

Model: General		Date: 23-Jan-06	No.: RGene021
Subject: Data Overwrite Security Unit Installation		Prepared by: H.Matsui	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

Service Manual Revision

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

Note:

- The newly added areas are highlighted [in blue](#).
- The procedure was revised to further increase the level of data security.

IMPORTANT:

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

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

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

BEFORE YOU BEGIN THE PROCEDURE

1. Make sure that the following settings are **not** at their factory default values:

- Supervisor login password
- Administrator login name
- Administrator login password

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

2. Make sure that “Admin. Authentication” is **ON**.

[System Settings] – [Administrator Tools] – [Administrator Authentication Management] - [Admin. Authentication]

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

3. Make sure that “Administrator Tools” is **enabled** (selected).

[System Settings] – [Administrator Tools] – [Administrator Authentication Management] - [Available Settings]

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

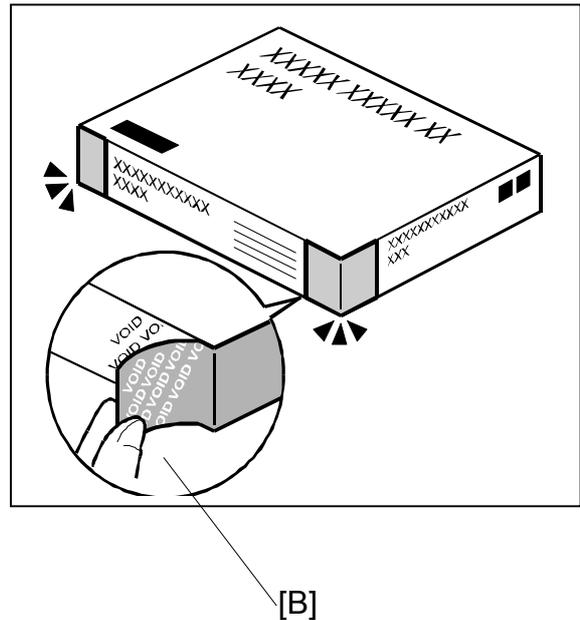
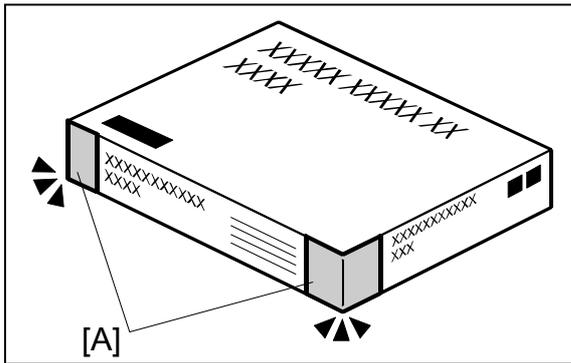
Model: General	Date: 23-Jan-06	No.: RGene021
----------------	-----------------	---------------

ACCESSORY CHECK

Check the accessories and their quantities against this list:

Description	Q'ty
1. SD Card	1

Seal Check And Removal



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

➤ If you can see “VOID” on the surface of the tape, DO NOT install the components in the box. Stop this procedure and contact your Sales division.
2. If the results of Step 1 are OK, remove the two pieces of tape from the box.
Note: After you remove the tapes, you will see “VOID” written on the box under the tape [B]. This is normal.

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

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

1. If the machine is on, turn the main power switch OFF.
2. If the NIB is installed, disconnect the network cable.
3. Remove the SD card slot cover.
NOTE: The shape of SD card slot cover is different according to the each model. Please refer to the service manual of each model.
4. Insert the Data Overwrite Security Unit SD card into the application SD slot.
NOTE: The slot number, to which the Data Overwrite Security Unit should be inserted, is different according to the each model. Please refer to the service manual of each model.
5. If the NIB is installed, connect the network cable.
6. Turn the main power switch ON.
7. Do SP5878 (Option Setup).
8. Exit SP mode.
9. Turn the operation switch OFF, and then turn the main power switch OFF.
10. Turn the main power switch ON.
11. Do SP5990-005 (SP print mode Diagnostic Report).
12. Make sure the ROM number and firmware version in area **[A]** of the diagnostic report are the **same** as those in area **[B]**.
See the photograph on the next page

- **[A]:** “ROM Number/Firmware Version” – “HDD Format Option”
- **[B]:** “Loading Program” – “GW1a_zoffy” (Data Overwrite Security Unit **Type C**)
“Loading Program” – “GW2a_zoffy” (Data Overwrite Security Unit **Type D**)

