Technical Bulletin

PAGE: 1/3

| Model: Dolphin | Dat | Date: 23-Aug-01 | | No.: RB010001 | | |
|--|-----------------|-----------------|--------|-------------------------|--------|-------------------|
| Subject: Service Manual | | | | Prepared by: F. Noguchi | | |
| From: Technical Services Dept., GTS Division | | | | | | |
| Classification: | Troubleshooting | Part info | orma | tion | Action | required |
| | Mechanical | Electric | al | | Servic | e manual revision |
| | Paper path | 🗌 Transm | it/rec | eive | Retrof | fit information |
| | Other () | | | | | |

The sentences in <u>italics</u> show recent corrections to the Service Manual. Please correct your manuals accordingly.

Page 1-25 1.7.2 INSTALLATION PROCEDURE

Corrected: Step 5 and illustration

5. Install <u>the wire saddle</u> [H] and connect the DC harness [I] from the main frame to the I/F board.



Page 3-11 3.5.1 DRUM AND DEVELOPMENT UNIT

Corrected: Step [C]

[C]: <u>Toner hopper</u> cover ($\hat{\beta}^2 \ge 2$)

|--|

Model: Dolphin

Date: 23-Aug-01

No.: RB010001

Page 5-21 5.9 SP (SERVICE PROGRAM) MODE TABLE

Deleted: The following SP modes.

<u>5501: PM Alarm Level</u> <u>5504: JAM Alarm Level</u> <u>5505: Error Alarm Interval</u> <u>5507: Paper Supply Call Level</u> <u>5590: Auto Call Level</u> <u>5816: CSS Function</u> <u>5821: CSS PI Device Code</u>

Corrected: SP mode descriptions.

| | Mode Number/Name | Function / [Setting] |
|------|---------------------|---|
| 1103 | Fusing Idling | Selects the fusing idling time. |
| | | [0 ~ 3/ 0 / 1 min. step] |
| | | <u>0: No idling</u> |
| | | 1: 1 minutes |
| | | 2: 3 minutes |
| | | 3: 5 minutes |
| 5958 | <u>15 m</u> Setting | Enables or disables the optional special order firmware |
| | | designed for measuring <u>15 meter</u> paper lengths. |
| | | [0 ~ 1 / 0 / 1 step] |
| | | 0: Enable |
| | | 1: Disable |

Page 6-30 6.6.3 DEVELOPMENT BIAS

Corrected: "Making ID Sensor Patterns" paragraph

Making ID Sensor Patterns

The machine makes two different ID sensor patterns, one for Low Duty Mode and one for High Duty Mode. The mode is determined by SP 2201 004.

If the average copy volume is high (2.5 km/month or more), this SP should be *switched to High Duty Mode to prevent toner scattering*.

However, if the machine is in High Duty Mode and the average copy volume becomes low again, *the image density may decrease*. If this happens, switch back to Low Duty Mode.

The ID sensor pattern development bias voltages for high and low duty modes can be adjusted with SP 2201 002 and 003, as shown in the following table.

| RIGOH | Technical B | PAGE: 3/3 | |
|----------------|-------------|-----------------|---------------|
| Model: Dolphin | | Date: 23-Aug-01 | No.: RB010001 |

Page 6-53 6.10.6 HOT ROLLER THERMOFUSE

Corrected: Description and illustration.

Non-contact thermofuses (rated for <u>192°C [A] and 216°C [B]</u>) near the hot roller [C] prevent accidental overheating which may lead to a fire hazard.



Technical Bulletin

PAGE: 1/1

| Model: Dolphin | | | Dat | Date: 23-Aug-01 | | No.: RB010002 |
|---|-----------------|-----------|--------|-------------------------|--------|-------------------|
| Subject: HDD Spindle Control Setting (SP4960 005,006) | | | | Prepared by: F. Noguchi | | |
| From: Technical Services Dept., GTS Division | | | | | | |
| Classification: | Troubleshooting | Part info | orma | tion | Action | required |
| | Mechanical | Electric | al | | Servic | e manual revision |
| | Paper path | Transm | it/rec | eive | Retrof | fit information |
| | Other () | | | | | |

SYMPTOM

When HDD Spindle Control is disabled (default), SC980 may occur just after the machine recovers from Auto Off / Panel Off.

CAUSE

When the machine is brought out of these modes, it is able to warm up quicker than when the main power is turned on, and therefore checks the HDD status at an earlier point. However since the HDD must warm up from a stop, it does not reach the ready speed in time and a mainframe/HDD communication error occurs.

SOLUTION

The default setting for HDD Spindle Control (SP4960-005, 006) has been changed from Off \rightarrow On, which keeps the HDD rotating constantly.

Cut-in serial numbers:

B010-17: From 1st production B010-22: From 1st production B017-27: From J201070001

ACTION IN THE FIELD

When installing the HDD option in the following machines, please change the setting of SP4960-005 and 006 from Off \rightarrow On:

B010-27: J201060001 - J201060040 (40 units)

Technical Bulletin

PAGE: 1/3

| Model: Dolphin | | | Date: 07-Sep-01 | | 01 | No.: RB010003 |
|---|-----------------|-----------|-----------------|-------------------------|--------|-------------------|
| Subject: BICU & SCU Firmware Modification History | | | | Prepared by: F. Noguchi | | |
| From: Technical Services Dept., GTS Division | | | | | | |
| Classification: | Troubleshooting | Part info | ormat | ation 🛛 Actio | | required |
| | Mechanical | Electric | al | | Servic | e manual revision |
| | Paper path | 🗌 Transm | it/rec | eive | Retrof | it information |
| | Other () | | | | | |

This RTB contains the modification histories for the BICU and SCU firmware.

Note: When installing either the BiCU or SCU firmware in the field, be sure to update <u>both</u> <u>together</u>.

| Destination | Part Number | | Model Codes/Languages |
|-------------|-------------|----------|-----------------------|
| | BICU | SCU | |
| USA | B0105162 | B0105172 | B010-17: US English |
| EU1, Asia | B0105163 | B0105173 | B010-22,-27: English |
| EU2 | B0105180 | B0105190 | B010-22,-27: French |
| EU3 | B0108182 | B0105192 | B010-22,-27: German |
| EU4 | B0108184 | B0105194 | B010-22,-27: Italian |
| EU5 | B0105186 | B0105196 | B010-22,-27: Spanish |
| EU6 | B0105188 | B0105198 | B010-22,-27: Dutch |

| Destination/ | USA | Eu1_Asia | Eu2 | Eu3 | Eu4 | Eu5 | Eu6 | RTB |
|--------------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Part Number | B0105162 | B0105163 | B0105180 | B0105182 | B0105184 | B0105186 | B0105188 | issue |
| | B0105172 | b0105173 | B0105190 | B0105192 | B0105194 | B0105196 | B0108198 | date |
| Version/ | | | | | | | | |
| Suffix | | | | | | | | |
| 6.00 | A | A | A | A | A | А | А | |
| 6.06 | В | В | В | В | В | В | В | 07-Sep-01 |



Model: Dolphin

Date: 07-Sep-01

No.: RB010003

Version 6.06

1. SP4960 005,006 (HDD Spindle Control) setting changed

Symptom

When HDD Spindle Control is disabled (default), SC980 may occur just after the machine recovers from Auto Off / Panel Off.

Cause:

When the machine is brought out of these modes, it is able to warm up quicker than when the main power is turned on, and therefore checks the HDD status at an earlier point. However since the HDD must warm up from a stop, it does not reach ready speed in time and a mainframe/HDD communication error occurs.

Solution:

The default setting for HDD Spindle Control (SP4960-005, 006) has been changed from Off \rightarrow On, which keeps the HDD rotating constantly.

Cut-in serial numbers:

B010-17, -22: From 1st production B010-27 : From J201070001

Note: When installing the HDD option in the following machines, please change the setting of SP4960-005 and 006 from Off \rightarrow On:

B010-27: J201060001 – J201060040 (40 units).

2. New UP mode added (Weekly Output Volume)

To prevent toner scattering from the development unit (see the conditions below), the "Weekly Output Volume" setting has been added to *System Setting – General Features*.

Symptom

When customers use low duty mode to make high-volume copy jobs (relative to the ACV), the toner concentration in the development unit increases. This causes the oversupplied toner to drop onto the copies, especially under low temperature conditions.

Solution

Change the "Weekly Output Volume" according to the customer's average weekly copy volume from inside *System Setting – General Features*:

Less than 750m (2,500 ft): Low duty mode (default).

More than 750m (2,500 ft): High duty mode

Action in the field

Please instruct customers on the following points at machine installation:

- 1) Method for how to enter UP Mode and change the Weekly Output Volume value.
- 2) For the first 1-2 months following installation, have the customers keep track of their copy volumes at weekly intervals. The weekly changes in CV over this time will enable them to decide which of the two settings is best for them.

Note: For customers installing the Dolphin as a replacement machine, please use the weekly ACV on the previous machine for reference and set the Weekly Output Volume accordingly (as a starting point).

3) During these first couple of months, if the average weekly copy volume exceeds 750m (2,500 ft), please have the customer change the setting of the Weekly Output Volume to "More than 750m (2,500 ft)".

Note: Please also check the total counter value at PM visits, calculate the weekly CV, and if necessary change the Weekly Output Volume setting.



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Model: Dolphin

Date: 07-Sep-01

No.: RB010003

3. 24-inch originals are recognized as 30-inch originals

When 30-inch paper is selected on the operation panel, 24-inch originals are automatically detected as 30-inch originals.

4. "NRG A070" added to SP5907 (Plug & Display)

The model name NRG A070 has been added as follows:

- 1: Ricoh Imagio Wide 7040 (Japan)
- 2: Ricoh Aficio 470W
- 3: NRG A070

Technical Bulletin

PAGE: 1/3

| Model: Dolphin Date | | | te: 22-Oct-01 | No.: RB010004 | |
|--|-----------------|----------|---------------|-----------------|---------------------|
| Subject: Service Manual | | | | Prepared by: F. | Noguchi |
| From: Technical Services Dept., GTS Division | | | | | |
| Classification: | Troubleshooting | Part inf | orma | tion 🗌 Actio | on required |
| | Mechanical | Electric | al | 🖂 Serv | ice manual revision |
| | Paper path | Transm | it/rec | eive 🗌 Retr | ofit information |
| | Other () | | | | |

Please apply the following corrections and additions to your Service Manual Installation Procedures. In addition, please see the Note on the last page on how to read the factory settings data sheet.

1. Corrections: Cushion - Rear Copy Tray Holder (B010-22, -27 only).

The "Cushion - Rear Copy Tray Holder (B010-22, -27 only)" was not packed as an accessory from 1st production.

1) Pg. 1-4: Accessory Checklist.

Delete the "Cushion - Rear Copy Tray Holder (B010-22, -27 only)".

Pg. 1-8: Installation Procedure and Illustration.
 Delete Step 16: "Adhere the cushions [F] to the rear copy tray holders [G]."
 Delete the cushion [F] (B010I206.WMF) from the illustration.

Illustration correction:





Technical Bulletin

Model: Dolphin

Date: 22-Oct-01

No.: RB010004

2. Addition: Key Counter Installation Procedure

- Remove the right front cover [A] (5 screws).
- Remove the small cover [B] (1 screw) and plate nut (2 screws).
- 3) Install the key counter holder [C] by attaching it to the bracket (2 screws, 1 connector [D]).
- 4) Reinstall the right rear cover.
- 5) Instruct the key operator on how to

enable the Key Counter from inside User Tools.

(User Tools \rightarrow System Settings \rightarrow Key Operator Tools \rightarrow Key Counter Access) **Note:**

Please be sure to set the Key Operator Access code so that only the authorized key operator is able to change the system settings.

6) Change the following SP Mode settings:

SP5997: Optional Counter Unit

Select "x 1/10" or "x1" for the Key Counter unit.

The machine counter units are as follows:

-17 version machine: Feet, Yards or Meters (depending on SP5980).

-27 version machine: Meters.

SP5120: Mode Clear Option Counter Removed

This SP determines what happens to the copy job settings (magnification, density, etc.) when the Key Counter is removed or the paper supply runs out midway through a job.

- 0: Yes (default): Job settings and job are cleared
- 1: Stand-by : Job settings are cleared after the job is completed
- 2: No : Job settings remain even after job is completed





3. Supplementary information: How to read the factory settings data sheet.



Note: The following are User Program codes, not SP codes: 05051010300: Panel Off Timer 05051010400: Energy Saver Timer

Technical Bulletin

PAGE: 1/1

| Model: Dolphin Da | | | Dat | Date: 06-Nov-01 | | No.: RB010005 |
|--|-----------------|-----------|--------|-------------------------|--------|-------------------|
| Subject: Caution of the toner cartridge installation | | | | Prepared by: F. Noguchi | | |
| From: Technical | | | | | | |
| Classification: | Troubleshooting | Part info | ormat | tion | Action | required |
| | Mechanical | Electric | al | | Servic | e manual revision |
| | Paper path | 🗌 Transm | it/rec | eive | Retrof | it information |
| | Other () | | | | | |

The four symptoms listed below tend to occur if the toner cartridge is not shaken properly before it is inserted into the toner hopper. This is because transport and storage conditions can cause the toner to bunch together, which prevents the toner agitator from rotating properly.

Please be sure to remind the customer at installation that it is very important to shake the bottle 5 to 10 times before inserting it into the hopper. This is also mentioned on the decal on the left side of the machine.

- 1) The toner supply drive gears (B0103126, AB017539) break.
- 2) The shaft for these drive gears break.

Note: In this case, it is necessary to replace the development unit.

- 3) The toner hopper cover opens during copying.
- 4) Add Toner is displayed again soon after replacing the cartridge.

Technical Bulletin

Reissued: 30-Nov-01

| Date: 07-Sep-01 | No.: |
|-----------------|------|

| Model: Dolphin Date | | | | | 01 | No.: RB010003a | |
|---|---|----------|------------------------|--------------|----------------------------------|---|--|
| Version 6.08 has been added. | | | | | | | |
| Subject: BICU & SCU Firmware Modification History | | | | | Prepared by: F. Noguchi | | |
| From: Technical | Services Dept., GTS Division | | | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part inf | ormat al iit/rec | tion eive | ⊠ Actior □ Servic □ Retrot | n required ce manual revision fit information | |

This RTB contains the modification histories for the BICU and SCU firmware.

Note: When installing either the BICU or SCU firmware in the field, be sure to update both together.

| Destination | Part Number | | Model Codes/Languages |
|-------------|-------------|----------|-----------------------|
| | BICU | SCU | |
| USA | B0105162 | B0105172 | B010-17: US English |
| EU1, Asia | B0105163 | B0105173 | B010-22,-27: English |
| EU2 | B0105180 | B0105190 | B010-22,-27: French |
| EU3 | B0108182 | B0105192 | B010-22,-27: German |
| EU4 | B0108184 | B0105194 | B010-22,-27: Italian |
| EU5 | B0105186 | B0105196 | B010-22,-27: Spanish |
| EU6 | B0105188 | B0105198 | B010-22,-27: Dutch |

| Destination/ | USA | Eu1_Asia | Eu2 | Eu3 | Eu4 | Eu5 | Eu6 | RTB |
|--------------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Part Number | B0105162 | B0105163 | B0105180 | B0105182 | B0105184 | B0105186 | B0105188 | issue |
| | B0105172 | b0105173 | B0105190 | B0105192 | B0105194 | B0105196 | B0108198 | date |
| Version/ | | | | | | | | |
| Suffix | | | | | | | | |
| 6.00 | А | Α | А | А | А | А | А | |
| 6.06 | В | В | В | В | В | В | В | 07-Sep-01 |
| 6.08 | C | C | C | C | C | C | C | 30-Nov-01 |

Reissued: 30-Nov-01

Technical Bulletin

Model: Dolphin

Version 6.08

| | USA | EU1 Asia | EU2 | EU3 | EU4 | EU5 | EU6 |
|------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| BICU | B0105162C | B0105163C | B0105180C | B0105182C | B0105184C | B0105186C | B0105188C |
| SCU | B0105172C | B0105173C | B0105190C | B0105192C | B0105194C | B0105196C | B0105198C |

Note: Version 6.08 requires the printer/scanner controller.

1. New SP Mode added to enable the Ready Temperature Setting function (SP1917)

This has been added in order to prevent insufficient fusing with translucent paper when making copies just after the machine is turned on. The settings for this mode are as follows:

| 1 | Mode Number/name | Function/ [Setting] |
|------|---------------------|---|
| 1917 | Ready Temp. Setting | Select the ready fusing temperature. |
| | | [0 ~ 2/ 0 / 1 step] 0: Standard (143°C) 1: 195°C (All paper types/ thickness) 2: 195°C (Translucent thickness 3 & 4) |

2. Default change for Function Reset Timer (System Settings – General Features 2/3) The default of this mode was changed from "3 seconds" to "instant" for use with the Printer/Scanner controller.

3. Design-use SP Modes added

SP5959 and SP5957 have been newly added. However, these are strictly for design use only. Please do not change the values in the field. The defaults are as follows:

SP5959 : OFF SP5957 : Disabled

The following items (4 ~9) have been corrected in this version.

4. SMC printout onto undefined paper sizes

In response to a request from the field, the SMC printouts can now be printed onto any paper size that can be loaded into the paper trays.

5. Occurrence conditions changed for SC353

SC353 will not be displayed during Toner End.

This was changed because sometimes when copying originals with a very high image area ratio, SC353 would occur unnecessarily when the ID sensor pattern density dropped and the Near End condition was detected.

6. Jam Recovery

The machine was sometimes unable to perform successful jam recovery if a jam occurred while printing out a series of preset jobs.

7. Display error - number of jobs

Even after being cancelled, a preset job is not subtracted from the total job count.

Reissued: 30-Nov-01

RIGOH

Model: Dolphin

Date: 07-Sep-01 No.:

No.: RB010003a

8. Part of image missing when printing out "Additional Copies" with electronic sort, mixed original mode

Following a mixed-original electronic sorting job, the machine is still set to use the paper roll it did for the last copy.

Therefore when "Additional Copies" are initiated, instead of resetting the paper roll to the initial one, the machine starts printing out onto the most recently used roll, cutting off some of the image. The software was corrected so that copies of any additional sets are printed out onto their correct sizes, i.e. as originally set in the initial job.

9. Unlimited scanning before beginning a copy job

The software was changed so that when the Print Start Trigger is set to "press start key", originals can be scanned an unlimited number of times before initiating the copy job. Each time a new scan is initiated, the previous scan data is overwritten.

Technical Bulletin

| Model: Dolphin Da | | | Dat | ate: 30-Nov-01 | | No.: RB010006 |
|---|-----------------|--------------|------|-------------------------|----------------|-------------------|
| Subject: Serial number sheet for printer/scanner controller | | | | Prepared by: F. Noguchi | | |
| From: Technical | | | | | | |
| Classification: | Troubleshooting | Part informa | | ation 🛛 🖂 Actio | | required |
| | Mechanical | Electric | al | 🛛 Service manual rev | | e manual revision |
| Paper path Transm | | it/rec | eive | Retrof | it information | |
| | Other () | | | | | |

With the release of the Printer/Scanner Controller, this RTB has been issued to explain the serial number sheet and the Controller Board Assembly service part.

1. Serial number sheet for the Printer/Scanner Controller Board

The following serial number sheet is packaged together with the Printer/Scanner Controller and the Controller Board Assembly service part.

When installing the board, be sure to attach the decal to the outside of the server PC.

Note:

- 1) The serial number on this sheet is necessary to obtain the RSP files.
- 2) If the board needs to be replaced again, it will be necessary to replace the serial number sheet together.

| Serial | number |
|--------|---------|
| P82191 | 05005-C |

2. Service parts

The following is the only service part registered for the Printer/Controller Board.

| P/N | Description | Q'ty |
|----------|------------------------|------|
| G0675900 | Controller Board Ass'y | 1 |

Note:

A parts catalog for the Printer/Scanner Controller will not be issued, because the controller board assembly is the only registered spare part for this item.

Technical Bulletin

PAGE: 1/4

| Model: Dolphin Da | | | Dat | :e: 06-Nov-01 | No.: RB010007 |
|-----------------------|-----------------|----------|---------|-------------------|--------------------|
| Subject: MCU breakage | | | | Prepared by: F. I | Noguchi |
| From: Technical | | — | | | |
| Classification: | Troubleshooting | Part inf | orma | tion 🛛 Action | n required |
| 1 | Mechanical | Electric | al | 🗌 Servi | ce manual revision |
| 1 | Paper path | | iit/rec | eive 🗌 Retro | fit information |
| 1 | Other () | | | | |

SYMPTOM

The machine shuts down after the MCU breaks (only the operation switch LED is lit).

CAUSE

At power off, surge current damages the oscillator circuit IC on the MCU.

SOLUTION

Replace the MCU with the modified one (suffix C) at installation or the next customer visit. See the attached *MCU Replacement Procedure*. See page 3 of this RTB.





COUNTERMEASURE

A surge current protection diode has been added to the MCU at the factory from the following cut-in serial numbers:

B010-17: J2010900032 ~ 34, 36, 37, 39 ~ 41, 44, 45, 50, 52, 54, 59, 61 and from J2011000001 B010-22: J2010600041 ~ 43, 45 ~ 53, 55 ~ 57, 59 ~ 63, 65, 68, 69 J2010700040 ~ 45, 51, 55 J2010800059 ~ 61, 63, 65, J2010900023 ~ 25, 27 and from J2010900029 B010-27: J2010600002 ~ 8, 10, 11, 13 ~ 30, 33, 35 ~ 38, 40 J2010700002, 3, 5 ~ 14, 18 ~ 20, 24, 26, 28, 31 ~ 33, 35 J2010800023, 24, 26 ~41, 43, 45 ~50, 52 ~57 J2010900001 ~ 8, and from J2010900010

Note: The P/Ns for the MCU have not been changed (NA: B0105071, EU: B0105076). The suffix has been changed for both from B to C.

| R | GC | D | Т Л | |
|------|----|---|--------|--|
| 1400 | | | | |

| T | echnical | B ulletin |
|---|----------|------------------|
| | Comba | |

Model: Dolphin

Date: 06-Nov-01

No.: RB010007

ACTION IN THE FIELD

At installation or the next customer visit, please use the following procedure to replace the MCU with the modified one (suffix C).

After replacing the MCU, please send back the old MCU (suffix A or B) to the location that sent you the new MCU.

MCU REPLACEMENT PROCEDURE

Caution: Be sure to unplug the power cord before starting the following procedure.

[A]

1. Remove the right rear cover [A] (5 screws).

- 2. Release the lock of CN251 and CN254, then pull out the flat cables [B] from the MCU board [C].
- 3. Remove the MCU board (3 screws).
- 4. Remove the following NVRAMs from the MCU board: IC101 [D] (RAM - STK15C68 - P45) IC108 [E] (SRAM - STK15C88 - W45) IC109 [F] (RAM - STK15C88 - P45)



Note:

- 1) Before removal and insertion, the engineer should touch a metal portion of the machine to eliminate the possibility of a static electricity buildup.
- 2) Do not place the NVRAM on an object made of conductive material. This will cause a short, resulting in the loss of all the data inside.



| Model: Dolphin | Date: 06-Nov-01 | No.: RB010007 |
|----------------|-----------------|---------------|
| • | | |

- 3) When removing the NVRAM, inserting a small, flat-head (standard) screwdriver into the space between the NVRAM casing and the RAM socket (at the ends where there are no pins), lifting the RAM up on both ends with the screwdriver, and finally taking it out by hand.
- 4) When inserting the NVRAM, it is important to first make sure that all of the pins on both sides have been properly set in their holes, and then to push the pins in all the way (in this order).
- 5. Mount these 3 NVRAMs onto the new MCU board.
- 6. Install the new MCU board and connect the flat cables.
- 7. Plug in the power cord and turn on the main power switch.
- 8. Confirm the machine serial number using SP5811.
- 9. Make a copy and confirm that the machine functions normally.
- 10.Turn off the main power switch and unplug the power cord.
- 11. Reinstall the right rear cover (5 screws).

Reissued: 4-Oct-02

| Model: Dolphin | | | Date: 9-May-02 | | No.: RB010008a | | | | |
|---|--|-----------------|----------------|------|----------------------------|---|--|--|--|
| The cut-in serial number has been added. | | | | | | | | | |
| Subject: Notification for the Function Reset Timer setting Prepared by: F.Noguchi | | | | | | | | | |
| From: Technical | From: Technical Services sec. Service Planning Dept. | | | | | | | | |
| Classification: | Troubleshooting Mechanical Paper path | Troubleshooting | | tion | Action Servic Retrof | required e manual revision it information | | | |
| | Other () | | | | | | | | |

As informed in RTB RB010003a, due to the following symptom, the default setting for the Function Reset Timer (System Settings: General Features) has been changed from "3 sec" to "instant" for use with the Printer/Scanner controller.

SYMPTOM

The Reserve Scanner Error (see below) is displayed in the Scantool function of Plotbase.

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|---|--|--|------------|
| | 22.6410.0 | Linergodeniceridateri) Renze einer Dissusset. The dissusset builderid Exercited auf Dissusset. The dissusset with extra end. Exercited and the statement Renze einer Statement. Planta einer Dissusset. The dissusset with extra exercit. Saming data is CADCLINE "I VeD Larrey Exercited. Saming data is CADCLINE" VeD Larrey Exercited. Saming data is CADCLINE" VeD Larrey Exercited. Saming Statement Dissu | HB4-71.027 |
| All And | Unix North: [Additional] Format For | | |

CAUSE

The Function Reset Timer is not set to "instant."

| RIGOH |
|--------------------|
| Reissued: 4-Oct-02 |

| | - | |
|----------------|----------------|----------------|
| Model: Dolphin | Date: 9-May-02 | No.: RB010008a |

SOLUTION

The Function Reset Timer has been controlled from SP Mode, and deleted from System Settings.

Cut-in serial number B010-17: From J2020800030 ~ B010-22: From J2020700001 ~ B010-27: From J2020800001 ~ B010-57: From 1st production (J2020900001 ~)

Action in the Field

Please note the following for machines with a Printer/Scanner Controller installed:

1) Machines updated from firmware ver6.06 to ver6.08:

The update to ver6.08 in the field will not automatically change the Function Reset Timer setting, therefore it is necessary to manually set this to "instant" after the update is completed. In addition, please advise customers that this setting should not be changed from "instant."

Machines originally equipped with ver6.06:

B010-17: From 1st production ~ J2011000015 B010-22: From 1st production ~ J2011000026 B010-27: From 1st production ~ J2010900096

2) Machines originally equipped with ver6.08:

The following machines already have the default for the Function Reset Timer set to "instant", so there is no need to manually change this at installation. As stated above, please make customers aware that this setting should be left at "instant."

Machines originally equipped with ver6.08 (default setting "instant"): B010-17: J2011200001 – from Dec '01 (no production in Nov '01) B010-22: J2020200067 – from Feb '02 (no production Nov '01 to Jan '02). B010-27: J2011100001 – from Nov '01

Technical Bulletin

GOH

| Reissued: 18-Jun-02 | | | | | | | |
|---|---|---------------------------|------------------------|------------------------|--|---|--|
| Model: Dolphin | | | Date: 07-Sep-01 | | -01 | No.: RB010003b | |
| Version 6.11 has been added. | | | | | | | |
| Subject: BICU & SCU Firmware Modification History | | | | Prepared by: F.Noguchi | | | |
| From: Technical | Services sec. Service Planning | g Dept. | | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part info Electric Transm | ormat al iit/rec | tion eive | ☑ Action ☑ Servic ☑ Retrof | required e manual revision it information | |

This RTB contains the modification histories for the BICU and SCU firmware.

Note: When installing either the BICU or SCU firmware in the field, be sure to update <u>both</u> <u>together</u>.

| Destination | Part Number | | Model Codes/Languages |
|-------------|-------------|----------|-----------------------|
| | BICU | SCU | |
| USA | B0105162 | B0105172 | B010-17: US English |
| EU1, Asia | B0105163 | B0105173 | B010-22,-27: English |
| EU2 | B0105180 | B0105190 | B010-22,-27: French |
| EU3 | B0108182 | B0105192 | B010-22,-27: German |
| EU4 | B0108184 | B0105194 | B010-22,-27: Italian |
| EU5 | B0105186 | B0105196 | B010-22,-27: Spanish |
| EU6 | B0105188 | B0105198 | B010-22,-27: Dutch |

| Destination/ | USA | Eu1_Asia | Eu2 | Eu3 | Eu4 | Eu5 | Eu6 | RTB |
|--------------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Part Number | B0105162 | B0105163 | B0105180 | B0105182 | B0105184 | B0105186 | B0105188 | issue |
| | B0105172 | b0105173 | B0105190 | B0105192 | B0105194 | B0105196 | B0108198 | date |
| Version/ | | | | | | | | |
| Suffix | | | | | | | | |
| 6.00 | A | А | A | A | A | A | A | |
| 6.06 | В | В | В | В | В | В | В | 07-Sep-01 |
| 6.08 | С | С | С | С | С | С | С | 30-Nov-01 |
| 6.11 | D | D | D | D | D | D | D | 18-Jun-02 |

Model: Dolphin

Version 6.11

| | USA | EU1 Asia | EU2 | EU3 | EU4 | EU5 | EU6 |
|------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| BICU | B0105162D | B0105163D | B0105180D | B0105182D | B0105184D | B0105186D | B0105188D |
| SCU | B0105172D | B0105173D | B0105190D | B0105192D | B0105194D | B0105196D | B0105198D |

1. Missing image data with wide originals (230V version only)

<Symptom>

Image data is missing at the right and left edges (30mm from the edge) when feeding originals over 841mm in width.

<Cause>

Even if Original Size Auto Detect (System Settings, General Features 2/2) is turned Off, the printer/scanner controller is informed of the maximum scanning width of 841mm. **<Solution>**

When Original Size Auto Detect is deactivated and the original size sensor for 841mm detects the original, the machine will regard this as a width of 914mm and send this data to the printer/scanner controller.

Note: Please advise users to deactivate Original Size Auto Detect when scanning/copying originals over 841mm in width.

2. Scanner reserve error

<Symptom>

The Reserve Scanner Error is displayed in the Scantool function of Plotbase.

<Cause>

The Function Reset Timer is not set to "instant."

<Solution>

The Function Reset Timer has been deleted from System Settings – General Features 2/3, and is now controlled from SP5900.

| Mode Number/name | Function/ [Setting] |
|----------------------|--|
| Function Reset Timer | Adjusts the Function Reset Timer. Specifies the length of the delay in switching from the Copier function to the Printer/Scanner function when the machine receives a print/scan job. |
| | [0, 3~30 / 0 / 1 sec step] When the printer/scanner controller is connected, the timer |
| | Mode Number/name Function Reset Timer |

Note: The update to ver6.11 in the field will not automatically change the Function Reset Timer setting. Therefore, it is necessary to manually set this to "instant" after the update is completed.

4. New SP Mode added to enable Continuous Original Feed (SP5957)

| 5 | Mode Number/name | Function/ [Setting] |
|------|---------------------|--|
| 5957 | Continuous Original | Enables or disables the continuous feeding of originals |
| | Feed | through the original feeder. When enabled, originals can be fed one by one during a copy job without having to wait |
| | | for each copy to exit. |

Technical Bulletin

| Model: Dolphin | Date: 07-Sep-01 | No.: RB010003b |
|----------------|-----------------|----------------|

The following items (5 thru 7) have been corrected with this version:

5. PM Light is displayed before 10,000m (every 10,000 ft.)

The PM light will now be displayed on the operation panel every 10,000 meters, regardless of the unit set for the total counter in SP5980.

6. Function error - User code

Reissued: 18-Jun-02

Even though the machine prompts the operator to enter the User Code, it is possible to make copies without inputting any code.

Note: User Codes cannot be used with the printer/scanner controller, even though the operation panel displays the user code screen.

7. Display changed for SP4428-002: Image Scan Adjustment - Start

"Executing" remains displayed even after the SP has completed the adjustment. This has been changed so that no message is displayed during the adjustment, and "Succeeded" is displayed when it is completed.

| RIGOH | Technic | etin | PAGE: 1/1 | | | |
|--|---|---------------------------------------|-----------------------|---|--|--|
| Model: Dolphin | | | Dat | e: 11-Sep-02 | No.: RB010009 | |
| Subject: HDD Installation procedure (-22,-27 version only) From: Technical Services sec. Service Planning Dept. | | | | Prepared by: F.Noguchi | | |
| Classification: | Troubleshooting [] Mechanical [] Paper path [] Other ()) | ☐ Part info ☐ Electric] Transm | ormat al it/rec | tion ☐ Actio ⊠ Servi eive ☐ Retro | n required ce manual revision ofit information | |

To further minimize the effect of electrical noise, a Shield Plate has been added in front of the HDD attachment area. Since this plate is not used when the HDD option is present, please add <u>Step 4</u> to the following Service Manual HDD Installation Procedure:

- 1. Remove the copier right and left covers (9 screws).
- 2. Remove the serial number decal from the HDD unit and attach it on the rear frame, next to the machine's serial number decal.
- 3. Remove the 2 cushions from the HDD unit.
- 4. Remove the shield plate (2 screws).
 - 5. Install the HDD unit onto the base plate (2 screws)



Cut-in serial numbers:

| MODEL NAME | V/Hz | DESTINATION | CODE | SERIAL NO. |
|---|----------------|----------------------------|---------|-------------|
| Nashuatec A070 Gestetner A070 Rex Rotary A070 | 220-240/50, 60 | Europe, etc. | B010-22 | J20210XXXXX |
| RICOH Aficio 470W | 220-240/50, 60 | Europe, Asia, Oceania, etc | B010-27 | J2020800045 |

| RIGOH | Techni | ical B | ull | etin | PAGE: 1/1 |
|-----------------|---|---------------|------------------------|---------------|---|
| Model: Dolphin | | Dat | e: 3-Oct-02 | No.: RB010010 | |
| Subject: SC951 | | | Prepared by: F.Noguchi | | |
| From: Technical | Services sec. Service Planning | Dept. | | | |
| Classification: | fication: Troubleshooting Part Mechanical Elect Paper path Tran | | | tion 🛛 Action | n required ce manual revision fit information |

SYMPTOM

SC951 (F-Gate Signal Error) generated during printing only.

CAUSE

The machine switches over to Low CPM mode during a print job, causing the interval between sheets to increase. The controller does not get a fast enough response from the mainframe, causing an error at the controller side.

Note: The machine tends to switch over to Low CPM mode when it cannot maintain a high enough fusing temperature, such as when prints are made right after the machine reaches Copy Ready or recovers from Energy Saver Mode. Further, the machine has a greater tendency to switch over when a large volume of prints is made continuously under such conditions.

SOLUTION

Controller firmware modification.

Note: This modification is scheduled to be applied from January '03 production.

Action in the Field

In order to minimize occurrences of SC951, please change the following settings. This will ensure that the fusing temperature remains in the optimum range:

- 1. System Settings General Features "Fusing Adjustment: Paper Tray": Set to "3".
- 2. System Settings General Features "Panel Off Timer": Set to "0 sec".
- 3. System Settings General Features "Energy Saver Timer": Set to "0 sec".
- 4. System Settings Key Operator Tools "Auto off Timer": Set to "240 min".
- 5. SP1917 "Ready Temp. Setting": Set to "1" (195°C All paper types/thickness).
- 6. SP1103 "Fusing Idling": Set to "3" (5min).

Technical Bulletin

Reissued: 11-Oct-02

Date: 07-Sep-01

No.: RB010003c

| Model: Dolphin | Model: Dolphin | | | | 01 | No.: RB010003c | | | |
|------------------------------|--------------------------------|-----------|------------------------|------|--------|-------------------|--|--|--|
| Version 6.12 has been added. | | | | | | | | | |
| Subject: BICU & | SCU Firmware Modification Hi | | Prepared by: F.Noguchi | | | | | | |
| From: Technical | Services sec. Service Planning | | | | | | | | |
| Classification: | | Part info | ormat | tion | Action | 1 required | | | |
| | Mechanical Paper path | | | | | e manual revision | | | |
| | Other () | | 10100 | | | | | | |

This RTB contains the modification histories for the BICU and SCU firmware.

