use a different SD card.
21	Cannot access memory	HDD connection incorrect, or replace HDD.
22	Cannot decompress compressed data	Incorrect ROM data on the SD card, or data is damaged.
23	Error occurred when ROM update program started	Controller program defective. If the second attempt fails, replace the controller board.
24	SD card access error	Make sure the SD card is installed correctly, or use a different SD card.
30	No HDD available for stamp data download	HDD connection not correct or replace hard disks.
31	Data incorrect for continuous download	Install the SD card with the remaining data necessary for the download, then re-start the procedure.
32	Data incorrect after download interrupted	Execute the recovery procedure for the module, then repeat the installation procedure.
33	Incorrect SD card version	Incorrect ROM data on the SD card, or data is damaged.
34	Module mismatch - Correct module is not on the SD card	The data on the SD is not correct. Get the correct data (Japan, Overseas, OEM, etc.) then install again.
35	Module mismatch – Module on SD card is not for this machine	SD update data is incorrect. The data on the SD card is for a different machine. Get the correct data then install again.

36	Cannot write module – Cause other than E34, E35	SD update data is incorrect. The data on the SD card is for a different machine. Get the correct data then install again.
40	Engine module download failed	Replace the data for the module on the SD card and try again, or replace the BICU.
41	FAX module download failed	Replace the data for the module on the SD card and try again, or replace the MBU.
42	Operation panel module download failed	Replace the data for the module on the SD card and try again, or replace the LCDC.
43	Stamp data module download failed	Replace the data for the module on the SD card and try again, or replace the HDD.
44	Controller module download failed	Replace the data for the module on the SD card and tray again, or replace the Controller board.
50	Electronic confirmation check failed	SD update data is not correct. The data on the SD card is for a different machine. Get the correct data then install again.

RICOH

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001h

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Controller)	Prepared by: K. Takagi
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 ( )		

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

Version	Program No.	Effective Date
1.37.2	*B2135931Q*	*July 2007 production*
1.36	B2135931P	December 2006 production
1.35	B2135931N	November 2006 production
1.34	B2135931M	July 2006 production
1.33	B2135931L	May 2006 production
1.32	B2135931K	April 2006 production
1.31	B2135931J	January 2006 production
1.30	B2135931H	November 2005 production
1.26	B2135931G	September 2005 production
1.24.1	B2135931F	August 2005 production
1.24	B2135931E	1st Mass Production

Version	Symptom Corrected

1.37.2	*Symptom corrected:*
	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 1.37.2 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 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.
	Note: To fix this issue, all of the following firmware must be applied:
	  - *System firmware ver 1.37.2 or later*
	  - *Websys firmware ver 1.11 or later*
	  - *WebDocBox firmware ver 1.02 or later*
	  - *NFA firmware ver 3.00 or later*

Model: Adonis-C4b/c		Date: 26-Sep-05	No.: RB195001h

Version	Symptom Corrected
	- ***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.***
1.36	1. SC990 occurs when printing the SMC report. 2. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU). 3. The machine freezes while it is doing a "CRC check" (detailed self-diagnostic mode). 4. 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.
1.35	1. SC990 occurs when printing the SMC report. 2. SC819 occurs if the power is turned OFF/ON during a remote firmware update (RFU). 3. The machine freezes while it is doing a "CRC check" (detailed self-diagnostic mode). 4. The size of PDF created by the scanner might not match the size selected in the operation panel. **Note:** **Both System firmware (version 1.35 or later) and NFA firmware (version 2.03 or later) need to be apllied to fix this issue.**
1.34	1. A3 sheets are not counted twice even though the A3 Double Count setting is On. 2. Fixed: The device that has the 'Autentication: 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 3. Fixed: Either the scanner or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. 4. 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

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001h

Version	Symptom Corrected
	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.
1.33	1. 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 1.33 or later) and Scanner firmware (version 1.07 or later) need to be applied to fix this issue. 2. If the Key Counter is uninstalled from the device, SDKs that need to access the Key Counter will recieve 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. 3. 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. 4. 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).
1.32	1 . SC672 occurs when the main switch is turned ON if SC Auto Reboot Mode is already enabled. 2. @Remote Cumin related issues 　1.ROM version is not correct in "Counter notification for closing counter" information. 　2."Common key info" is not updated until power off/on after overwriting. 　3.No error message is displayed when communication failure happens with G/W. 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. Note: This situation can only happen if the MFP administrator account has been changed from the default name 'admin'. 4. The automatic logout confirmation might be displayed 2 times after the Exit

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001h

Version	Symptom Corrected
	button is pressed in System Settings. If this happens, the device stalls at the next login attempt. 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. . 5. SC990 might occur during heavy use of device functions (i.e. printer, copier, scanner) if Access or Job logging is enabled. 6. SC687 occurs when Magazine copies are removed from an output tray after that tray became full.
1.31	1. The ROM number and firmware version of the PI board are not displayed in SP7-801. 2. Sometimes, the counter data is not sent from the device to the RC Gate. 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). 4. The NCP logon setting (NDS or Bind) in the Address Book cannot be backed up. 5. The Auto Erase Memory feature of the Data Overwrite Security Unit can only be set to the "NSA Standard". 6. The European keyboard cannot be accessed to input group names for Windows Authentication or Integration Server Authentication.
1.30	7. Supports Web SmartDeviceMonitor Ver.2 8. Supports Korea model 9. Minor changes applied to improve reliability
1.26	1. Supports China and Taiwan models
1.24.1	The "Available Settings" setting has no effect unless the MFP has a working HDD.
1.24	1st Mass Production

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195004e

RTB REISSUE
The items in bold italics have been added.