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

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

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

RICOH Aficio 3045 *Adonis-Cf*

Self-Diagnosis Report

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

14 N

[System Construction]

```

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

```

[Total Counter]

0000198

[ROM No / Firmware Version]

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

[A]

[Loading Program]

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

[B]

[Error List]

No Error

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

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

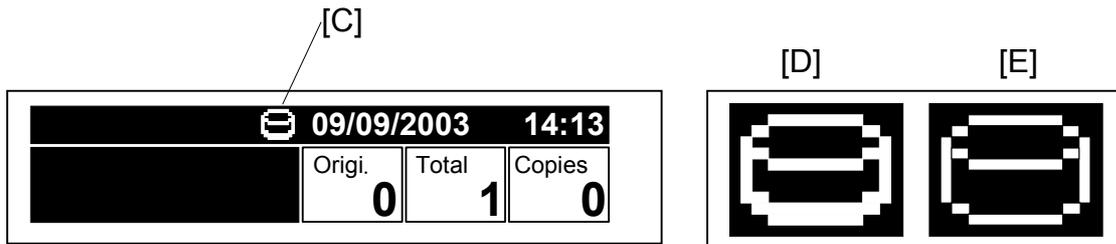
- If the ROM numbers are not the same, or the version numbers are not the same, this means the unit was not installed correctly.

If this happens:

- Make sure the MFP model and unit type match (Type C or D).
For this information, see pg. 1 of this RTB.
- If they do not match:
 - 1) Replace the NV-RAM
 - 2) Replace the “Data Overwrite Security Unit” (SD card) with the correct type
 - 3) Do the installation procedure in this RTB again, from Step 1.

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

14. Exit User Tools.



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

16. Make a sample copy.

17. Make sure the overwrite icon changes as follows:
- The bottom of the icon (white part) becomes thicker [D].
 - “Next Copy” is displayed for a short time under the icon.

The icon returns to its usual shape [E].

Reissued:8-Jun-06

Model: Dolphin-C2	Date: 19-May-06	No.: RB188001a
-------------------	-----------------	----------------

RTB Reissue

Version 1.06 has been added.

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

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

Version	Program No.	Effective Date
1.06	B1895174C	June 2006 production
1.05	B1895174B	August 2005 production
1.04	B1895174A	1 st mass production

Version	Symptom Corrected
1.06	<i>(Minor change made for the Japan model only).</i>
1.05	Fixed: SC990 occurs when Web Image Monitor updates the address book.
1.04	1 st mass production

Model: Dolphin-C2		Date: 19-May-06	No.: RB188002
Subject: Firmware Release History (System/Copy)		Prepared by: F.Noguchi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

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

Version	Program No.	Effective Date
3.01	B1885736A	August 2005 Production
3.02	B1885736B	October 2005 Production
3.03	B1885736C	January 2006 Production

Version	Symptom Corrected
3.03	<p>Fixed: <i>The Document Server operation panel might be locked if the operation panel is switched from Copier to Document Server while the Document server is storing a Print job. The Document Server itself (via Web Image Monitor) and all other operation panels work correctly.</i></p> <p>Fixed: <i>Some of the data contained in a backup of the Address Book might not be encrypted. This can happen with any of the Address Book backup functions (SP mode, Web Image Monitor, Smart Device Monitor for Admin).</i></p>
3.02	<p>Users cannot log into an MFP via Windows Authentication using a domain controller in a different subnet unless WINS is enabled (GFPR#RC05060014).</p> <p>Fixed: If the devices receive more than 300 login attempts without cycling the power, the error message SC991 will be displayed on the operation panel and users will not be able to login to the device. This can happen no matter where the logins attempts are made from the operation-panel, WIM, in print data.</p> <p>Fixed: The menu for the Rom Update may not be displayed in the Web Image Monitor. (GFPR#RC05070002)</p> <p>Fixed: The thumbnails of the stored files are blurry when they are displayed in Web Image Monitor, Desktop Binder or Desktop Editor for Production. This occurs only when data is scanned from a device with File Format Converter.</p>
3.01	The "Printer" button has been deleted from the display of the "Function Priority" in UP mode.

Reissued: 29-Mar-07

Model: Dolphin-C2	Date: 19-May-06	No.: RB188003a
-------------------	-----------------	----------------

RTB Reissue

Version 4.13.4 has been added.