Note: When installing either the BICU or SCU firmware in the field, be sure to update both together.

| Destination | Part Number | | Model Codes/Languages |
|-------------|-------------|----------|-----------------------|
| | BICU | SCU | |
| USA | B0105162 | B0105172 | B010-17: US English |
| EU1, Asia | B0105163 | B0105173 | B010-22,-27: English |
| EU2 | B0105180 | B0105190 | B010-22,-27: French |
| EU3 | B0108182 | B0105192 | B010-22,-27: German |
| EU4 | B0108184 | B0105194 | B010-22,-27: Italian |
| EU5 | B0105186 | B0105196 | B010-22,-27: Spanish |
| EU6 | B0105188 | B0105198 | B010-22,-27: Dutch |

| Destination/ | USA | Eu1_Asia | Eu2 | Eu3 | Eu4 | Eu5 | Eu6 | RTB |
|--------------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Part Number | B0105162 | B0105163 | B0105180 | B0105182 | B0105184 | B0105186 | B0105188 | issue |
| | B0105172 | b0105173 | B0105190 | B0105192 | B0105194 | B0105196 | B0108198 | date |
| Version/ | | | | | | | | |
| Suffix | | | | | | | | |
| 6.00 | A | A | A | A | A | A | A | |
| 6.06 | В | В | В | В | В | В | В | 07-Sep-01 |
| 6.08 | С | С | С | С | С | С | С | 30-Nov-01 |
| 6.11 | D | D | D | D | D | D | D | 18-Jun-02 |
| 6.12 | E | E | E | E | E | E | E | 11-Oct-02 |

Reissued: 11-Oct-02

Model: Dolphin

Date: 07-Sep-01 No.: RB010003c

Version 6.12

| | | USA | EU1 Asia | EU2 | EU3 | EU4 | EU5 | EU6 |
|----|----|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| BI | CU | B0105162E | B0105163E | B0105180E | B0105182E | B0105184E | B0105186E | B0105188E |
| SC | CU | B0105172E | B0105173E | B0105190E | B0105192E | B0105194E | B0105196E | B0105198E |

1. "SAVIN 4700WD", "Gestetner A070", "LANIER LW410" added to SP5907 (Plug & Display)

The model names have been added as follows:

1: RICOH imajio Wide 7040 (Japan)

2: RICOH Aficio 470W

3: NRG A070

4: SAVIN 4700WD

5: Gestetner A070

6: LANIER LW410

Technical Bulletin

| Reissued: 07-Nov-02 | | | | | | | | |
|--|---|-------|------------------------|-------------------|----------------------|---|--|--|
| Model: Dolphin | Model: Dolphin | | | | 1 | No.: RB010003d | | |
| Version 6.13 has been added. | | | | | | | | |
| Subject: BICU & SCU Firmware Modification History Prepared by: F.Noguchi | | | | | | | | |
| From: Technical | Services sec. Service Planning | Dept. | | | | | | |
| Classification: | Iassification: Troubleshooting Part Mechanical Elect Paper path Trans Other () | | ormai al iit/rec | tion [2 eive [| Action Servic Retrof | required e manual revision it information | | |

This RTB contains the modification histories for the BICU and SCU firmware.

Note: When installing either the BICU or SCU firmware in the field, be sure to update <u>both</u> <u>together</u>.

| Destination | Part N | lumber | Model Codes/Languages |
|-------------|----------|----------|-----------------------|
| | BICU | SCU | |
| USA | B0105162 | B0105172 | B010-17: US English |
| EU1, Asia | B0105163 | B0105173 | B010-22,-27: English |
| EU2 | B0105180 | B0105190 | B010-22,-27: French |
| EU3 | B0108182 | B0105192 | B010-22,-27: German |
| EU4 | B0108184 | B0105194 | B010-22,-27: Italian |
| EU5 | B0105186 | B0105196 | B010-22,-27: Spanish |
| EU6 | B0105188 | B0105198 | B010-22,-27: Dutch |

| Destination/ Part Number | USA B0105162 | Eu1_Asia B0105163 | Eu2 B0105180 | Eu3 B0105182 | Eu4 B0105184 | Eu5 B0105186 | Eu6 B0105188 | RTB issue |
|-----------------------------|-----------------|----------------------|-----------------|-----------------|-----------------|-----------------|-----------------|--------------|
| | B0105172 | b0105173 | B0105190 | B0105192 | B0105194 | B0105196 | B0108198 | date |
| version/ | | | | | | | | |
| 6 00 | ^ | ۸ | ٨ | ۸ | ^ | ٨ | ۸ | |
| 0.00 | A | A | A | A | A | A | A | |
| 6.06 | В | В | В | В | В | В | В | 07-Sep-01 |
| 6.08 | С | С | С | С | С | С | С | 30-Nov-01 |
| 6.11 | D | D | D | D | D | D | D | 18-Jun-02 |
| 6.12 | E | E | E | E | E | E | E | 07-Oct-02 |
| 6.13 | F | F | F | F | F | F | F | 07-Nov-02 |

RIGOH Reissued: 07-Nov-02

Reissuea: 07-Nov-

Date: 07-Sep-01 No.: RB010003d

< Version 6.13>

Model: Dolphin

| | USA | EU1 Asia | EU2 | EU3 | EU4 | EU5 | EU6 |
|------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| BICU | B0105162F | B0105163F | B0105180F | B0105182F | B0105184F | B0105186F | B0105188F |
| SCU | B0105172F | B0105173F | B0105190F | B0105192F | B0105194F | B0105196F | B0105198F |

1. An output check for the toner supply clutch has been added to SP5804 (Output Check) .

| Item | Parts |
|------|---------------------|
| 56 | Toner Supply Clutch |

< Version 6.12>

| | USA | EU1 Asia | EU2 | EU3 | EU4 | EU5 | EU6 |
|------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| BICU | B0105162E | B0105163E | B0105180E | B0105182E | B0105184E | B0105186E | B0105188E |
| SCU | B0105172E | B0105173E | B0105190E | B0105192E | B0105194E | B0105196E | B0105198E |

1. "SAVIN 4700WD", "Gestetner A070", " LANIER LW410" added to SP5907 (Plug & Display) The model names have been added as follows:

1: RICOH imajio Wide 7040 (Japan)

- 2: RICOH Aficio 470W
- 3: NRG A070
- 4: SAVIN 4700WD
- 5: Gestetner A070
- 6: LANIER LW410

< Version 6.11>

| | USA | EU1 Asia | EU2 | EU3 | EU4 | EU5 | EU6 |
|------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| BICU | B0105162D | B0105163D | B0105180D | B0105182D | B0105184D | B0105186D | B0105188D |
| SCU | B0105172D | B0105173D | B0105190D | B0105192D | B0105194D | B0105196D | B0105198D |

1. Missing image data with wide originals (230V version only) <Symptom>

Image data is missing on the right and left edges (30mm from the edge) when feeding originals over 841mm in width.

<Cause>

Even if Original Size Auto Detect (System Settings, General Features 2/2) is turned Off, the printer/scanner controller is informed of the maximum scanning width of 841mm.

<Solution>

When Original Size Auto Detect is deactivated and the original size sensor for 841mm detects the original, the machine will regard this as a width of 914mm and send this data to the printer/scanner controller.

Note: Please advise users to deactivate Original Size Auto Detect when scanning/copying originals over 841mm in width.

RIGON Reissued: 07-Nov-02

Model: Dolphin

Date: 07-Sep-01 No.

No.: RB010003d

2. Scanner reserve error

<Symptom>

The Reserve Scanner Error is displayed in the Scantool function of Plotbase.

<Cause>

The Function Reset Timer is not set to "instant."

<Solution>

The Function Reset Timer has been deleted from System Settings – General Features 2/3, and is now controlled from SP5900.

| 5 | Mode Number/name | Function/ [Setting] |
|------|----------------------|---|
| 5900 | Function Reset Timer | Adjusts the Function Reset Timer. Specifies the length of the delay in switching from Copier |
| | | receives a print/scan job. |
| | | [0, 3~30 / 0 / 1 sec step] |
| | | When the printer/scanner controller is connected, the timer should be set to "0" (instant). |

Note: The update to ver6.11 in the field will not automatically change the Function Reset Timer setting, therefore it is necessary to manually set this to "instant" after the update is completed.

3. New SP Mode added to enable Continuous Original Feed (SP5957)

| 5 | Mode Number/name | Function/ [Setting] |
|------|---------------------|--|
| 5957 | Continuous Original | Enables or disables the continuous feeding of originals |
| | Feed | through the original feeder. When enabled, originals can be fed one by one during a copy job without having to wait for each copy to exit. |

The following items (4 thru 6) have been corrected with this version:

4. PM Light is displayed before 10,000m (every 10,000 ft.)

The PM light will now be displayed on the operation panel every 10,000 meters, regardless of the unit set for the total counter in SP5980.

5. Function error - User code

Even though the machine prompts the operator to enter the User Code, it is possible to make copies without inputting any code.

Note: User Codes cannot be used with the printer/scanner controller, even though the operation panel displays the user code screen.

6. Display changed for SP4428-002: Image Scan Adjustment - Start

"Executing" remains displayed even after the SP has completed the adjustment. This has been changed so that no message is displayed during the adjustment, and "Succeeded" is displayed when it is completed.

Technical Bulletin

Reissued: 19-Mar-03 Model: General RTB

Date: 4-Feb-03

RTB Reissue

| The items in bold italics have been corrected or updated. | | | | | |
|--|-------------------------------|------------------|----------------------|-------------------------|--|
| Subject: Service remarks at installation | | | Prepared by: T. Itoh | | |
| From: Technical Service Sec. Service Planning D | | Dept. | | | |
| Classification: | Troubleshooting | Part information | tion | Action required | |
| | Mechanical | Electrical | | Service manual revision | |
| | Paper path | Transmit/rec | eive | Retrofit information | |
| | Other (Specification changed) | ge) | | | |

Please note the following change in counter specification. Although a production line modification will not be applied to some products, the action described in *4. Important Notes for Installation* below <u>must be taken for **all products** at installation</u>.

Overview:

Electronic counters will now be set to $\underline{\mathbf{0}}$ when released from the factory, instead of being set to a negative value.

Background:

Previously, counters were set to a negative value when shipped from the factory, and later set to "0" at installation, following installation test copies/prints. However this may cause confusion among some customers as to why the counter value at the commencement of the contract is "0", even though some installation test copies have already been made.

Details:

1. Specification Change

| | Specification |
|---------|--|
| Current | • The initial value of the electrical counter is <u>negative</u> when products are shipped from the factory. |
| | Note: After making test samples at installation, the negative counter value can be set to "0" with SP mode. |
| New | • The initial value of the electrical counter is <u>"0"</u> when products are shipped from the factory. |
| | Note: After making test samples at installation, the (positive) counter value cannot be set back to "0" with SP mode. |

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Reissued: 19-Mar-03

Model: General RTB Date: 4-Feb-03 No.: RGene013b

2. Firmware Modification

Due to the counter modification, SP5-849 has also been changed as follows for products that have this SP mode (listed below).

| | SP mode name: | Specification: |
|---------|----------------------|--|
| Current | Counter Clear Day | • When the electrical counter is changed <u>from a</u> <u>negative value to 0</u> , the machine recognizes this as the counter clear day and stores this date in the NVRAM. |
| New | Installation Date | When the electrical counter <u>reaches a value of</u> <u>20</u>, the machine recognizes this as the installation date and stores this date in the NVRAM. |

NOTE: The following products have SP5-849. The new firmware for these products has not yet been released. However the release notes for each will clearly mention the new firmware version.

New products: Bellini-C2, Adonis C3 Current products: Martini C1, Model-U C1

3. Schedule for the Counter Modification

The following is the current schedule for when the counter modification will be applied. Please note that there are some models to which the change will not be applied (marked as "---"), due to production schedules, production lot quantities and sales figures.

NOTE: The actual cut-in months that have been confirmed appear in the "Cut-in production month" column below. This RTB will be reissued when these dates have been confirmed for the remaining products.

| Product Name | Product | Target cut-in | Cut-in production month |
|---------------|---------|------------------|---------------------------|
| | Code | production month | |
| Bellini C2 | B070 | 2003.03 | April '03 production |
| Adonis C3 | B079/82 | 2003.03 | First mass production lot |
| Model J-P2 | G080 | 2003.03 | March '03 production |
| Model J-P2 CF | G367 | 2003.03 | March '03 production |
| Model AR- P1 | G081/92 | 2003.03 | March '03 production |
| Model K-C1a | B120 | 2003.03 | March '03 production |

(1) New products

Reissued: 19-Mar-03 Model: General RTB

Date: 4-Feb-03

No.: RGene013b

(2) Current products

| Draduat Name Draduat Target out in Cut in production month | | | | | | | |
|--|---------------|------------------|---------------------------------|--|--|--|--|
| Product Name | Product | | Cut-in production month | | | | |
| | Code | production month | | | | | |
| Digital B&W Copiers | | | | | | | |
| Bellini C1 | A294 | | | | | | |
| Martini C1 | B064/65 | 2003.03 | April '03 production (see Note) | | | | |
| Model M-C2b | B098 | 2003.03 | March '03 production | | | | |
| Adonis C2 | B003/04/06/07 | | | | | | |
| Russian C2 | B022/27/31 | 2003.03 | February '03 production | | | | |
| Model K-C1 | B039/40/43 | 2003.03 | March '03 production | | | | |
| Stella C1 | B044/45/46/49 | 2003.03 | March '03 production | | | | |
| Digital WF Copie | rs | | | | | | |
| Dolphin | B010 | 2003.03 | March '03 production | | | | |
| Analog Copiers | | | | | | | |
| All products | - | | | | | | |
| J2SS-C3 | B047/48 | (See Note) | March '03 production | | | | |
| Whale | A174 | | March '03 production | | | | |
| Color Copiers | | | | | | | |
| Model I2 | B018 | | | | | | |
| Model L2 | B017 | | | | | | |
| Model C2 | B023 | 2003.02 | February '03 production | | | | |
| Model U-C1 | B051/52 | 2003.03 | April '03 production | | | | |
| Color Printers | | | | | | | |
| Model J-P1 | G060 | | | | | | |
| Model J-P1 CF | G570 | | | | | | |
| Model U-P1 | G071 | 2003.03 | March '03 production | | | | |
| Pomelo P3 | G063 | 2003.03 | March '03 production | | | | |

- **NOTE:** The counter change will be applied as a running change to production units only. For machines already shipped out or in the field, please be sure to take the action described below in Section 4.
- NOTE: For Martini-C1 mainframes assembled in Japan, the counter change will be applied from the first unit of April '03 production. For mainframes assembled at REI, the change will be applied midway through April production. These cut-in serial numbers will be announced as soon as they have been confirmed.
- NOTE: The change will also be applied to analog models J2SS-C3 and Whale, as production will continue for a while. However, as these models use only mechanical counters, the initial value when shipped from the factory will be 1 or 2 (not 0), following the 1 or 2 factory test copies.

Model: General RTB

Date: 4-Feb-03 No

No.: RGene013b

4. Important Notes for Machine Installation – All Products

Please be sure to perform the following at machine installation:

1. If the product is from before the counter modification, i.e. the counter is at a negative value, be sure to <u>set the counter value to 0 first</u>, then make the installation test <u>samples</u>.

| Digital products | Set the electrical counter to 0 with SP mode. |
|------------------|--|
| Analog products | Set the mechanical counter to 0 with a reset key (tool). |

- 2. If the product is modified, i.e. the counter is already at 0 (or above 0 following preinstallation at a service depot), simply make the installation test samples.
- 3. After completing the installation, make sure to **record the counter value**. This is very important, as this value will be used for billing with Meter Click contracts. Also, inform the customer of the value along with the reason why the counter does not start from "0".

| RIGOR Technical Bull | | | | etin | PAGE: 1/3 |
|---|-------------------------------------|------------------|------------------------|-----------------------------|----------------------|
| Model: Dolphin Date | | | te: 14-Apr-03 | No.: RB010011 | |
| Subject: Dirty background | | | Prepared by: F.Noguchi | | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | | | |
| Classification: | n: 🛛 Troubleshooting 🗌 Part informa | | orma | tion Action required | |
| | Mechanical Electrical | | al | Sei | vice manual revision |
| | Paper path | h 🗌 Transmit/red | | eive 🗌 Retrofit information | |
| | Other () | | | | |

Please use the following as a troubleshooting guide for when dirty background is reported from the field.

SYMPTOM

Dirty background (all types).

POSSIBLE CAUSES

1. SP2201-004 setting error:

This SP may be set for low-duty copy jobs even when copying at high volumes.

- 2. Incorrect ID sensor data:
 - 1) Dirty ID sensor
 - 2) Defective ID sensor
- Drum light fatigue: Defective quenching lamp
- 4. Developer deterioration:
 - 1) Developer deteriorates faster when there is a Diazo machine installed nearby, which emits ammonia.
 - 2) The developer is used past its PM interval.
- 5. Drum deterioration:
 - 1) Drums deteriorate faster when there is a Diazo machine installed nearby.
 - 2) The thickness of the drum's under layer (UL) is near specification minimum in some areas.

Specification: 3.0 +/- 0.5µm.

Backgrounding process:

With the Dolphin, the grid voltage is set relatively high in order to bring out highlight areas more clearly. The thinner areas at the lower limit of the UL specification (2.5 μ m) are unable to tolerate the higher electrical field applied to the drum surface, causing an electrical leak, which appears as dirty background on the copy surface.
| RIGOH | |
|----------------|--|
| Model: Dolphin | |

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| | noai | | ICUII |

| odel: Dolphin | Date: 14-Apr-03 | No.: RB010011 |
|---------------|-----------------|---------------|
| | | |

ACTION

Perform the following, making sure to <u>check the image quality for any improvements after</u> <u>replacing or cleaning any components</u>. If at any point it returns to an acceptable level, there is <u>no need to continue the procedure</u>.

- 1) Take copy samples.
- 2) Print out the SMC sheet.
- Check the ID sensor data with SP3103 and make sure that Vsg and Vsp are within the following ranges:

Vsg: 4.0 +/- 0.1 Vsp: 0.5 +/- 0.1

If they are not, clean the ID sensor and then take 10 copies (A1/D, sideways). This will stabilize the toner concentration in the developer. Check the data again, and if it is still not within target levels, replace the sensor.

- 4) Check to see that the quenching lamp (red LED) remains ON during copying. If it does not, check for loose harness connections. If the connections are normal, replace the lamp.
- 5) Return the following SP settings back to their factory defaults (if changed).

Note: Set SP2201-004 to "High Duty Copy Jobs" to prevent toner scattering due to low copy volume.

| SP No. | Description | Factory setting sheet No. |
|--------|---|---------------------------|
| 2001 | Charge Corona Current | |
| -001 | Image Area | 05020010100 |
| -002 | Grid for Image Area | 05020010200 |
| -003 | Grid for ID Sensor Pattern | 05020010300 |
| 2201 | Development Bias Adjustment | |
| -001 | Image Area | 05022010100 |
| -002 | ID Sensor Pattern - Low Duty Copy Jobs | 05022010200 |
| -003 | ID Sensor Pattern - High Duty Copy Jobs | 05022010300 |
| -004 | Copy Jobs | 05022010400 |

6) Check the PM intervals for all PM parts and replace or clean any if necessary.

Note: It is particularly important that the corona wire, grid wire and ozone filter are not used past their PM intervals.

7) Change SP2001-002 from -875 to -800, and SP2201-001 from -705 to -600.

Note: This has a side effect of lowering the image density in solid image areas. Therefore after changing these values, make sure the ID level is acceptable to the customer.

- 8) Replace the developer.
- 9) If the above procedure does not eliminate the dirty background, drum fatigue is the most likely cause, so please replace the drum and cleaning blade.

| RIGOH |
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| Model: Dolphin | | Date: 14-Apr-03 | No.: RB010011 |
|--------------------------------------|-----------|-----------------|---------------|
| Cut-in Serial/Lot Numbers | | | |
| (Drums with increased UL thickness): | | | |
| Machines: From Aug '02 | Drums: Fr | om July '02 | |
| B010-17: J2020800001 | AM21826 | 101 ~ | |
| | | | |

B010-22: J2020800001

B010-27: J2020800001

AM21826101 ~ AM21827101 ~ AM21828101 ~

| RIGOH | Technical Bulletin | | | | PAGE: 1/10 |
|---|--|----------------------|-----------------------|-------------------------------------|---|
| Model: Dolphin | Model: Dolphin Date: 22-Aug-03 | | | | |
| Subject: Release | Subject: Release note for Dolphin-C1 (RW-470W) Controller Prepared by: M.Matsuda | | | | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | | | |
| Classification: | ☐ Troubleshooting ☐ Mechanical ☐ Paper path ☑ Other () | Part inf Electric | orma al iit/rec | tion Action Servio eive Retro | n required ce manual revision fit information |

This is a release note for the Dolphin-C1 (RW-470W) Controller.

*** Version 3.1 ***

*** Resolved problems ***

| Bug No. | Application /Driver | Symptom | Solution/Notes |
|---------|------------------------|---|--|
| | PLOTBASE | When the entry (file) name includes the symbol (#), printing of this file will stop and not be printed. | Problem fixed. When PLOTBASE encounters this character (#), it interprets it as the "escape" character. |
| | PLOTBASE | There was a problem with a file used for printing accounting information. The problem was that the titles were shifted. | This was also reported in FPR #RE02110026. |
| | SCANTOOL | Continuously executing the "Deskew" command, caused a memory overflow and thus forced Scantool to shut down. | This was also reported in FPR #RC03030010. |
| | WINPRINT | Cannot properly print out lines from Microsoft Visio Professional 2002 SR-1 [English] via Winprint. | This was also reported in FPR # RE03030020. |
| | WINPRINT | Missing data when printing from Excel (Office XP, Windows2000SP3) via Winprint. | This was also reported in FPR # RE03040006. |

| Bug No. | Subject | Application | The features of version | The features of version |
|---------|------------------------------------|-------------------|---|---|
| | | /Driver | 3.02 | 3.1 |
| | Default brightness | Scantool | The image in the preview is | Sharper image in preview. |
| | of Scantool | | messier than the image in | |
| | | | the editor. | |
| | Acquire plotter status directly | PLOTCLIENT Win | When PLOTCLIENT/WIN designates the spool folder on the Spool PC instead of | It is possible to monitor the status of plotter at Client directly. |
| | | | the PLOTBASE PC, it is impossible to monitor the status of the plotter on the Client directly. | |
| | Java Plug-in update | PLOTCLIENT Web | v1.3.1 | v1.4.0 |
| | Apache update | PLOTBASE | v1.3.9 | v1.3.027 |



Date: 22-Aug-03

No.: RB010012

*** New features ***

| Subject | Application /Driver | The features of version 3.1 |
|----------------------------------|--------------------------------------|--|
| Scan File format PDF | SCANTOOL | Saving scanned image into PDF files. Scan a document and select "Save As" to save in PDF format. |
| Scan to Multipage PDF or TIFF | SCANTOOL | When scan documents sequentially, Scantool will create a PDF or a TIFF file with multiple pages. |
| "Custom Size" Scan is available | SCANTOOL | "Custom Size" scans can be created by inputting the lengths X and Y. In this case, "Custom Size" paper can be put in the middle of the scan feeder. |
| AutoCAD 2004 support | PLOTBASE, HDI Driver, Winprint | AutoCAD 2004 is supported for direct DWG file printing. AutoCAD 2004 has been added as supported Application of HDI/ADI driver and Winprint. |

*** Revised points of the Manuals ***

In this table, the reference page is an example of the English version.

| | Summary | Notes |
|---|---|-------|
| 1 | The manuals have been revised fully. The new file names are RWPB31US.pdf, | |
| | RWCLI31US.pdf, and RWTEC31US.pdf. The printed "Installation Manual" has | |
| | been revised as well. | |

*** Remarks ***

| Application | Description | Bug No. |
|-------------|--|-----------|
| SCANTOOL | It is necessary to get a new copy of the RSP file for activating the Scan to PDF function. Please get the new RSP file via "www.rspfiles.com" and reinstall the RSP file in PLOTBASE. | OSDG-0043 |
| PLOTBASE | When updating PLOTBASE to v3.1, a clean install of the OS is required. (See the following steps.) | |
| | Format the HDD that the previous version of PLOTBASE was installed on. Install the OS. Install PLOTBASE v3.1 | |

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Model: Dolphin

Date: 22-Aug-03

No.: RB010012

*** Version 3.02 *** *** Resolved problems ***

| Bug No. | Application /Driver | Symptom | Solution/Workaround |
|-----------|--------------------------|--|--|
| | WINPRINT | WINPRINT does not print Gray Levels correctly. | This was also reported as FPR #RH02040002. |
| SEG-5001 | WINPRINT | A description in Pop-up HELP is wrong. | This was also reported as FPR #RH02040004. |
| | PLOTBASE | The number '8' is filled in when drawing with "Fill Polygon" HPGL command. | Update vectorru.dll. This was also reported as FPR #RC02060004 |
| QAC-0001 | PLOTCLIEN T Web Admin | When creating a new user with the same username as one that has already been deleted, the information of that setting still remains. | Problem fixed. |
| QAC-0002 | PLOTBASE | When printing "Job State=OK" job and "Job State=Lock Print" jobs together, the "Job State=Lock Print" job is not printed due to failure in password verification. NG case: 1131 demo-0009 demo Normal OK case: 1132 demo-0010 OK case: 1133 demo-0010 demo Normal Locked Print 1133 demo-0011 demo Normal Ok | Problem fixed. |
| OSDG-0006 | PLOTCLIEN T Web Admin | The user is not created without setting a Password. | It is possible to create a user without setting of Password.Problem fixed. |
| OSDG-0009 | PLOTCLENT Web | When sending a file with a stamp from PLOTCLIENT Web, the thickness of the stamp is too light to see. | Problem fixed. |
| OSDG-0010 | PLOTBASE | Editing the "Customer" name in the PLOTCLIENT Web Admin is not reflected in the Job Editor of PLOTBASE. | The "Customer" name is reflected correctly in the Job Editor of PLOTBASE. |
| OSDG-0015 | HDI/ADI Driver | AutoCAD 2002 is omitted from the About dialog" of the HDI driver. | AutoCAD 2002 is added as a supported application in the About dialog. |
| OSDG-0018 | PLOTBASE | The pen number mismatch of the [Calcomp] tab and the Alert dialog title. | The same pen number appears in the [Calcomp] tab and the Alert dialog title. |
| OSDG-0019 | PLOTBASE | If entering an invalid value in the degree option of [Stamp Editor], close the error dialog with the Enter key. After that, the error dialog appears even if entering a valid value in the degree option of [Stamp Editor]. | Problem fixed. |
| OSDQ-0021 | WINPRINT | Image orientation of MS Visio drawing printed by WINPRINT appears wrong in the File Viewer of PLOTBASE. | Problem fixed. |
| OSDG-0028 | PLOTCLIEN T Web | When changing the unit of the "Window measure" or "Border" options on PLOTCLIENT Web as follows, an "Error on page" message occurs. "mm" -> "inch" "inch" -> "mm" "pixel" -> "inch" "pixel" -> "mm" | Problem fixed. |

Technical Bulletin

PAGE: 4/10

| Model: Dolphin | | | Date: 22-Aug-03 | No.: RB010012 |
|----------------|--|---|-----------------|--|
| Bug No. | Application /Driver | Symptom | | Solution/Workaround |
| OSDG-0030 | PLOTCLIEN T Win, PLOTCLIEN T Web, HDI/ADI Driver, SCANTOOL | Format "Original" selected at clients changes to "Percent" at PLOTBASE. | | Problem fixed. |
| OSDG-0033 | PLOTBASE | Shortcut keys are disabled after error message disappeared in the [Font] tab of the [RW-470 PS Default] menu. | | The shortcut keys work correctly. |
| OSDG-0038 | PLOTBASE | Information in the Main window and the Job Info window are not the same. | | Problem fixed. |
| OSDG-0039 | WINPRINT | When printing an MS Visio file with multiple pages, the job stops printing after printing out the first page. | | All pages of an MS Visio file that has more than one page can be printed out with WINPRINT. |
| OSDG-0040 | PLOTCLIEN T Mac | When printing a 3-pages MS Word document from Mac, only the 1 st page prints correctly. The 2 nd and 3 rd pages are blank. | | Problem fixed. |
| OSDG-0042 | WINPRINT | Extra or missing image when printing a MS Visio file. | | Problem fixed. |
| OSDG-0044 | Mac PPD | Only the cover page is printed when sending a job from Mac OS 9.0 to PLOTBASE . | | The cover page and the other pages are printed out. |
| OSDG-0046 | HDI/ADI Driver | An error message must appear right after entering more than 81 characters in the [printer name] box of the [Option] tab. | | The error message occurs at the correct timing. |
| OSDG-0048 | SCANTOOL | In the "Digits:" text box of the [General] tab of the [Options] dialog of the [Setting] menu, after an error message occurs, input data does not appear. | | Problem fixed. |

| Bug No. | Subject | Application /Driver | The features of version 3.01 | The features of version 3.02 |
|---------------|---|---------------------------------|--|--|
| QAC-0056 | Readme file | PLOTCLIEN T Win | During installation, there is a prompt to open a Readme file. There is a Readme icon in the [Start] menu of the OS. But it is not accessable. | The dialog to open the Readme file does not appear. The Readme icon has been removed from the [Program] menu at the [Start] menu. |
| Field Request | File dialog | PLOTBASE, PLOTCLIEN T Win | File type of the File open dialog is always "all TIFF files". | The default value of the file type is "All support files". After changing the File type, the value of the File type is the last setting. |
| Field Request | File dialog | PLOTBASE, PLOTCLIEN T Win | One current folder is used for the File open dialogs of both Add Entry and Insert Entry. | Add Entry and Insert Entry each have its own current folder. |
| Field Request | Added the option of the Job Flag Sheet | PLOTBASE | There is no selection of "Media source" at the Job Flag Sheet. | The additional selection of "Media source" of the Job Flag Sheet has been added. |



Technical Bulletin

Model: Dolphin

Date: 22-Aug-03

No.: RB010012

*** New features ***

| Subject | Application | The features of version 3.02 |
|------------------|-------------|---|
| Page order | PLOTBASE | Change the order of pages to print |
| r age order | PLOTCLIENT | There are three options: |
| | | e.g.) The output page order of a five-page job. |
| | | |
| | | Page order |
| | | |
| | | |
| | | Front |
| | | Rear |
| | | Auto (default value) |
| | | 12345 |
| | | 5.4.3.2.1 |
| | | -,.,-,-, |
| | | Standard |
| | | 1,2,3,4,5 |
| | | 1,2,3,4,5 |
| | | |
| | | Reverse |
| | | 5,4,3,2,1 |
| | | 5,4,5,2,1 |
| | | |
| Each entry has | PLOTBASE. | Only selected entry(-ies) is (are) printed. |
| a checkbox for | PLOTCLIENT | Entries: |
| subset. | | 01):5.bmp |
| | | 02): TestPrint. tif |
| Looked Drint | | The "Leaked Drint" function has been available with WINDDINT |
| Locked Print | | The Locked Print function has became available with winPRINT. |
| before printing | FLOTDAGE | as while printing (For example, if the file type of the entry is WMF this |
| belore printing. | | file structure is supported one or not). As a result, the job including all |
| | | printable entries is printed. If even one nonprintable entry is included. |
| | | this job is not printed. |
| | | When this function is enabled, the start of printing a job will be delayed. |
| Restart problem | PLOTBASE | There is an additional menu item "Job -> Retry Jobs". This feature |
| jobs | | resets all jobs with the status "problem" to ""pending" to retry these |
| | | JODS. |
| AutoCAD | PLUIBASE | AUTOCAD 2002 IS SUPPORTED FOR DIRECT DWG TILES PRINTING. |
| Spool directory | | The "Spool Directory" text field is editable |
| can edit | LOIDAGE | |
| manually | | |
| Multi reader | PLOTBASE | |
| | | PLOTBASE can have up to 60 spools due to system limitations. |
| | | Each spool directory has its own directory |
| | | e.g.) Change the user interface for each user. |



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Date: 22-Aug-03 No.: R

No.: RB010012

*** Revised points of the Manuals ***

In this table, the reference page is an example of the English version. RWPB30us.pdf Summarv RWCLI30us.pdf Notes Windows XP has been added as a supported OS P.2,7,11,12,69, 1 of PLOTCLIENT. 74 2 AutoCAD 2002 has been added as a supported P.41,43,98,152, P.7,17,18,63,78 Application of HDI/ADI driver. 196 The explanation of Spool paths has been added. 3 P.27 The explanation of Page Order has been added. P.87-88 P.34,73,76 4 5 The minimum size of "bypass" tray has been P.76 P.72,75,110 OSDG-0034 added.(182mm x 149mm) 6 The explanation of Locked Print in WINPRINT P.73,75,76 has been added. The explanation of how to change the plotter P.91,92 7 name has been added. 8 The explanation of "Multiple Reader" has been P.61-65 New added. features 9 More detailed explanation of "Quota" has been P.65 added. Printing starts when the "Spool Timeout" timer 10 P.65-66 expires, even if PLOTBASE does not receive all the job data. The description of the "check jobs before 11 P.66-67 New printing" function has been added. features 12 "Preparing data" status has been added in the P.78,83 explanation of "Job status". 13 For E-mail configuration, a reference page has P.88-89 been added. The description of "Activate/deactivate entries" 14 P.96 New has been added. features 15 More detailed explanation of "Stamp gradation" P.107 has been added. 16 The description of "Restart problem jobs" has P.130 New been added features 17 The descriptions of "Spool directory ", "SSL P.197-P.202 New subfolder" and "CFG subfolder" have been features added. The descriptions of "Account" and "Response" 18 P.69, P.199 have been added.