Subject: Firmware Release History (Printer)	Prepared by: K. Takagi
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 ( )		

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

Version	Program No.	Effective Date
1.14	*B7835931F*	*June 2007 production*
1.13	B7835931E	January 2007 production
1.12	B7835931D	July 2006 production
1.11	B7835931C	January 2006, productio
1.10	B7835931B	November 2005, production
1.02	B7835931A	1st mass production

Version	Symptom Corrected
1.14	*Symptom corrected:* *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.* *Note: To fix this issue, all of the following firmware must be applied:* *- System firmware ver 1.37.2 or later* *- Websys firmware ver 1.11 or later* *- WebDocBox firmware ver 1.02 or later* *- NFA firmware ver 3.00 or later* *- Printer firmware ver 1.14 or later*
1.13	1. 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: - "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. 2. After selecting a file in the Print Jobs menu in the operation panel, all of the following buttons might remain greyed out.(FPR#RE06120004)

Model: Adonis-C4b/c		Date: 26-Sep-05	No.: RB195004e

Version	Symptom Corrected
	- "Print" - "Delete" - "Select All Jobs" - "Clear All" - "Unlock File" (File Administrator privileges required) - "Cahnge Password"
1.12	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. 2. Fixed: A large quantity of RPCS jobs with different Print Quality settings might cause an "Insufficient Memory" error or the device to stall. 3. Fixed: An RPCS job that contains a lot of graphic/image objects might be canceled with an "Insufficient Memory" error. 4. Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.
1.11	Fixed: The device may stall if a large number of duplex jobs (65K) is sent to the device .
1.10	Supports Web SmartDeviceMonitor Ver.2
1.02	1st mass production

Technical **B**ulletin

PAGE: 1/2

RICOH

REISSUED: 19-Jun-07

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195008f

RTB REISSUE
The items in bold italics have been added.

Subject: Firmware Release History (Netfile)	Prepared by: K.Takagi
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 ( )		

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

Version	Program No.	Effective Date
3.00	*B7835938J*	*June 2007 production*
2.03	B7835938H	November 2006 production
2.02	B7835938G	May 2006 production
2.01	B7835938F	January 2006 production
2.00	B7835938E	November 2005 production
1.05	B7835938D	October 2005 production
1.02	B7835938C	August 2005 production
1.01.2	B7835938B	1st mass production

Version	Symptom Corrected
3.00	*Symptom corrected:*
	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 1.37.2 or later) and NFA firmware (version 3.00 or later) need to be applied to fix this issue.
	2. 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.
	3. 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.
	Note: To fix this issue, all of the following firmware must be applied:
	- System firmware ver 1.37.2 or later
	- Websys firmware ver 1.11 or later
	- WebDocBox firmware ver 1.02 or later
	- NFA firmware ver 3.00 or later
	- Printer firmware ver 1.14 or later
	4. File and user names shown in the Document server that contain Korean characters might have appeared garbled in the operation panel or

Model: Adonis-C4b/c		Date: 19-Jun-06	No.: RB195008f

Version	Symptom Corrected
	WebImageMonitor. This only occurred if the document was edited directly in the document server (not downloaded and edited locally) using DeskTopBinder.
2.03	The size of PDF created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 1.25 or later) and NFA firmware (version 2.03 or later) need to be apllied to fix this issue.
2.02	1.Improvement of performance for importing or exporting an MFP address book using SmartDeviceMonitor for Admin's Address Management Tool.(TechMail#RC050380) 2.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	1. The operation panel will stall if the Transfer Log Setting button is pressed when the log storage area is full. 2. The WebSmartDeviceMonitor v2.0 Job Log Properties window cannot be opened from the Job Log. This only affects log entries relating to print jobs. 3. Occasional failures of log transfers to WebSmartSeviceMonitor v2.0. 4. Authentication from DeskTopBinder or SmartDeviceMonitor for Admin to an Integration Server, might fail. 5. 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. 6. The download start time is not included in Job Log entries about WebImageMonitor or DeskTopBinder downloads from the Document Server.
2.00	Supports Web Smart Device Monitor Ver2.0.
1.05	1. 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. 2. Fixed : Jobs sent via DeskTopBinder or DeskTopEditor for Production, can be cancelled by another user with the same characters in the first 4 characters in his username.
1.02	Changed: Allows ScanRouter to deliver faxes even if the scanner option is not installed.
1.01.2	1st mass production

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195009e

RTB REISSUE

The items in bold italics have been added.

Subject: Firmware Release History (Network Support)	Prepared by: K.Takagi
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 ( )		

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

Version	Program No.	Effective Date
5.12.2	*B7835934H*	*June 2007 production*
5.12.1	B7835934G	January 2007 production
5.12	B7835934F	November 2006 production
5.11	B7835934E	June 2006 production
5.10	B7835934D	October 2005 production
5.09	B7835934C	August 2005 production
5.07.1	B7835934B	1st Mass Production

Version	Symptom Corrected
5.12.2	*Symptom corrected:* *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 cannot 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	1. The device cannot login to Windows Vista via SMB. 2. SMB printing is sporadically unavailable.
5.12	Fixed: Minor bug correction.
5.11	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	Changed: Leading zeros will be removed from byte-counts in LPD control files (zero-suppression). (GFPR#RC RC05070006)

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195009e

Version	Symptom Corrected
5.09	1. Communications via diprint (port9100) are now transmitted synchronously. These settings can only be seen if all 3 of Network Support firmware Ver. 1.23 (B7835934C) or later, Controller firmware Ver. 1.24 (B2135931E) or later and Websys firmware Ver. 1.07 (B7835936C) or later have been applied to the device. 2. 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. 3. Available functions cannot be restricted to groups via Windows Authentication using a domain controller in a different subnet. (GFPR#RA05070006)
5.07.1	1st Mass Production

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195011d

RTB REISSUE
The items in bold italics have been added.