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

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

Version	Program No.	Effective Date
4.13.4	B1895181D	April 2007 Production
4.13.3	B1895181C	January 2006 Production
4.13.1	B1885181B	1 st mass production

Version	Symptom Corrected
4.13.4	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. SMB printing is sporadically unavailable. 2. The device cannot login to Windows Vista via SMB. 3. Available functions cannot be restricted to groups via Windows Authentication using a domain controller in a different subnet. (GFPR#RA05070006) 4. The Scan to Folder connection test might fail when a folder name contains a 2-byte character with the character code "0x5c" in the low-order byte.
4.13.3	Fixed: Sometimes, the firmware cannot be updated via RC Gate.
4.13.1	1 st mass production

Model: Dolphin-C2		Date: 19-May-06	No.: RB188004
Subject: Firmware Release History (BCU_Engine)		Prepared by: F. Noguchi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Field request)		

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

Version	Program No.	Effective Date
1.04	B1885161D	1 st mass production
1.05:11	B1885161E	December 2005 production

Version	Symptom Corrected
1.04	1 st mass production
01.05:11	<p>The following new features were added to Wide Scan:</p> <ol style="list-style-type: none"> The scanned image of a custom-sized original is automatically centered on the printout. <i>Note: You do not need to put the original in the center of the original table.</i> It is not necessary to input the length or width of the custom-sized original. <p>Important: <i>To use these features, turn ON address 5 of Dip SW1 (Note: Dip SW1 is on the IOB).</i></p> <p>Limitations:</p> <ol style="list-style-type: none"> The new features can only be used with the Copier (cannot be used with the Scanner or Printer). The new features can only be used in combination with the following: Enlargement/reduction, Stamp, Positive/Negative, Mirror Image, Printing Position Adjustment, Margin. <i>Note: If you use the new features with other machine functions, the image quality cannot be guaranteed.</i> With Document Server data, the data can only be printed out to the pre-assigned exit tray, and only at 100% size (enlargement/reduction is not supported). <i>Note: If you use the new features with other exit trays or enlargement/reduction, the image quality cannot be guaranteed.</i> <p>To use these features:</p> <ol style="list-style-type: none"> Press "Orientation/Custom", and then press "Wide Scan". Select the paper roll and other Copy job settings. Put the original on the original table. Start the copy job.

Model: Dolphin-C2		Date: 22_June_2006	No.: RB188005
Subject: Firmware Release History (Security Module)		Prepared by: F. Noguchi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the Security Module (GW1e_DESS).

Version	Program No.	Effective Date
3.09	B7655172A	June 2006 production
2.08	B7655172	1 st mass production

Version	Symptom Corrected
3.09	<p><i>The DESS option supports 256-bit encryption.</i></p> <p><i>Fixd: If more than five users are added to the Address Book using Smart Device Monitor for Admin with SSL, the connection will stay active and appear to be updating. However, after an hour or more, the connection will close and the Address Book will not be updated.</i></p> <p><i>Fixed: The SSL/TLS rollback vulnerability. (TechMail#TS060225).</i></p>
2.08	1 st mass production

Reissued: 23 Jun 06

Model: Dolphin-C2	Date: 19-May-06	No.: RB188002a
-------------------	-----------------	----------------

RTB Reissue

Version 3.04 has been added.

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

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

Please note that if you skip a firmware version when attempting to update the firmware, the update may not work. Therefore please be sure to update the firmware in order.

Version	Program No.	Effective Date
3.04	B1885736D	June 2006 Production
3.03	B1885736C	January 2006 Production
3.02	B1885736B	October 2005 Production
3.01	B1885736A	August 2005 Production
3.0	B1885736	1 st Mass Production

Version	Symptom Corrected
3.04	<p>Fixed: A counter error occurs when the counter data is sent to the @Remote Center, although the electronic counter itself is working correctly. Note: This only occurs with @Remote connected machines.</p> <p>Fixed: The automatic logout confirmation might be displayed 2 times after the Exit button is pressed in System Settings. If this happens, the device will stall at the next login attempt. Note: The automatic logout confirmation is only displayed if someone is logged into the system and user/administrator authentication settings are changed before the Exit button is pressed.</p> <p>Fixed: The device might stall if a user attempts LDAP, Windows or Integration Server Authentication and cancels it from the operation panel before login is completed. The stall will only occur if, at the same time other users, tried one of the following:</p> <ul style="list-style-type: none"> - Access the Address Book from Web Image Monitor or Smart Device Monitor for Admin. - Print a document using User Authentication. <p>Fixed: If the Key Counter is uninstalled from the device, SDKs that need to access the Key Counter will receive an error message when they are run. This is the correct result. However the SDK name that displayed in the error message will be wrong.</p> <p>Fixed: The device that has the 'Authentication: High Security' setting might not</p>