*** Remarks ***

| Application | Description | Bug No. |
|-------------|---|-----------|
| PLOTBASE | Before printing the job that "Media Source" set on "roll", please check | OSDG-0043 |
| | that paper is not loaded in the bypass tray. | |
| | If there is paper in the bypass tray, an "UnitInoperative" message | |
| | appears in the Job History Window and the job is given the "problem" | |
| | status. To print the job, remove the paper from the bypass tray, and | |
| | change the job status from "problem" to "Pending". | |



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Date: 22-Aug-03

No.: RB010012

*** Version 3.01 ***

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|-----|----------|----------|-----|
| *** | Resolved | problems | *** |

| Bug No. | Application | Symptom | Solution/Workaround |
|------------------------------------|-------------------------|--|--|
| QAC-0046 RINC-0162 RINC-1032 | PLOTBASE SCANTOOL | After changing the settings of "Configurations", selecting stamp causes PLOTBASE/SCANTOOL to close automatically with an Application error. | Problem fixed. |
| QAC-0057 | Winprint | The "Quality" setting does not work correctly. | The "Quality" selection has been fixed. |
| QAC-0058 RINC-0169 | PLOTCLIENT Web Admin | The "Help" function doesn't work. | The "Help" function works. |
| QAC-3015 | SCANTOOL | If SCANTOOL is shot down while engine is waiting for scan document, the operation panel of engine isn't released. | The operation panel returns to Ready, before shutting down SCANTOOL. |
| RINC-1035 | SCANTOOL | When you change [unit] to "inch" and enter a valid number in the "Border" text box of Job Editor, the alert appears as [unit] is "mm". | When you change the [unit] of [Option] dialog, the message that confirm whether save the data or not appears. After that "Job Editor" closes and reopens automatically. |
| SEG-0001 | Winprint | Winprint jobs appear as the full path file name in the "Job Name" of job list. | Only filenames are listed in the job list. |
| SEG-0004 | PLOTCLIENT Win | After uninstalling PLOTCLIENT Win, ADI_HDI Driver does not work. | Uninstallation of PLOTCLIENT Win does not influence on ADI_HDI diver. |
| SEG-0005 | PLOTCLIENT Win | The default font name isn't displayed in "Stamp Edit" on Win9x. | The default font name is shown in "Stamp Edit" on Win9x. This was also reported as FPR #RH02040004. |
| SEG-0006 | PLOTCLIENT Web | There is a blank selection in the "Stamp position" pulldown list. | The "Middle Right" option in the "Stamp position" is now displayed. This was also reported as FPR #RH02040003. |
| SEG-0012 | PLOTBASE | After replacing the controller board, new license cannot be installed. | Problem fixed. |
| SEG-0013 | PLOTBASE | The "Expiration Date" format in [License Manager] is not in date format. | Problem fixed. |
| SEG-0014 | Winprint | "Job Owner" of Win9x print jobs appears "NoUsername" in he PLOTBASE job list. | Win9x login user name appears on print jobs from Win9x Winprint. |
| SEG-0016 | PLOTBASE | The Plotted Area value on accounting sheet is the area of image data on paper. | The Plotted Area value is the area of consumed paper. |
| SEG-0018 | PLOTBASE | When [unit] is "mm", the paper size appears correctly at the [Format] area of [JobFlagSheet]. | The paper size of all type of [unit] appears correctly at the [Format]. |
| SEG-0021 | PLOTBASE | Correct media type is not printed in the [JobFlagSheet]. | Problem fixed. |
| SEG-0022 | PLOTCLIENT Win | When opening the SSL file that media type is not set to the machine, application hangs up. | Problem fixed. |
| SEG-0024 | SCANTOOL | Scan start position shifts to left from the edge of a document. | Problem fixed. |

Technical Bulletin

| Model: Do | olphin | | Date: 22-A | Aug-03 No.: RB010012 | |
|-----------|------------------------|---|--------------------------|--|---|
| Bug No. | Application /Driver | Symptom | | Solut | ion/Workaround |
| SEG-0025 | PLOTBASE | When executing a [Order by] c with incorrect date format, an A error occurs. | ommand Application | Problem fix | ed. |
| SEG-0038 | PLOTCLIENT Web | [help] button in the PLOTCLIEI page doesn't work. | NT Web | [help] butto Web page. | n is removed from |
| SEG-0045 | Winprint | Even if user cancels Winprint in installer prompts user to restar computer. | nstallation, t the | Problem fix | ed. |
| SEG-0056 | PLOTBASE | There are garbled characters in area of [License Manager] diale English and German. | n [Product] og except | The items of correctly win Languages | of [Product] list show th all supported |
| SEG-2001 | SCANTOOL | Originals with 30 inch width are as 24 inch. | e detected | It is a speci Engine. Workaroun wider than clip the data want. For n the readme This was al Test DB. | fication of the d: Scan the data the original size and a to the size that you nore details, refer to file. so reported with Field |

| Bug No. | Subject | Application /Driver | The features of version 3.00 | The features of version 3.01 |
|----------------------|---|--|---|--|
| QAC-0010 SEG-0047 | Language selected during the installation isn't used in applications. | | Language selected during the installation isn't used in applications and language setting of the software is different between OS. | Language selected during the installation is used in applications. |
| QAC-0041 | RSP file | PLOTBASE | "License Manager" doesn't recognize license file, which was downloaded from <u>www.rspfiles.com.("licens</u> <u>e.zip.rsp</u> ") | "License Manager" can read both "license.rsp" and "license.zip.rsp". |
| RINC-0167 | Installation of the Apache server | | The installation process does not go background. | The Apache server can be installed as a background process. |
| QAC-0030 | "Immediately" settings on Job Editor | PLOTBASE SCANTOOL | The "Immediately" priority is the same as "Normal". | The job that priority is "immediately" interrupts in the current job. |
| RINC-0034 | The menu items of "Stamp Macro" | PLOTBASE PLOTCLIENT Win | The SSL-Macros is the sub-menu of [Macros]. | The SSL-Macro menu is merged with [Macros]. |
| SEG-0034 SEG-0035 | "Text Color" function of stamp is changed the name to "Stamp gradation" | PLOTBASE PLOTCLIENT Win PLOTCLIENT Web | [stamp color text] function does not work. | Stamps have four different gray levels. (Black, Dark gray, Gray and Light gray) Please refer to the readme file. |
| QAC-0055 | Checking of entry file type | PLOTCLENT Web | Any file type can select at [Choose file] dialog. | If unsupported file type is selected, alert message is displayed. |

Technical Bulletin

| Model: Dol | phin | | Date: 22-Aug-0 | No.: RB010012 |
|-----------------|--|---|--|---|
| Bug No. | Subject | Application /Driver | The features of version 3.00 | The features of version 3.01 |
| RINC-0171 | The range of border values | PLOTCLIENT Web | The range of border values is same for the all unit of measure. | The range of border values has changed depending on the unit. The range of border values is as follows. mm: 0-500 inch: 0-20 pixel: 0-12000 Please refer to the readme file. |
| QAC-0053 | The character length of stamp macro that is beyond the paper size. | PLOTBASE | If the character length of stamp macro is longer than the plot image, the job is canceled automatically at [Job List]. | Stamps that are larger than the plot image are clipped. |
| RINC-0175 | The timing of sending "Response mail" | | The "Response mail" sends all states of printing progress (Pending, Plotting, and OK). | The "Response mail" sends when job has finished. The number of "Response mail" is reduced to one. |
| RINC-0168 | The date format in "Response mail" | | The date format in "Response mail" isn't same the OS setting. | Style of date and time in e- mails is changed to the OS locale setting of PLOTBASE Server. |
| RINC-0170 | The characters that aren't allowed to be used for "Job Name". | PLOTCLIENT PLOTCLIENT Web | The text field of "Job Name" cannot accept the hyphen character to make queue on PLOTBASE. | The text field of "Job Name" can accept the hyphen character. There are ten characters that aren't allowed at the "Job Name" . \/:*? " <> % |
| RINC-0181 | The number of "Job Copies" | PLOTBASE PLOTCLIENT PLOTCLIENT Win | "Job Copies" in Job Editor accepts a number more than 999. | PLOTBASE : the value is changed to 999 automatically when entering a value over 999 PLOTCLIENT and PLOTCLIENT web : cannot enter a value greater than 999. |
| RINC-0065- 1 | The maximum number of "Copy count" | Winprint | The maximum number of "Copy count" is 99. | The maximum number of "Copy count" is 999, but there is a limitation as follows. If a number larger than 999 is set with Application, the number of output is 1 or 999. Please refer to the readme file. |
| RINC-0164 | Default configuration files | | Sometimes the Error message may occur when accessing the properties area of [Configuration] tab of PLOTBASE. | Installer copies the default configuration files(hpgl.hcf and calcomp.ccf) under the\program folder. |



Technical Bulletin

| Model: Dol | phin | | | Date: 22-Aug-0 | 3 | No.: RB010012 |
|------------|---|------------------------|----------|-------------------------|---|--|
| Bug No. | Subject | Application /Driver | The feat | ures of version 3.00 | The f | eatures of version 3.01 |
| | NEW feature: Change the setting of unit | PLOTCLIENT Web | | | The [m been a parame select unit. | easure] item has dded on [edit job- eter] page. You can "mm" or "inch" as |

*** Revised points of the Manuals ***

In this table, the reference page is an example of the English version.

| Summary | RWPB30us.pdf | RWCLI30us.pdf | RWTEC30us.pdf (not for User) | Bug No. |
|------------------------------------|---------------|------------------|---------------------------------|-----------|
| AMD "Athlon" processor has been | P17 | | P6 | |
| added as supported CPU. | | | | |
| The list of supported Mainboards | | | P5,6 | |
| has been added. | | | | |
| Wording: "Transparent" is changed | P65,84,86,92, | P33,34,41,69,71, | | QAC-0005 |
| to "Translucent". | 152 | 85,106,108,129 | | |
| Wording: "inverse" is changed | P56 | P85 | | RINC-0121 |
| to "invert". | | | | |
| The maximum border around the | P85 | | | SEG-0009 |
| drawing has been changed from | | | | |
| 500.00 mm to 499.99mm. | | | | |
| [Measure] item has "mm" | | P103 | | |
| and "inch" option. | | | | |
| The explanation of DWG file format | P40,42,90,143 | P7,74 | P16 | |
| has been added. | | | | |

*** Remarks ***

| Application | Description | Bug No. |
|---------------------------|--|----------|
| PLOTCLIENT Win / PLOTBASE | The job that has "wait" priority is printed manually in the PLOTBASE iob list. | SEG-0023 |
| | (Refer to the Manual of PLOTBASE.) | |

| RIGOH | Technical Bulletin PAGE: 1/ | | | | |
|--|--|-----------|--------------|---------------|-----------------|
| Model: Dolphin | | | Dat | e: 25-May-04 | No.: RB010013 |
| Subject: Release note for Dolphin-C1 (RW-470W) Controller Prepared by: F.Noguchi | | | | | loguchi |
| From: 2nd Tech | m: 2nd Tech Support Sec. Service Support Dept. | | | | |
| Classification: | Troubleshooting | Part info | orma | tion 🛛 Actior | n required |
| | Paper path Other () | Transm | ai it/rec | eive 🗌 Retro | fit information |

This is a release note for the Dolphin-C1 (RW-470W) Controller.

*** SP1 (Patch) for Version 3.1 ***

SP1 solves the following problems.

Note: PLOTBASE v3.02 or earlier does not require SP1.

1. Mac OS connection

Problem

When trying to access PLOTBASE v3.1 to upload "PPD for Mac" from a client browser using "http://" (URL), Plotbase cannot be accessed.

Workaround without SP1 patch installation

When you get "PPD for Mac", copy it from the PLOTBASE CD directly, instead of accessing with a URL.

2. 500 server error

If the "Upload to Job list" button is pressed after adding multiple files using the "add multiple" button on the Web Client, "500 server error" will be displayed.

Technical Bulletin

Reissued: 21-Dec-04

| Model: Dolphin | | | Dat | e: 22-Aug-03 | No.: RB010012a |
|---|-----------------|-----------|-------|--------------|------------------------|
| Version 3.3 has | been added. | | | | |
| Subject: Release note for Dolphin-C1 (RW-470W) Controller | | | er | Prepared by: | F.Noguchi |
| From: 2nd Tech Support Sec. Service Support Dept. | | | | | |
| Classification: | Troubleshooting | Part info | ormat | ion 🗌 Ac | tion required |
| | Mechanical | Electrica | al | 🗌 Se | ervice manual revision |
| | Paper path | 🗌 Transmi | t/rec | eive 🗌 Re | trofit information |

This is the release note for Dolphin-C1 (RW-470W) Controller.

| Part Number | G0678500 | RTB |
|-------------|----------|------------|
| Version | Suffix | Issue date |
| 3.01 | A | 22-Aug-03 |
| 3.02 | В | 22-Aug-03 |
| 3.1 | С | 22-Aug-03 |
| 3.3 | D | 21-Dec-04 |

Other ()

*** Version 3.3 ***

*** Resolved problems ***

| Bug No. | Application/Driver | Symptom | Solution/Comment |
|------------|---------------------------|--|--|
| | WINPRINT (PLOTBASE PC) | The name of Winprint contains a blank space. The name "RW-470 WP" cannot be used from PLOTCLIENT LPR. | The name has been changed from "RW-470 WP" to "RW-470WP." |
| | PLOTCLIENT Web | Cannot download the PPD file from clients. | This problem was resolved by RW- 470 3.1 Service Packs. |

| Bug No. | Subject | Application/ Driver | The features of version 3.3 | The features of version 3.1 |
|------------|---|------------------------|---|--|
| | PS module update | PLOTBASE | 8.14 | 8.00 |
| | Margin settings | HDI Driver | The default margin is now 0. It enables customers to use the entire surface of each piece of paper. | The old default margin was about 5% of the paper size. |
| | RSP file name | PLOTBASE | The RSP file name has been changed to include the product name. e. g. RW-470-Serial number-ZIP.RSP | The old file name was Serial number-ZIP.RSP |
| | Letter size printing of Job Flag Sheet/Test page/Error sheet | PLOTBASE | Letter size can now be printed. | Only A4 could be printed. |

Rigon Reissued: 21-Dec-04

Model: Dolphin

Date: 22-Aug-03

*** New features ***

| Cubicat | Application (Driver | The factures of version 2.2 |
|---------------|---------------------|---|
| Subject | Application/Driver | The reatures of version 3.3 |
| AutoCAD2005 | PLOTBASE, | AutoCAD 2005 is supported for direct DWG/DXF file printing. |
| support | HDI Driver, | AutoCAD 2005 has been added as a supported Application of the |
| | | HDI/ADI driver. |
| Mac X v10.3.x | PLOTCLIENT | Mac X v10.3.x (Panther) client PC can print using PLOTCLIENT |
| (Panther) | MAC | MAC. |
| support | | |
| "Wipeout" | PLOTBASE | "Wipeout" is a new function of AutoCAD 2004. |
| function | HDI Driver | The "Wipeout" area is now printed correctly using PLOTBASE. |
| support | | |
| Windows XP | PLOTBASE | Can print in the Windows XP SP2 environment. |
| SP2 support. | All clients | |
| Custom paper | WINPRINT | Custom paper sizes are supported with WINPRINT. |
| size support | | |

*** Revised points of the Manuals ***

| Subject | Summary | Notes |
|------------------|-------------------|-------|
| Installation of | Created | |
| Mac X v10.3.x | PLOTBASE | |
| (Panther) | installation | |
| | manual for Mac X | |
| | v10.3.x (Panther) | |
| Locked Print for | PLOTCLIENT | |
| PLOTCLIENT | MAC doesn't | |
| MAC | support the | |
| | "Locked Print" | |
| | function. | |
| | Therefore, the | |
| | description was | |
| | deleted. | |

Technical Bulletin

Reissued: 20-Jan-05

Date: 22-Aug-03

No.: RB010012b

Model: Dolphin RTB Reissue

| The upgrade | procedure from | ver.3.1 to | ver.3.3 ha | is beer | n added. |
|-------------|----------------|------------|------------|---------|----------|
| | | | | | |
| | | | | | |

| Subject: Release note for Dolphin-C1 (RW-470W) Controller | | | Prepared | d by: F.Noguchi |
|---|-----------------|---------------|----------|-------------------------|
| From: 2nd Tech Support Sec. Service Support Dept. | | | | |
| Classification: | Troubleshooting | Part informat | tion | Action required |
| | Mechanical | Electrical | | Service manual revision |
| | Paper path | Transmit/rec | eive | Retrofit information |
| | Other () | | | |

This is the release note for Dolphin-C1 (RW-470W) Controller.

| Part Number | G0678500 | RTB |
|-------------|----------|------------|
| Version | Suffix | Issue date |
| 3.01 | A | 22-Aug-03 |
| 3.02 | В | 22-Aug-03 |
| 3.1 | С | 22-Aug-03 |
| 3.3 | D | 21-Dec-04 |

*** Version 3.3 ***

*** Resolved problems ***

| Bug No. | Application/Driver | Symptom | Solution/Comment |
|------------|---------------------------|--|--|
| | WINPRINT (PLOTBASE PC) | The name of Winprint contains a blank space. The name "RW-470 WP" cannot be used from PLOTCLIENT LPR. | The name has been changed from "RW-470 WP" to "RW-470WP." |
| | PLOTCLIENT Web | Cannot download the PPD file from clients. | This problem was resolved by RW- 470 3.1 Service Packs. |

| Bug No. | Subject | Application/ Driver | The features of version 3.3 | The features of version 3.1 |
|------------|---|------------------------|---|--|
| | PS module update | PLOTBASE | 8.14 | 8.00 |
| | Margin settings | HDI Driver | The default margin is now 0. It enables customers to use the entire surface of each piece of paper. | The old default margin was about 5% of the paper size. |
| | RSP file name | PLOTBASE | The RSP file name has been changed to include the product name. e. g. RW-470-Serial number-ZIP.RSP | The old file name was Serial number-ZIP.RSP |
| | Letter size printing of Job Flag Sheet/Test page/Error sheet | PLOTBASE | Letter size can now be printed. | Only A4 could be printed. |

Rigou Reissued: 20-Jan-05

Model: Dolphin

Date: 22-Aug-03

No.: RB010012b

*** New features ***

| Subject | Application/Driver | The features of version 3.3 |
|---------------|--------------------|---|
| AutoCAD2005 | PLOTBASE, | AutoCAD 2005 is supported for direct DWG/DXF file printing. |
| support | HDI Driver, | AutoCAD 2005 has been added as a supported Application of the |
| | | HDI/ADI driver. |
| Mac X v10.3.x | PLOTCLIENT | Mac X v10.3.x (Panther) client PC can print using PLOTCLIENT |
| (Panther) | MAC | MAC. |
| support | | |
| "Wipeout" | PLOTBASE | "Wipeout" is a new function of AutoCAD 2004. |
| function | HDI Driver | The "Wipeout" area is now printed correctly using PLOTBASE. |
| support | | |
| Windows XP | PLOTBASE | Can print in the Windows XP SP2 environment. |
| SP2 support. | All clients | |
| Custom paper | WINPRINT | Custom paper sizes are supported with WINPRINT. |
| size support | | |

*** Revised points of the Manuals ***

| Subject | Summary | Notes |
|------------------|-------------------|-------|
| Installation of | Created | |
| Mac X v10.3.x | PLOTBASE | |
| (Panther) | installation | |
| | manual for Mac X | |
| | v10.3.x (Panther) | |
| Locked Print for | PLOTCLIENT | |
| PLOTCLIENT | MAC doesn't | |
| MAC | support the | |
| | "Locked Print" | |
| | function. | |
| | Therefore, the | |
| | description was | |
| | deleted. | |

| RIGOH | | |
|---------------------|--|--|
| Reissued: 20-Jan-05 | | |

Date: 22-Aug-03

No.: RB010012b

RW-470 Upgrade Procedure (From Ver.3.1 to Ver.3.3)

(1) How to upgrade from 3.1 to 3.3 on a server

Several components make up the RW-470 PLOTBASE.

Some of them are installed automatically by executing the setup of RW-470 PLOTBASE, but others have to be installed manually from the "tools" directory.

In the case of updating from RW-470 PLOTBASE version 3.1 to 3.3, it is necessary to first uninstall version 3.1, but this cannot be done automatically in all cases and for all clients.

This document describes the necessary steps to uninstall those components that cannot be updated automatically by the RW-470 PLOTBASE setup of version 3.3.

Start the update

1. Close all running applications.

Stop the Apache web server

- 2. Open the "Start" menu on the task bar.
- 3. Select "Run".
- 4. Type "cmd" into the text field and press the "Enter" button on the keyboard.

The DOS command box will open.

5. Type "net stop apache" and press the "Enter" button on the keyboard:



Reissued: 20-Jan-05

Model: Dolphin

No.: RB010012b Date: 22-Aug-03

Stop the SNMP service

- 6. Open the "Start" menu on task bar.
- 7. Select "Run".
- 8. Type "cmd" into the text field and press the "Enter" button on the keyboard.

The DOS command box will open.

9. Type "net stop snmp" and press the "Enter" button on the keyboard:



Uninstall the RW-470 PLOTBASE

- 10. Open the "Start" menu on the task bar.
- 11. Select "Settings".
- 12. Open the "Control Panel".
- 13. Double click "Add/Remove programs".
- 14. Select "RW-470" from the list of currently installed programs.
- 15. Click the "Remove" button and follow the steps.

Delete the remaining files and directories

- 16. Delete the directory c: Program Files\RW-470.
- 17. Delete the directory c:\spool.

Install RW-470 PLOTBASE (Version 3.3) on the Server

18. Read the instructions in the installation manual of RW-470 PLOTBASE version 3.3 and install RW-470 PLOTBASE version 3.3.

Reissued: 20-Jan-05

Date: 22-Aug-03 No.: RB010012b

(2) On a client

Model: Dolphin

Uninstall RW-470 PLOTCLIENT WIN

- 1. To make all new features available, it is recommended to uninstall RW-470 PLOTCLIENTWIN.
- 2. To do so, please follow the steps as described above in the "Uninstall RW-470 PLOTBASE" section.

Uninstall RW-470 PLOTCLIENT HDI/ADI

- 3. Open a sample picture in your AutoCAD program.
- 4. Open "Plotter Manager" by selecting "File" > "Plotter Manager".
- 5. Select "RW-470 PLOTCLIENT HDI.pc3"(*).
- 6. Press the "Del" button on the keyboard to delete the file "RW-470 PLOTCLIENT HDI.pc3".
- 7. Close your AutoCAD program.
- 8. Open the "Start" menu on the task bar.
- 9. Select "Settings".
- 10. Open the "Control Panel".
- 11. Double click "Add/Remove programs".
- 12. Select "RW-470 PLOTCLIENT HDI" from the list of currently installed programs.
- 13. Click on the "Change/Remove" button and follow the steps.

*Default setting. What you select depends on your previous setting.

Uninstall RW-470 WINPRINT

It is not necessary to uninstall RW-470 WINPRINT, as it will be updated automatically on server and client PC, by the setup procedure of version 3.3.

If, however, RW-470 WINPRINT was not automatically updated by the setup of version 3.3, please start the RW-470 WINPRINT setup manually from the tools directory "C:\Program Files\RW-470\RW-470\tools" or from the CD that was shipped with the RW-470 Controller.

If uninstallation of RW-470 WINPRINT is necessary, the procedure is as follows:

- 1. Open the "Start" menu on the task bar.
- 2. Select "Settings".
- 3. Open "Printers".
- 4. Select "RW-470 WP"(*).
- 5. Press the "Del" button on the keyboard to delete the printer.

*Default setting. What you select depends on your previous setting.

Install the RW-470 CLIENTS (Version 3.3)

1. Read the instructions in the installation manual of RW-470 CLIENTS version 3.3 and install each program of RW-470 CLIENTS version 3.3.

| RIGOH | Technical Bulletin | | | PAGE: 1/1 | |
|-------------------------------------|---|---------------------------------------|----------------------|---------------------|---|
| Model: Dolphin | Date: 3-Feb-05 | | | e: 3-Feb-05 | No.: RB010014 |
| Subject: Rattling From: 2nd Tech | noise just after the toner cartrido | ge is repla | ced | Prepared by: F.N | oguchi |
| Classification: | Troubleshooting [Mechanical [Paper path [Other () | · Part info Electrica Transm | orma al it/rec | tion Action Service | n required ce manual revision fit information |

Important Note on the Dolphin Toner Cartridge

The following is normal machine operation:

The mechanism in the Dolphin development unit is designed to prevent damage to the gears and toner cartridge joints.

When there is a large amount of rotational stress (load) on the agitators, the toner cartridge joint (B0103206) separates from the gear and a rattling sound occurs. The purpose of the noise is to tell the user that something is wrong with the toner cartridge.

- **Note:** 1) The load on the agitator can be high when the toner is compressed inside the cartridge. This can happen when the cartridge is stood upright (storage), or when vibration compresses the toner (shipping).
 - 2) See related MB: MB01000013

Recommendation:

If the user wants to make sure the sound does not occur, at the next service visit please advise them to do the following:

- 1. Hold the middle of the new toner cartridge and tap the joint (green end) 4 or 5 times.
- 2. Hold the joint with 2-3 fingers and tap the other side 4 or 5 times.
- 3. Hold the bottle horizontally and shake it briskly side-to-side 5 or 6 times.
- 4. Turn the joint one time around (in the direction of the arrow). **Important:** If you cannot turn the joint, do Steps 1 thru 3 again.
- 5. Install the new toner cartridge.



RICOH

Technical Bulletin

Reissued: 24-Apr-06

| Date: 22-Aug-03 | No.: RB010012c |
|-----------------|----------------|

RTB Reissue

Model: Dolphin

The features and upgrade procedure for ver.3.3.1 (from ver3.3) was added.

| Subject: Release note for Dolphin-C1 (RW-470W) Controller | | | Prepared by: F.Noguchi |
|---|-----------------------------|--------------------------|------------------------|
| From: 2nd Tech Support Sec. Service Support Dept. | | | |
| Classification: | Troubleshooting Mechanical | Part informat Electrical | ation Action required |
| | ☐ Paper path ⊠ Other () | | |

This is the release note for Dolphin-C1 (RW-470W) Controller.

| Part Number | G0678500 | RTB |
|-------------|----------|------------|
| Version | Suffix | Issue date |
| 3.01 | A | 22-Aug-03 |
| 3.02 | В | 22-Aug-03 |
| 3.1 | С | 22-Aug-03 |
| 3.3 | D | 21-Dec-04 |
| 3.3.1 | Ē | 24-Apr-06 |

*** Version 3.3.1 ***

*** New features ***

| Subject | Application/Driver | The features of version 3.3 |
|------------|--------------------|--|
| AutoCD2006 | PLOTBASE, | AutoCAD 2006 was added as a supported Application of the HDI |
| | HDI Driver, | driver. |
| PDF Direct | SCANTOOL | PDF ver.1.5 was added. |
| print | | |

Upgrade Procedure (From Ver.3.3 to Ver.3.3.1)

Please refer to the PDF file (attached with firmware)

*** Version 3.3 *** *** Resolved problems ***

| Bug No. | Application/Driver | Symptom | Solution/Comment |
|------------|---------------------------|--|--|
| | WINPRINT (PLOTBASE PC) | The name of Winprint contains a blank space. The name "RW-470 WP" cannot be used from PLOTCLIENT LPR. | The name has been changed from "RW-470 WP" to "RW-470WP." |
| | PLOTCLIENT Web | Cannot download the PPD file from clients. | This problem was resolved by RW- 470 3.1 Service Packs. |

Reissued: 24-Apr-06

Model: Dolphin

Date: 22-Aug-03

No.: RB010012c

*** Changed features ***

| Bug No. | Subject | Application/ Driver | The features of version 3.3 | The features of version 3.1 |
|------------|---|------------------------|---|--|
| | PS module update | PLOTBASE | 8.14 | 8.00 |
| | Margin settings | HDI Driver | The default margin is now 0. It enables customers to use the entire surface of each piece of paper. | The old default margin was about 5% of the paper size. |
| | RSP file name | PLOTBASE | The RSP file name has been changed to include the product name. e. g. RW-470-Serial number-ZIP.RSP | Old file name was Serial number- ZIP.RSP |
| | Letter size printing of Job Flag Sheet/Test page/Error sheet | PLOTBASE | Letter size can now be printed. | Only A4 could be printed. |

*** New features ***

| Subject | Application/Driver | The features of version 3.3 |
|---------------|--------------------|---|
| AutoCAD2005 | PLOTBASE, | AutoCAD 2005 is supported for direct DWG/DXF file printing. |
| support | HDI Driver, | AutoCAD 2005 has been added as a supported Application of the |
| | | HDI/ADI driver. |
| Mac X v10.3.x | PLOTCLIENT | Mac X v10.3.x (Panther) client PC can print using PLOTCLIENT |
| (Panther) | MAC | MAC. |
| support | | |
| "Wipeout" | PLOTBASE | "Wipeout" is a new function of AutoCAD 2004. |
| function | HDI Driver | The "Wipeout" area is now printed correctly using PLOTBASE. |
| support | | |
| Windows XP | PLOTBASE | Can print in the Windows XP SP2 environment. |
| SP2 support. | All clients | |
| Custom paper | WINPRINT | Custom paper sizes are supported with WINPRINT. |
| size support | | |

*** Revised points of the Manuals ***

| Subject | Summary | Notes |
|------------------|-------------------|-------|
| Installation of | Created | |
| Mac X v10.3.x | PLOTBASE | |
| (Panther) | installation | |
| | manual for Mac X | |
| | v10.3.x (Panther) | |
| Locked Print for | PLOTCLIENT | |
| PLOTCLIENT | MAC doesn't | |
| MAC | support the | |
| | "Locked Print" | |
| | function. | |
| | Therefore, the | |
| | description was | |
| | deleted. | |

Date: 22-Aug-03 No.: R

No.: RB010012c

RW-470 Upgrade Procedure (From Ver.3.1 to Ver.3.3)

(1) How to upgrade from 3.1 to 3.3 on a server

Several components make up the RW-470 PLOTBASE.

Some of them are installed automatically by executing the setup of RW-470 PLOTBASE, others have to be installed manually from the "tools" directory.

In the case of updating from RW-470 PLOTBASE version 3.1 to 3.3, it is necessary to first uninstall version 3.1, but this cannot be done automatically in all cases and for all clients.

This document describes the necessary steps to uninstall those components that cannot be updated automatically by the RW-470 PLOTBASE setup of version 3.3.

Start update

1. Close all running applications.

Stop the Apache web server

- 2. Open the "Start" menu on the task bar.
- 3. Select "Run".
- 4. Type "cmd" into the text field and press the "Enter" button on the keyboard.

The DOS command box will open.

5. Type "net stop apache" and press the "Enter" button on the keyboard:

| 🖼 C:\WINNT\System32\cmd.exe | |
|---|----------|
| Microsoft Windows 2000 [Version 5.00.2195] (C) Copyright 1985-2000 Microsoft Corp. | <u> </u> |
| C:∖>net stop snmp The SNMP Service service is stopping The SNMP Service service was stopped successfully. | |
| 0:∖≻_ | |
| | |
| | |
| | |
| | |
| | - |

Stop the SNMP service

- 6. Open the "Start" menu on task bar.
- 7. Select "Run".



Reissued: 24-Apr-06

| Model: Dolphin Da | Date: 22-Aug-03 | No.: RB010012c |
|-------------------|-----------------|----------------|
|-------------------|-----------------|----------------|

8. Type "cmd" into the text field and press the "Enter" button on the keyboard.

The DOS command box will open.

9. Type "net stop snmp" and press the "Enter" button on the keyboard:



Uninstall the RW-470 PLOTBASE

- 10. Open the "Start" menu on the task bar.
- 11. Select "Settings".
- 12. Open the "Control Panel".
- 13. Double click "Add/Remove programs".
- 14. Select "RW-470" from the list of currently installed programs.
- 15. Click the "Remove" button and follow the steps.

Delete the remaining files and directories

- 16. Delete the directory c: Program Files\RW-470.
- 17. Delete the directory c:\spool.

Install RW-470 PLOTBASE (Version 3.3) on the Server

18. Read the instructions in the installation manual of RW-470 PLOTBASE version 3.3 and install RW-470 PLOTBASE version 3.3.

(2) On a client

Uninstall RW-470 PLOTCLIENT WIN

- 19. To make all new features available, it is recommended to uninstall RW-470 PLOTCLIENTWIN.
- 20. To do so, please follow the steps as described above in the "Uninstall RW-470 PLOTBASE" section.

Reissued: 24-Apr-06

Model: Dolphin

Date: 22-Aug-03

No.: RB010012c

Uninstall RW-470 PLOTCLIENT HDI/ADI

- 21. Open a sample picture in your AutoCAD program.
- 22. Open "Plotter Manager" by selecting "File" > "Plotter Manager".
- 23. Select "RW-470 PLOTCLIENT HDI.pc3"(*).
- 24. Press the "Del" button on the keyboard to delete the file "RW-470 PLOTCLIENT HDI.pc3".
- 25. Close your AutoCAD program.
- 26. Open the "Start" menu on the task bar.
- 27. Select "Settings".
- 28. Open the "Control Panel".
- 29. Double click "Add/Remove programs".
- 30. Select "RW-470 PLOTCLIENT HDI" from the list of currently installed programs.
- 31. Click on the "Change/Remove" button and follow the steps.

*Default setting. What you select depends on your previous setting.

Reissued: 24-Apr-06

Date: 22-Aug-03 No.: RB010012c

Uninstall RW-470 WINPRINT

It is not necessary to uninstall RW-470 WINPRINT, as it will be updated automatically on server and client PC, by the setup procedure of version 3.3.

If, however, the RW-470 WINPRINT was not automatically updated by the setup of version 3.3, please start the RW-470 WINPRINT setup manually from the tools directory "C:\Program Files\RW-470\RW-470\tools" or from the CD that was shipped with the RW-470 Controller.

If uninstallation of RW-470 WINPRINT is necessary, the procedure is as follows:

32. Open the "Start" menu on the task bar.

33. Select "Settings".

34. Open "Printers".

35. Select "RW-470 WP"(*).

36. Press the "Del" button on the keyboard to delete the printer.

*Default setting. What you select depends on your previous setting.

Install the RW-470 CLIENTS (Version 3.3)

37. Read the instructions in the installation manual of RW-470 CLIENTS version 3.3 and install each program of RW-470 CLIENTS version 3.3.



Reissued: 24-Apr-06 Model: Dolphin

Date: 22-Aug-03

No.: RB010012c

*** Version 3.1 ***

| *** Resolved problem | S *** |
|----------------------|-------|
|----------------------|-------|

| Bug No. | Application | Symptom | Solution/Notes |
|---------|-------------|---|--|
| | /Driver | | |
| | PLOTBASE | When the entry (file) name includes the symbol (#), printing of this file will stop and not be printed. | Problem fixed. When PLOTBASE encounters this character (#), it interprets it as the "escape" character. |
| | PLOTBASE | There was a problem with a file used for printing accounting information. The problem was that the titles were shifted. | This was also reported in FPR #RE02110026. |
| | SCANTOOL | Continuously executing the "Deskew" command, caused a memory overflow and thus forced Scantool to shut down. | This was also reported in FPR #RC03030010. |
| | WINPRINT | Cannot properly print out lines from Microsoft Visio Professional 2002 SR-1 [English] via Winprint. | This was also reported in FPR # RE03030020. |
| | WINPRINT | Missing data when printing from Excel (Office XP, Windows2000SP3) via Winprint. | This was also reported in FPR # RE03040006. |

| Bug No. | Subject | Application /Driver | The features of version 3.02 | The features of version 3.1 |
|---------|------------------------------------|------------------------|---|---|
| | Default brightness of Scantool | Scantool | The image in the preview is messier than the image in the editor. | Sharper image in preview. |
| | Acquire plotter status directly | PLOTCLIENT Win | When PLOTCLIENT/WIN designates the spool folder on the Spool PC instead of the PLOTBASE PC, it is impossible to monitor the status of the plotter on the Client directly. | It is possible to monitor the status of plotter at Client directly. |
| | Java Plug-in update | PLOTCLIENT Web | v1.3.1 | v1.4.0 |
| | Apache update | PLOTBASE | v1.3.9 | v1.3.027 |



Reissued: 24-Apr-06

| Model: Dolphin | Date: 22-Aug-03 | No.: RB010012c |
|----------------|-----------------|----------------|
|----------------|-----------------|----------------|

*** New features ***

| Subject | Application /Driver | The features of version 3.1 |
|----------------------------------|--------------------------------------|--|
| Scan File format PDF | SCANTOOL | Saving scanned image into PDF files. Scan a document and select "Save As" to save in PDF format. |
| Scan to Multipage PDF or TIFF | SCANTOOL | When scan documents sequentially, Scantool will create a PDF or a TIFF file with multiple pages. |
| "Custom Size" Scan is available | SCANTOOL | "Custom Size" scans can be created by inputting the lengths X and Y. In this case, "Custom Size" paper can be put in the middle of the scan feeder. |
| AutoCAD 2004 support | PLOTBASE, HDI Driver, Winprint | AutoCAD 2004 is supported for direct DWG file printing. AutoCAD 2004 has been added as supported Application of HDI/ADI driver and Winprint. |

*** Revised points of the Manuals ***

In this table, the reference page is an example of the English version.

| | Summary | Notes |
|---|---|-------|
| 1 | The manuals have been revised fully. The new file names are RWPB31US.pdf, | |
| | RWCLI31US.pdf, and RWTEC31US.pdf. The printed "Installation Manual" has | |
| | been revised as well. | |

*** Remarks ***

| Application | Description | Bug No. |
|-------------|--|-----------|
| SCANTOOL | It is necessary to get a new copy of the RSP file for activating the Scan to PDF function. Please get the new RSP file via "www.rspfiles.com" and reinstall the RSP file in PLOTBASE. | OSDG-0043 |
| PLOTBASE | When updating the PLOTBASE to v3.1, a clean install of the OS is required. (See the following steps.) | |
| | Format the HDD that the previous version of PLOTBASE was installed on. Install the OS. Install PLOTBASE v3.1 | |

Reissued: 24-Apr-06 Model: Dolphin

Date: 22-Aug-03

No.: RB010012c

*** Version 3.02 ***

*** Resolved problems *** Application Bug No. Symptom Solution/Workaround /Driver WINPRINT WINPRINT does not print Grav Levels correctly. This was also reported as FPR #RH02040002. WINPRINT SEG-5001 The description of Pop-up HELP is wrong. This was also reported as FPR #RH02040004. PI OTBASE The number '8' is filled in when drawing with "Fill Update vectorru.dll. Polygon" HPGL command. This was also reported as FPR #RC02060004 QAC-0001 PLOTCLIEN When creating a new user with the same Problem fixed. username that has already been deleted, the T Web Admin information of setting still remains. QAC-0002 PLOTBASE When printing "Job State=OK" job and "Job Problem fixed. State=Lock Print" job together, "Job State=Lock Print" job is not printed due to failure in password verification. NG case: 1131 demo-0009 demo Normal Ok. Locked Print 1132 demo-0010 demo Normal OK case: demo-0010 demo 1132 Normal Locked Print 1133 demo-0011 Normal Ok. demo OSDG-0006 PLOTCLIEN The user is not created without setting Password. It is available to create user T Web Admin without setting of Password.Problem fixed. OSDG-0009 PLOTCLENT When sending a file with stamp from Problem fixed. Web PLOTCLIENT Web, the thickness of stamp is too light to see. Editing the "Customer" name in the PLOTCLIENT OSDG-0010 PLOTBASE "Customer" name has been Web Admin does not reflect in the Job Editor of reflected correctly in the Job Editor of PLOTBASE. PLOTBASE OSDG-0015 HDI/ADI AutoCAD 2002 is omitted from the About dialog" AutoCAD 2002 is added as supported application in the Driver of HDI driver. About dialog. The Pen number mismatch of [Calcomp] tab and Same Pen number appears OSDG-0018 PLOTBASE in the [Calcomp] tab and the the Alert dialog title. Alert dialog title. OSDG-0019 PLOTBASE If entering an invalid value in the degree option of Problem fixed. [Stamp Editor], close the error dialog with Enter key. After that, the error dialog appears even if entering valid value in the degree option of [Stamp Editor1. WINPRINT Image orientation of MS Visio drawing printed by OSDQ-0021 Problem fixed. WINPRINT appears wrong in File Viewer of PLOTBASE. OSDG-0028 PLOTCLIEN When changing the unit on "Window measure" or Problem fixed. T Web "Border" options on PLOTCLIENT Web as follows, "Error on page" message occurs. "mm" -> "inch"

"inch" -> "mm" "pixel" -> "inch"