Subject: Firmware Release History (Websys)	Prepared by: K.Takagi
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 ( )		

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

Version	Program No.	Effective Date
1.11	*B7835936G*	*June 2007 production*
1.10	B7835936F	July 2006 production
1.09	B7835936E	June 2006 production
1.08	B7835936D	October 2005 production
1.07	B7835936C	August 2005 production
1.06	B7835936B	1st Mass Production

Version	Symptom Corrected
1.11	*Symptom corrected:* *1. The WebImageMonitor service is stopped if a restoration of the addressbook is cancelled. If a user tries to access WebImageMonitor, a 404 error will be returned.* *2.* **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.** **Note: To fix this issue, all of the following firmware must be applied:** - *System firmware ver 1.37.2 or later* - *Websys firmware ver 1.11 or later* - *WebDocBox firmware ver 1.02 or later* - *NFA firmware ver 3.00 or later* - *Printer firmware ver 1.14 or later* *3. "ILLEGALCHAR_G" is shown unnecessarily in the "Add" or "Change" pages of the Korean WIM address book.* *4. Using WebImageMonitor in the Safari browser, address book back-up files cannot be downloaded.*

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195011d

Version	Symptom Corrected
1.10	1. Fixed: Attempting to configure an IPP Authentication password of 8 two-byte numeric digits, will cause the device's web service to stall. 2. 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
1.09	1. Some of the device settings specified using the WebSmartDeviceMonitor version2.0 Batch Configuration function, might not be applied to target devices. 2. Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle", are worded in Web Image Monitor.
1.08	Fixed: Simplified Chinese and Traditional Chinese wording errors in Web Smart Monitor.
1.07	1. The following settings have been added to WIM [Configuration->Device Settings->System]: 1-1. Display IP Address on the Display Panel - Displays the device's IP address on the panel. 1-2. "Permit ROM Update" - Enable/Disable firmware updates. 1-3. "Print Priority" function These settings can only be seen if all 3 of Network Support firmware Ver. 5.09 (Part#B7835934C) or later, Controller firmware Ver. 1.24 (Part#B2135931E) or later and Websys firmware Ver. 1.07 (Part#B7835936C) or later have been applied to the device. 2. The device now supports the ROM update function via WIM. [Configuration->ROM Update] 3. Repaired wording errors in Chinese version of WIM.
1.06	1st Mass Production

Model: Adonis-C4	Date: 6-Jul-07	No.: RB195027

Subject: Service Manual Correction	Prepared by: K. Takagi
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 ( )	

The Service Manual was changed as follows:

● **Add** the following description to section 1.19 COPY DATA SECURITY UNIT (B770).

Page 1-75

7. Reinstall the controller box.

8. Turn on the machine.

9. Enable the Copy Data Security Function:
    [User Tools]> System Settings> Administrator Tools> Copy Data Security Option

● **Delete** the following SP number and the description from section 5.2.3 SERVICE TABLES.

Page 5-37

NOTE: The following SP number was not service mode, but UP mode.

SP5178: Copy Data Security Setting.

RICOH

Technical Bulletin

Model: Adonis-C4	Date: 5-Oct-07	No.: RB195028

Subject: Platen cover sheet damage		Prepared by: K. Takagi
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 ( )	

SYMPTOM

A small area on the lower front edge of the platen cover sheet is damaged. This may have a potential safety risk, depending on the amount of damage.

CAUSE

The platen cover is opened/closed repeatedly over a long period of time, and each time, the operator touches the platen cover sheet. As a result, this area of the platen cover sheet is gradually worn down.

SOLUTION

Check the condition of the platen cover sheet at the next service visit.

If the platen cover sheet shows any damage:

Temporary:
- Remove the platen cover sheet and reattach it in the reverse orientation (turn it 180 degrees so that the damaged edge is at the rear side).
- Cover the damaged area of the platen cover sheet with transparent tape.

Permanent:
- Replace the platen cover sheet with the modified part:

  P/N G3291371   Sheet: Pressure plate: Ass'y
  Used in platen cover options produced from: March 2007

REISSUED: 06-Mar-08

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001i

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Controller)	Prepared by: K. Takagi
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 ( )		

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

Version	Program No.	Effective Date
1.38	*B2135931R*	*February 2008 production*
1.37.2	B2135931Q	July 2007 production
1.36	B2135931P	December 2006 production
1.35	B2135931N	November 2006 production
1.34	B2135931M	July 2006 production
1.33	B2135931L	May 2006 production
1.32	B2135931K	April 2006 production
1.31	B2135931J	January 2006 production
1.30	B2135931H	November 2005 production
1.26	B2135931G	September 2005 production
1.24.1	B2135931F	August 2005 production
1.24	B2135931E	1st Mass Production

Version	Symptom Corrected
1.38	*Symptom corrected:* *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:* *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).*
1.37.2	Symptom corrected: 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 1.37.2 or later) and NFA firmware (version 3.00 or later) need to be apllied 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:

Model: Adonis-C4b/c		Date: 26-Sep-05	No.: RB195001i

Version	Symptom Corrected
	− System firmware ver 1.37.2 or later − Websys firmware ver 1.11 or later − WebDocBox firmware ver 1.02 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.
1.36	1. SC990 occurs when printing the SMC report. 2. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU). 3. The machine freezes while it is doing a "CRC check" (detailed self-diagnostic mode). 4. 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.
1.35	1. SC990 occurs when printing the SMC report. 2. SC819 occurs if the power is turned OFF/ON during a remote firmware update (RFU). 3. The machine freezes while it is doing a "CRC check" (detailed self-diagnostic mode). 4. The size of PDF created by the scanner might not match the size selected in the operation panel. **Note:** **Both System firmware (version 1.35 or later) and NFA firmware (version 2.03 or later) need to be apllied to fix this issue.**
1.34	1. A3 sheets are not counted twice even though the A3 Double Count setting is On. 2. Fixed: The device that has the 'Autentication: 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 3. Fixed: Either the scanner or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. 4. 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

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001i

Version	Symptom Corrected
	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.
1.33	1. 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 1.33 or later) and Scanner firmware (version 1.07 or later) need to be applied to fix this issue. 2. If the Key Counter is uninstalled from the device, SDKs that need to access the Key Counter will recieve 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. 3. 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. 4. 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).

1.32	1. SC672 occurs when the main switch is turned ON if SC Auto Reboot Mode is already enabled.
	
	2. @Remote Cumin related issues
	    1.ROM version is not correct in "Counter notification for closing counter" information.
	    2."Common key info" is not updated until power off/on after overwriting.
	    3.No error message is displayed when communication failure happens with G/W.
	
	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.
	
	Note: This situation can only happen if the MFP administrator account has been changed from the default name 'admin'.
	
	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.
	
	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.
	.
	5. SC990 might occur during heavy use of device functions (i.e. printer, copier, scanner) if Access or Job logging is enabled.

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001i

Version	Symptom Corrected
	6. SC687 occurs when Magazine copies are removed from an output tray after that tray became full.
1.31	1. The ROM number and firmware version of the PI board are not displayed in SP7-801. 2. Sometimes, the counter data is not sent from the device to the RC Gate. 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). 4. The NCP logon setting (NDS or Bind) in the Address Book cannot be backed up. 5. The Auto Erase Memory feature of the Data Overwrite Security Unit can only be set to the "NSA Standard". 6. The European keyboard cannot be accessed to input group names for Windows Authentication or Integration Server Authentication.
1.30	7. Supports Web SmartDeviceMonitor Ver.2 8. Supports Korea model 9. Minor changes applied to improve reliability
1.26	1. Supports China and Taiwan models
1.24.1	The "Available Settings" setting has no effect unless the MFP has a working HDD.
1.24	1st Mass Production

Reissued: 03-Dec-08

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195004f

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:	☐ 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.	Effective Date
1.15	*B7835931G*	*December 2008 production*
1.14	B7835931F	June 2007 production
1.13	B7835931E	January 2007 production
1.12	B7835931D	July 2006 production
1.11	B7835931C	January 2006, production
1.10	B7835931B	November 2005, production
1.02	B7835931A	1st mass production

Version	Symptom Corrected
1.15	*Symptom corrected:* *1. If the Selective User Authentication function (SP5-420-041) and User Authentication are both enabled, unauthenticated users can directly access the urls of WIM's Printer Job History, Printer Error Log and Print Job List.* *2. If users try to print a stored job (ie. Locked Print) while the ScanRouter capture function is enabled, the device might stall.*
1.14	Symptom corrected: 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. Note: To fix this issue, all of the following firmware must be applied: - System firmware ver 1.37.2 or later - Websys firmware ver 1.11 or later - WebDocBox firmware ver 1.02 or later - NFA firmware ver 3.00 or later - Printer firmware ver 1.14 or later
1.13	1. 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: - "Shift load to printer" selected for the RPCS driver's Job Load Distribution setting.

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195004f

Version	Symptom Corrected
	– Image rotation required: Portrait document to LEF paper -or- Landscape document to SEF paper. 2. After selecting a file in the Print Jobs menu in the operation panel, all of the following buttons might remain greyed out. (FPR#RE06120004) – "Print" – "Delete" – "Select All Jobs" – "Clear All" – "Unlock File" (File Administrator privileges required) – "Change Password"
1.12	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. 2. Fixed: A large quantity of RPCS jobs with different Print Quality settings might cause an "Insufficient Memory" error or the device to stall. 3. Fixed: An RPCS job that contains a lot of graphic/image objects might be canceled with an "Insufficient Memory" error. 4. Fixed: The device might stall if it receives an RPCS job after another RPCS job was canceled by an authentication error.
1.11	Fixed: The device may stall if a large number of duplex jobs (65K) are sent to the device.
1.10	Supports Web SmartDeviceMonitor Ver.2
1.02	1st mass production

RICOH

Technical Bulletin

PAGE: 1/2

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195009f

RTB REISSUE

The items in bold italics have been added.

Subject: Firmware Release History (Network Support)	Prepared by: S. Tomoe	
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 Network Support.

Version	Program No.	Effective Date
5.12.4	*B7835934J*	*December 2008 production*
5.12.2	B7835934H	June 2007 production
5.12.1	B7835934G	January 2007 production
5.12	B7835934F	November 2006 production
5.11	B7835934E	June 2006 production
5.10	B7835934D	October 2005 production
5.09	B7835934C	August 2005 production
5.07.1	B7835934B	1st Mass Production

Version	Symptom Corrected
5.12.4	*Symptom corrected:* *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	Symptom corrected: 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	1. The device cannot login to Windows Vista via SMB. 2. SMB printing is sporadically unavailable.
5.12	Fixed: Minor bug correction.
5.11	1. The USB connection might be inaccessible after cycling the power.

RICOH

Model: Adonis-C4b/c		Date: 19-Jun-06	No.: RB195009f

Version	Symptom Corrected
	2. The device can not connect in environments with multiple NetWare servers in the same NDS tree. (GFPR#RC05120001/RC06020010/RE06030007/RE06030001)
5.10	Changed: Leading zeros will be removed from byte-counts in LPD control files (zero-suppression). (GFPR#RC RC05070006)
5.09	1. Communications via diprint (port9100) are now transmitted synchronously. These settings can only be seen if all 3 of Network Support firmware Ver. 1.23 (B7835934C) or later, Controller firmware Ver. 1.24 (B2135931E) or later and Websys firmware Ver. 1.07 (B7835936C) or later have been applied to the device. 2. 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. 3. Available functions cannot be restricted to groups via Windows Authentication using a domain controller in a different subnet. (GFPR#RA05070006)
5.07.1	1st Mass Production

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001j

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release History (Controller)	Prepared by: S. Tomoe
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 Controller.