Technical Bulletin

Reissued: 24-Apr-06

| Model: Dolp | ohin | Date: 22-Aug-03 | | No.: RB010012c | |
|-------------|--|--|---|--|--|
| Bug No. | Application /Driver | Symptom | | Solution/Workaround | |
| | | "pixel" -> "mm" | | | |
| OSDG-0030 | PLOTCLIEN T Win, PLOTCLIEN T Web, HDI/ADI Driver, SCANTOOL | Format "Original" selected at o "Percent" at PLOTBASE. | clients changes to | Problem fixed. | |
| OSDG-0033 | PLOTBASE | Shortcut keys are disabled aft disappeared in the [Font] tab Default] menu. | er error message of the [RW-470 PS | The functions of shortcut keys work fine. | |
| OSDG-0038 | PLOTBASE | Information on Main window a are not the same. | nd Job Info window | Problem fixed. | |
| OSDG-0039 | WINPRINT | Printing MS Visio file with mul stops printing after printing ou | tiple pages, the job t the first page. | MS Visio file that has more than one page is able to print out all pages with WINPRINT. | |
| OSDG-0040 | PLOTCLIEN T Mac | When printing 3 pages MS W Mac, only 1 st page printed cor 3 rd pages are printed blank. | ord document from rectly. The 2 nd and | Problem fixed. | |
| OSDG-0042 | WINPRINT | Extra or missing image is hap a MS Visio file. | pened when printing | Problem fixed. | |
| OSDG-0044 | Mac PPD | Only cover page is printed out from Mac OS 9.0 to PLOTBAS | : when sending a job SE . | The cover page and the other pages are printed out. | |
| OSDG-0046 | HDI/ADI Driver | Error message must be prom entering more than 81 charac box of [Option] tab. | oted right after ters to [printer name] | The error message occurs correct timing. | |
| OSDG-0048 | SCANTOOL | In the "Digits." text box at [Ge [Options] dialog of [Setting] message occurs, input data d | neral] tab of menu, after error bes not appear. | Problem fixed. | |

| Bug No. | Subject | Application /Driver | The features of version 3.01 | The features of version 3.02 |
|---------------|---|---------------------------------|---|--|
| QAC-0056 | Readme file | PLOTCLIEN T Win | While installation, there is a dialog to open Readme file. There is Readme icon in the [Start] menu of OS. But it is not accessable. | The dialog to open Readme file does not appear. Readme icon has been removed from the [Program] menu at the [Start] menu. |
| Field Request | File dialog | PLOTBASE, PLOTCLIEN T Win | File type of File open dialog is always "all TIFF files". | The default value of file type is "All support files". After changing the File type, the value of File type is the last setting. |
| Field Request | File dialog | PLOTBASE, PLOTCLIEN T Win | One current folder is used File open dialog of Add Entry and Insert Entry. | Each of Add Entry and Insert Entry has its own current folder. |
| Field Request | Added the option of the Job Flag Sheet | PLOTBASE | There is no selection of "Media source" at the Job Flag Sheet. | The additional selection of "Media source" of the Job Flag Sheet has been added. |



Date: 22-Aug-03

No.: RB010012c

*** New features ***

| Subject | Application /Driver | The features of version 3.02 |
|------------------|------------------------|--|
| Page order | PLOTBASE, | Change the order of pages to print. |
| - 5 | PLOTCLIENT | There are three options: |
| | | e.g.) The output page order of five pages job. |
| | | |
| | | Page order |
| | | |
| | | Front |
| | | Rear |
| | | |
| | | Auto(default value) |
| | | 1,2,3,4,5 |
| | | 5,4,3,2,1 |
| | | Standard |
| | | |
| | | 1,2,3,4,5 |
| | | 1,2,0,7,0 |
| | | Reverse |
| | | 5,4,3,2,1 |
| | | 5,4,3,2,1 |
| | | |
| Each entry has | PLOTBASE. | Only selected entry(-ies) is (are) printed. |
| a checkbox for | PLOTCLIENT | |
| subset. | | 01):5.bmp |
| | | 02): TestPrint.tif |
| Lookod Drint | | The "Looked Brint" function has been available with W/INDRINT |
| Check jobs | | Checks a job before starting to print. The checking points are the same |
| before printing. | TEOTBAGE | as while printing. (For example, if the file type of entry is WME, this file |
| serere printing. | | structure is supported one or not. |
| | |) As a result, the job including all printable entries is printed. If there is |
| | | even one nonprintable entry is included, this job is not printed. |
| | | When this function is enabled, start of printing a job will be delayed. |
| Restart problem | PLOTBASE | There is an additional menu item "Job -> Retry Jobs". This feature |
| | | resets all jobs with status "problem" to "pending" to retry these jobs. |
| Support | FLUIDAGE | |
| Spool directory | PLOTBASE | "Spool Directory" text field is editable. |
| can edit | | |
| manually. | | |
| Multi reader | PLOTBASE | |
| | | PLOTBASE can have up to 60 spools due to system limitations. |
| | | Each spool directory has its own directory. |
| | | e.g.) Change the user interface for each user. |



Reissued: 24-Apr-06 Model: Dolphin

Date: 22-Aug-03

No.: RB010012c

*** Revised points of the Manuals ***

In this table, the reference page is an example of the English version.

| 1 Windows XP has been added as supported OS of PLOTCLIENT. P.41,43,98,152, 196 74 2 AutoCAD 2002 has been added as supported Application of HDI/ADI driver. P.41,43,98,152, 196 P.71,71,18,63,78 3 The explanation of Spool paths has been added. P.27 Image: Application of Page Order has been added. P.27 4 The explanation of Page Order has been added. P.87-88 P.34,73,76 OSDG-0034 5 The minimum size of "bypass" tray has been added. P.76 P.72,75,110 OSDG-0034 6 The explanation of Locked Print in WINPRINT has been added. P.76 P.73,75,76 New 6 The explanation of "Multiple Reader" has been added. P.61-65 New features 9 More detail explanation of "Quota" has been added. P.65-66 New features 10 Printing starts when the "Spool Timeout" timer expires, even if PLOTBASE does not receive all of job data. P.66-67 New features 11 The description of "check jobs before printing" function has been added. P.78,83 explanation of "Activate/deactivate entries" P.96 New features 12 "Preparing data" status has been added in the explanation of "Activate/deactivate entries" P.96 New features New features <t< th=""><th></th><th>Summary</th><th>RWPB30us.pdf</th><th>RWCLI30us.pdf</th><th>Notes</th></t<> | | Summary | RWPB30us.pdf | RWCLI30us.pdf | Notes |
|---|----|--|-----------------|-----------------|-----------|
| of PLOTCLIENT.742AutoCAD 2002 has been added as supported Application of HDI/ADI driver.P.41,43,98,152, 196P.7,17,18,63,783The explanation of Spool paths has been added.P.274The explanation of Page Order has been added.P.87-88P.34,73,765The minimum size of "bypass" tray has been added.(182mm x 149mm)P.76P.72,75,110OSDG-00346The explanation of Locked Print in WINPRINT has been added.P.76P.73,75,767The explanation of Locked Print in WINPRINT has been added.P.61-65New8The explanation of "Multiple Reader" has been added.P.61-65New9More detail explanation of "Quota" has been added.P.65-6610Printing starts when the "Spool Timeout" timer expires, even if PLOTBASE does not receive all of job data.P.66-67New features11The description of "Activate/deactivate entries" has been added.P.98.8312"Preparing data" status has been added in the explanation of "Job status".P.96New features13As for E-mail configuration, reference page has been added.P.96New features14The description of "Restart problem jobs" has been added.P.10716The description of "Spool directory ", "SSL subfolder" an "CFG subfolder" have been added.P.107-P.202New features18The description of "Account" and "Response" have been added.P.69,P.199New features | 1 | Windows XP has been added as supported OS | | P.2,7,11,12,69, | |
| 2 AutoCAD 2002 has been added as supported Application of HDI/ADI driver. P.41,43,98,152, 196 P.7,17,18,63,78 3 The explanation of Spool paths has been added. P.27 4 The explanation of Page Order has been added. P.87-88 P.34,73,76 5 The minimum size of "bypass" tray has been added.(182mm x 149mm) P.76 P.72,75,110 OSDG-0034 6 The explanation of Locked Print in WINPRINT has been added. P.73,75,76 P.73,75,76 7 The explanation of how to change Plotter name has been added. P.61-65 New features 9 More detail explanation of "Multiple Reader" has been added. P.65 New 10 Printing starts when the "Spool Timeout" timer expires, even if PLOTBASE does not receive all of job data. P.66-67 New features 11 The description of "check jobs before printing" function has been added. P.78,83 P.88-89 12 "Preparing data" status has been added in the explanation of "Job status". P.96 New features 15 More detail explanation of "Stamp gradation" has been added. P.107 P.107 16 The description of "Restart problem jobs" has been added. P.130 New features 16 The desc | | of PLOTCLIENT. | | 74 | |
| Application of HDI/ADI driver.1963The explanation of Spool paths has been added.P.274The explanation of Page Order has been added.P.87-88P.34,73,765The minimum size of "bypass" tray has been added.(182mm x 149mm)P.76P.72,75,110OSDG-00346The explanation of Locked Print in WINPRINT has been added.P.76P.73,75,767The explanation of how to change Plotter name has been added.P.61-65New features8The explanation of "Multiple Reader" has been added.P.61-65New features9More detail explanation of "Quota" has been added.P.65New features10Printing starts when the "Spool Timeout" timer expires, even if PLOTBASE does not receive all of job data.P.66-67New features11The description of "duota" has been added in the explanation of "Job status".P.78,8312"Preparing data" status has been added in the explanation of "Job status".P.86-67New features13As for E-mail configuration, reference page has been added.P.88-8914The description of "Activate/deactivate entries" has been added.P.10715More detail explanation of "Stamp gradation" has been added.P.130New features16The description of "Restart problem jobs" has been added.P.197-P.202New features18The description of "Account" and "Response" haye been added.P.69,P.199 <td>2</td> <td>AutoCAD 2002 has been added as supported</td> <td>P.41,43,98,152,</td> <td>P.7,17,18,63,78</td> <td></td> | 2 | AutoCAD 2002 has been added as supported | P.41,43,98,152, | P.7,17,18,63,78 | |
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| 11The description of "check jobs before printing" function has been added.P.66-67New features12"Preparing data" status has been added in the explanation of "Job status".P.78,83 | | of job data. | | | |
| function has been added.features12"Preparing data" status has been added in the explanation of "Job status".P.78,8313As for E-mail configuration, reference page has been added.P.88-8914The description of "Activate/deactivate entries" has been added.P.9615More detail explanation of "Stamp gradation" has been added.P.10716The description of "Restart problem jobs" has been addedP.13017The description of "Spool directory ", "SSL subfolder" and "CFG subfolder" have been added.P.197-P.20218The description of "Account" and "Response" have been added.P.69,P.199 | 11 | The description of "check jobs before printing" | P.66-67 | | New |
| 12"Preparing data" status has been added in the explanation of "Job status".P.78,8313As for E-mail configuration, reference page has been added.P.88-8914The description of "Activate/deactivate entries" has been added.P.9615More detail explanation of "Stamp gradation" has been added.P.10716The description of "Restart problem jobs" has been addedP.13017The description of "Spool directory ", "SSL subfolder" and "CFG subfolder" have been added.P.197-P.20218The description of "Account" and "Response" have been added. | | function has been added. | | | features |
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| 13As for E-mail configuration, reference page has been added.P.88-8914The description of "Activate/deactivate entries" has been added.P.96New features15More detail explanation of "Stamp gradation" has been added.P.10716The description of "Restart problem jobs" has been addedP.130New features17The description of "Spool directory ", "SSL subfolder" and "CFG subfolder" have been added.P.197-P.202New features18The description of "Account" and "Response" have been added.P.69,P.199 | | explanation of "Job status". | | | |
| been added.P.96New features14The description of "Activate/deactivate entries" has been added.P.96New features15More detail explanation of "Stamp gradation" has been added.P.107Image: Comparison of the stamp of the st | 13 | As for E-mail configuration, reference page has | P.88-89 | | |
| 14The description of "Activate/deactivate entries" has been added.P.96New features15More detail explanation of "Stamp gradation" has been added.P.10716The description of "Restart problem jobs" has been addedP.130New features17The description of "Spool directory ", "SSL subfolder" and "CFG subfolder" have been added.P.197-P.202New features18The description of "Account" and "Response"P.69,P.199 | | been added. | | | |
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| 15 More detail explanation of "Stamp gradation" has been added. P.107 16 The description of "Restart problem jobs" has been added P.130 New features 17 The description of "Spool directory ", "SSL subfolder" and "CFG subfolder" have been added. P.197-P.202 New features 18 The description of "Account" and "Response" have been added. P.69,P.199 Image: Comparison of the subfolder in the subfolder in the subfolder. | | has been added. | | | features |
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| 17 The description of "Spool directory ", "SSL subfolder" and "CFG subfolder" have been added. P.197-P.202 New features 18 The description of "Account" and "Response" have been added. P.69,P.199 Image: Comparison of Compariso | | been added | | | features |
| subfolder" and "CFG subfolder" have been added. features 18 The description of "Account" and "Response" P.69,P.199 have been added. P.69,P.199 | 17 | The description of "Spool directory ", "SSL | P.197-P.202 | | New |
| added. 18 The description of "Account" and "Response" P.69,P.199 | | subfolder" and "CFG subfolder" have been | | | features |
| 18 The description of "Account" and "Response" P.69,P.199 have been added. | | added. | | | |
| have been added. | 18 | The description of "Account" and "Response" | P.69,P.199 | | |
| | | have been added. | | | |

*** Remarks ***

| Application | Description | Bug No. |
|-------------|---|-----------|
| PLOTBASE | Before printing the job that "Media Source" set on "roll", please check | OSDG-0043 |
| | that a paper is not loaded in the bypass tray. | |
| | If there is a paper in the bypass tray, "UnitInoperative" message | |
| | appears in the Job History Window and the job becomes "problem" | |
| | status. To print the job, remove the paper from the bypass tray, and | |
| | change the job status from "problem" to "Pending". | |

Reissued: 24-Apr-06 Model: Dolphin

Date: 22-Aug-03

No.: RB010012c

*** Version 3.01 *** *** Resolved problems ***

| Resolved | | | |
|------------------------------------|-------------------------|--|--|
| Bug No. | Application /Driver | Symptom | Solution/Workaround |
| QAC-0046 RINC-0162 RINC-1032 | PLOTBASE SCANTOOL | After changing the settings of "Configurations", selecting stamp causes PLOTBASE/SCANTOOL to close automatically with an Application error. | Problem fixed. |
| QAC-0057 | Winprint | The "Quality" setting does not work correctly. | The "Quality" selection has been fixed. |
| QAC-0058 RINC-0169 | PLOTCLIENT Web Admin | The "Help" function doesn't work. | The "Help" function works. |
| QAC-3015 | SCANTOOL | If SCANTOOL is shot down while engine is waiting for scan document, the operation panel of engine isn't released. | The operation panel returns to Ready, before shutting down SCANTOOL. |
| RINC-1035 | SCANTOOL | When you change [unit] to "inch" and enter a valid number in the "Border" text box of Job Editor, the alert appears as [unit] is "mm". | When you change the [unit] of [Option] dialog, the message that confirm whether save the data or not appears. After that "Job Editor" closes and reopens automatically. |
| SEG-0001 | Winprint | Winprint jobs appear as the full path file name in the "Job Name" of job list. | Only filenames are listed in the job list. |
| SEG-0004 | PLOTCLIENT Win | After uninstalling PLOTCLIENT Win, ADI_HDI Driver does not work. | Uninstallation of PLOTCLIENT Win does not influence on ADI_HDI diver. |
| SEG-0005 | PLOTCLIENT Win | The default font name isn't displayed in "Stamp Edit" on Win9x. | The default font name is shown in "Stamp Edit" on Win9x. This was also reported as FPR #RH02040004. |
| SEG-0006 | PLOTCLIENT Web | There is a blank selection in the "Stamp position" pulldown list. | The "Middle Right" option in the "Stamp position" is now displayed. This was also reported as FPR #RH02040003. |
| SEG-0012 | PLOTBASE | After replacing the controller board, new license cannot be installed. | Problem fixed. |
| SEG-0013 | PLOTBASE | The "Expiration Date" format in [License Manager] is not in date format. | Problem fixed. |
| SEG-0014 | Winprint | "Job Owner" of Win9x print jobs appears "NoUsername" in he PLOTBASE job list. | Win9x login user name appears on print jobs from Win9x Winprint. |
| SEG-0016 | PLOTBASE | The Plotted Area value on accounting sheet is the area of image data on paper. | The Plotted Area value is the area of consumed paper. |
| SEG-0018 | PLOTBASE | When [unit] is "mm", the paper size appears correctly at the [Format] area of [JobFlagSheet]. | The paper size of all type of [unit] appears correctly at the [Format]. |
| SEG-0021 | PLOTBASE | Correct media type is not printed in the [JobFlagSheet]. | Problem fixed. |
| SEG-0022 | PLOTCLIENT Win | When opening the SSL file that media type is not set to the machine, application hangs up. | Problem fixed. |
| SEG-0024 | SCANTOOL | Scan start position shifts to left from the | Problem fixed |



Reissued: 24-Apr-06

| Model: Do | olphin | | Date: 22-A | ug-03 | No.: RB010012c |
|-----------|------------------------|---|--------------------------|--|---|
| Bug No. | Application /Driver | Symptom | Solution/Workaround | | |
| | | edge of a document. | | | |
| SEG-0025 | PLOTBASE | When executing a [Order by] c with incorrect date format, an A error occurs. | Problem fix | ed. | |
| SEG-0038 | PLOTCLIENT Web | [help] button in the PLOTCLIEI page doesn't work. | NT Web | [help] butto Web page. | n is removed from |
| SEG-0045 | Winprint | Even if user cancels Winprint in installer prompts user to restar computer. | nstallation, t the | Problem fix | ed. |
| SEG-0056 | PLOTBASE | There are garbled characters in area of [License Manager] diale English and German. | n [Product] og except | The items of correctly win Languages | of [Product] list show th all supported |
| SEG-2001 | SCANTOOL | Originals with 30 inch width are as 24 inch. | e detected | It is a speci Engine. Workaroum wider than clip the data want. For n the readme This was al Test DB. | fication of the d: Scan the data the original size and a to the size that you nore details, refer to e file. so reported with Field |

| Duc No | Cubicot | Application | The features of version | The features of version |
|-----------|---------------------|------------------------|-----------------------------|-----------------------------|
| Bug No. | Subject | Application /Driver | | |
| 040 0010 | | /Dilvei | | 5.01 |
| QAC-0010 | | | the installation ion't used | the installation is used in |
| 3EG-0047 | the installation | | in applications and | |
| | ine installation | | | applications. |
| | ISTITUSED IT | | anguage setting of the | |
| | applications. | | botwoon OS | |
| 040 0041 | DSD filo | | "Licopeo Managor" | "Liconco Managor" con |
| QAC-0041 | ROF IIIE | FLUIDASE | doosn't roognize license | road both "license rep" and |
| | | | file which was | "license zin rsp" |
| | | | downloaded from | license.zip.rsp . |
| | | | www.rspfiles.com ("licens | |
| | | | e zin rsp") | |
| DINC 0167 | Installation of the | | The installation process | The Anache server can be |
| | Anache server | | does not as background | installed as a background |
| | Apache server | | des not go background. | nrocess |
| | "Immediately" | | The "Immediately" priority | The job that priority is |
| QA0-0000 | settings on Joh | SCANTOOL | is the same as "Normal" | "immediately" interrunts in |
| | Editor | SCANTOOL | is the same as Norman . | the current job |
| RINC-0034 | The menu items | PI OTBASE | The SSI -Macros is the | The SSI -Macro menu is |
| | of "Stamp | | sub-menu of [Macros] | merged with [Macros] |
| | Macro" | Win | | mergee war [meerce]. |
| SEG-0034 | "Text Color" | PLOTBASE | [stamp color text] function | Stamps have four different |
| SEG-0035 | function of stamp | PLOTCLIENT | does not work. | grav levels. (Black, Dark |
| | is changed the | Win | | gray. Gray and Light gray) |
| | name to "Stamp | PLOTCLIENT | | Please refer to the readme |
| | gradation" | Web | | file. |



| Model: Dolphin Date | | | | | 3 | No.: RB010012c |
|---------------------|--|--|--|--|---|--|
| Bug No. | Subject | Application /Driver | The feat | ures of version 3.00 | The | features of version 3.01 |
| QAC-0055 | Checking of entry file type | PLOTCLENT Any file type can select at [Choose file] dialog. If unsupported selected, ale displayed. | | Any file type can select at [Choose file] dialog. | | pported file type is d, alert message is ed. |
| RINC-0171 | The range of border values | PLOTCLIENT Web | The range of border values is same for the all unit of measure. | | The ran has cha the uni The ran is as fo mm: pixel: 0 Please file. | nge of border values anged depending on t. nge of border values Illows. 0-500 inch: 0-20 I-12000 refer to the readme |
| QAC-0053 | The character length of stamp macro that is beyond the paper size. | PLOTBASE | If the character length of stamp macro is longer than the plot image, the job is canceled | | Stamps than th clipped | s that are larger e plot image are |
| RINC-0175 | The timing of sending "Response mail" | | The "Response mail" sends all states of printing progress (Pending, Plotting, and OK). | | The "Response mail" sends when job has finished. The number of "Response mail" is reduced to one. | |
| RINC-0168 | The date format in "Response mail" | | The date f "Response same the o | ormat in e mail" isn't OS setting. | Style o mails is locale s PLOTE | f date and time in e- s changed to the OS setting of BASE Server. |
| RINC-0170 | The characters that aren't allowed to be used for "Job Name". | PLOTCLIENT PLOTCLIENT Web | The text fir Name" car hyphen ch queue on | eld of "Job nnot accept the aracter to make PLOTBASE. | The tex Name" hypher There a that are "Job Na \/:*? | kt field of "Job can accept the o character. are ten characters en't allowed at the ame". " < > % |
| RINC-0181 | The number of "Job Copies" | PLOTBASE PLOTCLIENT PLOTCLIENT Win | "Job Copies" in Job Editor accepts a number more than 999. | | PLOTE change automa enterin PLOTC PLOTC cannot greater | BASE : the value is ed to 999 atically when g a value over 999 CLIENT and CLIENT web : enter a value than 999. |
| RINC-0065- 1 | The maximum number of "Copy count" | Winprint | The maxin "Copy cou | num number of nt" is 99. | The ma "Copy of there is follows If a nur is set w numbe 999. Please file. | aximum number of count" is 999, but a limitation as nber larger than 999 vith Application, the r of output is 1 or refer to the readme |


Reissued: 24-Apr-06

| Model: Dolphin | | | | Date: 22-Aug-0 | 3 | No.: RB010012c |
|----------------|---|------------------------|--|----------------|---|---|
| Bug No. | Subject | Application /Driver | The features of version 3.00 | | The | features of version 3.01 |
| RINC-0164 | Default configuration files | | Sometimes the Error message may occur when accessing the properties area of [Configuration] tab of PLOTBASE. | | Installe configu and ca the\ | r copies the default iration files(hpgl.hcf lcomp.ccf) under program folder. |
| | NEW feature: Change the setting of unit | PLOTCLIENT Web | | | The [m been a parame select unit. | easure] item has dded on [edit job- eter] page. You can "mm" or "inch" as |

*** Revised points of the Manuals ***

In this table, the reference page is an example of the English version.

| Summary | RWPB30us.pdf | RWCLI30us.pdf | RWTEC30us.pdf (not for User) | Bug No. |
|--|---------------|------------------|---------------------------------|-----------|
| AMD "Athlon" processor has been added as supported CPU. | P17 | | P6 | |
| The list of supported Mainboards has been added. | | | P5,6 | |
| Wording: "Transparent" is changed | P65,84,86,92, | P33,34,41,69,71, | | QAC-0005 |
| to "Translucent". | 152 | 85,106,108,129 | | |
| Wording: "inverse" is changed to "invert". | P56 | P85 | | RINC-0121 |
| The maximum border around the drawing has been changed from 500.00 mm to 499.99mm. | P85 | | | SEG-0009 |
| [Measure] item has "mm" and "inch" option. | | P103 | | |
| The explanation of DWG file format has been added. | P40,42,90,143 | P7,74 | P16 | |

*** Remarks ***

| Application | Description | Bug No. |
|---------------------------|---|----------|
| PLOTCLIENT Win / PLOTBASE | The job that has "wait" priority is printed manually in the | SEG-0023 |
| | PLOTBASE job list. | |
| | (Refer to the Manual of PLOTBASE.) | |

Technical Bulletin

PAGE: 1/1

| Model: Dolphin-0 | Dat | e: 31-Oct- | 06 | No.: RB010015 | | |
|--|-----------------|------------------------|----|---------------|--------|--------------------|
| Subject: Driver for | | Prepared by: F.Noguchi | | | | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | | | | |
| Classification: | Troubleshooting | 🗌 Part informa | | tion | Action | n required |
| | Mechanical | Electric | al | | Servic | ce manual revision |
| | Paper path | Transmit/rec | | eive | Retro | fit information |
| | Product Safety | 🛛 Other (| |) | • | |

Other changes:

Supports the following drivers for Printer Controller RW-470 (ver.3.3.1):

- Plotclient HDI driver (ACAD2007)
- Windows XP (64bit) Winprint driver: 300dpi
- Windows XP (64bit) Winprint driver: 600dpi

Technical Bulletin

Reissued: 22-May-07

Date: 22-Aug-03

No.: RB010012d

RTB Reissue

Model: Dolphin

| /ersion 3.6SP3(3.6.037) has been released. | | | | | | | |
|--|---|--|--------------|--|--|--|--|
| Subject: Release | e note for Dolphin-C1 (RW-470 | W) Controller | Prepared | by: F.Noguchi | | | |
| From: 2nd Tech § | Support Sec. Service Support I | Dept. | | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part information Electrical Transmit/rec | tion eive | Action required Service manual revision Retrofit information | | | |

This is the release note for Dolphin-C1 (RW-470W) Controller.

| Part Number | G0678500 | RTB |
|-----------------|----------|------------|
| Version | Suffix | Issue date |
| 3.01 | A | 22-Aug-03 |
| 3.02 | В | 22-Aug-03 |
| 3.1 | С | 22-Aug-03 |
| 3.3 | D | 21-Dec-04 |
| 3.3.1 | E | 24-Apr-06 |
| 3.6SP3(3.6.037) | F | 22-May-07 |

< Version 3.6SP (3.6.037) >

Specification updates

1) AutoCAD2007 support

Upgrade Procedure From Ver.3.6 to Ver.3.6SP3 (3.6.037)

Please refer to the instructions that appear on the screen after you begin the upgrade procedure.

*** Version 3.3.1 ***

*** New features ***

| Subject | Application/Driver | The features of version 3.3 |
|------------|--------------------|--|
| AutoCD2006 | PLOTBASE, | AutoCAD 2006 was added as a supported Application of the HDI |
| | HDI Driver, | driver. |
| PDF Direct | SCANTOOL | PDF ver.1.5 was added. |
| print | | |

Upgrade Procedure (From Ver.3.3 to Ver.3.3.1)

Please refer to the PDF file (attached with firmware)

| Model: Dolphin | Date: 22-Aug-03 | No.: RB010012d |
|----------------|-----------------|----------------|
|----------------|-----------------|----------------|

*** Version 3.3 *** *** Resolved problems ***

| Rea | solved problems | | |
|-----|--------------------|-----------------------------------|----------------------------------|
| Bug | Application/Driver | Symptom | Solution/Comment |
| No. | | | |
| | WINPRINT | The name of Winprint contains a | The name has been changed from |
| | (PLOTBASE PC) | blank space. | "RW-470 WP" to "RW-470WP." |
| | | The name "RW-470 WP" cannot be | |
| | | used from PLOTCLIENT LPR. | |
| | PLOTCLIENT Web | Cannot download the PPD file from | This problem was resolved by RW- |
| | | clients. | 470 3.1 Service Packs. |

*** Changed features ***

| Bug No. | Subject | Application/ Driver | The features of version 3.3 | The features of version 3.1 |
|------------|---|------------------------|---|--|
| | PS module update | PLOTBASE | 8.14 | 8.00 |
| | Margin settings | HDI Driver | The default margin is now 0. It enables customers to use the entire surface of each piece of paper. | The old default margin was about 5% of the paper size. |
| | RSP file name | PLOTBASE | The RSP file name has been changed to include the product name. e. g. RW-470-Serial number-ZIP.RSP | Old file name was Serial number- ZIP.RSP |
| | Letter size printing of Job Flag Sheet/Test page/Error sheet | PLOTBASE | Letter size can now be printed. | Only A4 could be printed. |

*** New features ***

| Subject | Application/Driver | The features of version 3.3 |
|---------------|--------------------|---|
| AutoCAD2005 | PLOTBASE, | AutoCAD 2005 is supported for direct DWG/DXF file printing. |
| support | HDI Driver, | AutoCAD 2005 has been added as a supported Application of the |
| | | HDI/ADI driver. |
| Mac X v10.3.x | PLOTCLIENT | Mac X v10.3.x (Panther) client PC can print using PLOTCLIENT |
| (Panther) | MAC | MAC. |
| support | | |
| "Wipeout" | PLOTBASE | "Wipeout" is a new function of AutoCAD 2004. |
| function | HDI Driver | The "Wipeout" area is now printed correctly using PLOTBASE. |
| support | | |
| Windows XP | PLOTBASE | Can print in the Windows XP SP2 environment. |
| SP2 support. | All clients | |
| Custom paper | WINPRINT | Custom paper sizes are supported with WINPRINT. |
| size support | | |

Reissued: 22-May-07 Model: Dolphin

Date: 22-Aug-03

No.: RB010012d

*** Revised points of the Manuals ***

| Subject | Summary | Notes |
|------------------|-------------------|-------|
| Installation of | Created | |
| Mac X v10.3.x | PLOTBASE | |
| (Panther) | installation | |
| | manual for Mac X | |
| | v10.3.x (Panther) | |
| Locked Print for | PLOTCLIENT | |
| PLOTCLIENT | MAC doesn't | |
| MAC | support the | |
| | "Locked Print" | |
| | function. | |
| | Therefore, the | |
| | description was | |
| | deleted. | |

Model: Dolphin

Date: 22-Aug-03

RW-470 Upgrade Procedure (From Ver.3.1 to Ver.3.3)

(1) How to upgrade from 3.1 to 3.3 on a server

Several components make up the RW-470 PLOTBASE.

Some of them are installed automatically by executing the setup of RW-470 PLOTBASE, others have to be installed manually from the "tools" directory.

In the case of updating from RW-470 PLOTBASE version 3.1 to 3.3, it is necessary to first uninstall version 3.1, but this cannot be done automatically in all cases and for all clients.

This document describes the necessary steps to uninstall those components that cannot be updated automatically by the RW-470 PLOTBASE setup of version 3.3.

Start update

1. Close all running applications.

Stop the Apache web server

- 2. Open the "Start" menu on the task bar.
- 3. Select "Run".
- 4. Type "cmd" into the text field and press the "Enter" button on the keyboard.

The DOS command box will open.

5. Type "net stop apache" and press the "Enter" button on the keyboard:



Stop the SNMP service

- 6. Open the "Start" menu on task bar.
- 7. Select "Run".

| Model: Dolphin Date: 22-Aug-03 No.: RB010012d |
|---|
|---|

8. Type "cmd" into the text field and press the "Enter" button on the keyboard.

The DOS command box will open.

9. Type "net stop snmp" and press the "Enter" button on the keyboard:



Uninstall the RW-470 PLOTBASE

- 10. Open the "Start" menu on the task bar.
- 11. Select "Settings".
- 12. Open the "Control Panel".
- 13. Double click "Add/Remove programs".
- 14. Select "RW-470" from the list of currently installed programs.
- 15. Click the "Remove" button and follow the steps.

Delete the remaining files and directories

- 16. Delete the directory c: Program Files\RW-470.
- 17. Delete the directory c:\spool.

Install RW-470 PLOTBASE (Version 3.3) on the Server

18. Read the instructions in the installation manual of RW-470 PLOTBASE version 3.3 and install RW-470 PLOTBASE version 3.3.

(2) On a client

Uninstall RW-470 PLOTCLIENT WIN

- 19. To make all new features available, it is recommended to uninstall RW-470 PLOTCLIENTWIN.
- 20. To do so, please follow the steps as described above in the "Uninstall RW-470 PLOTBASE" section.

Model: Dolphin

Date: 22-Aug-03 No.: RB010012d

Uninstall RW-470 PLOTCLIENT HDI/ADI

- 21. Open a sample picture in your AutoCAD program.
- 22. Open "Plotter Manager" by selecting "File" > "Plotter Manager".
- 23. Select "RW-470 PLOTCLIENT HDI.pc3"(*).
- 24. Press the "Del" button on the keyboard to delete the file "RW-470 PLOTCLIENT HDI.pc3".
- 25. Close your AutoCAD program.
- 26. Open the "Start" menu on the task bar.
- 27. Select "Settings".
- 28. Open the "Control Panel".
- 29. Double click "Add/Remove programs".
- 30. Select "RW-470 PLOTCLIENT HDI" from the list of currently installed programs.
- 31. Click on the "Change/Remove" button and follow the steps.

*Default setting. What you select depends on your previous setting.

Model: Dolphin

Date: 22-Aug-03 No

No.: RB010012d

Uninstall RW-470 WINPRINT

It is not necessary to uninstall RW-470 WINPRINT, as it will be updated automatically on server and client PC, by the setup procedure of version 3.3.

If, however, the RW-470 WINPRINT was not automatically updated by the setup of version 3.3, please start the RW-470 WINPRINT setup manually from the tools directory "C:\Program Files\RW-470\RW-470\tools" or from the CD that was shipped with the RW-470 Controller.

If uninstallation of RW-470 WINPRINT is necessary, the procedure is as follows:

- 32. Open the "Start" menu on the task bar.
- 33. Select "Settings".
- 34. Open "Printers".
- 35. Select "RW-470 WP"(*).
- 36. Press the "Del" button on the keyboard to delete the printer.

*Default setting. What you select depends on your previous setting.

Install the RW-470 CLIENTS (Version 3.3)

37. Read the instructions in the installation manual of RW-470 CLIENTS version 3.3 and install each program of RW-470 CLIENTS version 3.3.