Version	Program No.	Effective Date
1.39	*B2135931S*	*December 2008 production*
1.38	B2135931R	February 2008 production
1.37.2	B2135931Q	July 2007 production
1.36	B2135931P	December 2006 production
1.35	B2135931N	November 2006 production
1.34	B2135931M	July 2006 production
1.33	B2135931L	May 2006 production
1.32	B2135931K	April 2006 production
1.31	B2135931J	January 2006 production
1.30	B2135931H	November 2005 production
1.26	B2135931G	September 2005 production
1.24.1	B2135931F	August 2005 production
1.24	B2135931E	1st Mass Production

Version	Symptom Corrected
1.39	*Symptom corrected:* *1. The device might not be able to access the network under the following conditions:* *- The device is connected to a hub that has link flapping enabled.* *- The device "Ethernet speed" is not "Auto".* *2. The job processing speed is slower when the DataOverwriteSecurity option is installed.* *3. If the "User Account Enhance Unit" is installed, the following problems might occur:* * a) Information in the "Counter per User" sheet might be incorrect.* * b) A duplicate might be created when the driver registers a User Code in the addressbook.* * c) The User Code counter that is incremented might not correspond to the user that submitted the job.* *4. ROM updates will fail via WebImageMonitor if the Transfer Log Setting is On.* *5. For the machine with the Data Overwrite Security option, when the power is*

Model: Adonis-C4b/c		Date: 26-Sep-05	No.: RB195001j

Version	Symptom Corrected
	down during updating firmware using the RFU function, the machine cannot re-start to update firmware after power is on. *@Remote related issues:* *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.* *2. @Remote communication is now possible over a wireless LAN connection, even when SP5985-001 (on board NIC setting) is set to "1" (default).*

1.38	Symptom corrected:
	1. 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:
	   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).

1.37.2	Symptom corrected:
	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 1.37.2 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:
	   – System firmware ver 1.37.2 or later
	   – Websys firmware ver 1.11 or later
	   – WebDocBox firmware ver 1.02 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.

1.36	1. SC990 occurs when printing the SMC report. 2. SC819 occurs if the power is turned OFF and ON during a remote firmware update (RFU). 3. The machine freezes while it is doing a "CRC check" (detailed self-diagnostic mode). 4. 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.
1.35	1. SC990 occurs when printing the SMC report. 2. SC819 occurs if the power is turned OFF/ON during a remote firmware update (RFU). 3. The machine freezes while it is doing a "CRC check" (detailed self-diagnostic mode).

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001j

Version	Symptom Corrected
	4. The size of PDF created by the scanner might not match the size selected in the operation panel. **Note:** **Both System firmware (version 1.35 or later) and NFA firmware (version 2.03 or later) need to be applied to fix this issue.**
1.34	1. A3 sheets are not counted twice even though the A3 Double Count setting is On. 2. Fixed: The device that has the 'Autentication: 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 3. Fixed: Either the scanner or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. 4. 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.
1.33	1. 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 1.33 or later) and Scanner firmware (version 1.07 or later) need to be applied to fix this issue. 2. 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. 3. 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. 4. 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

Model: Adonis-C4b/c		Date: 26-Sep-05	No.: RB195001j

Version	Symptom Corrected
	will work properly (GFPR#ED06020001).

1.32	1．SC672 occurs when the main switch is turned ON if SC Auto Reboot Mode is already enabled.
	
	2．@Remote Cumin related issues
	    1.ROM version is not correct in "Counter notification for closing counter" information.
	    2."Common key info" is not updated until power off/on after overwriting.
	    3.No error message is displayed when communication failure happens with G/W.
	
	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.
	
	    Note: This situation can only happen if the MFP administrator account has been changed from the default name 'admin'.
	
	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.
	
	    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.
	.
	5. SC990 might occur during heavy use of device functions (i.e. printer, copier, scanner) if Access or Job logging is enabled.
	
	6. SC687 occurs when Magazine copies are removed from an output tray after that tray became full.

1.31	1. The ROM number and firmware version of the PI board are not displayed in SP7-801. 2. Sometimes, the counter data is not sent from the device to the RC Gate. 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). 4. The NCP logon setting (NDS or Bind) in the Address Book cannot be backed up. 5. The Auto Erase Memory feature of the Data Overwrite Security Unit can only be set to the "NSA Standard". 6. The European keyboard cannot be accessed to input group names for Windows Authentication or Integration Server Authentication.
1.30	7. Supports Web SmartDeviceMonitor Ver.2 8. Supports Korea model 9. Minor changes applied to improve reliability
1.26	1. Supports China and Taiwan models
1.24.1	The "Available Settings" setting has no effect unless the MFP has a working HDD.

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195001j

Version	Symptom Corrected
1.24	1st Mass Production

Model: Adonis-C4b/c	Date: 13-Apr-09	No.: RB195029

Subject: Touch panel problem	Prepared by: K. Hamada
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 LCD touch detection mechanism does not work correctly, or the panel does not respond at all

Note: This issue affects all A-C4 machines.

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.

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

Cut–in Serial Numbers

As mentioned above, this issue affects all A-C4 machines.
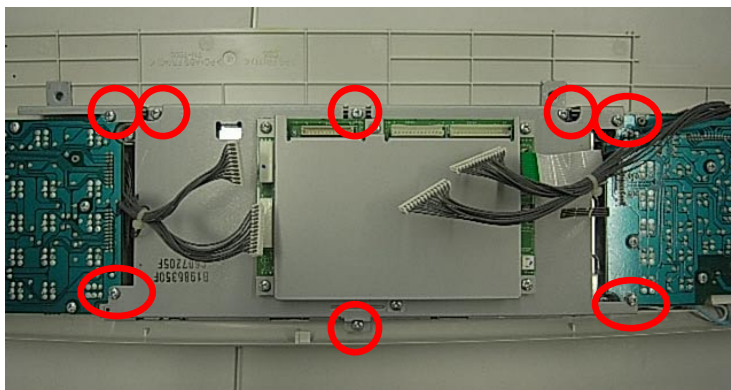
Touch Panel Replacement Procedure

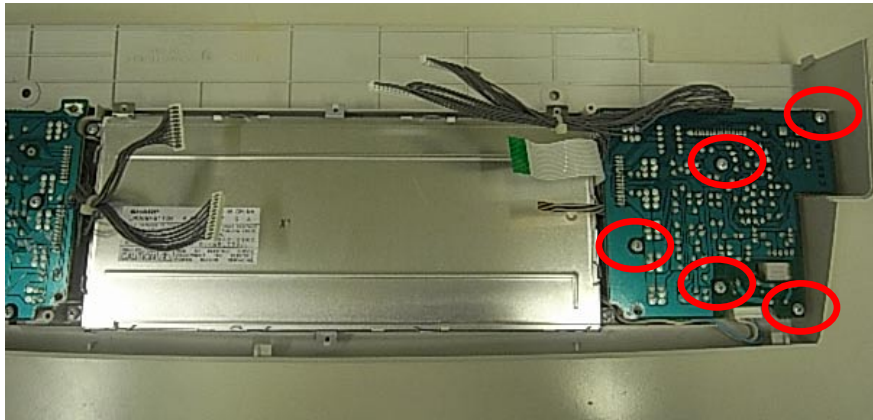1. Remove the operation panel (screw x 2, harness x 1).
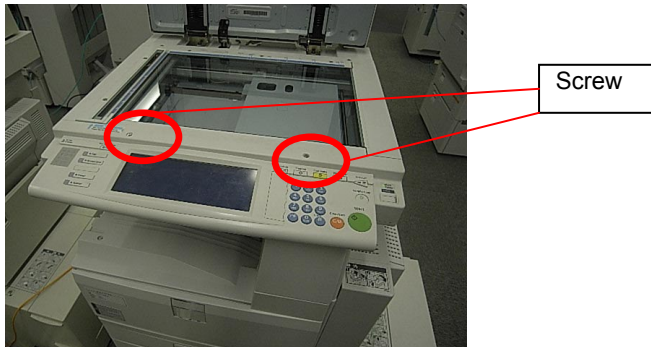
Screw

2. Remove the harness and flat cable (harness x 4, flat cable x 2).
   Push the connector **[A]** to the right, and then remove the flat cable.

[A]
Connector
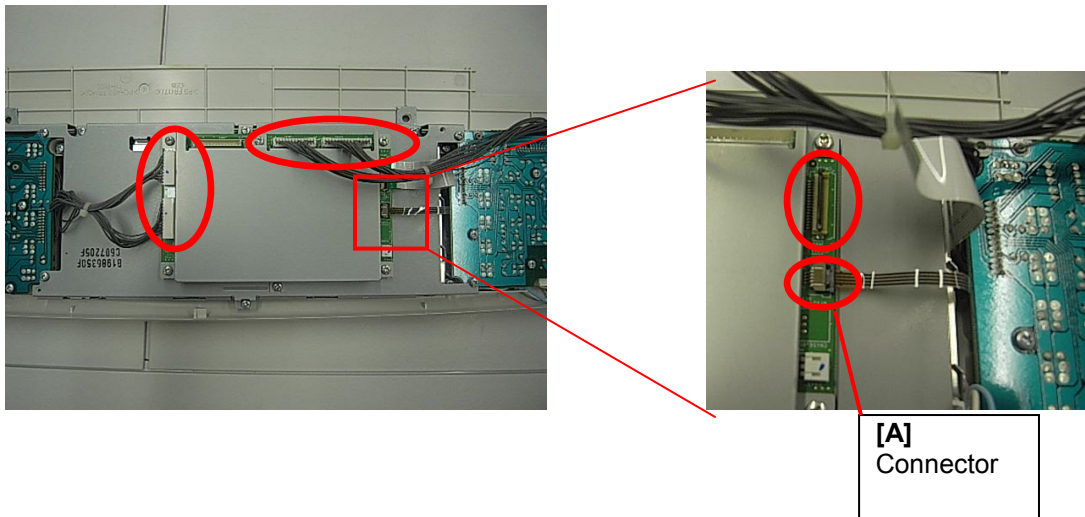
3. Remove the operation panel bracket (screw x 8).

4. Remove the right board (screw x 5) and then remove the connector.

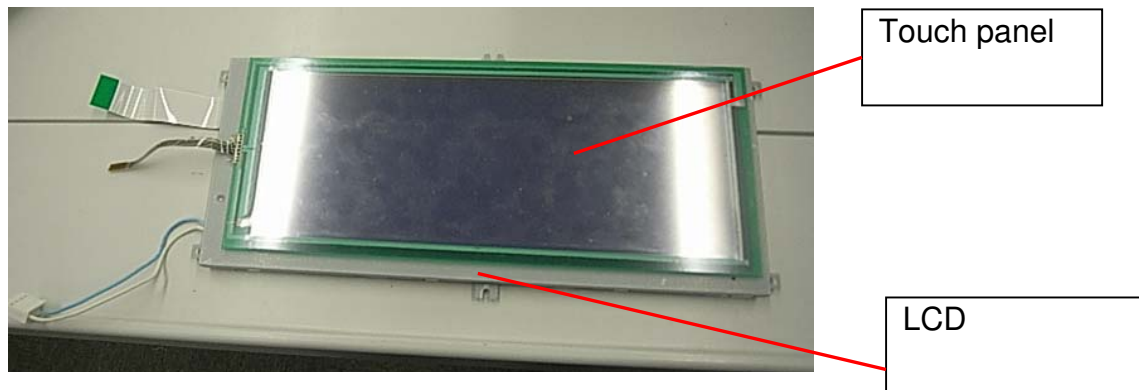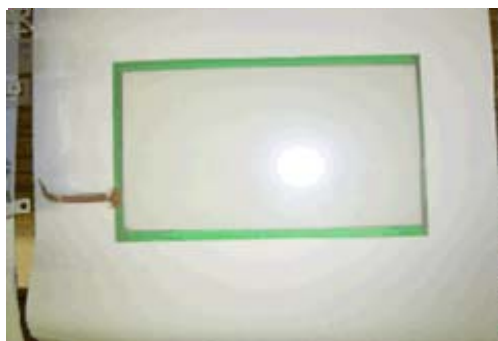5. Remove the LCD and the touch panel from the operation panel (screw x 4)