Model: Dolphin

Date: 22-Aug-03

No.: RB010012d

*** Version 3.1 *** *** Resolved problems ***

| Bug No. | Application /Driver | Symptom | Solution/Notes | | | | |
|---------|------------------------|---|--|--|--|--|--|
| | PLOTBASE | When the entry (file) name includes the symbol (#), printing of this file will stop and not be printed. | Problem fixed. When PLOTBASE encounters this character (#), it interprets it as the "escape" character. | | | | |
| | PLOTBASE | There was a problem with a file used for printing accounting information. The problem was that the titles were shifted. | This was also reported in FPR #RE02110026. | | | | |
| | SCANTOOL | Continuously executing the "Deskew" command, caused a memory overflow and thus forced Scantool to shut down. | This was also reported in FPR #RC03030010. | | | | |
| | WINPRINT | Cannot properly print out lines from Microsoft Visio Professional 2002 SR-1 [English] via Winprint. | This was also reported in FPR # RE03030020. | | | | |
| | WINPRINT | Missing data when printing from Excel (Office XP, Windows2000SP3) via Winprint. | This was also reported in FPR # RE03040006. | | | | |

| Bug No. | Subject | Application /Driver | The features of version 3.02 | The features of version 3.1 |
|---------|------------------------------------|------------------------|---|---|
| | Default brightness of Scantool | Scantool | The image in the preview is messier than the image in the editor. | Sharper image in preview. |
| | Acquire plotter status directly | PLOTCLIENT Win | When PLOTCLIENT/WIN designates the spool folder on the Spool PC instead of the PLOTBASE PC, it is impossible to monitor the status of the plotter on the Client directly. | It is possible to monitor the status of plotter at Client directly. |
| | Java Plug-in update | PLOTCLIENT Web | v1.3.1 | v1.4.0 |
| | Apache update | PLOTBASE | v1.3.9 | v1.3.027 |

Reissued: 22-May-07 Model: Dolphin

| Date: 22-Aug-03 | No.: RB010012d |
|---------------------------------------|----------------|
| U U U U U U U U U U U U U U U U U U U | 1 |

*** New features ***

| Subject | Application /Driver | The features of version 3.1 |
|----------------------------------|--------------------------------------|--|
| Scan File format PDF | SCANTOOL | Saving scanned image into PDF files. Scan a document and select "Save As" to save in PDF format. |
| Scan to Multipage PDF or TIFF | SCANTOOL | When scan documents sequentially, Scantool will create a PDF or a TIFF file with multiple pages. |
| "Custom Size" Scan is available | SCANTOOL | "Custom Size" scans can be created by inputting the lengths X and Y. In this case, "Custom Size" paper can be put in the middle of the scan feeder. |
| AutoCAD 2004 support | PLOTBASE, HDI Driver, Winprint | AutoCAD 2004 is supported for direct DWG file printing. AutoCAD 2004 has been added as supported Application of HDI/ADI driver and Winprint. |

*** Revised points of the Manuals ***

In this table, the reference page is an example of the English version.

| | Summary | Notes |
|---|---|-------|
| 1 | The manuals have been revised fully. The new file names are RWPB31US.pdf, | |
| | RWCLI31US.pdf, and RWTEC31US.pdf. The printed "Installation Manual" has | |
| | been revised as well. | |

*** Remarks ***

| Application | Description | Bug No. |
|-------------|---|-----------|
| SCANTOOL | It is necessary to get a new copy of the RSP file for activating the Scan to PDF function. Please get the new RSP file via "www.rspfiles.com" and reinstall the RSP file in PLOTBASE | OSDG-0043 |
| | | |
| PLOTBASE | When updating the PLOTBASE to v3.1, a clean install of the OS is required. (See the following steps.) | |
| | Format the HDD that the previous version of PLOTBASE was installed on. Install the OS. | |
| | Install PLOTBASE V3.1 | |

Reissued: 22-May-07

Model: Dolphin

Date: 22-Aug-03

No.: RB010012d

*** Version 3.02 *** *** Resolved problems ***

| | | | 1 |
|-----------|--------------------------|---|---|
| Bug No. | Application /Driver | Symptom | Solution/Workaround |
| | WINPRINT | WINPRINT does not print Gray Levels correctly. | This was also reported as FPR #RH02040002. |
| SEG-5001 | WINPRINT | The description of Pop-up HELP is wrong. | This was also reported as FPR #RH02040004. |
| | PLOTBASE | The number '8' is filled in when drawing with "Fill Polygon" HPGL command. | Update vectorru.dll. This was also reported as FPR #RC02060004 |
| QAC-0001 | PLOTCLIEN T Web Admin | When creating a new user with the same username that has already been deleted, the information of setting still remains. | Problem fixed. |
| QAC-0002 | PLOTBASE | When printing "Job State=OK" job and "Job State=Lock Print" job together, "Job State=Lock Print" job is not printed due to failure in password verification. NG case: 1131 demo-0009 demo Normal Ok 1132 demo-0010 demo Normal Ocked Print OK case: 1132 demo-0010 demo Normal Locked Print 1133 demo-0011 demo Normal Ok | Problem fixed. |
| OSDG-0006 | PLOTCLIEN T Web Admin | The user is not created without setting Password. | It is available to create user without setting of Password.Problem fixed. |
| OSDG-0009 | PLOTCLENT Web | When sending a file with stamp from PLOTCLIENT Web, the thickness of stamp is too light to see. | Problem fixed. |
| OSDG-0010 | PLOTBASE | Editing the "Customer" name in the PLOTCLIENT Web Admin does not reflect in the Job Editor of PLOTBASE. | "Customer" name has been reflected correctly in the Job Editor of PLOTBASE. |
| OSDG-0015 | HDI/ADI Driver | AutoCAD 2002 is omitted from the About dialog" of HDI driver. | AutoCAD 2002 is added as supported application in the About dialog. |
| OSDG-0018 | PLOTBASE | The Pen number mismatch of [Calcomp] tab and the Alert dialog title. | Same Pen number appears in the [Calcomp] tab and the Alert dialog title. |
| OSDG-0019 | PLOTBASE | If entering an invalid value in the degree option of [Stamp Editor], close the error dialog with Enter key. After that, the error dialog appears even if entering valid value in the degree option of [Stamp Editor]. | Problem fixed. |
| OSDQ-0021 | WINPRINT | Image orientation of MS Visio drawing printed by WINPRINT appears wrong in File Viewer of PLOTBASE. | Problem fixed. |
| OSDG-0028 | PLOTCLIEN T Web | When changing the unit on "Window measure" or "Border" options on PLOTCLIENT Web as follows, "Error on page" message occurs. "mm" -> "inch" "inch" -> "mm" "pixel" -> "inch" | Problem fixed. |

Technical Bulletin

Reissued: 22-May-07

| Model: Dol | phin | | Date: 22-Aug-03 | No.: RB010012d | |
|------------|--|--|---|--|--|
| Bug No. | Application /Driver | Symptom | | Solution/Workaround | |
| | | "pixel" -> "mm" | | | |
| OSDG-0030 | PLOTCLIEN T Win, PLOTCLIEN T Web, HDI/ADI Driver, SCANTOOL | Format "Original" selected at clients changes to "Percent" at PLOTBASE. | | Problem fixed. | |
| OSDG-0033 | PLOTBASE | Shortcut keys are disabled after error message disappeared in the [Font] tab of the [RW-470 PS Default] menu. | | The functions of shortcut keys work fine. | |
| OSDG-0038 | PLOTBASE | Information on Main window a are not the same. | nd Job Info window | Problem fixed. | |
| OSDG-0039 | WINPRINT | Printing MS Visio file with mul stops printing after printing ou | tiple pages, the job t the first page. | MS Visio file that has more than one page is able to print out all pages with WINPRINT. | |
| OSDG-0040 | PLOTCLIEN T Mac | When printing 3 pages MS We Mac, only 1 st page printed cor 3 rd pages are printed blank. | ord document from rectly. The 2 nd and | Problem fixed. | |
| OSDG-0042 | WINPRINT | Extra or missing image is hap a MS Visio file. | pened when printing | Problem fixed. | |
| OSDG-0044 | Mac PPD | Only cover page is printed out from Mac OS 9.0 to PLOTBAS | when sending a job SE . | The cover page and the other pages are printed out. | |
| OSDG-0046 | HDI/ADI Driver | Error message must be prompted right after entering more than 81 characters to [printer name] box of [Option] tab. | | The error message occurs correct timing. | |
| OSDG-0048 | SCANTOOL | In the "Digits:" text box at [Gen [Options] dialog of [Setting] message occurs. input data de | neral] tab of menu, after error pes not appear. | Problem fixed. | |

| Bug No. | Subject | Application /Driver | The features of version 3.01 | The features of version 3.02 |
|---------------|---|---------------------------------|---|--|
| QAC-0056 | Readme file | PLOTCLIEN T Win | While installation, there is a dialog to open Readme file. There is Readme icon in the [Start] menu of OS. But it is not accessable. | The dialog to open Readme file does not appear. Readme icon has been removed from the [Program] menu at the [Start] menu. |
| Field Request | File dialog | PLOTBASE, PLOTCLIEN T Win | File type of File open dialog is always "all TIFF files". | The default value of file type is "All support files". After changing the File type, the value of File type is the last setting. |
| Field Request | File dialog | PLOTBASE, PLOTCLIEN T Win | One current folder is used File open dialog of Add Entry and Insert Entry. | Each of Add Entry and Insert Entry has its own current folder. |
| Field Request | Added the option of the Job Flag Sheet | PLOTBASE | There is no selection of "Media source" at the Job Flag Sheet. | The additional selection of "Media source" of the Job Flag Sheet has been added. |

Reissued: 22-May-07 Model: Dolphin

Date: 22-Aug-03

No.: RB010012d

*** New features ***

| Subject | Application /Driver | The features of version 3.02 |
|------------------|------------------------|--|
| Page order | PLOTBASE, | Change the order of pages to print. |
| | PLOTCLIENT | There are three options: |
| | | e.g.) The output page order of five pages job. |
| | | Page order |
| | | Front Rear |
| | | |
| | | Auto(default value) |
| | | 1,2,3,4,5 |
| | | 5,4,3,2,1 |
| | | Standard |
| | | 1,2,3,4,5 |
| | | 1,2,3,4,5 |
| | | Beverse |
| | | 5,4,3,2,1 |
| | | 5,4,3,2,1 |
| | | |
| Each entry has | PLOTBASE, | Only selected entry(-ies) is (are) printed. |
| a checkbox for | PLOTCLIENT | Entries: |
| subset. | | 01):5.bmp |
| | | |
| Locked Print | WINPRINT | The "Locked Print" function has became available with WINPRINT. |
| Check jobs | PLOTBASE | Checks a job before starting to print. The checking points are the same |
| before printing. | | structure is supported one or not. |
| | |) As a result, the job including all printable entries is printed. If there is |
| | | even one nonprintable entry is included, this job is not printed. |
| Destart problem | | When this function is enabled, start of printing a job will be delayed. |
| iobs | PLUIBASE | resets all jobs with status "problem" to ""pending" to retry these jobs |
| AutoCAD | PLOTBASE | AutoCAD 2002 is supported for direct DWG files printing. |
| support | | |
| Spool directory | PLOTBASE | "Spool Directory" text field is editable. |
| can edit | | |
| Multi reader | PLOTBASE | |
| | | PLOTBASE can have up to 60 spools due to system limitations. |
| | | Each spool directory has its own directory. |
| | | e.g.) Change the user interface for each user. |

Model: Dolphin

Date: 22-Aug-03

No.: RB010012d

*** Revised points of the Manuals ***

| | In this table, the reference page is an example of the English version. | | | | | | | |
|----|--|-----------------|-----------------|-----------------|--|--|--|--|
| | Summary | RWPB30us.pdf | RWCLI30us.pdf | Notes | | | | |
| 1 | Windows XP has been added as supported OS | | P.2,7,11,12,69, | | | | | |
| | of PLOTCLIENT. | | 74 | | | | | |
| 2 | AutoCAD 2002 has been added as supported | P.41,43,98,152, | P.7,17,18,63,78 | | | | | |
| | Application of HDI/ADI driver. | 196 | | | | | | |
| 3 | The explanation of Spool paths has been added. | | P.27 | | | | | |
| 4 | The explanation of Page Order has been added. | P.87-88 | P.34,73,76 | | | | | |
| 5 | The minimum size of "bypass" tray has been added.(182mm x 149mm) | P.76 | P.72,75,110 | OSDG-0034 | | | | |
| 6 | The explanation of Locked Print in WINPRINT has been added. | | P.73,75,76 | | | | | |
| 7 | The explanation of how to change Plotter name has been added. | | P.91,92 | | | | | |
| 8 | The explanation of "Multiple Reader" has been added. | P.61-65 | | New features | | | | |
| 9 | More detail explanation of "Quota" has been added. | P.65 | | | | | | |
| 10 | Printing starts when the "Spool Timeout" timer expires, even if PLOTBASE does not receive all of job data. | P.65-66 | | | | | | |
| 11 | The description of "check jobs before printing" function has been added. | P.66-67 | | New features | | | | |
| 12 | "Preparing data" status has been added in the explanation of "Job status". | P.78,83 | | | | | | |
| 13 | As for E-mail configuration, reference page has been added. | P.88-89 | | | | | | |
| 14 | The description of "Activate/deactivate entries" has been added. | P.96 | | New features | | | | |
| 15 | More detail explanation of "Stamp gradation" has been added. | P.107 | | | | | | |
| 16 | The description of "Restart problem jobs" has been added | P.130 | | New features | | | | |
| 17 | The description of "Spool directory ", "SSL subfolder" and "CFG subfolder" have been added. | P.197-P.202 | | New features | | | | |
| 18 | The description of "Account" and "Response" have been added. | P.69,P.199 | | | | | | |

*** Remarks ***

| Application | Description | Bug No. |
|-------------|---|-----------|
| PLOTBASE | Before printing the job that "Media Source" set on "roll", please check | OSDG-0043 |
| | that a paper is not loaded in the bypass tray. | |
| | If there is a paper in the bypass tray, "UnitInoperative" message | |
| | appears in the Job History Window and the job becomes "problem" | |
| | status. To print the job, remove the paper from the bypass tray, and | |
| | change the job status from "problem" to "Pending". | |

Technical Bulletin

Reissued: 22-May-07

Model: Dolphin

Date: 22-Aug-03

No.: RB010012d

*** Version 3.01 *** *** Resolved problems ***

| Bug No. | Application | Symptom | Solution/Workaround |
|------------------------------------|-------------------------|--|--|
| QAC-0046 RINC-0162 RINC-1032 | PLOTBASE SCANTOOL | After changing the settings of "Configurations", selecting stamp causes PLOTBASE/SCANTOOL to close automatically with an Application error. | Problem fixed. |
| QAC-0057 | Winprint | The "Quality" setting does not work correctly. | The "Quality" selection has been fixed. |
| QAC-0058 RINC-0169 | PLOTCLIENT Web Admin | The "Help" function doesn't work. | The "Help" function works. |
| QAC-3015 | SCANTOOL | If SCANTOOL is shot down while engine is waiting for scan document, the operation panel of engine isn't released. | The operation panel returns to Ready, before shutting down SCANTOOL. |
| RINC-1035 | SCANTOOL | When you change [unit] to "inch" and enter a valid number in the "Border" text box of Job Editor, the alert appears as [unit] is "mm". | When you change the [unit] of [Option] dialog, the message that confirm whether save the data or not appears. After that "Job Editor" closes and reopens automatically. |
| SEG-0001 | Winprint | Winprint jobs appear as the full path file name in the "Job Name" of job list. | Only filenames are listed in the job list. |
| SEG-0004 | PLOTCLIENT Win | After uninstalling PLOTCLIENT Win, ADI_HDI Driver does not work. | Uninstallation of PLOTCLIENT Win does not influence on ADI_HDI diver. |
| SEG-0005 | PLOTCLIENT Win | The default font name isn't displayed in "Stamp Edit" on Win9x. | The default font name is shown in "Stamp Edit" on Win9x. This was also reported as FPR #RH02040004. |
| SEG-0006 | PLOTCLIENT Web | There is a blank selection in the "Stamp position" pulldown list. | The "Middle Right" option in the "Stamp position" is now displayed. This was also reported as FPR #RH02040003. |
| SEG-0012 | PLOTBASE | After replacing the controller board, new license cannot be installed. | Problem fixed. |
| SEG-0013 | PLOTBASE | The "Expiration Date" format in [License Manager] is not in date format. | Problem fixed. |
| SEG-0014 | Winprint | "Job Owner" of Win9x print jobs appears "NoUsername" in he PLOTBASE job list. | Win9x login user name appears on print jobs from Win9x Winprint. |
| SEG-0016 | PLOTBASE | The Plotted Area value on accounting sheet is the area of image data on paper. | The Plotted Area value is the area of consumed paper. |
| SEG-0018 | PLOTBASE | When [unit] is "mm", the paper size appears correctly at the [Format] area of [JobFlagSheet]. | The paper size of all type of [unit] appears correctly at the [Format]. |
| SEG-0021 | PLOTBASE | Correct media type is not printed in the [JobFlagSheet]. | Problem fixed. |
| SEG-0022 | PLOTCLIENT Win | When opening the SSL file that media type is not set to the machine, application hangs up. | Problem fixed. |
| SEG-0024 | SCANTOOL | Scan start position shifts to left from the | Problem fixed. |

Technical Bulletin

Reissued: 22-May-07

| Model: Dolphin Date: 22- | | Date: 22-A | ug-03 | No.: RB010012d | |
|--------------------------|------------------------|---|------------|---|--|
| Bug No. | Application /Driver | Symptom | | Solu | tion/Workaround |
| | | edge of a document. | | | |
| SEG-0025 | PLOTBASE | When executing a [Order by] command with incorrect date format, an Application error occurs. | | Problem fix | ked. |
| SEG-0038 | PLOTCLIENT Web | [help] button in the PLOTCLIENT Web page doesn't work. | | [help] butto Web page. | on is removed from |
| SEG-0045 | Winprint | Even if user cancels Winprint installation, installer prompts user to restart the computer. | | Problem fix | ked. |
| SEG-0056 | PLOTBASE | There are garbled characters in [Product] area of [License Manager] dialog except English and German. | | The items correctly w Languages | of [Product] list show ith all supported |
| SEG-2001 | SCANTOOL | Originals with 30 inch width are as 24 inch. | e detected | It is a spec Engine. Workarour wider than clip the dat want. For r the readme This was a Test DB. | ification of the id: Scan the data the original size and a to the size that you nore details, refer to e file. Iso reported with Field |

| enangea | l'outur oo | | | |
|----------------------|---|--|---|--|
| Bug No. | Subject | Application /Driver | The features of version 3.00 | The features of version 3.01 |
| QAC-0010 SEG-0047 | Language selected during the installation isn't used in applications. | | Language selected during the installation isn't used in applications and language setting of the software is different between OS. | Language selected during the installation is used in applications. |
| QAC-0041 | RSP file | PLOTBASE | "License Manager" doesn't recognize license file, which was downloaded from www.rspfiles.com.("licens e.zip.rsp") | "License Manager" can read both "license.rsp" and "license.zip.rsp". |
| RINC-0167 | Installation of the Apache server | | The installation process does not go background. | The Apache server can be installed as a background process. |
| QAC-0030 | "Immediately" settings on Job Editor | PLOTBASE SCANTOOL | The "Immediately" priority is the same as "Normal". | The job that priority is "immediately" interrupts in the current job. |
| RINC-0034 | The menu items of "Stamp Macro" | PLOTBASE PLOTCLIENT Win | The SSL-Macros is the sub-menu of [Macros]. | The SSL-Macro menu is merged with [Macros]. |
| SEG-0034 SEG-0035 | "Text Color" function of stamp is changed the name to "Stamp gradation" | PLOTBASE PLOTCLIENT Win PLOTCLIENT Web | [stamp color text] function does not work. | Stamps have four different gray levels. (Black, Dark gray, Gray and Light gray) Please refer to the readme file. |



| Model: Dolphin Date: 22-Aug-0 | | 03 No.: RB010012d | | |
|-------------------------------|--|---|--|---|
| Bug No. | Subject | Application /Driver | The features of version 3.00 | The features of version 3.01 |
| QAC-0055 | Checking of entry file type | PLOTCLENT Web | Any file type can select at [Choose file] dialog. | If unsupported file type is selected, alert message is displayed. |
| RINC-0171 | The range of border values | PLOTCLIENT Web | The range of border values is same for the all unit of measure. | The range of border values has changed depending on the unit. The range of border values is as follows. mm: 0-500 inch: 0-20 pixel: 0-12000 Please refer to the readme file. |
| QAC-0053 | The character length of stamp macro that is beyond the paper size. | PLOTBASE | If the character length of stamp macro is longer than the plot image, the job is canceled automatically at [Job List]. | Stamps that are larger than the plot image are clipped. |
| RINC-0175 | The timing of sending "Response mail" | | The "Response mail" sends all states of printing progress (Pending, Plotting, and OK). | The "Response mail" sends when job has finished. The number of "Response mail" is reduced to one. |
| RINC-0168 | The date format in "Response mail" | | The date format in "Response mail" isn't same the OS setting. | Style of date and time in e- mails is changed to the OS locale setting of PLOTBASE Server. |
| RINC-0170 | The characters that aren't allowed to be used for "Job Name". | PLOTCLIENT PLOTCLIENT Web | The text field of "Job Name" cannot accept the hyphen character to make queue on PLOTBASE. | The text field of "Job Name" can accept the hyphen character. There are ten characters that aren't allowed at the "Job Name" . \/:*? " <> % |
| RINC-0181 | The number of "Job Copies" | PLOTBASE PLOTCLIENT PLOTCLIENT Win | "Job Copies" in Job Editor accepts a number more than 999. | PLOTBASE : the value is changed to 999 automatically when entering a value over 999 PLOTCLIENT and PLOTCLIENT web : cannot enter a value greater than 999. |
| RINC-0065- 1 | The maximum number of "Copy count" | Winprint | The maximum number of "Copy count" is 99. | The maximum number of "Copy count" is 999, but there is a limitation as follows. If a number larger than 999 is set with Application, the number of output is 1 or 999. Please refer to the readme file. |

Reissued: 22-May-07

| Model: Dolphin Date: 22-Aug | | | | | 3 | No.: RB010012d | |
|-----------------------------|---|------------------------|--|--|---|---|-----------------------------|
| Bug No. | Subject | Application /Driver | The features of version 3.00 | | The features of version The feat 3.00 | | features of version 3.01 |
| RINC-0164 | Default configuration files | | Sometimes the Error message may occur when accessing the properties area of [Configuration] tab of PLOTBASE. | | Installe configu and ca the\ | r copies the default iration files(hpgl.hcf lcomp.ccf) under program folder. | |
| | NEW feature: Change the setting of unit | PLOTCLIENT Web | | | The [m been a parame select unit. | easure] item has dded on [edit job- eter] page. You can "mm" or "inch" as | |

*** Revised points of the Manuals ***

In this table, the reference page is an example of the English version.

| Summary | RWPB30us.pdf | RWCLI30us.pdf | RWTEC30us.pdf (not for User) | Bug No. |
|------------------------------------|---------------|------------------|---------------------------------|-----------|
| AMD "Athlon" processor has been | P17 | | P6 | |
| added as supported CPU. | | | | |
| The list of supported Mainboards | | | P5,6 | |
| has been added. | | | | |
| Wording: "Transparent" is changed | P65,84,86,92, | P33,34,41,69,71, | | QAC-0005 |
| to "Translucent". | 152 | 85,106,108,129 | | |
| Wording: "inverse" is changed | P56 | P85 | | RINC-0121 |
| to "invert". | | | | |
| The maximum border around the | P85 | | | SEG-0009 |
| drawing has been changed from | | | | |
| 500.00 mm to 499.99mm. | | | | |
| [Measure] item has "mm" | | P103 | | |
| and "inch" option. | | | | |
| The explanation of DWG file format | P40,42,90,143 | P7,74 | P16 | |
| has been added. | | | | |

*** Remarks ***

| Application | Description | Bug No. |
|---------------------------|---|----------|
| PLOTCLIENT Win / PLOTBASE | The job that has "wait" priority is printed manually in the | SEG-0023 |
| | PLOTBASE job list. | |
| | (Refer to the Manual of PLOTBASE.) | |

Technical Bulletin

Reissued: 06-Dec-07

Date: 22-Aug-03

No.: RB010012e

RTB Reissue

Model: Dolphin

| Version 3.7.1(3.7.110) has been released. | | | | | | |
|---|---|---------------------------------------|-----------------------|--|--|--|
| Subject: Release | e note for Dolphin-C1 (RW-470 | Prepared | by: F.Noguchi | | | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part informat Electrical Transmit/rec | tion [[eive [| Action required Service manual revision Retrofit information | | |

This is the release note for Dolphin-C1 (RW-470) Controller.

| Part Number | G0678500 | RTB |
|------------------|----------|------------|
| Version | Suffix | Issue date |
| 3.01 | A | 22-Aug-03 |
| 3.02 | В | 22-Aug-03 |
| 3.1 | С | 22-Aug-03 |
| 3.3 | D | 21-Dec-04 |
| 3.3.1 | E | 24-Apr-06 |
| 3.6SP3 (3.6.037) | F | 22-May-07 |
| 3.7.1 (3.7.110) | G0678803 | 06-Dec-07 |

< Version 3.7.1 (3.7.110) >

- 1. Major features added:
 - 1) Server side:
 - Support for MS Vista 32Bit
 - Update to LibCAD2008
 - Update Plotbase OLE to support ACAD up to ver.2008

2) Client side:

- PC/HDI support MS Vista 64Bit
- PC/HDI support ACAD up to ver.2008
- Help function for PC/WEB
- WINPRINT driver signed by Microsoft

3) General:

- Canceled support of Win95, Win98, WinMe for all clients on standard product.
- Update from elder versions is supported by update procedure as already known in elder versions.
 (Save jobs and settings => Uninstall old version => Install new version)

| Model: Dolphin | Date: 22-Aug-03 | No.: RB010012e |
|----------------|-----------------|----------------|
| | | |
| Model: Dolphin | Date: 22-Aug-03 | No.: RB010012e |

Support for Adobe PDF up to version 1.6 by Adobe engine.
 Note: Know limitations from Plotbase version 3.7.1 also apply.

2. Installation

The update procedure is guided as by an additional tab at setup launcher.

The tab "Update previous version" appears if set up detects a previously installed version of RW-470 PLOTBASE.

Please note the following changes made to the installation procedure:

- 1) On Windows Vista systems, the kernel driver installation must be performed manually. This procedure was added to the manual.
- 2) RSP file installation procedure: This is performed from inside the License Manager (Plotbase), after having installed Plotbase. (Up to the present, it was necessary to do this during the installation).
- 3) After installing the HDI driver, it is necessary to perform the server name and spool folder settings manually (these are not done automatically by simply installing the HDI driver).
- 3. Other

When Plotbase and AutoCAD2007SP2 are used together, even if it is a combination that is supported, "Not supported" is displayed.

However, this has no effect on machine operations or functions.

Recommendation: Please use Plotbase with AutoCAD2008.

< Version 3.6SP(3.6.037) >

Specification updates

1) AutoCAD2007 support

Upgrade Procedure (From Ver.3.6 to Ver.3.6SP3(3.6.037) Please refer to install run.

Reissued: 06-Dec-07

Model: Dolphin Date: 22-Aug-03 No.: RB010012e

*** Version 3.3.1 ***

*** New features ***

| Subject | Application/Driver | The features of version 3.3 |
|------------|--------------------|--|
| AutoCD2006 | PLOTBASE, | AutoCAD 2006 was added as a supported Application of the HDI |
| | HDI Driver, | driver. |
| PDF Direct | SCANTOOL | PDF ver.1.5 was added. |
| print | | |

Upgrade Procedure (From Ver.3.3 to Ver.3.3.1)

Please refer to the PDF file (attached with firmware)

*** Version 3.3 ***

*** Resolved problems ***

| Bug No. | Application/Driver | Symptom | Solution/Comment |
|------------|---------------------------|--|--|
| | WINPRINT (PLOTBASE PC) | The name of Winprint contains a blank space. The name "RW-470 WP" cannot be used from PLOTCLIENT LPR. | The name has been changed from "RW-470 WP" to "RW-470WP." |
| | PLOTCLIENT Web | Cannot download the PPD file from clients. | This problem was resolved by RW- 470 3.1 Service Packs. |

| Bug No. | Subject | Application/ Driver | The features of version 3.3 | The features of version 3.1 |
|------------|---|------------------------|---|--|
| | PS module update | PLOTBASE | 8.14 | 8.00 |
| | Margin settings | HDI Driver | The default margin is now 0. It enables customers to use the entire surface of each piece of paper. | The old default margin was about 5% of the paper size. |
| | RSP file name | PLOTBASE | The RSP file name has been changed to include the product name. e. g. RW-470-Serial number-ZIP.RSP | Old file name was Serial number- ZIP.RSP |
| | Letter size printing of Job Flag Sheet/Test page/Error sheet | PLOTBASE | Letter size can now be printed. | Only A4 could be printed. |

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*** New features ***

| Subject | Application/Driver | The features of version 3.3 |
|---------------|--------------------|---|
| AutoCAD2005 | PLOTBASE, | AutoCAD 2005 is supported for direct DWG/DXF file printing. |
| support | HDI Driver, | AutoCAD 2005 has been added as a supported Application of the |
| | | HDI/ADI driver. |
| Mac X v10.3.x | PLOTCLIENT | Mac X v10.3.x (Panther) client PC can print using PLOTCLIENT |
| (Panther) | MAC | MAC. |
| support | | |
| "Wipeout" | PLOTBASE | "Wipeout" is a new function of AutoCAD 2004. |
| function | HDI Driver | The "Wipeout" area is now printed correctly using PLOTBASE. |
| support | | |
| Windows XP | PLOTBASE | Can print in the Windows XP SP2 environment. |
| SP2 support. | All clients | |
| Custom paper | WINPRINT | Custom paper sizes are supported with WINPRINT. |
| size support | | |

*** Revised points of the Manuals ***

| Subject | Summary | Notes |
|------------------|-------------------|-------|
| Installation of | Created | |
| Mac X v10.3.x | PLOTBASE | |
| (Panther) | installation | |
| | manual for Mac X | |
| | v10.3.x (Panther) | |
| Locked Print for | PLOTCLIENT | |
| PLOTCLIENT | MAC doesn't | |
| MAC | support the | |
| | "Locked Print" | |
| | function. | |
| | Therefore, the | |
| | description was | |
| | deleted. | |

Model: Dolphin

RICOH

RW-470 Upgrade Procedure (From Ver.3.1 to Ver.3.3)

(1) How to upgrade from 3.1 to 3.3 on a server

Several components make up the RW-470 PLOTBASE.

Some of them are installed automatically by executing the setup of RW-470 PLOTBASE, others have to be installed manually from the "tools" directory.

In the case of updating from RW-470 PLOTBASE version 3.1 to 3.3, it is necessary to first uninstall version 3.1, but this cannot be done automatically in all cases and for all clients.

This document describes the necessary steps to uninstall those components that cannot be updated automatically by the RW-470 PLOTBASE setup of version 3.3.

Start update

1. Close all running applications.

Stop the Apache web server

- 2. Open the "Start" menu on the task bar.
- 3. Select "Run".
- 4. Type "cmd" into the text field and press the "Enter" button on the keyboard.

The DOS command box will open.

5. Type "net stop apache" and press the "Enter" button on the keyboard:



Stop the SNMP service

- 6. Open the "Start" menu on task bar.
- 7. Select "Run".

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|---|------|
|---|------|

8. Type "cmd" into the text field and press the "Enter" button on the keyboard.

The DOS command box will open.

9. Type "net stop snmp" and press the "Enter" button on the keyboard:



Uninstall the RW-470 PLOTBASE

- 10. Open the "Start" menu on the task bar.
- 11. Select "Settings".
- 12. Open the "Control Panel".
- 13. Double click "Add/Remove programs".
- 14. Select "RW-470" from the list of currently installed programs.
- 15. Click the "Remove" button and follow the steps.

Delete the remaining files and directories

- 16. Delete the directory c: Program Files\RW-470.
- 17. Delete the directory c:\spool.

Install RW-470 PLOTBASE (Version 3.3) on the Server

18. Read the instructions in the installation manual of RW-470 PLOTBASE version 3.3 and install RW-470 PLOTBASE version 3.3.

(2) On a client

Uninstall RW-470 PLOTCLIENT WIN

- 19. To make all new features available, it is recommended to uninstall RW-470 PLOTCLIENTWIN.
- 20. To do so, please follow the steps as described above in the "Uninstall RW-470 PLOTBASE" section.

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Uninstall RW-470 PLOTCLIENT HDI/ADI

- 21. Open a sample picture in your AutoCAD program.
- 22. Open "Plotter Manager" by selecting "File" > "Plotter Manager".
- 23. Select "RW-470 PLOTCLIENT HDI.pc3"(*).
- 24. Press the "Del" button on the keyboard to delete the file "RW-470 PLOTCLIENT HDI.pc3".
- 25. Close your AutoCAD program.
- 26. Open the "Start" menu on the task bar.
- 27. Select "Settings".
- 28. Open the "Control Panel".
- 29. Double click "Add/Remove programs".
- 30. Select "RW-470 PLOTCLIENT HDI" from the list of currently installed programs.
- 31. Click on the "Change/Remove" button and follow the steps.

*Default setting. What you select depends on your previous setting.

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Uninstall RW-470 WINPRINT

It is not necessary to uninstall RW-470 WINPRINT, as it will be updated automatically on server and client PC, by the setup procedure of version 3.3.

If, however, the RW-470 WINPRINT was not automatically updated by the setup of version 3.3, please start the RW-470 WINPRINT setup manually from the tools directory "C:\Program Files\RW-470\RW-470\tools" or from the CD that was shipped with the RW-470 Controller.

If uninstallation of RW-470 WINPRINT is necessary, the procedure is as follows:

- 32. Open the "Start" menu on the task bar.
- 33. Select "Settings".
- 34. Open "Printers".
- 35. Select "RW-470 WP"(*).
- 36. Press the "Del" button on the keyboard to delete the printer.

*Default setting. What you select depends on your previous setting.

Install the RW-470 CLIENTS (Version 3.3)

37. Read the instructions in the installation manual of RW-470 CLIENTS version 3.3 and install each program of RW-470 CLIENTS version 3.3.