6. Remove the touch panel from the LCD.

Touch panel

LCD

7. Attach the new touch panel (P/N **H3106173**) to the LCD.
    Important: Only replace the touch panel. Do not replace the LCD.

8. Re-assemble the operation panel unit in the reverse order of the steps above.
9. Do the Touch Panel Position Adjustment, and then make sure the touch panel works correctly.

Model: Adonis-C4b/c	Date: 13-Apr-09	No.: RB195029

Touch Panel Position Adjustment

Notes:

· It is necessary to calibrate touch panel at the following times:

· When you replace the operation panel.

· When you replace the controller board.

· When the touch panel detection function does not operate correctly

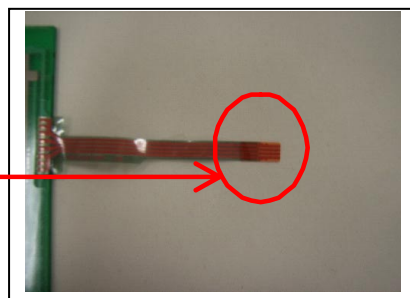Do not use items [2] to [9] on the Self-Diagnostic Menu. These items are for design use only.

1. Press [Clear mode], press [1] [9] [9] [3], press [Clear] 5 times to open the Self-Diagnostics menu.

2. On the touch screen press "Touch Screen Adjust" (or press o).

3. Use a pointed (not sharp) tool to press the upper left mark .

4. Press the lower right mark when " " shows.

5. Touch a few spots on the touch panel to make sure that the marker "+" shows exactly where the screen is touched.

6. Press Cancel. Then start from Step 2 again if the "+" mark does not show where the screen is touched.

7. Press [#] OK on the screen (or press #) when you are finished.

8. Touch [#] Exit on the screen to close the Self-Diagnostic menu. Save the calibration settings.
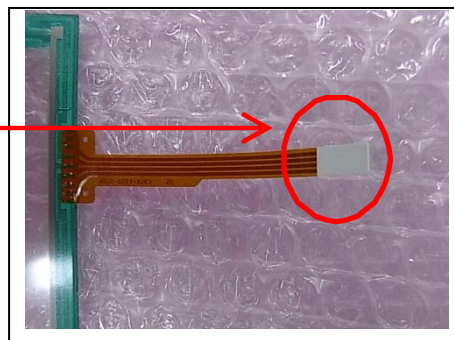
Model: Adonis-C4b/c	Date: 13-Apr-09	No.: RB195029

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.**

RICOH

Technical Bulletin

Model: Adonis-C4	Date: 8-May-09	No.: RB195030

Subject: Modification Bulletin Correction: MB195029		Prepared by: S. Tomoe
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 ( )		

The following MB (MB No. MB195029) was corrected:

Old part number	New part number	Description	Q'ty	Int	Page	Index
B1986350	~~B1936352~~ B1986352	Operation Sub Unit Panel NA	1	X/O	15	1
B1986362	B1986363	Operation Sub-Unit : EU Ass'y	1	X/O	15	1
B1986385	B1986386	Operation Panel AA	1	X/O	15	1
B2135222	H3106173	TOUCH PANEL:HVGA	1	X/O	15	3

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

REISSUED:16-Aug-10

Model: Adonis-C4b/c	Date: 26-Sep-05	No.: RB195006c

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:	☐ 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 Fax application.

Version	Program No.	Effective Date
03.00.00	***B2135932E***	***August 2010 production***
02.00.00	B2135932D	July 2006 production
01.05.00	B2135932C	August 2005 production
01.03.00	B2135932B	1st Mass Production

Version	Symptom Corrected
03.00.00	***Symptom corrected:*** *** ******Fax reception documents stored in memory cannot be printed out if the FCU is reset.***
02.00.00	Sometimes, thumbnail images are created for FAX reception files saved to the Document Server.
01.05.00	Minor changes applied to improve reliability.
01.03.00	1st Mass Production

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195009g

RTB REISSUE
The items in bold italics have been added.

Subject: Firmware Release History (Network Support)	Prepared by: T.Nihei
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 Network Support.