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*** Version 3.1 *** *** Resolved problems ***

| Bug No. | Application /Driver | Symptom | Solution/Notes |
|---------|------------------------|---|--|
| | PLOTBASE | When the entry (file) name includes the symbol (#), printing of this file will stop and not be printed. | Problem fixed. When PLOTBASE encounters this character (#), it interprets it as the "escape" character. |
| | PLOTBASE | There was a problem with a file used for printing accounting information. The problem was that the titles were shifted. | This was also reported in FPR #RE02110026. |
| | SCANTOOL | Continuously executing the "Deskew" command, caused a memory overflow and thus forced Scantool to shut down. | This was also reported in FPR #RC03030010. |
| | WINPRINT | Cannot properly print out lines from Microsoft Visio Professional 2002 SR-1 [English] via Winprint. | This was also reported in FPR # RE03030020. |
| | WINPRINT | Missing data when printing from Excel (Office XP, Windows2000SP3) via Winprint. | This was also reported in FPR # RE03040006. |

| Bug No. | Subject | Application /Driver | The features of version 3.02 | The features of version 3.1 |
|---------|------------------------------------|------------------------|---|---|
| | Default brightness of Scantool | Scantool | The image in the preview is messier than the image in the editor. | Sharper image in preview. |
| | Acquire plotter status directly | PLOTCLIENT Win | When PLOTCLIENT/WIN designates the spool folder on the Spool PC instead of the PLOTBASE PC, it is impossible to monitor the status of the plotter on the Client directly. | It is possible to monitor the status of plotter at Client directly. |
| | Java Plug-in update | PLOTCLIENT Web | v1.3.1 | v1.4.0 |
| | Apache update | PLOTBASE | v1.3.9 | v1.3.027 |

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*** New features ***

| Subject | Application /Driver | The features of version 3.1 |
|----------------------------------|--------------------------------------|--|
| Scan File format PDF | SCANTOOL | Saving scanned image into PDF files. Scan a document and select "Save As" to save in PDF format. |
| Scan to Multipage PDF or TIFF | SCANTOOL | When scan documents sequentially, Scantool will create a PDF or a TIFF file with multiple pages. |
| "Custom Size" Scan is available | SCANTOOL | "Custom Size" scans can be created by inputting the lengths X and Y. In this case, "Custom Size" paper can be put in the middle of the scan feeder. |
| AutoCAD 2004 support | PLOTBASE, HDI Driver, Winprint | AutoCAD 2004 is supported for direct DWG file printing. AutoCAD 2004 has been added as supported Application of HDI/ADI driver and Winprint. |

*** Revised points of the Manuals ***

In this table, the reference page is an example of the English version.

| | Summary | Notes |
|---|---|-------|
| 1 | The manuals have been revised fully. The new file names are RWPB31US.pdf, | |
| | RWCLI31US.pdf, and RWTEC31US.pdf. The printed "Installation Manual" has | |
| | been revised as well. | |

*** Remarks ***

| Application | Description | Bug No. |
|-------------|---|-----------|
| SCANTOOL | It is necessary to get a new copy of the RSP file for activating the Scan to PDF function. Please get the new RSP file via "www.rspfiles.com" and reinstall the RSP file in PLOTBASE | OSDG-0043 |
| | | |
| PLOTBASE | When updating the PLOTBASE to v3.1, a clean install of the OS is required. (See the following steps.) | |
| | Format the HDD that the previous version of PLOTBASE was installed on. Install the OS. | |
| | Install PLOTBASE V3.1 | |

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*** Version 3.02 *** *** Resolved problems ***

| Bug No. | Application /Driver | Symptom | Solution/Workaround |
|-----------|--------------------------|--|---|
| | WINPRINT | WINPRINT does not print Gray Levels correctly. | This was also reported as FPR #RH02040002. |
| SEG-5001 | WINPRINT | The description of Pop-up HELP is wrong. | This was also reported as FPR #RH02040004. |
| | PLOTBASE | The number '8' is filled in when drawing with "Fill Polygon" HPGL command. | Update vectorru.dll. This was also reported as FPR #RC02060004 |
| QAC-0001 | PLOTCLIEN T Web Admin | When creating a new user with the same username that has already been deleted, the information of setting still remains. | Problem fixed. |
| QAC-0002 | PLOTBASE | When printing "Job State=OK" job and "Job State=Lock Print" job together, "Job State=Lock Print" job is not printed due to failure in password verification. NG case: 1131 demo-0009 demo Normal Ok 1132 demo-0010 demo Normal Locked Print OK case: 1132 demo-0010 demo Normal Locked Print 1133 demo-0011 demo Normal Locked Print | Problem fixed. |
| OSDG-0006 | PLOTCLIEN T Web Admin | The user is not created without setting Password. | It is available to create user without setting of Password.Problem fixed. |
| OSDG-0009 | PLOTCLENT Web | When sending a file with stamp from PLOTCLIENT Web, the thickness of stamp is too light to see. | Problem fixed. |
| OSDG-0010 | PLOTBASE | Editing the "Customer" name in the PLOTCLIENT Web Admin does not reflect in the Job Editor of PLOTBASE. | "Customer" name has been reflected correctly in the Job Editor of PLOTBASE. |
| OSDG-0015 | HDI/ADI Driver | AutoCAD 2002 is omitted from the About dialog" of HDI driver. | AutoCAD 2002 is added as supported application in the About dialog. |
| OSDG-0018 | PLOTBASE | The Pen number mismatch of [Calcomp] tab and the Alert dialog title. | Same Pen number appears in the [Calcomp] tab and the Alert dialog title. |
| OSDG-0019 | PLOTBASE | If entering an invalid value in the degree option of [Stamp Editor], close the error dialog with Enter key. After that, the error dialog appears even if entering valid value in the degree option of [Stamp Editor]. | Problem fixed. |
| OSDQ-0021 | WINPRINT | Image orientation of MS Visio drawing printed by WINPRINT appears wrong in File Viewer of PLOTBASE. | Problem fixed. |
| OSDG-0028 | PLOTCLIEN T Web | When changing the unit on "Window measure" or "Border" options on PLOTCLIENT Web as follows, "Error on page" message occurs. "mm" -> "inch" "inch" -> "mm" "pixel" -> "inch" | Problem fixed. |

Technical Bulletin

Reissued: 06-Dec-07

| Model: Dol | phin | | Date: 22-Aug-03 | No.: RB010012e |
|------------|--|--|---|--|
| Bug No. | Application /Driver | Symptom | | Solution/Workaround |
| | | "pixel" -> "mm" | | |
| OSDG-0030 | PLOTCLIEN T Win, PLOTCLIEN T Web, HDI/ADI Driver, SCANTOOL | Format "Original" selected at c "Percent" at PLOTBASE. | lients changes to | Problem fixed. |
| OSDG-0033 | PLOTBASE | Shortcut keys are disabled after disappeared in the [Font] tab of Default] menu. | er error message of the [RW-470 PS | The functions of shortcut keys work fine. |
| OSDG-0038 | PLOTBASE | Information on Main window a are not the same. | nd Job Info window | Problem fixed. |
| OSDG-0039 | WINPRINT | Printing MS Visio file with mult stops printing after printing out | iple pages, the job the first page. | MS Visio file that has more than one page is able to print out all pages with WINPRINT. |
| OSDG-0040 | PLOTCLIEN T Mac | When printing 3 pages MS Wo Mac, only 1 st page printed corr 3 rd pages are printed blank. | ord document from rectly. The 2 nd and | Problem fixed. |
| OSDG-0042 | WINPRINT | Extra or missing image is happed a MS Visio file. | pened when printing | Problem fixed. |
| OSDG-0044 | Mac PPD | Only cover page is printed out from Mac OS 9.0 to PLOTBAS | when sending a job SE . | The cover page and the other pages are printed out. |
| OSDG-0046 | HDI/ADI Driver | Error message must be promp entering more than 81 charact box of [Option] tab. | oted right after ers to [printer name] | The error message occurs correct timing. |
| OSDG-0048 | SCANTOOL | In the "Digits:" text box at [Ger [Options] dialog of [Setting] message occurs, input data do | neral] tab of menu, after error bes not appear. | Problem fixed. |

| Bug No. | Subject | Application /Driver | The features of version 3.01 | The features of version 3.02 |
|---------------|---|---------------------------------|---|--|
| QAC-0056 | Readme file | PLOTCLIEN T Win | While installation, there is a dialog to open Readme file. There is Readme icon in the [Start] menu of OS. But it is not accessable. | The dialog to open Readme file does not appear. Readme icon has been removed from the [Program] menu at the [Start] menu. |
| Field Request | File dialog | PLOTBASE, PLOTCLIEN T Win | File type of File open dialog is always "all TIFF files". | The default value of file type is "All support files". After changing the File type, the value of File type is the last setting. |
| Field Request | File dialog | PLOTBASE, PLOTCLIEN T Win | One current folder is used File open dialog of Add Entry and Insert Entry. | Each of Add Entry and Insert Entry has its own current folder. |
| Field Request | Added the option of the Job Flag Sheet | PLOTBASE | There is no selection of "Media source" at the Job Flag Sheet. | The additional selection of "Media source" of the Job Flag Sheet has been added. |

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Date: 22-Aug-03

No.: RB010012e

*** New features ***

| Subject | Application /Driver | The features of version 3.02 | | |
|------------------|------------------------|--|--|--|
| Page order | PLOTBASE, | Change the order of pages to print. | | |
| | PLOTCLIENT | There are three options: | | |
| | | e.g.) The output page order of five pages job. | | |
| | | Page order | | |
| | | Front Rear | | |
| | | | | |
| | | | | |
| | | 5,4,3,2,1 | | |
| | | | | |
| | | Standard | | |
| | | 1,2,3,4,5 | | |
| | | 1,2,0,1,0 | | |
| | | Reverse | | |
| | | 5,4,3,2,1 | | |
| | | 5,4,3,2,1 | | |
| | | | | |
| Each entry has | PLOTBASE, | Only selected entry(-ies) is (are) printed. | | |
| a checkbox for | PLOTCLIENT | Entries: | | |
| Subset. | | 02) TestBrint tif | | |
| | | | | |
| Locked Print | | The "Locked Print" function has became available with WINPRINT. | | |
| before printing | PLUIBASE | as while printing (For example, if the file type of entry is WMF, this file | | |
| belete printing. | | structure is supported one or not. | | |
| | |) As a result, the job including all printable entries is printed. If there is | | |
| | | even one nonprintable entry is included, this job is not printed. | | |
| Restart problem | | There is an additional menu item " lob -> Retry lobs". This feature | | |
| jobs | TEOTBACE | resets all jobs with status "problem" to ""pending" to retry these jobs. | | |
| AutoCAD | PLOTBASE | AutoCAD 2002 is supported for direct DWG files printing. | | |
| support | | | | |
| Spool directory | PLOTBASE | "Spool Directory" text field is editable. | | |
| manually | | | | |
| Multi reader | PLOTBASE | | | |
| | | PLOTBASE can have up to 60 spools due to system limitations. | | |
| | | Each spool directory has its own directory. | | |
| | | e.g.) Change the user interface for each user. | | |

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*** Revised points of the Manuals ***

In this table, the reference page is an example of the English version. RWCLI30us.pdf RWPB30us.pdf Summary Notes Windows XP has been added as supported OS P.2,7,11,12,69, 1 of PLOTCLIENT. 74 2 AutoCAD 2002 has been added as supported P.41,43,98,152, P.7,17,18,63,78 Application of HDI/ADI driver. 196 The explanation of Spool paths has been added. P.27 3 The explanation of Page Order has been added. P.87-88 P.34,73,76 4 5 The minimum size of "bypass" tray has been P.76 P.72,75,110 OSDG-0034 added.(182mm x 149mm) The explanation of Locked Print in WINPRINT P.73,75,76 6 has been added. 7 The explanation of how to change Plotter name P.91.92 has been added. The explanation of "Multiple Reader" has been 8 P.61-65 New added. features More detail explanation of "Quota" has been 9 P.65 added. 10 Printing starts when the "Spool Timeout" timer P.65-66 expires, even if PLOTBASE does not receive all of job data. The description of "check jobs before printing" 11 P.66-67 New function has been added. features "Preparing data" status has been added in the P.78,83 12 explanation of "Job status". As for E-mail configuration, reference page has P.88-89 13 been added. 14 The description of "Activate/deactivate entries" P.96 New has been added. features More detail explanation of "Stamp gradation" has P.107 15 been added. The description of "Restart problem jobs" has P.130 16 New been added features The description of "Spool directory ", "SSL 17 P.197-P.202 New subfolder" and "CFG subfolder" have been features added. The description of "Account" and "Response" P.69, P.199 18 have been added.

*** Remarks ***

| Application | Description | Bug No. |
|-------------|---|-----------|
| PLOTBASE | Before printing the job that "Media Source" set on "roll", please check | OSDG-0043 |
| | that a paper is not loaded in the bypass tray. | |
| | If there is a paper in the bypass tray, "UnitInoperative" message | |
| | appears in the Job History Window and the job becomes "problem" | |
| | status. To print the job, remove the paper from the bypass tray, and | |
| | change the job status from "problem" to "Pending". | |

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Date: 22-Aug-03

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*** Version 3.01 *** *** Resolved problems ***

| Bug No. | Application | Symptom | Solution/Workaround |
|------------------------------------|-------------------------|--|--|
| QAC-0046 RINC-0162 RINC-1032 | PLOTBASE SCANTOOL | After changing the settings of "Configurations", selecting stamp causes PLOTBASE/SCANTOOL to close automatically with an Application error. | Problem fixed. |
| QAC-0057 | Winprint | The "Quality" setting does not work correctly. | The "Quality" selection has been fixed. |
| QAC-0058 RINC-0169 | PLOTCLIENT Web Admin | The "Help" function doesn't work. | The "Help" function works. |
| QAC-3015 | SCANTOOL | If SCANTOOL is shot down while engine is waiting for scan document, the operation panel of engine isn't released. | The operation panel returns to Ready, before shutting down SCANTOOL. |
| RINC-1035 | SCANTOOL | When you change [unit] to "inch" and enter a valid number in the "Border" text box of Job Editor, the alert appears as [unit] is "mm". | When you change the [unit] of [Option] dialog, the message that confirm whether save the data or not appears. After that "Job Editor" closes and reopens automatically. |
| SEG-0001 | Winprint | Winprint jobs appear as the full path file name in the "Job Name" of job list. | Only filenames are listed in the job list. |
| SEG-0004 | PLOTCLIENT Win | After uninstalling PLOTCLIENT Win, ADI_HDI Driver does not work. | Uninstallation of PLOTCLIENT Win does not influence on ADI_HDI diver. |
| SEG-0005 | PLOTCLIENT Win | The default font name isn't displayed in "Stamp Edit" on Win9x. | The default font name is shown in "Stamp Edit" on Win9x. This was also reported as FPR #RH02040004. |
| SEG-0006 | PLOTCLIENT Web | There is a blank selection in the "Stamp position" pulldown list. | The "Middle Right" option in the "Stamp position" is now displayed. This was also reported as FPR #RH02040003. |
| SEG-0012 | PLOTBASE | After replacing the controller board, new license cannot be installed. | Problem fixed. |
| SEG-0013 | PLOTBASE | The "Expiration Date" format in [License Manager] is not in date format. | Problem fixed. |
| SEG-0014 | Winprint | "Job Owner" of Win9x print jobs appears "NoUsername" in he PLOTBASE job list. | Win9x login user name appears on print jobs from Win9x Winprint. |
| SEG-0016 | PLOTBASE | The Plotted Area value on accounting sheet is the area of image data on paper. | The Plotted Area value is the area of consumed paper. |
| SEG-0018 | PLOTBASE | When [unit] is "mm", the paper size appears correctly at the [Format] area of [JobFlagSheet]. | The paper size of all type of [unit] appears correctly at the [Format]. |
| SEG-0021 | PLOTBASE | Correct media type is not printed in the [JobFlagSheet]. | Problem fixed. |
| SEG-0022 | PLOTCLIENT Win | When opening the SSL file that media type is not set to the machine, application hangs up. | Problem fixed. |
| SEG-0024 | SCANTOOL | Scan start position shifts to left from the | Problem fixed. |

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| Model: Do | olphin | | Date: 22-A | ug-03 | No.: RB010012e |
|-----------|------------------------|---|--------------------------|---|--|
| Bug No. | Application /Driver | Symptom | | Solution/Workaround | |
| | | edge of a document. | | | |
| SEG-0025 | PLOTBASE | When executing a [Order by] c with incorrect date format, an A error occurs. | ommand Application | Problem fix | ked. |
| SEG-0038 | PLOTCLIENT Web | [help] button in the PLOTCLIEI page doesn't work. | NT Web | [help] butto Web page. | on is removed from |
| SEG-0045 | Winprint | Even if user cancels Winprint in installer prompts user to restar computer. | nstallation, t the | Problem fix | ked. |
| SEG-0056 | PLOTBASE | There are garbled characters in area of [License Manager] diale English and German. | n [Product] og except | The items correctly w Languages | of [Product] list show ith all supported s. |
| SEG-2001 | SCANTOOL | Originals with 30 inch width are as 24 inch. | detected | It is a spec Engine. Workarour wider than clip the dat want. For r the readmo This was a Test DB. | ification of the nd: Scan the data the original size and a to the size that you nore details, refer to e file. Iso reported with Field |

| onungeu | leatures | | | |
|----------------------|---|--|---|--|
| Bug No. | Subject | Application /Driver | The features of version 3.00 | The features of version 3.01 |
| QAC-0010 SEG-0047 | Language selected during the installation isn't used in applications. | | Language selected during the installation isn't used in applications and language setting of the software is different between OS. | Language selected during the installation is used in applications. |
| QAC-0041 | RSP file | PLOTBASE | "License Manager" doesn't recognize license file, which was downloaded from www.rspfiles.com.("licens e.zip.rsp") | "License Manager" can read both "license.rsp" and "license.zip.rsp". |
| RINC-0167 | Installation of the Apache server | | The installation process does not go background. | The Apache server can be installed as a background process. |
| QAC-0030 | "Immediately" settings on Job Editor | PLOTBASE SCANTOOL | The "Immediately" priority is the same as "Normal". | The job that priority is "immediately" interrupts in the current job. |
| RINC-0034 | The menu items of "Stamp Macro" | PLOTBASE PLOTCLIENT Win | The SSL-Macros is the sub-menu of [Macros]. | The SSL-Macro menu is merged with [Macros]. |
| SEG-0034 SEG-0035 | "Text Color" function of stamp is changed the name to "Stamp gradation" | PLOTBASE PLOTCLIENT Win PLOTCLIENT Web | [stamp color text] function does not work. | Stamps have four different gray levels. (Black, Dark gray, Gray and Light gray) Please refer to the readme file. |

RICOH Reissued: 06-Dec-07

| Model: Dolphin Date: 22-Aug-0 | | | | 03 No.: RB010012e |
|-------------------------------|--|---|--|---|
| Bug No. | Subject | Application /Driver | The features of version 3.00 | The features of version 3.01 |
| QAC-0055 | Checking of entry file type | PLOTCLENT Web | Any file type can select at [Choose file] dialog. | If unsupported file type is selected, alert message is displayed. |
| RINC-0171 | The range of border values | PLOTCLIENT Web | The range of border values is same for the all unit of measure. | The range of border values has changed depending on the unit. The range of border values is as follows. mm: 0-500 inch: 0-20 pixel: 0-12000 Please refer to the readme file. |
| QAC-0053 | The character length of stamp macro that is beyond the paper size. | PLOTBASE | If the character length of stamp macro is longer than the plot image, the job is canceled automatically at [Job List]. | Stamps that are larger than the plot image are clipped. |
| RINC-0175 | The timing of sending "Response mail" | | The "Response mail" sends all states of printing progress (Pending, Plotting, and OK). | The "Response mail" sends when job has finished. The number of "Response mail" is reduced to one. |
| RINC-0168 | The date format in "Response mail" | | The date format in "Response mail" isn't same the OS setting. | Style of date and time in e- mails is changed to the OS locale setting of PLOTBASE Server. |
| RINC-0170 | The characters that aren't allowed to be used for "Job Name". | PLOTCLIENT PLOTCLIENT Web | The text field of "Job Name" cannot accept the hyphen character to make queue on PLOTBASE. | The text field of "Job Name" can accept the hyphen character. There are ten characters that aren't allowed at the "Job Name" . \/:*? " <> % |
| RINC-0181 | The number of "Job Copies" | PLOTBASE PLOTCLIENT PLOTCLIENT Win | "Job Copies" in Job Editor accepts a number more than 999. | PLOTBASE : the value is changed to 999 automatically when entering a value over 999 PLOTCLIENT and PLOTCLIENT web : cannot enter a value greater than 999. |
| RINC-0065- 1 | The maximum number of "Copy count" | Winprint | The maximum number of "Copy count" is 99. | The maximum number of "Copy count" is 999, but there is a limitation as follows. If a number larger than 999 is set with Application, the number of output is 1 or 999. Please refer to the readme file. |
Reissued: 06-Dec-07

| Model: Dolphin | | | | Date: 22-Aug-0 | 3 | No.: RB010012e |
|----------------|---|------------------------|--|-------------------------|---|---|
| Bug No. | Subject | Application /Driver | The feat | ures of version 3.00 | The | features of version 3.01 |
| RINC-0164 | Default configuration files | | Sometimes the Error message may occur when accessing the properties area of [Configuration] tab of PLOTBASE. | | Installe configu and ca the\ | r copies the default iration files(hpgl.hcf lcomp.ccf) under program folder. |
| | NEW feature: Change the setting of unit | PLOTCLIENT Web | | | The [m been a parame select unit. | easure] item has dded on [edit job- eter] page. You can "mm" or "inch" as |

*** Revised points of the Manuals ***

In this table, the reference page is an example of the English version.

| Summary | RWPB30us.pdf | RWCLI30us.pdf | RWTEC30us.pdf (not for User) | Bug No. |
|------------------------------------|---------------|------------------|---------------------------------|-----------|
| AMD "Athlon" processor has been | P17 | | P6 | |
| added as supported CPU. | | | | |
| The list of supported Mainboards | | | P5,6 | |
| has been added. | | | | |
| Wording: "Transparent" is changed | P65,84,86,92, | P33,34,41,69,71, | | QAC-0005 |
| to "Translucent". | 152 | 85,106,108,129 | | |
| Wording: "inverse" is changed | P56 | P85 | | RINC-0121 |
| to "invert". | | | | |
| The maximum border around the | P85 | | | SEG-0009 |
| drawing has been changed from | | | | |
| 500.00 mm to 499.99mm. | | | | |
| [Measure] item has "mm" | | P103 | | |
| and "inch" option. | | | | |
| The explanation of DWG file format | P40,42,90,143 | P7,74 | P16 | |
| has been added. | | | | |

| Application | Description | Bug No. |
|---------------------------|---|----------|
| PLOTCLIENT Win / PLOTBASE | The job that has "wait" priority is printed manually in the | SEG-0023 |
| | PLOTBASE job list. | |
| | (Refer to the Manual of PLOTBASE.) | |

Technical Bulletin

Reissued: 31-Jan-08

Date: 22-Aug-03

No.: RB010012f

RTB Reissue

Model: Dolphin

| The update procedure has been corrected. | | | | | | | |
|--|--|----------|---------------|--|--|--|--|
| Subject: Release | e note for Dolphin-C1 (RW-470 | Prepared | by: F.Noguchi | | | | |
| From: 2nd Tech § | Support Sec. Service Support I | | | | | | |
| Classification: | Classification: Troubleshooting Part informa | | tion | Action required Service manual revision Retrofit information | | | |

This is the release note for the Dolphin-C1 (RW-470) Controller.

| Part Number | G0678500 | RTB |
|-----------------|----------|------------|
| Version | Suffix | Issue date |
| 3.01 | A | 22-Aug-03 |
| 3.02 | В | 22-Aug-03 |
| 3.1 | С | 22-Aug-03 |
| 3.3 | D | 21-Dec-04 |
| 3.3.1 | E | 24-Apr-06 |
| 3.6SP3(3.6.037) | F | 22-May-07 |
| 3.7.1(3.7.110) | G0678803 | 06-Dec-07 |

RW-470 Upgrade Procedure (From old version to new version)

(1) How to upgrade from an old version to a new version on a server

Several components make up the RW-470 PLOTBASE.

Some of them are installed automatically by executing the setup of RW-470 PLOTBASE, others have to be installed manually from the "tools" directory.

In the case of updating from RW-470 PLOTBASE old version to new version, it is necessary to first uninstall the old version, but this cannot be done automatically in all cases and for all clients.

This document describes the necessary steps to uninstall those components that cannot be updated automatically by the RW-470 PLOTBASE setup of a new version.

Start the update

1. Close all running applications.

Stop the Apache web server

- 2. Open the "Start" menu on the task bar.
- 3. Select "Run".
- Type "cmd" into the text field and press the "Enter" button on the keyboard. The DOS command box will open.

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|----------------|-----------------|----------------|
|----------------|-----------------|----------------|

5. Type "net stop apache" and press the "Enter" button on the keyboard:



Stop the SNMP service

- 6. Open the "Start" menu on the task bar.
- 7. Select "Run".
- 8. Type "cmd" into the text field and press the "Enter" button on the keyboard. The DOS command box will open.
- 9. Type "net stop snmp" and press the "Enter" button on the keyboard:



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Uninstall RW-470 PLOTBASE

- 10. Open the "Start" menu on the task bar.
- 11. Select "Settings".
- 12. Open the "Control Panel".
- 13. Double click "Add/Remove programs".
- 14. Select "RW-470" from the list of currently installed programs.
- 15. Click the "Remove" button and follow the steps.

Delete the remaining files and directories

- 16. Delete the directory c: Program Files\RW-470.
- 17. Delete the directory c:\spool.

Install RW-470 PLOTBASE (New version) on the Server

18. Read the instructions in the installation manual of the RW-470 PLOTBASE new version and install the RW-470 PLOTBASE new version.

(2) On a client

Uninstall RW-470 PLOTCLIENT WIN

- 19. To make all new features available, it is recommended to uninstall RW-470 PLOTCLIENTWIN.
- 20. To do so, please follow the steps as described above in the "Uninstall RW-470 PLOTBASE" section.

Uninstall RW-470 PLOTCLIENT HDI/ADI

- 21. Open a sample picture in your AutoCAD program.
- 22. Open "Plotter Manager" by selecting "File" > "Plotter Manager".
- 23. Select "RW-470 PLOTCLIENT HDI.pc3"(*).
- 24. Press the "Del" button on the keyboard to delete the file "RW-470 PLOTCLIENT HDI.pc3".
- 25. Close your AutoCAD program.
- 26. Open the "Start" menu on the task bar.
- 27. Select "Settings".
- 28. Open the "Control Panel".
- 29. Double click "Add/Remove programs".
- Select "RW-470 PLOTCLIENT HDI" from the list of currently installed programs.
- 31. Click the "Change/Remove" button and follow the steps.

*Default setting. What you select depends on your previous setting.

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Uninstall RW-470 WINPRINT

It is not necessary to uninstall RW-470 WINPRINT, as it will be updated automatically on server and client PC, by the setup procedure of the new version.

If, however, RW-470 WINPRINT was not automatically updated by the setup of the new version, please start the RW-470 WINPRINT setup manually from the tools directory "C:\Program Files\RW-470\RW-470\tools" or from the CD that was shipped with the RW-470 Controller.

If uninstallation of RW-470 WINPRINT is necessary, the procedure is as follows:

- 32. Open the "Start" menu on the task bar.
- 33. Select "Settings".
- 34. Open "Printers".
- 35. Select "RW-470 WP"(*).
- 36. Press the "Del" button on the keyboard to delete the printer.

*Default setting. What you select depends on your previous setting.

Install RW-470 CLIENTS (New version)

37. Read the instructions in the installation manual of the RW-470 CLIENTS new version and install each program of the RW-470 CLIENTS new version.

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- < Version 3.7.1(3.7.110) >
- 1. Major features added:
 - 1) Server side:
 - Support for MS Vista 32Bit
 - Update Plotbase OLE to support ACAD up to ver.2008

2) Client side:

- PC/HDI support MS Vista 64Bit
- PC/HDI support ACAD up to ver.2008
- Help function for PC/WEB
- WINPRINT driver signed by Microsoft

3) General:

- Canceled support of Win95, Win98, WinMe for all clients on standard product.
- Update from elder versions is supported by update procedure as already known in elder versions.
 - (Save jobs and settings => Unistall old version => Install new version)
- Support for Adobe PDF up to version 1.6 by Adobe engine.
 Note: Know limitations from Plotbase version3.7.1 also apply.

2. Installation

Please refer to "RW-470 Upgrade Procedure (From old version to new version)".

Please note the following changes made to the installation procedure:

- 1) On Windows Vista systems, the kernel driver installation must be performed manually. This procedure was added to the manual.
- 2) RSP file installation procedure: This is performed from inside the License Manager (Plotbase), after having installed Plotbase. (up to the present, it was necessary to do this during the installation).
- 3) After installing the HDI driver, it is necessary to perform the server name and spool folder settings manually (these are not done automatically by simply installing the HDI driver).

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3. Other

When Plotbase and AutoCAD2007SP2 are used together, even if it is a combination that is supported, "Not supported" is displayed.

However, this has no effect on machine operations or functions.

Recommendation:: Please use Plotbase with AutoCAD2008.

< Version 3.6SP(3.6.037) >

Specification updates

1) AutoCAD2007 support

Upgrade Procedure (From Ver.3.6 to Ver.3.6SP3 (3.6.037) Please refer to "RW-470 Upgrade Procedure (From old version to new version)".

*** Version 3.3.1 ***

*** New features ***

| Subject | Application/Driver | The features of version 3.3 |
|------------|--------------------|--|
| AutoCD2006 | PLOTBASE, | AutoCAD 2006 was added as a supported Application of the HDI |
| | HDI Driver, | driver. |
| PDF Direct | SCANTOOL | PDF ver.1.5 was added. |
| print | | |

Upgrade Procedure (From Ver.3.3 to Ver.3.3.1)

Please refer to the PDF file (attached with firmware)

*** Version 3.3 *** *** Resolved problems ***

Application/Driver Solution/Comment Bug Symptom No. WINPRINT The name of Winprint contains a The name has been changed from (PLOTBASE PC) "RW-470 WP" to "RW-470WP." blank space. The name "RW-470 WP" cannot be used from PLOTCLIENT LPR. PLOTCLIENT Web Cannot download the PPD file from This problem was resolved by RWclients. 470 3.1 Service Packs.

Model: Dolphin

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No.: RB010012f

*** Changed features ***

| Bug No. | Subject | Application/ Driver | The features of version 3.3 | The features of version 3.1 |
|------------|---|------------------------|---|--|
| | PS module update | PLOTBASE | 8.14 | 8.00 |
| | Margin settings | HDI Driver | The default margin is now 0. It enables customers to use the entire surface of each piece of paper. | The old default margin was about 5% of the paper size. |
| | RSP file name | PLOTBASE | The RSP file name has been changed to include the product name. e. g. RW-470-Serial number-ZIP.RSP | Old file name was Serial number- ZIP.RSP |
| | Letter size printing of Job Flag Sheet/Test page/Error sheet | PLOTBASE | Letter size can now be printed. | Only A4 could be printed. |

*** New features ***

| Subject | Application/Driver | The features of version 3.3 |
|---------------|--------------------|---|
| AutoCAD2005 | PLOTBASE, | AutoCAD 2005 is supported for direct DWG/DXF file printing. |
| support | HDI Driver, | AutoCAD 2005 has been added as a supported Application of the |
| | | HDI/ADI driver. |
| Mac X v10.3.x | PLOTCLIENT | Mac X v10.3.x (Panther) client PC can print using PLOTCLIENT |
| (Panther) | MAC | MAC. |
| support | | |
| "Wipeout" | PLOTBASE | "Wipeout" is a new function of AutoCAD 2004. |
| function | HDI Driver | The "Wipeout" area is now printed correctly using PLOTBASE. |
| support | | |
| Windows XP | PLOTBASE | Can print in the Windows XP SP2 environment. |
| SP2 support. | All clients | |
| Custom paper | WINPRINT | Custom paper sizes are supported with WINPRINT. |
| size support | | |

*** Revised points of the Manuals ***

| Subject | Summary | Notes |
|------------------|-------------------|-------|
| Installation of | Created | |
| Mac X v10.3.x | PLOTBASE | |
| (Panther) | installation | |
| | manual for Mac X | |
| | v10.3.x (Panther) | |
| Locked Print for | PLOTCLIENT | |
| PLOTCLIENT | MAC doesn't | |
| MAC | support the | |
| | "Locked Print" | |
| | function. | |
| | Therefore, the | |
| | description was | |
| | deleted. | |

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No.: RB010012f

*** Version 3.1 *** *** Resolved problems ***

| Bug No. | Application /Driver | Symptom | Solution/Notes |
|---------|------------------------|---|--|
| | PLOTBASE | When the entry (file) name includes the symbol (#), printing of this file will stop and not be printed. | Problem fixed. When PLOTBASE encounters this character (#), it interprets it as the "escape" character. |
| | PLOTBASE | There was a problem with a file used for printing accounting information. The problem was that the titles were shifted. | This was also reported in FPR #RE02110026. |
| | SCANTOOL | Continuously executing the "Deskew" command, caused a memory overflow and thus forced Scantool to shut down. | This was also reported in FPR #RC03030010. |
| | WINPRINT | Cannot properly print out lines from Microsoft Visio Professional 2002 SR-1 [English] via Winprint. | This was also reported in FPR # RE03030020. |
| | WINPRINT | Missing data when printing from Excel (Office XP, Windows2000SP3) via Winprint. | This was also reported in FPR # RE03040006. |

*** Changed features ***

| Bug No. | Subject | Application /Driver | The features of version 3.02 | The features of version 3.1 |
|---------|------------------------------------|------------------------|---|---|
| | Default brightness of Scantool | Scantool | The image in the preview is messier than the image in the editor. | Sharper image in preview. |
| | Acquire plotter status directly | PLOTCLIENT Win | When PLOTCLIENT/WIN designates the spool folder on the Spool PC instead of the PLOTBASE PC, it is impossible to monitor the status of the plotter on the Client directly. | It is possible to monitor the status of plotter at Client directly. |
| | Java Plug-in update | PLOTCLIENT Web | v1.3.1 | v1.4.0 |
| | Apache update | PLOTBASE | v1.3.9 | v1.3.027 |

Model: Dolphin Date: 22-Aug-03 No.: RB010012f

*** New features ***

| | | · · · · · · · · · · · · · · · · · · · |
|----------------------------------|--------------------------------------|--|
| Subject | Application | The features of version 3.1 |
| | /Driver | |
| Scan File format PDF | SCANTOOL | Saving scanned image into PDF files. Scan a document and select "Save As" to save in PDF format. |
| Scan to Multipage PDF or TIFF | SCANTOOL | When scan documents sequentially, Scantool will create a PDF or a TIFF file with multiple pages. |
| "Custom Size" Scan is available | SCANTOOL | "Custom Size" scans can be created by inputting the lengths X and Y. In this case, "Custom Size" paper can be put in the middle of the scan feeder. |
| AutoCAD 2004 support | PLOTBASE, HDI Driver, Winprint | AutoCAD 2004 is supported for direct DWG file printing. AutoCAD 2004 has been added as supported Application of HDI/ADI driver and Winprint. |

*** Revised points of the Manuals ***

In this table, the reference page is an example of the English version.

| | Summary | Notes |
|---|---|-------|
| 1 | The manuals have been revised fully. The new file names are RWPB31US.pdf, | |
| | RWCLI31US.pdf, and RWTEC31US.pdf. The printed "Installation Manual" has | |
| | been revised as well. | |

| Application | Description | Bug No. |
|-------------|--|-----------|
| SCANTOOL | It is necessary to get a new copy of the RSP file for activating the Scan to PDF function. Please get the new RSP file via "www.rspfiles.com" and reinstall the RSP file in PLOTBASE. | OSDG-0043 |
| PLOTBASE | When updating the PLOTBASE to v3.1, a clean install of the OS is required. (See the following steps.) | |
| | Format the HDD that the previous version of PLOTBASE was installed on. Install the OS. Install PLOTBASE v3.1 | |

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*** Version 3.02 *** *** Resolved problems ***

| Bug No. | Application /Driver | Symptom | Solution/Workaround |
|-----------|--------------------------|--|---|
| | WINPRINT | WINPRINT does not print Gray Levels correctly. | This was also reported as FPR #RH02040002. |
| SEG-5001 | WINPRINT | The description of Pop-up HELP is wrong. | This was also reported as FPR #RH02040004. |
| | PLOTBASE | The number '8' is filled in when drawing with "Fill Polygon" HPGL command. | Update vectorru.dll. This was also reported as FPR #RC02060004 |
| QAC-0001 | PLOTCLIEN T Web Admin | When creating a new user with the same username that has already been deleted, the information of setting still remains. | Problem fixed. |
| QAC-0002 | PLOTBASE | When printing "Job State=OK" job and "Job State=Lock Print" job together, "Job State=Lock Print" job is not printed due to failure in password verification. NG case: 1131 demo-0009 demo Normal Ok 1132 demo-0010 demo Normal Locked Print OK case: 1132 demo-0010 demo Normal Locked Print 1133 demo-0011 demo Normal Locked Print | Problem fixed. |
| OSDG-0006 | PLOTCLIEN T Web Admin | The user is not created without setting Password. | It is available to create user without setting of Password.Problem fixed. |
| OSDG-0009 | PLOTCLENT Web | When sending a file with stamp from PLOTCLIENT Web, the thickness of stamp is too light to see. | Problem fixed. |
| OSDG-0010 | PLOTBASE | Editing the "Customer" name in the PLOTCLIENT Web Admin does not reflect in the Job Editor of PLOTBASE. | "Customer" name has been reflected correctly in the Job Editor of PLOTBASE. |
| OSDG-0015 | HDI/ADI Driver | AutoCAD 2002 is omitted from the About dialog" of HDI driver. | AutoCAD 2002 is added as supported application in the About dialog. |
| OSDG-0018 | PLOTBASE | The Pen number mismatch of [Calcomp] tab and the Alert dialog title. | Same Pen number appears in the [Calcomp] tab and the Alert dialog title. |
| OSDG-0019 | PLOTBASE | If entering an invalid value in the degree option of [Stamp Editor], close the error dialog with Enter key. After that, the error dialog appears even if entering valid value in the degree option of [Stamp Editor]. | Problem fixed. |
| OSDQ-0021 | WINPRINT | Image orientation of MS Visio drawing printed by WINPRINT appears wrong in File Viewer of PLOTBASE. | Problem fixed. |
| OSDG-0028 | PLOTCLIEN T Web | When changing the unit on "Window measure" or "Border" options on PLOTCLIENT Web as follows, "Error on page" message occurs. "mm" -> "inch" "inch" -> "mm" "pixel" -> "inch" | Problem fixed. |

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| Model: Dolphin | | | Date: 22-Aug-03 | No.: RB010012f |
|----------------|--|--|---|--|
| Bug No. | Application /Driver | Symptom | | Solution/Workaround |
| | | "pixel" -> "mm" | | |
| OSDG-0030 | PLOTCLIEN T Win, PLOTCLIEN T Web, HDI/ADI Driver, SCANTOOL | Format "Original" selected at "Percent" at PLOTBASE. | clients changes to | Problem fixed. |
| OSDG-0033 | PLOTBASE | Shortcut keys are disabled af disappeared in the [Font] tab Default] menu. | er error message of the [RW-470 PS | The functions of shortcut keys work fine. |
| OSDG-0038 | PLOTBASE | Information on Main window a are not the same. | and Job Info window | Problem fixed. |
| OSDG-0039 | WINPRINT | Printing MS Visio file with mu stops printing after printing ou | tiple pages, the job t the first page. | MS Visio file that has more than one page is able to print out all pages with WINPRINT. |
| OSDG-0040 | PLOTCLIEN T Mac | When printing 3 pages MS W Mac, only 1 st page printed cor 3 rd pages are printed blank. | ord document from rectly. The 2 nd and | Problem fixed. |
| OSDG-0042 | WINPRINT | Extra or missing image is hap a MS Visio file. | pened when printing | Problem fixed. |
| OSDG-0044 | Mac PPD | Only cover page is printed ou from Mac OS 9.0 to PLOTBA | t when sending a job SE . | The cover page and the other pages are printed out. |
| OSDG-0046 | HDI/ADI Driver | Error message must be prom entering more than 81 charac box of [Option] tab. | pted right after ters to [printer name] | The error message occurs correct timing. |
| OSDG-0048 | SCANTOOL | In the "Digits:" text box at [Ge [Options] dialog of [Setting] message occurs, input data d | neral] tab of menu, after error oes not appear. | Problem fixed. |

*** Changed features ***

| Bug No. | Subject | Application /Driver | The features of version 3.01 | The features of version 3.02 |
|---------------|---|---------------------------------|---|--|
| QAC-0056 | Readme file | PLOTCLIEN T Win | While installation, there is a dialog to open Readme file. There is Readme icon in the [Start] menu of OS. But it is not accessable. | The dialog to open Readme file does not appear. Readme icon has been removed from the [Program] menu at the [Start] menu. |
| Field Request | File dialog | PLOTBASE, PLOTCLIEN T Win | File type of File open dialog is always "all TIFF files". | The default value of file type is "All support files". After changing the File type, the value of File type is the last setting. |
| Field Request | File dialog | PLOTBASE, PLOTCLIEN T Win | One current folder is used File open dialog of Add Entry and Insert Entry. | Each of Add Entry and Insert Entry has its own current folder. |
| Field Request | Added the option of the Job Flag Sheet | PLOTBASE | There is no selection of "Media source" at the Job Flag Sheet. | The additional selection of "Media source" of the Job Flag Sheet has been added. |

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*** New features ***

| Subject | Application | The features of version 3.02 |
|------------------|-------------|--|
| Dogo ordor | | Change the order of pages to print |
| Page order | PLUIDASE, | There are three entires: |
| | FLOTGLIENT | a a) The output page order of five pages job |
| | | e.g.) The output page order of the pages job. |
| | | Page order |
| | | |
| | | |
| | | Front |
| | | Rear |
| | | |
| | | Auto(default value) |
| | | 1,2,3,4,5 |
| | | 5,4,3,2,1 |
| | | |
| | | Standard |
| | | 1,2,3,4,5 |
| | | 1,2,3,4,5 |
| | | Reverse |
| | | 5.4.3.2.1 |
| | | 5,4,3,2,1 |
| | | |
| | | |
| Each entry has | PLOTBASE, | Only selected entry(-ies) is (are) printed. |
| a checkbox for | PLOTCLIENT | Entres: |
| subset. | | 01):5.bmp |
| | | 02): TestPrint. tif |
| Locked Print | WINPRINT | The "Locked Print" function has became available with WINPRINT. |
| Check jobs | PLOTBASE | Checks a job before starting to print. The checking points are the same |
| before printing. | | as while printing. (For example, if the file type of entry is WMF, this file |
| | | structure is supported one or not. |
| | |) As a result, the job including all printable entries is printed. If there is |
| | | even one nonprintable entry is included, this job is not printed. |
| | | When this function is enabled, start of printing a job will be delayed. |
| Restart problem | PLOTBASE | I here is an additional menu item "Job -> Retry Jobs". This feature |
| | | resets all jobs with status problem to pending to retry these jobs. |
| AUIOCAD | PLUIBASE | AutoCAD 2002 is supported for direct DWG files printing. |
| Spool directory | PLOTBASE | "Spool Directory" text field is editable |
| can edit | 1 2018/102 | |
| manually. | | |
| Multi reader | PLOTBASE | |
| | | PLOTBASE can have up to 60 spools due to system limitations. |
| | | Each spool directory has its own directory |
| | | e.g.) Change the user interface for each user. |

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*** Revised points of the Manuals ***

| | In this table, the reference page is an example of the English version. | | | | | | |
|----|--|-----------------|-----------------|-----------------|--|--|--|
| | Summary | RWPB30us.pdf | RWCLI30us.pdf | Notes | | | |
| 1 | Windows XP has been added as supported OS | | P.2,7,11,12,69, | | | | |
| | of PLOTCLIENT. | | 74 | | | | |
| 2 | AutoCAD 2002 has been added as supported | P.41,43,98,152, | P.7,17,18,63,78 | | | | |
| | Application of HDI/ADI driver. | 196 | | | | | |
| 3 | The explanation of Spool paths has been added. | | P.27 | | | | |
| 4 | The explanation of Page Order has been added. | P.87-88 | P.34,73,76 | | | | |
| 5 | The minimum size of "bypass" tray has been added.(182mm x 149mm) | P.76 | P.72,75,110 | OSDG-0034 | | | |
| 6 | The explanation of Locked Print in WINPRINT | | P.73,75,76 | | | | |
| | has been added. | | | | | | |
| 7 | The explanation of how to change Plotter name has been added. | | P.91,92 | | | | |
| 8 | The explanation of "Multiple Reader" has been added. | P.61-65 | | New features | | | |
| 9 | More detail explanation of "Quota" has been added. | P.65 | | | | | |
| 10 | Printing starts when the "Spool Timeout" timer expires, even if PLOTBASE does not receive all of job data. | P.65-66 | | | | | |
| 11 | The description of "check jobs before printing" function has been added. | P.66-67 | | New features | | | |
| 12 | "Preparing data" status has been added in the explanation of "Job status". | P.78,83 | | | | | |
| 13 | As for E-mail configuration, reference page has been added. | P.88-89 | | | | | |
| 14 | The description of "Activate/deactivate entries" has been added. | P.96 | | New features | | | |
| 15 | More detail explanation of "Stamp gradation" has been added. | P.107 | | | | | |
| 16 | The description of "Restart problem jobs" has been added | P.130 | | New features | | | |
| 17 | The description of "Spool directory ", "SSL subfolder" and "CFG subfolder" have been added. | P.197-P.202 | | New features | | | |
| 18 | The description of "Account" and "Response" have been added. | P.69,P.199 | | | | | |

| Application | Description | Bug No. |
|-------------|---|-----------|
| PLOTBASE | Before printing the job that "Media Source" set on "roll", please check | OSDG-0043 |
| | that a paper is not loaded in the bypass tray. | |
| | If there is a paper in the bypass tray, "UnitInoperative" message | |
| | appears in the Job History Window and the job becomes "problem" | |
| | status. To print the job, remove the paper from the bypass tray, and | |
| | change the job status from "problem" to "Pending". | |

Technical Bulletin

Reissued: 31-Jan-08

Model: Dolphin

Date: 22-Aug-03

No.: RB010012f

*** Version 3.01 *** *** Resolved problems ***

| Bug No. | Application /Driver | Symptom | Solution/Workaround |
|------------------------------------|-------------------------|--|--|
| QAC-0046 RINC-0162 RINC-1032 | PLOTBASE SCANTOOL | After changing the settings of "Configurations", selecting stamp causes PLOTBASE/SCANTOOL to close automatically with an Application error. | Problem fixed. |
| QAC-0057 | Winprint | The "Quality" setting does not work correctly. | The "Quality" selection has been fixed. |
| QAC-0058 RINC-0169 | PLOTCLIENT Web Admin | The "Help" function doesn't work. | The "Help" function works. |
| QAC-3015 | SCANTOOL | If SCANTOOL is shot down while engine is waiting for scan document, the operation panel of engine isn't released. | The operation panel returns to Ready, before shutting down SCANTOOL. |
| RINC-1035 | SCANTOOL | When you change [unit] to "inch" and enter a valid number in the "Border" text box of Job Editor, the alert appears as [unit] is "mm". | When you change the [unit] of [Option] dialog, the message that confirm whether save the data or not appears. After that "Job Editor" closes and reopens automatically. |
| SEG-0001 | Winprint | Winprint jobs appear as the full path file name in the "Job Name" of job list. | Only filenames are listed in the job list. |
| SEG-0004 | PLOTCLIENT Win | After uninstalling PLOTCLIENT Win, ADI_HDI Driver does not work. | Uninstallation of PLOTCLIENT Win does not influence on ADI_HDI diver. |
| SEG-0005 | PLOTCLIENT Win | The default font name isn't displayed in "Stamp Edit" on Win9x. | The default font name is shown in "Stamp Edit" on Win9x. This was also reported as FPR #RH02040004. |
| SEG-0006 | PLOTCLIENT Web | There is a blank selection in the "Stamp position" pulldown list. | The "Middle Right" option in the "Stamp position" is now displayed. This was also reported as FPR #RH02040003. |
| SEG-0012 | PLOTBASE | After replacing the controller board, new license cannot be installed. | Problem fixed. |
| SEG-0013 | PLOTBASE | The "Expiration Date" format in [License Manager] is not in date format. | Problem fixed. |
| SEG-0014 | Winprint | "Job Owner" of Win9x print jobs appears "NoUsername" in he PLOTBASE job list. | Win9x login user name appears on print jobs from Win9x Winprint. |
| SEG-0016 | PLOTBASE | The Plotted Area value on accounting sheet is the area of image data on paper. | The Plotted Area value is the area of consumed paper. |
| SEG-0018 | PLOTBASE | When [unit] is "mm", the paper size appears correctly at the [Format] area of [JobFlagSheet]. | The paper size of all type of [unit] appears correctly at the [Format]. |
| SEG-0021 | PLOTBASE | Correct media type is not printed in the [JobFlagSheet]. | Problem fixed. |
| SEG-0022 | PLOTCLIENT Win | When opening the SSL file that media type is not set to the machine, application hangs up. | Problem fixed. |
| SEG-0024 | SCANTOOL | Scan start position shifts to left from the | Problem fixed. |

Technical Bulletin

Reissued: 31-Jan-08

| Model: Dolphin Date: 2 | | | Date: 22-A | ug-03 | No.: RB010012f |
|------------------------|------------------------|---|---------------------------|---|---|
| Bug No. | Application /Driver | Symptom | | Solu | tion/Workaround |
| | | edge of a document. | | | |
| SEG-0025 | PLOTBASE | When executing a [Order by] co with incorrect date format, an A error occurs. | Problem fix | ked. | |
| SEG-0038 | PLOTCLIENT Web | [help] button in the PLOTCLIEN page doesn't work. | [help] butto Web page. | on is removed from | |
| SEG-0045 | Winprint | Even if user cancels Winprint in installer prompts user to restart computer. | nstallation, t the | Problem fix | ked. |
| SEG-0056 | PLOTBASE | There are garbled characters in area of [License Manager] diale English and German. | n [Product] og except | The items correctly w Languages | of [Product] list show ith all supported 5. |
| SEG-2001 | SCANTOOL | Originals with 30 inch width are as 24 inch. | detected | It is a spec Engine. Workarour wider than clip the dat want. For r the readme This was a Test DB. | ification of the d: Scan the data the original size and a to the size that you nore details, refer to e file. Iso reported with Field |

*** Changed features ***

| enangea | l'outur oo | | | |
|----------------------|---|--|---|--|
| Bug No. | Subject | Application /Driver | The features of version 3.00 | The features of version 3.01 |
| QAC-0010 SEG-0047 | Language selected during the installation isn't used in applications. | | Language selected during the installation isn't used in applications and language setting of the software is different between OS. | Language selected during the installation is used in applications. |
| QAC-0041 | RSP file | PLOTBASE | "License Manager" doesn't recognize license file, which was downloaded from www.rspfiles.com.("licens e.zip.rsp") | "License Manager" can read both "license.rsp" and "license.zip.rsp". |
| RINC-0167 | Installation of the Apache server | | The installation process does not go background. | The Apache server can be installed as a background process. |
| QAC-0030 | "Immediately" settings on Job Editor | PLOTBASE SCANTOOL | The "Immediately" priority is the same as "Normal". | The job that priority is "immediately" interrupts in the current job. |
| RINC-0034 | The menu items of "Stamp Macro" | PLOTBASE PLOTCLIENT Win | The SSL-Macros is the sub-menu of [Macros]. | The SSL-Macro menu is merged with [Macros]. |
| SEG-0034 SEG-0035 | "Text Color" function of stamp is changed the name to "Stamp gradation" | PLOTBASE PLOTCLIENT Win PLOTCLIENT Web | [stamp color text] function does not work. | Stamps have four different gray levels. (Black, Dark gray, Gray and Light gray) Please refer to the readme file. |



| Model: Dol | phin | Date: 22-Aug-0 | No.: RB010012f | |
|-----------------|--|---|--|---|
| Bug No. | Subject | Application /Driver | The features of version 3.00 | The features of version 3.01 |
| QAC-0055 | Checking of entry file type | PLOTCLENT Web | Any file type can select at [Choose file] dialog. | If unsupported file type is selected, alert message is displayed. |
| RINC-0171 | The range of border values | PLOTCLIENT Web | The range of border values is same for the all unit of measure. | The range of border values has changed depending on the unit. The range of border values is as follows. mm: 0-500 inch: 0-20 pixel: 0-12000 Please refer to the readme file. |
| QAC-0053 | The character length of stamp macro that is beyond the paper size. | PLOTBASE | If the character length of stamp macro is longer than the plot image, the job is canceled automatically at [Job List]. | Stamps that are larger than the plot image are clipped. |
| RINC-0175 | The timing of sending "Response mail" | | The "Response mail" sends all states of printing progress (Pending, Plotting, and OK). | The "Response mail" sends when job has finished. The number of "Response mail" is reduced to one. |
| RINC-0168 | The date format in "Response mail" | | The date format in "Response mail" isn't same the OS setting. | Style of date and time in e- mails is changed to the OS locale setting of PLOTBASE Server. |
| RINC-0170 | The characters that aren't allowed to be used for "Job Name". | PLOTCLIENT PLOTCLIENT Web | The text field of "Job Name" cannot accept the hyphen character to make queue on PLOTBASE. | The text field of "Job Name" can accept the hyphen character. There are ten characters that aren't allowed at the "Job Name" . \/:*? " <> % |
| RINC-0181 | The number of "Job Copies" | PLOTBASE PLOTCLIENT PLOTCLIENT Win | "Job Copies" in Job Editor accepts a number more than 999. | PLOTBASE : the value is changed to 999 automatically when entering a value over 999 PLOTCLIENT and PLOTCLIENT web : cannot enter a value greater than 999. |
| RINC-0065- 1 | The maximum number of "Copy count" | Winprint | The maximum number of "Copy count" is 99. | The maximum number of "Copy count" is 999, but there is a limitation as follows. If a number larger than 999 is set with Application, the number of output is 1 or 999. Please refer to the readme file. |

Reissued: 31-Jan-08

| Model: Dolphin | | | | Date: 22-Aug-0 | 3 | No.: RB010012f |
|----------------|---|--|--|-------------------------|---|---|
| Bug No. | Subject | Application The features of ve /Driver 3.00 | | ures of version 3.00 | The features of version 3.01 | |
| RINC-0164 | Default configuration files | | Sometimes the Error message may occur when accessing the properties area of [Configuration] tab of PLOTBASE. | | Installe configu and ca the\ | r copies the default iration files(hpgl.hcf lcomp.ccf) under program folder. |
| | NEW feature: Change the setting of unit | PLOTCLIENT Web | | | The [m been a parame select unit. | easure] item has dded on [edit job- eter] page. You can "mm" or "inch" as |

*** Revised points of the Manuals ***

In this table, the reference page is an example of the English version.

| Summary | RWPB30us.pdf | RWCLI30us.pdf | RWTEC30us.pdf (not for User) | Bug No. |
|------------------------------------|---------------|------------------|---------------------------------|-----------|
| AMD "Athlon" processor has been | P17 | | P6 | |
| added as supported CPU. | | | | |
| The list of supported Mainboards | | | P5,6 | |
| has been added. | | | | |
| Wording: "Transparent" is changed | P65,84,86,92, | P33,34,41,69,71, | | QAC-0005 |
| to "Translucent". | 152 | 85,106,108,129 | | |
| Wording: "inverse" is changed | P56 | P85 | | RINC-0121 |
| to "invert". | | | | |
| The maximum border around the | P85 | | | SEG-0009 |
| drawing has been changed from | | | | |
| 500.00 mm to 499.99mm. | | | | |
| [Measure] item has "mm" | | P103 | | |
| and "inch" option. | | | | |
| The explanation of DWG file format | P40,42,90,143 | P7,74 | P16 | |
| has been added. | | | | |

| Application | Description | Bug No. |
|---------------------------|---|----------|
| PLOTCLIENT Win / PLOTBASE | The job that has "wait" priority is printed manually in the | SEG-0023 |
| | PLOTBASE job list. | |
| | (Refer to the Manual of PLOTBASE.) | |

Technical Bulletin

Reissued: 12-Feb-08

Date: 22-Aug-03 No.: RB010012g

Model: Dolphin RTB Reissue

| "Update to LibC | AD" has been deleted fro | m Major featu | res of Ve | rsion 3.7.1(3.7.110). |
|------------------|---|--|------------------|--|
| Subject: Release | e note for Dolphin-C1 (RW-470 | Prepare | d by: F.Noguchi | |
| From: 2nd Tech | Support Sec. Service Support | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part information Electrical Transmit/rec | tion eive | Action required Service manual revision Retrofit information |

This is the release note for Dolphin-C1 (RW-470) Controller.

| Part Number | G0678500 | RTB |
|-----------------|----------|------------|
| Version | Suffix | Issue date |
| 3.01 | A | 22-Aug-03 |
| 3.02 | В | 22-Aug-03 |
| 3.1 | С | 22-Aug-03 |
| 3.3 | D | 21-Dec-04 |
| 3.3.1 | E | 24-Apr-06 |
| 3.6SP3(3.6.037) | F | 22-May-07 |
| 3.7.1(3.7.110) | G0678803 | 06-Dec-07 |

RW-470 Upgrade Procedure (From old version to new version)

(1) How to upgrade from old version to new version on a server

Several components make up the RW-470 PLOTBASE.

Some of them are installed automatically by executing the setup of RW-470 PLOTBASE, others have to be installed manually from the "tools" directory.

In the case of updating from RW-470 PLOTBASE old version to new version, it is necessary to first uninstall old version, but this cannot be done automatically in all cases and for all clients.

This document describes the necessary steps to uninstall those components that cannot be updated automatically by the RW-470 PLOTBASE setup of new version.

Start update

1. Close all running applications.

Stop the Apache web server

- 2. Open the "Start" menu on the task bar.
- 3. Select "Run".
- Type "cmd" into the text field and press the "Enter" button on the keyboard. The DOS command box will open.

Model: Dolphin

| odel: Dolphin | Date: 22-Aug-03 | No.: RB010012g |
|---------------|-----------------|----------------|
|---------------|-----------------|----------------|

5. Type "net stop apache" and press the "Enter" button on the keyboard:



Stop the SNMP service

- 6. Open the "Start" menu on task bar.
- 7. Select "Run".
- 8. Type "cmd" into the text field and press the "Enter" button on the keyboard. The DOS command box will open.
- 9. Type "net stop snmp" and press the "Enter" button on the keyboard:



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Model: Dolphin

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No.: RB010012g

Uninstall the RW-470 PLOTBASE

- 10. Open the "Start" menu on the task bar.
- 11. Select "Settings".
- 12. Open the "Control Panel".
- 13. Double click "Add/Remove programs".
- 14. Select "RW-470" from the list of currently installed programs.
- 15. Click the "Remove" button and follow the steps.

Delete the remaining files and directories

- 16. Delete the directory c: Program Files\RW-470.
- 17. Delete the directory c:\spool.

Install RW-470 PLOTBASE (New version) on the Server

18. Read the instructions in the installation manual of RW-470 PLOTBASE new version and install RW-470 PLOTBASE new version.

(2) On a client

Uninstall RW-470 PLOTCLIENT WIN

- 19. To make all new features available, it is recommended to uninstall RW-470 PLOTCLIENTWIN.
- 20. To do so, please follow the steps as described above in the "Uninstall RW-470 PLOTBASE" section.

Uninstall RW-470 PLOTCLIENT HDI/ADI

- 21. Open a sample picture in your AutoCAD program.
- 22. Open "Plotter Manager" by selecting "File" > "Plotter Manager".
- 23. Select "RW-470 PLOTCLIENT HDI.pc3"(*).
- 24. Press the "Del" button on the keyboard to delete the file "RW-470 PLOTCLIENT HDI.pc3".
- 25. Close your AutoCAD program.
- 26. Open the "Start" menu on the task bar.
- 27. Select "Settings".
- 28. Open the "Control Panel".
- 29. Double click "Add/Remove programs".
- 30. Select "RW-470 PLOTCLIENT HDI" from the list of currently installed programs.
- 31. Click on the "Change/Remove" button and follow the steps.

*Default setting. What you select depends on your previous setting.

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Model: Dolphin

Date: 22-Aug-03 No.: RB010012g

Uninstall RW-470 WINPRINT

It is not necessary to uninstall RW-470 WINPRINT, as it will be updated automatically on server and client PC, by the setup procedure of new version.

If, however, the RW-470 WINPRINT was not automatically updated by the setup of new version, please start the RW-470 WINPRINT setup manually from the tools directory "C:\Program Files\RW-470\RW-470\tools" or from the CD that was shipped with the RW-470 Controller.

If uninstallation of RW-470 WINPRINT is necessary, the procedure is as follows:

- 32. Open the "Start" menu on the task bar.
- 33. Select "Settings".
- 34. Open "Printers".
- 35. Select "RW-470 WP"(*).
- 36. Press the "Del" button on the keyboard to delete the printer.

*Default setting. What you select depends on your previous setting.

Install the RW-470 CLIENTS (New version)

37. Read the instructions in the installation manual of RW-470 CLIENTS new version and install each program of RW-470 CLIENTS new version.

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Model: Dolphin

Date: 22-Aug-03

No.: RB010012g

< Version 3.7.1(3.7.110) >

1. Major features added:

- 1) Server side:
 - Support for MS Vista 32Bit
 - Update Plotbase OLE to support ACAD up to ver.2008

2) Client side:

- PC/HDI support MS Vista 64Bit
- PC/HDI support ACAD up to ver.2008
- Help function for PC/WEB
- WINPRINT driver signed by Microsoft

3) General:

- Canceled support of Win95, Win98, WinMe for all clients on standard product.
- Update from elder versions is supported by update procedure as already known in elder versions.
 - (Save jobs and settings => Unistall old version => Install new version)
- Support for Adobe PDF up to version 1.6 by Adobe engine. Note: Know limitations from Plotbase version3.7.1 also apply.

2. Installation

Please refer to "RW-470 Upgrade Procedure (From old version to new version)".

Please note the following changes made to the installation procedure:

- 1) On Windows Vista systems, the kernel driver installation must be performed manually. This procedure was added to the manual.
- 2) RSP file installation procedure: This is performed from inside the License Manager (Plotbase), after having installed Plotbase. (up to the present, it was necessary to do this during the installation).
- 3) After installing the HDI driver, it is necessary to perform the server name and spool folder settings manually (these are not done automatically by simply installing the HDI driver).

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Date: 22-Aug-03 No.: RB010012g

3. Other

When Plotbase and AutoCAD2007SP2 are used together, even if it is a combination that is supported, "Not supported" is displayed.

However, this has no effect on machine operations or functions.

Recommendation:: Please use Plotbase with AutoCAD2008.

< Version 3.6SP(3.6.037) >

Specification updates

1) AutoCAD2007 support

Upgrade Procedure (From Ver.3.6 to Ver.3.6SP3(3.6.037) Please refer to "RW-470 Upgrade Procedure (From old version to new version)".

*** Version 3.3.1 ***

*** New features ***

| Subject | Application/Driver | The features of version 3.3 |
|------------|--------------------|--|
| AutoCD2006 | PLOTBASE, | AutoCAD 2006 was added as a supported Application of the HDI |
| | HDI Driver, | driver. |
| PDF Direct | SCANTOOL | PDF ver.1.5 was added. |
| print | | |

Upgrade Procedure (From Ver.3.3 to Ver.3.3.1)

Please refer to the PDF file (attached with firmware)

*** Version 3.3 ***

*** Resolved problems ***

| Bug No. | Application/Driver | Symptom | Solution/Comment |
|------------|---------------------------|--|--|
| | WINPRINT (PLOTBASE PC) | The name of Winprint contains a blank space. The name "RW-470 WP" cannot be used from PLOTCLIENT LPR. | The name has been changed from "RW-470 WP" to "RW-470WP." |
| | PLOTCLIENT Web | Cannot download the PPD file from clients. | This problem was resolved by RW- 470 3.1 Service Packs. |

Reissued: 12-Feb-08

Model: Dolphin

Date: 22-Aug-03

No.: RB010012g

*** Changed features ***

| Bug No. | Subject | Application/ Driver | The features of version 3.3 | The features of version 3.1 |
|------------|---|------------------------|---|--|
| | PS module update | PLOTBASE | 8.14 | 8.00 |
| | Margin settings | HDI Driver | The default margin is now 0. It enables customers to use the entire surface of each piece of paper. | The old default margin was about 5% of the paper size. |
| | RSP file name | PLOTBASE | The RSP file name has been changed to include the product name. e. g. RW-470-Serial number-ZIP.RSP | Old file name was Serial number- ZIP.RSP |
| | Letter size printing of Job Flag Sheet/Test page/Error sheet | PLOTBASE | Letter size can now be printed. | Only A4 could be printed. |

*** New features ***

| Subject | Application/Driver | The features of version 3.3 |
|---------------|--------------------|---|
| AutoCAD2005 | PLOTBASE, | AutoCAD 2005 is supported for direct DWG/DXF file printing. |
| support | HDI Driver, | AutoCAD 2005 has been added as a supported Application of the |
| | | HDI/ADI driver. |
| Mac X v10.3.x | PLOTCLIENT | Mac X v10.3.x (Panther) client PC can print using PLOTCLIENT |
| (Panther) | MAC | MAC. |
| support | | |
| "Wipeout" | PLOTBASE | "Wipeout" is a new function of AutoCAD 2004. |
| function | HDI Driver | The "Wipeout" area is now printed correctly using PLOTBASE. |
| support | | |
| Windows XP | PLOTBASE | Can print in the Windows XP SP2 environment. |
| SP2 support. | All clients | |
| Custom paper | WINPRINT | Custom paper sizes are supported with WINPRINT. |
| size support | | |

*** Revised points of the Manuals ***

| Subject | Summary | Notes |
|------------------|-------------------|-------|
| Installation of | Created | |
| Mac X v10.3.x | PLOTBASE | |
| (Panther) | installation | |
| | manual for Mac X | |
| | v10.3.x (Panther) | |
| Locked Print for | PLOTCLIENT | |
| PLOTCLIENT | MAC doesn't | |
| MAC | support the | |
| | "Locked Print" | |
| | function. | |
| | Therefore, the | |
| | description was | |
| | deleted. | |

Reissued: 12-Feb-08 Model: Dolphin

Date: 22-Aug-03

No.: RB010012g

*** Version 3.1 *** *** Resolved problems ***

| 11000 | | | | | |
|---------|------------------------|---|--|--|--|
| Bug No. | Application /Driver | Symptom | Solution/Notes | | |
| | PLOTBASE | When the entry (file) name includes the symbol (#), printing of this file will stop and not be printed. | Problem fixed. When PLOTBASE encounters this character (#), it interprets it as the "escape" character. | | |
| | PLOTBASE | There was a problem with a file used for printing accounting information. The problem was that the titles were shifted. | This was also reported in FPR #RE02110026. | | |
| | SCANTOOL | Continuously executing the "Deskew" command, caused a memory overflow and thus forced Scantool to shut down. | This was also reported in FPR #RC03030010. | | |
| | WINPRINT | Cannot properly print out lines from Microsoft Visio Professional 2002 SR-1 [English] via Winprint. | This was also reported in FPR # RE03030020. | | |
| | WINPRINT | Missing data when printing from Excel (Office XP, Windows2000SP3) via Winprint. | This was also reported in FPR # RE03040006. | | |

*** Changed features ***

| Bug No. | Subject | Application /Driver | The features of version 3.02 | The features of version 3.1 |
|---------|------------------------------------|------------------------|---|---|
| | Default brightness of Scantool | Scantool | The image in the preview is messier than the image in the editor. | Sharper image in preview. |
| | Acquire plotter status directly | PLOTCLIENT Win | When PLOTCLIENT/WIN designates the spool folder on the Spool PC instead of the PLOTBASE PC, it is impossible to monitor the status of the plotter on the Client directly. | It is possible to monitor the status of plotter at Client directly. |
| | Java Plug-in update | PLOTCLIENT Web | v1.3.1 | v1.4.0 |
| | Apache update | PLOTBASE | v1.3.9 | v1.3.027 |

Reissued: 12-Feb-08 Model: Dolphin

Date: 22-Aug-03 No.: RB010012g

*** New features ***

| Subject | Application /Driver | The features of version 3.1 |
|----------------------------------|--------------------------------------|--|
| Scan File format PDF | SCANTOOL | Saving scanned image into PDF files. Scan a document and select "Save As" to save in PDF format. |
| Scan to Multipage PDF or TIFF | SCANTOOL | When scan documents sequentially, Scantool will create a PDF or a TIFF file with multiple pages. |
| "Custom Size" Scan is available | SCANTOOL | "Custom Size" scans can be created by inputting the lengths X and Y. In this case, "Custom Size" paper can be put in the middle of the scan feeder. |
| AutoCAD 2004 support | PLOTBASE, HDI Driver, Winprint | AutoCAD 2004 is supported for direct DWG file printing. AutoCAD 2004 has been added as supported Application of HDI/ADI driver and Winprint. |

*** Revised points of the Manuals ***

In this table, the reference page is an example of the English version.

| | Summary | Notes |
|---|---|-------|
| 1 | The manuals have been revised fully. The new file names are RWPB31US.pdf, | |
| | RWCLI31US.pdf, and RWTEC31US.pdf. The printed "Installation Manual" has | |
| | been revised as well. | |

| Application | Description | Bug No. |
|-------------|--|-----------|
| SCANTOOL | It is necessary to get a new copy of the RSP file for activating the Scan to PDF function. Please get the new RSP file via "www.rspfiles.com" and reinstall the RSP file in PLOTBASE. | OSDG-0043 |
| PLOTBASE | When updating the PLOTBASE to v3.1, a clean install of the OS is required. (See the following steps.) | |
| | Format the HDD that the previous version of PLOTBASE was installed on. Install the OS. Install PLOTBASE v3.1 | |

Reissued: 12-Feb-08

Model: Dolphin

Date: 22-Aug-03

No.: RB010012g

*** Version 3.02 *** *** Resolved problems ***

| Bug No. | Application | Symptom | Solution/Workaround |
|-----------|--------------------------|--|---|
| | WINPRINT | WINPRINT does not print Gray Levels correctly. | This was also reported as FPR #RH02040002. |
| SEG-5001 | WINPRINT | The description of Pop-up HELP is wrong. | This was also reported as FPR #RH02040004. |
| | PLOTBASE | The number '8' is filled in when drawing with "Fill Polygon" HPGL command. | Update vectorru.dll. This was also reported as FPR #RC02060004 |
| QAC-0001 | PLOTCLIEN T Web Admin | When creating a new user with the same username that has already been deleted, the information of setting still remains. | Problem fixed. |
| QAC-0002 | PLOTBASE | When printing "Job State=OK" job and "Job State=Lock Print" job together, "Job State=Lock Print" job is not printed due to failure in password verification. NG case: 1131 demo-0009 demo Normal Ok 1132 demo-0010 demo Normal Ok OK case: 1132 demo-0010 demo Normal Locked Print 1133 demo-0011 demo Normal Ok | Problem fixed. |
| OSDG-0006 | PLOTCLIEN T Web Admin | The user is not created without setting Password. | It is available to create user without setting of Password.Problem fixed. |
| OSDG-0009 | PLOTCLENT Web | When sending a file with stamp from PLOTCLIENT Web, the thickness of stamp is too light to see. | Problem fixed. |
| OSDG-0010 | PLOTBASE | Editing the "Customer" name in the PLOTCLIENT Web Admin does not reflect in the Job Editor of PLOTBASE. | "Customer" name has been reflected correctly in the Job Editor of PLOTBASE. |
| OSDG-0015 | HDI/ADI Driver | AutoCAD 2002 is omitted from the About dialog" of HDI driver. | AutoCAD 2002 is added as supported application in the About dialog. |
| OSDG-0018 | PLOTBASE | The Pen number mismatch of [Calcomp] tab and the Alert dialog title. | Same Pen number appears in the [Calcomp] tab and the Alert dialog title. |
| OSDG-0019 | PLOTBASE | If entering an invalid value in the degree option of [Stamp Editor], close the error dialog with Enter key. After that, the error dialog appears even if entering valid value in the degree option of [Stamp Editor]. | Problem fixed. |
| OSDQ-0021 | WINPRINT | Image orientation of MS Visio drawing printed by WINPRINT appears wrong in File Viewer of PLOTBASE. | Problem fixed. |
| OSDG-0028 | PLOTCLIEN T Web | When changing the unit on "Window measure" or "Border" options on PLOTCLIENT Web as follows, "Error on page" message occurs. "mm" -> "inch" "inch" -> "mm" "pixel" -> "inch" | Problem fixed. |

Technical Bulletin

Reissued: 12-Feb-08

| Model: Dol | phin | | Date: 22-Aug-03 | No.: RB010012g | |
|------------|--|--|--|--|--|
| Bug No. | Application /Driver | Symptom | | Solution/Workaround | |
| | | "pixel" -> "mm" | | | |
| OSDG-0030 | PLOTCLIEN T Win, PLOTCLIEN T Web, HDI/ADI Driver, SCANTOOL | Format "Original" selected at clients changes to "Percent" at PLOTBASE. | | Problem fixed. | |
| OSDG-0033 | PLOTBASE | Shortcut keys are disabled after error message disappeared in the [Font] tab of the [RW-470 PS Default] menu. | | The functions of shortcut keys work fine. | |
| OSDG-0038 | PLOTBASE | Information on Main window a are not the same. | nd Job Info window | Problem fixed. | |
| OSDG-0039 | WINPRINT | Printing MS Visio file with mult stops printing after printing out | iple pages, the job the first page. | MS Visio file that has more than one page is able to print out all pages with WINPRINT. | |
| OSDG-0040 | PLOTCLIEN T Mac | When printing 3 pages MS Wo Mac, only 1 st page printed corr 3 rd pages are printed blank. | ord document from rectly. The 2 nd and | Problem fixed. | |
| OSDG-0042 | WINPRINT | Extra or missing image is happed a MS Visio file. | pened when printing | Problem fixed. | |
| OSDG-0044 | Mac PPD | Only cover page is printed out from Mac OS 9.0 to PLOTBAS | when sending a job | The cover page and the other pages are printed out. | |
| OSDG-0046 | HDI/ADI Driver | Error message must be promp entering more than 81 charact box of [Option] tab. | ited right after ers to [printer name] | The error message occurs correct timing. | |
| OSDG-0048 | SCANTOOL | In the "Digits:" text box at [General] tab of [Options] dialog of [Setting] menu, after error message occurs, input data does not appear | | Problem fixed. | |

*** Changed features ***

| Bug No. | Subject | Application /Driver | The features of version 3.01 | The features of version 3.02 |
|---------------|---|---------------------------------|---|--|
| QAC-0056 | Readme file | PLOTCLIEN T Win | While installation, there is a dialog to open Readme file. There is Readme icon in the [Start] menu of OS. But it is not accessable. | The dialog to open Readme file does not appear. Readme icon has been removed from the [Program] menu at the [Start] menu. |
| Field Request | File dialog | PLOTBASE, PLOTCLIEN T Win | File type of File open dialog is always "all TIFF files". | The default value of file type is "All support files". After changing the File type, the value of File type is the last setting. |
| Field Request | File dialog | PLOTBASE, PLOTCLIEN T Win | One current folder is used File open dialog of Add Entry and Insert Entry. | Each of Add Entry and Insert Entry has its own current folder. |
| Field Request | Added the option of the Job Flag Sheet | PLOTBASE | There is no selection of "Media source" at the Job Flag Sheet. | The additional selection of "Media source" of the Job Flag Sheet has been added. |

Model: Dolphin

Date: 22-Aug-03

No.: RB010012g

*** New features ***

| Subject | Application /Driver | The features of version 3.02 |
|------------------|------------------------|--|
| Page order | PLOTBASE, | Change the order of pages to print. |
| | PLOTCLIENT | There are three options: |
| | | e.g.) The output page order of five pages job. |
| | | |
| | | Page order |
| | | |
| | | Front |
| | | Rear |
| | | |
| | | Auto(default value) |
| | | 1,2,3,4,5 |
| | | 5,4,3,2,1 |
| | | Standard |
| | | 1,2,3,4,5 |
| | | 1,2,3,4,5 |
| | | Povoreo |
| | | 54321 |
| | | 5.4.3.2.1 |
| | | -, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, |
| | | |
| Each entry has | PLOTBASE, | Only selected entry(-ies) is (are) printed. |
| | PLUICLIENI | Erroles. |
| Subset. | | CT 02) TextBrink V |
| | | |
| Locked Print | WINPRINT | The "Locked Print" function has became available with WINPRINT. |
| Check jobs | PLOTBASE | Checks a job before starting to print. The checking points are the same |
| before printing. | | as while printing. (For example, if the file type of entry is while, this file |
| | |) As a result, the job including all printable entries is printed. If there is |
| | | even one nonprintable entry is included, this iob is not printed. |
| | | When this function is enabled, start of printing a job will be delayed. |
| Restart problem | PLOTBASE | There is an additional menu item "Job -> Retry Jobs". This feature |
| jobs | | resets all jobs with status "problem" to ""pending" to retry these jobs. |
| AutoCAD | PLOTBASE | AutoCAD 2002 is supported for direct DWG files printing. |
| Support | | "Chool Directory" toyt field is aditable |
| spool directory | PLUIBASE | Spool Directory text held is editable. |
| manually | | |
| Multi reader | PLOTBASE | |
| | | PLOTBASE can have up to 60 spools due to system limitations. |
| | | Each spool directory has its own directory |
| | | e.g.) Change the user interface for each user. |