Version	Program No.	Effective Date
5.12.5	*B7835934K*	*September 2010 production*
5.12.4	B7835934J	December 2008 production
5.12.2	B7835934H	June 2007 production
5.12.1	B7835934G	January 2007 production
5.12	B7835934F	November 2006 production
5.11	B7835934E	June 2006 production
5.10	B7835934D	October 2005 production
5.09	B7835934C	August 2005 production
5.07.1	B7835934B	1st Mass Production

Version	Symptom Corrected
5.12.5	*Symptom corrected:* *1. Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.* *2. Trying and failing to login to a Scan destination three times might result in the Scanner application stalling.* *3. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address.* *4. The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).* *5. 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 Address book.* *6. 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.* *7. 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.* *8. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found.*

Model: Adonis-C4b/c	Date: 19-Jun-06	No.: RB195009g

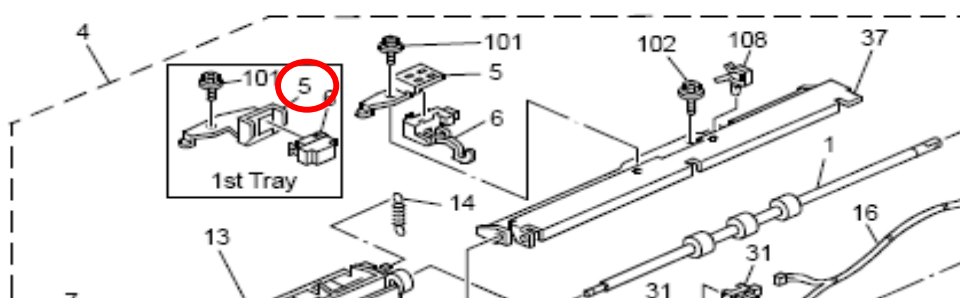| Version	Symptom Corrected
	9. The Scan to SMB "Connection Test" fails if performed on directory located directly below a DFS root. Only the "Connection Test" failed, scanning was successful and even the "Connection Test" worked if performed on any sub-directory. *10. The device might return an SC 819 error when browsing the network using SMB. This only occurred if SMB was browsed frequently and the device was not rebooted.* *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.* *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.*
5.12.4	Symptom corrected: 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	Symptom corrected: 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	1. The device cannot login to Windows Vista via SMB. 2. SMB printing is sporadically unavailable.
5.12	Fixed: Minor bug correction.
5.11	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	Changed: Leading zeros will be removed from byte-counts in LPD control files (zero-suppression). (GFPR#RC RC05070006)
5.09	1. Communications via diprint (port9100) are now transmitted synchronously. These settings can only be seen if all 3 of Network Support firmware Ver. 1.23 (B7835934C) or later, Controller firmware Ver. 1.24 (B2135931E) or later and Websys firmware Ver. 1.07 (B7835936C) or later have been applied to the device. 2. 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.

Model: Adonis-C4b/c		Date: 19-Jun-06	No.: RB195009g
Version	**Symptom Corrected**		
	3. Available functions cannot be restricted to groups via Windows Authentication using a domain controller in a different subnet. (GFPR#RA05070006)		
5.07.1	1st Mass Production		

RICOH

Technical Bulletin

Model: A-C4	Date: 28-Oct-10	No.: RB195031

Subject: Bracket Sensor for Paper Tray	Prepared by: T. Nihei
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

Please correct your Parts Catalogs as follows:

12.PAPER FEED SECTION (B195/B198/B264/B265)

- Description Correction -

Part number	Incorrect description	**Correct description**	Q'ty	Index	Note
B082 2781	BRACKET:SENSOR	BRACKET:SENSOR (1st Tray)	1	5	

Model: Adonis-C4/C4.5	Date: 26-Sep-05	No.: RB195007d

RTB REISSUE
The items in bold italics have been added.

Subject: Firmware Release History (FCU)	Prepared by: T.Nihei
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 FCU.

Version	Program No.	Effective Date
06.00.00	*B7795570J*	*August 2011 production*
05.00.00	B7795570H	August 2008 production
04.00.00	B7795570G	November 2006 production
03.00.00	B7795570F	November 2005 production
02.00.00	B7795570E	October 2005 production
01.02.00	B7795570D	1st Mass Production

Version	Symptom Corrected
06.00.00	*Symptoms corrected:* *1. Image problem occurs with JBIG transmission if the image is sent after a JBIG reception job is interrupted.* *2. Errors frequently occur when receiving from a fax server.* *3. Forwarding to a fax folder fails.* *Other changes:* *4. TEC value further improved.*
05.00.00	Symptom Corrected: 1. When V34 is received, the communication is disconnected and prints the Power Failure Report. 2. On-hook transmission may not be done.
04.00.00	Wording errors (Russian)
03.00.00	Wording errors (Korean)
02.00.00	Wording errors (Chinese) Supports Korean language
01.02.00	1st Mass Production

Model: Adonis-C4/C4.5	Date: 26-Sep-05	No.: RB195007e

RTB Reissue

The items in **bold italics** have been corrected or added.

Subject: Firmware Release History (FCU)	Prepared by: R. Tsurumi
From: 1st Tech Service Sect., MFP/Printer Tech Service 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 FCU.

Version	Program No.	Effective Date	Availability of RFU
07.00.00	***B7795570K***	***-***	***Available***
06.00.00	B7795570J	August 2011 production	Available
05.00.00	B7795570H	August 2008 production	Available
04.00.00	B7795570G	November 2006 production	Available
03.00.00	B7795570F	November 2005 production	Available
02.00.00	B7795570E	October 2005 production	Available
01.02.00	B7795570D	1st Mass Production	Available

Note: Definition of Availability of RFU via @Remote
"Available": The firmware can be updated via RFU or SD card.
"Not available": The firmware can only be updated via SD card.

Version	Symptom Corrected
07.00.00	***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.***
06.00.00	Symptoms corrected: 1. Image problem occurs with JBIG transmission if the image is sent after a JBIG reception job is interrupted. 2. Errors frequently occur when receiving from a FAX server. 3. Forwarding to a FAX folder fails. Other changes: 4. TEC value further improved.
05.00.00	Symptom Corrected: 1. When V34 is received, the communication is disconnected and prints the Power Failure Report. 2. On-hook transmission may not be done.
04.00.00	Wording errors (Russian)
03.00.00	Wording errors (Korean)
02.00.00	Wording errors (Chinese) Supports Korean language

Model: Adonis-C4/C4.5	Date: 26-Sep-05	No.: RB195007e

Version	Symptom Corrected
01.02.00	1st Mass Production