Reissued: 12-Feb-08

Model: Dolphin

Date: 22-Aug-03

No.: RB010012g

*** Revised points of the Manuals ***

| | In this table, the reference page is an example of the English version. | | | | |
|----|---|-----------------|-----------------|-----------|--|
| | Summary | RWPB30us.pdf | RWCLI30us.pdf | Notes | |
| 1 | Windows XP has been added as supported OS | | P.2,7,11,12,69, | | |
| _ | of PLOTCLIENT. | | /4 | | |
| 2 | AutoCAD 2002 has been added as supported | P.41,43,98,152, | P.7,17,18,63,78 | | |
| _ | Application of HDI/ADI driver. | 196 | | | |
| 3 | The explanation of Spool paths has been added. | | P.27 | | |
| 4 | The explanation of Page Order has been added. | P.87-88 | P.34,73,76 | | |
| 5 | The minimum size of "bypass" tray has been | P.76 | P.72,75,110 | OSDG-0034 | |
| | added.(182mm x 149mm) | | | | |
| 6 | The explanation of Locked Print in WINPRINT | | P.73,75,76 | | |
| | has been added. | | | | |
| 7 | The explanation of how to change Plotter name | | P.91,92 | | |
| | has been added. | | | | |
| 8 | The explanation of "Multiple Reader" has been | P.61-65 | | New | |
| | added. | | | features | |
| 9 | More detail explanation of "Quota" has been | P.65 | | | |
| | added. | | | | |
| 10 | Printing starts when the "Spool Timeout" timer | P.65-66 | | | |
| | expires, even if PLOTBASE does not receive all | | | | |
| | of job data. | | | | |
| 11 | The description of "check jobs before printing" | P.66-67 | | New | |
| | function has been added. | | | features | |
| 12 | "Preparing data" status has been added in the | P.78,83 | | | |
| | explanation of "Job status". | | | | |
| 13 | As for E-mail configuration, reference page has | P.88-89 | | | |
| | been added. | | | | |
| 14 | The description of "Activate/deactivate entries" | P.96 | | New | |
| | has been added. | | | features | |
| 15 | More detail explanation of "Stamp gradation" has | P.107 | | | |
| | been added. | | | | |
| 16 | The description of "Restart problem jobs" has | P.130 | | New | |
| | been added | | | features | |
| 17 | The description of "Spool directory ", "SSL | P.197-P.202 | | New | |
| | subfolder" and "CFG subfolder" have been | | | features | |
| | added. | | | | |
| 18 | The description of "Account" and "Response" | P.69,P.199 | | | |
| | have been added. | | | | |

| Application | Description | Bug No. |
|-------------|---|-----------|
| PLOTBASE | Before printing the job that "Media Source" set on "roll", please check | OSDG-0043 |
| | that a paper is not loaded in the bypass tray. | |
| | If there is a paper in the bypass tray, "UnitInoperative" message | |
| | appears in the Job History Window and the job becomes "problem" | |
| | status. To print the job, remove the paper from the bypass tray, and | |
| | change the job status from "problem" to "Pending". | |

Model: Dolphin

Reissued: 12-Feb-08

Date: 22-Aug-03

No.: RB010012g

*** Version 3.01 *** *** Resolved problems ***

| Bug No. | Application | Symptom | Solution/Workaround |
|------------------------------------|---------------------------------|--|--|
| QAC-0046 RINC-0162 RINC-1032 | /Driver PLOTBASE SCANTOOL | After changing the settings of "Configurations", selecting stamp causes PLOTBASE/SCANTOOL to close automatically with an Application error. | Problem fixed. |
| QAC-0057 | Winprint | The "Quality" setting does not work correctly. | The "Quality" selection has been fixed. |
| QAC-0058 RINC-0169 | PLOTCLIENT Web Admin | The "Help" function doesn't work. | The "Help" function works. |
| QAC-3015 | SCANTOOL | If SCANTOOL is shot down while engine is waiting for scan document, the operation panel of engine isn't released. | The operation panel returns to Ready, before shutting down SCANTOOL. |
| RINC-1035 | SCANTOOL | When you change [unit] to "inch" and enter a valid number in the "Border" text box of Job Editor, the alert appears as [unit] is "mm". | When you change the [unit] of [Option] dialog, the message that confirm whether save the data or not appears. After that "Job Editor" closes and reopens automatically. |
| SEG-0001 | Winprint | Winprint jobs appear as the full path file name in the "Job Name" of job list. | Only filenames are listed in the job list. |
| SEG-0004 | PLOTCLIENT Win | After uninstalling PLOTCLIENT Win, ADI_HDI Driver does not work. | Uninstallation of PLOTCLIENT Win does not influence on ADI_HDI diver. |
| SEG-0005 | PLOTCLIENT Win | The default font name isn't displayed in "Stamp Edit" on Win9x. | The default font name is shown in "Stamp Edit" on Win9x. This was also reported as FPR #RH02040004. |
| SEG-0006 | PLOTCLIENT Web | There is a blank selection in the "Stamp position" pulldown list. | The "Middle Right" option in the "Stamp position" is now displayed. This was also reported as FPR #RH02040003. |
| SEG-0012 | PLOTBASE | After replacing the controller board, new license cannot be installed. | Problem fixed. |
| SEG-0013 | PLOTBASE | The "Expiration Date" format in [License Manager] is not in date format. | Problem fixed. |
| SEG-0014 | Winprint | "Job Owner" of Win9x print jobs appears "NoUsername" in he PLOTBASE job list. | Win9x login user name appears on print jobs from Win9x Winprint. |
| SEG-0016 | PLOTBASE | The Plotted Area value on accounting sheet is the area of image data on paper. | The Plotted Area value is the area of consumed paper. |
| SEG-0018 | PLOTBASE | When [unit] is "mm", the paper size appears correctly at the [Format] area of [JobFlagSheet]. | The paper size of all type of [unit] appears correctly at the [Format]. |
| SEG-0021 | PLOTBASE | Correct media type is not printed in the [JobFlagSheet]. | Problem fixed. |
| SEG-0022 | PLOTCLIENT Win | When opening the SSL file that media type is not set to the machine, application hangs up. | Problem fixed. |
| SEG-0024 | SCANTOOL | Scan start position shifts to left from the | Problem fixed. |

Technical Bulletin

Reissued: 12-Feb-08

| Model: Dolphin | | | Date: 22-Aug-03 No.: RB010012g | | |
|----------------|------------------------|---|---|---|---|
| Bug No. | Application /Driver | Symptom | | Solution/Workaround | |
| | | edge of a document. | | | |
| SEG-0025 | PLOTBASE | When executing a [Order by] co with incorrect date format, an A error occurs. | Problem fixed. | | |
| SEG-0038 | PLOTCLIENT Web | [help] button in the PLOTCLIEN page doesn't work. | [help] button is removed from Web page. | | |
| SEG-0045 | Winprint | Even if user cancels Winprint in installer prompts user to restart computer. | Problem fi | xed. | |
| SEG-0056 | PLOTBASE | There are garbled characters in [Product] area of [License Manager] dialog except English and German. | | The items correctly w Languages | of [Product] list show /ith all supported s. |
| SEG-2001 | SCANTOOL | Originals with 30 inch width are as 24 inch. | e detected | It is a spec Engine. Workarour wider than clip the da want. For r the readm This was a Test DB. | rification of the nd: Scan the data the original size and ta to the size that you more details, refer to e file. also reported with Field |

*** Changed features ***

| enangea | louturoo | | | |
|----------------------|---|--|---|--|
| Bug No. | Subject | Application /Driver | The features of version 3.00 | The features of version 3.01 |
| QAC-0010 SEG-0047 | Language selected during the installation isn't used in applications. | | Language selected during the installation isn't used in applications and language setting of the software is different between OS. | Language selected during the installation is used in applications. |
| QAC-0041 | RSP file | PLOTBASE | "License Manager" doesn't recognize license file, which was downloaded from www.rspfiles.com.("licens e.zip.rsp") | "License Manager" can read both "license.rsp" and "license.zip.rsp". |
| RINC-0167 | Installation of the Apache server | | The installation process does not go background. | The Apache server can be installed as a background process. |
| QAC-0030 | "Immediately" settings on Job Editor | PLOTBASE SCANTOOL | The "Immediately" priority is the same as "Normal". | The job that priority is "immediately" interrupts in the current job. |
| RINC-0034 | The menu items of "Stamp Macro" | PLOTBASE PLOTCLIENT Win | The SSL-Macros is the sub-menu of [Macros]. | The SSL-Macro menu is merged with [Macros]. |
| SEG-0034 SEG-0035 | "Text Color" function of stamp is changed the name to "Stamp gradation" | PLOTBASE PLOTCLIENT Win PLOTCLIENT Web | [stamp color text] function does not work. | Stamps have four different gray levels. (Black, Dark gray, Gray and Light gray) Please refer to the readme file. |

RICOH Reissued: 12-Feb-08

| Model: Dolphin Date: 22-Aug-0 | | | | No.: RB010012g | |
|-------------------------------|--|---|--|---|--|
| Bug No. | Subject | Application /Driver | The features of version 3.00 | The features of version 3.01 | |
| QAC-0055 | Checking of entry file type | PLOTCLENT Web | Any file type can select at [Choose file] dialog. | If unsupported file type is selected, alert message is displayed. | |
| RINC-0171 | The range of border values | PLOTCLIENT Web | The range of border values is same for the all unit of measure. | The range of border values has changed depending on the unit. The range of border values is as follows. mm: 0-500 inch: 0-20 pixel: 0-12000 Please refer to the readme file. | |
| QAC-0053 | The character length of stamp macro that is beyond the paper size. | PLOTBASE | If the character length of stamp macro is longer than the plot image, the job is canceled automatically at [Job List]. | Stamps that are larger than the plot image are clipped. | |
| RINC-0175 | The timing of sending "Response mail" | | The "Response mail" sends all states of printing progress (Pending, Plotting, and OK). | The "Response mail" sends when job has finished. The number of "Response mail" is reduced to one. | |
| RINC-0168 | The date format in "Response mail" | | The date format in "Response mail" isn't same the OS setting. | Style of date and time in e- mails is changed to the OS locale setting of PLOTBASE Server. | |
| RINC-0170 | The characters that aren't allowed to be used for "Job Name". | PLOTCLIENT PLOTCLIENT Web | The text field of "Job Name" cannot accept the hyphen character to make queue on PLOTBASE. | The text field of "Job Name" can accept the hyphen character. There are ten characters that aren't allowed at the "Job Name" . \/:*? " <> % | |
| RINC-0181 | The number of "Job Copies" | PLOTBASE PLOTCLIENT PLOTCLIENT Win | "Job Copies" in Job Editor accepts a number more than 999. | PLOTBASE : the value is changed to 999 automatically when entering a value over 999 PLOTCLIENT and PLOTCLIENT web : cannot enter a value greater than 999. | |
| RINC-0065- 1 | The maximum number of "Copy count" | Winprint | The maximum number of "Copy count" is 99. | The maximum number of "Copy count" is 999, but there is a limitation as follows. If a number larger than 999 is set with Application, the number of output is 1 or 999. Please refer to the readme file. | |

Reissued: 12-Feb-08

| Model: Dolphin | | | | Date: 22-Aug-03 No.: RB010012g | | | |
|----------------|---|------------------------|--|--------------------------------|---|--|--|
| Bug No. | Subject | Application /Driver | The features of version 3.00 | | The features of version 3.01 | | |
| RINC-0164 | Default configuration files | | Sometimes the Error message may occur when accessing the properties area of [Configuration] tab of PLOTBASE. | | Installer copies the default configuration files(hpgl.hcf and calcomp.ccf) under the\program folder. | | |
| | NEW feature: Change the setting of unit | PLOTCLIENT Web | | | The [m been a parame select unit. | easure] item has dded on [edit job- eter] page. You can "mm" or "inch" as | |

*** Revised points of the Manuals ***

In this table, the reference page is an example of the English version.

| Summary | RWPB30us.pdf | RWCLI30us.pdf | RWTEC30us.pdf (not for User) | Bug No. |
|------------------------------------|---------------|------------------|---------------------------------|-----------|
| AMD "Athlon" processor has been | P17 | | P6 | |
| added as supported CPU. | | | | |
| The list of supported Mainboards | | | P5,6 | |
| has been added. | | | | |
| Wording: "Transparent" is changed | P65,84,86,92, | P33,34,41,69,71, | | QAC-0005 |
| to "Translucent". | 152 | 85,106,108,129 | | |
| Wording: "inverse" is changed | P56 | P85 | | RINC-0121 |
| to "invert". | | | | |
| The maximum border around the | P85 | | | SEG-0009 |
| drawing has been changed from | | | | |
| 500.00 mm to 499.99mm. | | | | |
| [Measure] item has "mm" | | P103 | | |
| and "inch" option. | | | | |
| The explanation of DWG file format | P40,42,90,143 | P7,74 | P16 | |
| has been added. | | | | |

| Application | Description | Bug No. |
|---------------------------|---|----------|
| PLOTCLIENT Win / PLOTBASE | The job that has "wait" priority is printed manually in the | SEG-0023 |
| | PLOTBASE job list. | |
| | (Refer to the Manual of PLOTBASE.) | |

Technical Bulletin

PAGE: 1/1

| Model: Dolphin | | | | e: 14-Nov-08 | No.: RB010016 | |
|---|--------------------------------|----------------|------------------------|--------------|--------------------|--|
| Subject: Release | e note for Dolphin-C1 (RW-470) | er | Prepared by: F.Noguchi | | | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | | | | |
| Classification: | Troubleshooting | 🗌 Part informa | | tion Action | n required | |
| | Mechanical | Electrical | | 🗌 Servi | ce manual revision | |
| | Paper path | Transmit/red | | eive 🗌 Retro | fit information | |
| | Other () | | | | | |

This is a release note for the Printer Controller RW-470.

*** SP2 (Patch) for Version 3.7.1 (3.7.110) ***

SP2 solves the following problems.

Note: PLOTBASE version 3.6SP3 (3.6.037) or earlier does not require SP2.

1. Other changes:

Supports the following features (which were not supported by Plotclient/Web):

- Multi-file-upload
- Text stamping
- HPGL/Calcomp pen setting

2. Update from previous version:

The update will be done by a patch file (setup.exe) that updates the PC/WEB from version 3.7.1 (3.7.110) to version 3.7.110 SP2.
Technical Bulletin

PAGE: 1/2

| Model: Dolphin Dolphin | | | Dat | e: 26-Mar-09 | No.: RB010017 |
|---|---|--|------------------|--------------------------------------|---|
| Subject: Release note for Dolphin-C1 (RW-470W) Controller | | | Prepared by: F.N | oguchi | |
| From: 2nd Tech Support Sec. Service Support Dept. | | | | | |
| Classification: | Troubleshooting Mechanical Paper path Other () | Part informa Electrical Transmit/rec | | tion Action Service eive Retro | n required ce manual revision fit information |

This is a release note for Printer Controller RW-470.

*** SP3 (Patch) for Version 3.7.1(3.7.110) ***

SP3 is an update for PlotClient HDI to support AutoCAD2009.

Note: PLOTBASE version 3.6SP3(3.6.037) or earlier does not require SP3.

SP3 Installation Procedure:

RICOH

Before updating the PlotClient HDI, please make sure that all running applications are closed on your Plotbase computer.

- 1. Go to control panel and open "Add/remove software".
- 2. Uninstall the PlotClient HDI.
- 3. Go to control panel and open "AutoDesk Plotter Manager".
- 4. Delete all RW-470 pc3 drivers.

| Name 🔺 | Size | Туре | Date Modified |
|--------------------------------------|------|--------------------|------------------|
| DMP Files | | File Folder | 16.06.2006 12:41 |
| 🛣 Add-A-Plotter Wizard | 1 KB | Shortcut | 16.06.2006 12:41 |
| The fault Windows System Printer.pc3 | 2 KB | AutoCAD Plotter Co | 03.03.2003 11:36 |
| TOWF6 ePlot.pc3 | 5 KB | AutoCAD Plotter Co | 28.07.2004 19:14 |
| MDWG To PDF.pc3 | 2 KB | AutoCAD Plotter Co | 03.01.2006 17:43 |
| PLOTCLIENT HDI.pc3 | 2 KB | AutoCAD Plotter Co | 21.06.2006 08:51 |
| MPublishToWeb JPG.pc3 | 1 KB | AutoCAD Plotter Co | 07.12.1999 12:53 |
| MPublishToWeb PNG.pc3 | 1 KB | AutoCAD Plotter Co | 21.11.2000 15:18 |

5. Go to your directory containing the update (RW-470 PlotClient HDI).

There are different versions for 32-bit OS and 64-bit OS. Please use the correct one according to the OS of your computer.

Example:

You are working with AutoCAD2009 on a computer, which has installed Windows XP x64 (64 bit Version). Then you should use the setup.exe from the x64 directory.

6. Execute the correct setup.exe.

RICOHTechnical BulletinPAGE: 2/2Model: DolphinDate: 26-Mar-09No.: RB010017

- 7. Follow the instructions with "Next" and "Install".
- 8. Install the updated PC3 files.

For reinstallation of the PC3 files, please refer to the RW-470 client manual, chapter "PlotClient ADI/HDI".

9. Final check

After the installation, the version number of PlotClient HDI as shown below should appear.

- 1) Go to control panel and open "Add to remove software".
- 2) Select "RW-470 PlotClient HDI" and click on "Support information".

| 🗿 Support In | fo | x |
|-------------------------------------|--|-----|
| RW - 470 | PLOTCLIENT HDI/AD | I |
| Use the followi | ng information to get technical support for R IT HDI/ADI. | .w- |
| Publisher: Version: | RW-470 3.7.115 | |
| If this program may reinstall it | is not working properly you | |
| | Close | |

10. Reboot

We recommend that you reboot your Plotbase computer, even though this is generally not necessary.

Technical Bulletin

| Model: D-C1 Date | | | e: 29-Jan- | 10 | No.: RB010018 | |
|---|-----------------|----------------|------------|-----------|---------------|--------------------|
| Subject: PlotClient HDI for Printer Controller RW-470 | | | Prepare | d by: F.N | oguchi | |
| From: 2nd Overseas Tech Support Sec., 2nd PQM Dept. | | | | | | |
| Classification: | Troubleshooting | 🗌 Part informa | | tion | Action | n required |
| | 🗌 Mechanical | Electrical | | | Servic | ce manual revision |
| | Paper path | Transmit/red | | eive | Retro | fit information |
| | Product Safety | 🛛 Other (| |) | | |

This is a release note for Printer Controller RW-470.

*** PlotClient HDI for PLOTBASE Version 3.7.1 - 3.7.1SP3(3.7.1.115) ***

This is an update for PlotClient HDI to support AutoCAD2010.

Note:

- 1. PLOTBASE version 3.6SP3(3.6.037) or earlier does not require this update.
- Supported OS Windows XP SP3 Windows Vista SP1

PlotClient HDI Installation Procedure:

Before updating the PlotClient HDI, please make sure that all running applications are

closed on your Plotbase computer.

- 1. Go to control panel and open "Add/remove software".
- 2. Uninstall the PlotClient HDI.
- 3. Go to control panel and open "AutoDesk Plotter Manager".
- 4. Delete all RW-470 pc3 drivers.

| Name 🔺 | Size | Туре | Date Modified |
|--------------------------------------|------|--------------------|------------------|
| PMP Files | | File Folder | 16.06.2006 12:41 |
| 🛣 Add-A-Plotter Wizard | 1 KB | Shortcut | 16.06.2006 12:41 |
| M Default Windows System Printer.pc3 | 2 KB | AutoCAD Plotter Co | 03.03.2003 11:36 |
| MDWF6 ePlot.pc3 | 5 KB | AutoCAD Plotter Co | 28.07.2004 19:14 |
| M DWG To PDF.pc3 | 2 KB | AutoCAD Plotter Co | 03.01.2006 17:43 |
| PLOTCLIENT HDI.pc3 | 2 KB | AutoCAD Plotter Co | 21.06.2006 08:51 |
| MPublishToWeb JPG.pc3 | 1 KB | AutoCAD Plotter Co | 07.12.1999 12:53 |
| MPublishToWeb PNG.pc3 | 1 KB | AutoCAD Plotter Co | 21.11.2000 15:18 |

| Mod | | | | | | |
|-----|--|-----------------------|----------------------|--|--|--|
| 5 | Conterview divertary containing the undets (DW/ 470 Platelierst UDI) | | | | | |
| 5. | There are different versions for 22 bit OS a | | uppe the correct one | | | |
| | There are different versions for 32-bit OS a | IIU 04-DIL US. Flease | use the conect one | | | |
| | according to the US of your computer. | | | | | |
| | | | | | | |
| | You are working with AutoCAD2010 on a c | omputer which has V | Vindows XP x64 (64 | | | |
| | bit Version). Then you should use the setur | b.exe from the x64 di | rectory. | | | |
| 6. | Execute the correct setup.exe. | | | | | |
| 7. | Follow the instructions with "Next" and "Inst | tall". | | | | |
| 8. | Install the updated PC3 files. | | | | | |
| | For reinstallation of the PC3 files, please re | efer to the RW-470 cl | ient manual, chapter | | | |
| | "PlotClient ADI/HDI". | | | | | |
| 9. | Final check | | | | | |
| | After the installation, the version number of | PlotClient HDI as sh | own below should | | | |
| | appear. | | | | | |
| | 1) Go to control panel and open "Add to rer | nove software". | | | | |
| | 2) Select "RW-470 PlotClient HDI" and click on "Support information". | | | | | |
| | 💣 Support Info | × | | | | |
| | RW-470 PLOTCLIENT | HDI/ADI | | | | |
| | Use the following information to get technic. 480 PLOTCLIENT HDI/ADI. | al support for RW- | | | | |

- Publisher:
 RW-470

 Version:
 3. 7. 136

 If this program is not working properly you may reinstall it by clicking Repair.
 Repair
- 10. Reboot

We recommend that you reboot your Plotbase computer, even though this is generally not necessary.

Technical Bulletin

PAGE: 1/1

| Model: D-C1 | | | Dat | e: 07-Jun-10 | No.: RB010019 |
|---|-----------------|--------------|------------------|---------------|--------------------|
| Subject: SP4 Release note for Printer Controller RW-470 | | | Prepared by: F.N | loguchi | |
| From: 2nd Overseas Tech Support Sec., 2nd PQM Dept. | | | | | |
| Classification: | Troubleshooting | Part info | ormat | tion 🗌 Action | n required |
| | Mechanical | Electrical | | 🗌 Servi | ce manual revision |
| | Paper path | Transmit/rec | | eive 🗌 Retro | fit information |
| | Other () | | | | |

This is a release note for Printer Controller RW-470.

*** RW-470 Printer Controller Ver.3.7.1SP4 ***

Note:

- SP4 has been issued as an update to ver3.7.1SP2.
- SP4 requires PLOTBASE version SP2 or later.

1. Major features added:

- 1) Support for OS <Plotbase>
 - WindowsXP SP3
 - WindowsVista SP2

<Clients>

- WindowsXP SP3
- WindowsVista SP2
- Windows2008Server
- 2) Update to application
 - AutoCAD2010
 - LibCad2010 (DWG option)
 - PDF 1.7 Level 3

SP4 Installation Procedure:

- 1. Uninstall the Printer Controller RW-470 from your Plotbase computer.
- 2. Install the RW470 Printer Controller Ver.3.7.1SP4.

Technical Bulletin

PAGE: 1/3

| Model: D-C1 | | | Dat | e: 10-Dec | -10 | No.: RB010020 |
|---|-----------------|--------------|----------|-----------|--------|-------------------|
| Subject: PlotClient HDI for Printer Controller RW-470 | | | Prepared | d by: F.N | oguchi | |
| From: 2nd Overseas Tech Support Sec., 2nd PQM Dept. | | | | | | |
| Classification: | Troubleshooting | Part informa | | tion | Action | n required |
| | Mechanical | Electrical | | | Servic | e manual revision |
| | Paper path | Transmit/rec | | eive | Retro | fit information |
| | Product Safety | 🛛 Other (| |) | | |

This is a release note for Printer Controller RW-470.

*** PlotClient HDI for PLOTBASE Version 3.7.1SP4 (3.7.1.138) ***

This is an update for PlotClient HDI to support AutoCAD2010 - 2011.

Note:

- 1. PLOTBASE version 3.7.1SP3 (3.7.110) or earlier does not require this update.
- Supported OS Windows XP SP3 Windows Vista SP2

PlotClient HDI Installation Procedure:

Before updating the PlotClient HDI, please make sure that all running applications are

closed on your Plotbase computer.

- 1. Go to Control Panel and open "Add/remove software".
- 2. Uninstall the PlotClient HDI.
- 3. Go to Control Panel and open "AutoDesk Plotter Manager".
- 4. Delete all RW-470 pc3 drivers.

| Name 🔺 | Size | Date Modified |
|------------------------------|------|---------------------|
| Dot Styles | | 10/18/2010 4:45 AM |
| C PMP Files | | 10/18/2010 4:45 AM |
| 📰 Add-A-Plotter Wizard | 1 KB | 10/18/2010 4:42 AM |
| Default Windows System Print | 2 KB | 3/3/2003 7:36 PM |
| DWF6 ePlot.pc3 | 5 KB | 7/29/2004 3:14 AM |
| DWFx ePlot (XPS Compatible) | 5 KB | 6/21/2007 10:17 AM |
| DWG To PDF.pc3 | 2 KB | 10/23/2008 9:32 AM |
| PublishToWeb JPG.pc3 | 1 KB | 12/7/1999 8:53 PM |
| PublishToWeb PNG.pc3 | 1 KB | 11/21/2000 11:18 PM |
| RW-240 PLOTCLIENT HDI.pc3 | 2 KB | 11/5/2010 5:44 AM |
| RW-480 PLOTCLIENT HDI.pc3 | 2 KB | 11/5/2010 5:45 AM |
| RW-3600 PLOTCLIENT HDI.pc3 | 2 KB | 11/5/2010 5:44 AM |
| RW-7140 PLOTCLIENT HDI.pc3 | 2 KB | 11/5/2010 5:46 AM |

| RI | COH Technical E | Technical Bulletin | | |
|-----|--|------------------------|--------------------|--|
| Мос | del: D-C1 | Date: 10-Dec-10 | No.: RB010020 | |
| 5. | Go to your directory containing the update (F | RW-470 PlotClient HD | I). | |
| | There are different versions for 32-bit OS an | d 64-bit OS. Please us | se the correct one | |
| | according to the OS of your computer. | | | |
| | Example: | | | |
| | You are working with AutoCAD2011 on a co | mputer, which has Wii | ndows XP x64 (64 | |
| | bit Version). Then you should use the setup. | exe from the x64 dired | ctory. | |
| 6. | . Execute the correct setup.exe. | | | |
| 7. | Follow the instructions with "Next" and "Insta | | | |
| 8. | Install the updated PC3 files. | | | |
| | For reinstallation of the PC3 files, please refe | er to the RW-470 clien | it manual, chapter | |
| | "PlotClient ADI/HDI". | | | |
| 9. | Final check | | | |
| | After the installation, the version number of F | PlotClient HDI as show | vn below should | |

appear in the "About" tab of Plotclient HDI when you print any sample file with AutoCAD2011 or other supported AutoCAD products.

| RW-470 PLOTCLI | ENT HDI | | | |
|--------------------|-----------------|----------------|---------|--------|
| Main | ob Data 🛛 🛛 Ad | lvanced | Options | About |
| | | | | |
| | RW-470 PL | | | |
| FOI AUTOC | AD2010 - 201 | | ersion | |
| | | | | |
| | | | | |
| | | | | |
| All rigths rese | rved. | | | |
| Copyright (c) 1986 | 2010 | | | |
| RATIO Entwicklung | en GmbH Hamburg | | | |
| Copyright (c) 2010 | | | | |
| THEOTI COMI ANT | | | | |
| 3.7.1 SP4 (Bu | ld 140) | | | Help |
| ~ | | | | |
| | Start P | rinter Monitor | | Cancel |
| Spool Directory | Nc2-na-113\sr | ool\cfa | | |

10. Reboot

We recommend that you reboot your Plotbase computer, even though this is generally not necessary.

| RICOH |
|--------------|
| Model: D-C1 |

Date: 10-Dec-10

No.: RB010020

Note:

The Version Number of Plotclient HDI in this release shows a small error in the support information.

If you look at the version number by doing the following steps:

- 1. Go to Control Panel and open "Add or remove software"
- 2. Select RW-470 Plotclient HDI and click on "Support information",

You can find that the version number "3.7.140" is displayed as "3.7.0140".

| 🐻 Support Info | |
|--|--------|
| RW-470 PLOTCLIENT HDI/ADI | ical |
| support for RW-470 PLOTCLIENT HDI/ADI | iloui |
| Publisher: RW-470 Version: 3.7.0140 | |
| If this program is not working properly you may reinstall it by clicking Repair. | Repair |
| | Close |

Technical Bulletin

PAGE: 1/2

| Model: D-C1 | | | Dat | e: 29-Sep | -11 | No.: RB010021 |
|---|-----------------|-----------|--------|-----------|-----------|-------------------|
| Subject: PlotClient HDI for Printer Controller RW-470 | | | | Prepare | d by: F.N | oguchi |
| From: 2nd Overseas Tech Support Sec., 2nd PQM Dept. | | | | | | |
| Classification: | Troubleshooting | Part info | ormat | tion | Action | n required |
| | Mechanical | Electric | al | | Servic | e manual revision |
| | Paper path | 🗌 Transm | it/rec | eive | Retro | fit information |
| | Product Safety | Other (| |) | | |

This is a release note for Printer Controller RW-470.

*** PlotClient HDI for PLOTBASE Version 3.7.1SP4 (3.7.1.138) ***

This is an update for PlotClient HDI to support AutoCAD2012.

Note:

- 1. PLOTBASE version 3.7.1SP3 (3.7.110) or earlier does not require this update.
- Supported OS Windows XP SP3 Windows Vista SP2

PlotClient HDI Installation Procedure:

Before updating the PlotClient HDI, please make sure that all running applications are closed on your Plotbase computer.

- 1. Go to control panel and open "Add/remove software".
- 2. Uninstall the PlotClient HDI.
- 3. Go to control panel and open "AutoDesk Plotter Manager".
- 4. Delete all RW-470 pc3 drivers.

| Name 🔺 | Size | Date Modified |
|------------------------------|------|---------------------|
| C Plot Styles | | 10/18/2010 4:45 AM |
| C PMP Files | | 10/18/2010 4:45 AM |
| 📰 Add-A-Plotter Wizard | 1 KB | 10/18/2010 4:42 AM |
| Default Windows System Print | 2 KB | 3/3/2003 7:36 PM |
| DWF6 ePlot.pc3 | 5 KB | 7/29/2004 3:14 AM |
| DWFx ePlot (XPS Compatible) | 5 KB | 6/21/2007 10:17 AM |
| DWG To PDF.pc3 | 2 KB | 10/23/2008 9:32 AM |
| PublishToWeb JPG.pc3 | 1 KB | 12/7/1999 8:53 PM |
| PublishToWeb PNG.pc3 | 1 KB | 11/21/2000 11:18 PM |
| RW-240 PLOTCLIENT HDI.pc3 | 2 KB | 11/5/2010 5:44 AM |
| RW-480 PLOTCLIENT HDI.pc3 | 2 KB | 11/5/2010 5:45 AM |
| RW-3600 PLOTCLIENT HDI.pc3 | 2 KB | 11/5/2010 5:44 AM |
| RW-7140 PLOTCLIENT HDI.pc3 | 2 KB | 11/5/2010 5:46 AM |

| Model: D-C1 | Date: 29-Sep-11 | No.: RB010021 | | | | |
|--|--|----------------------|--|--|--|--|
| Go to your directory containing the update (RW-470 PlotClient HDI). There are different versions for 32-bit OS and 64-bit OS. Please use the correct or | | | | | | |
| | | | | | | |
| Example: | | | | | | |
| You are working with AutoCA | D2012 on a computer, which has | installed Windows XP | | | | |
| x64 (64 bit Version). Then you | u should use the setup.exe from th | ne x64 directory. | | | | |
| 6. Execute correct setup.exe. | | | | | | |
| 7. Follow the instructions with "N | . Follow the instructions with "Next" and "Install". | | | | | |
| 8. Install the updated PC3 files. | | | | | | |
| For reinstallation of the PC3 f | iles please refer to RW-470 client | manual, chapter | | | | |
| "PloteClient ADI/HDI". | | | | | | |
| 9. Final check | | | | | | |
| 1) Go to control panel and op | 1) Go to control panel and open "Add or remove software" | | | | | |
| 2) Select RW-470 Plotclient H | IDI and click on "Support informati | on", | | | | |
| You can find that the version | number "3.7.141" is displayed as ' | '3.7.141". | | | | |
| | | | | | | |
| 🐻 Support Info | | | | | | |
| | | | | | | |

| Use the fo RW-470 | llowing information to get technical support for PLOTCLIENT HDI/ADI | |
|------------------------|--|--|
| Publisher: Version: | RW-470 3.7.141 | |

| If this program is not working properly you may reinstall it by clicking Repair. | Repair |
|---|--------|
| | Close |

10. Reboot

We recommended to reboot your Plotbase computer, even though this is generally not necessary.

Technical Bulletin

PAGE: 1/2

| Model: D-C1 Dat | | | e: 10-Apr- | 13 | No.: RB010022 | |
|---|-----------------|-----------|------------|-----------|---------------|-------------------|
| Subject: PlotClient HDI for Printer Controller RW-470 | | | Prepared | d by: F.N | oguchi | |
| From: 2nd Tech S | | | | | | |
| Classification: | Troubleshooting | Part info | ormat | tion | Action | n required |
| | Mechanical | Electric | al | | Servic | e manual revision |
| | Paper path | 🗌 Transm | it/rec | eive | Retrof | fit information |
| | Product Safety | Other (| |) | | |

This is a release note for Printer Controller RW-470.

*** PlotClient HDI for PLOTBASE Version 3.7.1SP4 (3.7.1.138) ***

This is an update for PlotClient HDI to support AutoCAD2013.

Note:

- 1. PLOTBASE version 3.7.1SP3 (3.7.110) or earlier does not require this update.
- Supported OS Windows XP SP3 Windows Vista SP2

PlotClient HDI Installation Procedure:

Before updating the PlotClient HDI, please make sure that all running applications are closed on your Plotbase computer.

- 1. Go to control panel and open "Add/remove software".
- 2. Uninstall the PlotClient HDI.
- 3. Go to control panel and open "AutoDesk Plotter Manager".
- 4. Delete all RW-470 pc3 drivers.

| Name 🔺 | Size | Date Modified |
|--------------------------------|------|---------------------|
| Dot Styles | | 10/18/2010 4:45 AM |
| C PMP Files | | 10/18/2010 4:45 AM |
| 📰 Add-A-Plotter Wizard | 1 KB | 10/18/2010 4:42 AM |
| 🔂 Default Windows System Print | 2 KB | 3/3/2003 7:36 PM |
| DWF6 ePlot.pc3 | 5 KB | 7/29/2004 3:14 AM |
| DWFx ePlot (XPS Compatible) | 5 KB | 6/21/2007 10:17 AM |
| DWG To PDF.pc3 | 2 KB | 10/23/2008 9:32 AM |
| PublishToWeb JPG.pc3 | 1 KB | 12/7/1999 8:53 PM |
| PublishToWeb PNG.pc3 | 1 KB | 11/21/2000 11:18 PM |
| RW-240 PLOTCLIENT HDI.pc3 | 2 KB | 11/5/2010 5:44 AM |
| RW-480 PLOTCLIENT HDI.pc3 | 2 KB | 11/5/2010 5:45 AM |
| RW-3600 PLOTCLIENT HDI.pc3 | 2 KB | 11/5/2010 5:44 AM |
| RW-7140 PLOTCLIENT HDI.pc3 | 2 KB | 11/5/2010 5:46 AM |

| RI | COH Technica | al B ulletin | PAGE: 2/2 | | | |
|---------------------------------------|---|----------------------------|---------------------|--|--|--|
| Мо | del: D-C1 | Date: 10-Apr-13 | No.: RB010022 | | | |
| 5. | Go to your directory containing the upd | ate (RW-470 PlotClient H | DI). | | | |
| | There are different versions for 32-bit C | S and 64-bit OS. Please | use the correct one | | | |
| according to the OS of your computer. | | | | | | |
| | Example: | | | | | |
| | You are working with AutoCAD2013 on | a computer, which has ir | nstalled Windows XP | | | |
| | x64 (64 bit Version). Then you should u | use the setup.exe from the | e x64 directory. | | | |
| 6. | Execute correct setup.exe. | | | | | |
| 7. | . Follow the instructions with "Next" and "Install". | | | | | |
| 8. | Install the updated PC3 files. | | | | | |
| | For reinstallation of the PC3 files please | e refer to RW-470 client n | nanual, chapter | | | |
| | "PloteClient ADI/HDI". | | | | | |
| 9. | Final check | | | | | |
| | 1) Go to control panel and open "Add or remove software" | | | | | |
| | 2) Select RW-470 Plotclient HDI and click on "Support information", | | | | | |
| | You can find that the version number "3.7.142" is displayed as "3.7.142". | | | | | |
| | | | | | | |
| | | | | | | |



10. Reboot

We recommended to reboot your Plotbase computer, even though this is generally not necessary.