Reissued: 23 Jun 06

Model: Dolphin-C2		Date: 19-May-06	No.: RB188002a
Version	Symptom Corrected		
	<p><i>be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters.</i></p> <p><i>This problem affects the following functions:</i></p> <ul style="list-style-type: none"> - LDAP Search - LDAP Connection Test - LDAP Authentication <p>Fixed: <i>Either the scanner or the entire device might stall if an LDAP search reference recursively spans 3 or more servers.</i></p>		
3.03	<p>Fixed: The Document Server operation panel might be locked if the operation panel is switched from Copier to Document Server while the Document server is storing a Print job. The Document Server itself (via Web Image Monitor) and all other operation panels work correctly.</p> <p>Fixed: Some of the data contained in a backup of the Address Book might not be encrypted. This can happen with any of the Address Book backup functions (SP mode, Web Image Monitor, Smart Device Monitor for Admin).</p>		
3.02	<p>Users cannot log into an MFP via Windows Authentication using a domain controller in a different subnet unless WINS is enabled (GFPR#RC05060014).</p> <p>Fixed: If the devices receive more than 300 login attempts without cycling the power, the error message SC991 will be displayed on the operation panel and users will not be able to login to the device. This can happen no matter where the logins attempts are made from the operation-panel, WIM, in print data.</p> <p>Fixed: The menu for the Rom Update may not be displayed in the Web Image Monitor. (GFPR#RC05070002)</p> <p>Fixed: The thumbnails of the stored files are blurry when they are displayed in Web Image Monitor, Desktop Binder or Desktop Editor for Production. This occurs only when data is scanned from a device with File Format Converter.</p>		
3.01	<p>The "Printer" button has been deleted from the display of the "Function Priority" in UP mode.</p>		

Model: Dolphin-C2		Date: 23_Jun_06	No.: RB188006
Subject: Firmware Release History (Web Support)		Prepared by: F. Noguchi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the Web Support (Web System).

Version	Program No.	Effective Date
1.07	B7655182A	June 2006 production
1.04	B7655182	1 st mass production

Version	Symptom Corrected
1.07	<p>1. New Ricoh logo added to WIM.</p> <p>2. Some menu items in WIM are incorrectly labelled.</p> <p>1) SSL settings in German. <i>(Wrong) [Verschl?sselung/ Text I?schen] [Chiffretext/ Text I?schen]</i> <i>(Correct) [Verschl?sselung/ Klartext] [Chiffretext/ Klartext]</i></p> <p>2) Administrator Authentication Management in Czech <i>(Wrong) Spr?va autorizace u?ivatele</i> <i>(Correct) Spr?va autorizace administr?tora</i></p> <p>3. LDAP Authentication does not work if configured using the 'LDAP Server 3, 4 or 5' settings from WIM. These settings work correctly if set from the operation panel.</p>
1.04	1 st mass production

Model: Dolphin-C2		Date: 23_Jun_06	No.: RB188007
Subject: Firmware Release History (Network Doc Box)		Prepared by: F. Noguchi	
From: 2nd Tech Support Sec. Service Support Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce the firmware release information for the Network Doc Box (Net File).

Version	Program No.	Effective Date
1.01	B1895183B	September 2006 production
1.00	B1895183A	August 2005 production
0.37	B1895183	1 st mass production

Version	Symptom Corrected
1.01	<i>Fixed: Filenames or usernames in the Document Server operation panel may appear garbled if they contain 2-byte characters. The only way to assign 2-byte characters to a filename or username in the Document Server is using Web Image Monitor, DeskTop Binder or DeskTop Editor for Production.</i>
1.00	<p>Fixed: If 2-byte characters are input for Name/Key Display using the SDM Address Management Tool, these characters will be displayed on the MFP control panel as the ASCII representations of the single byte values.</p> <p>Fixed: The device can not be accessed using SSL by utilities such as SDM for Admin after "Permit Simple Encryption" in Extended Security is disabled.</p> <p>Fixed: If the user clicks the 'Reception' menu under 'FAX History' and then immediately clicks the 'Document Server' menu, the 'Document Server' menu takes a long time to be displayed. This problem also happens in reverse-</p> <p>Fixed: The below operations may not complete successfully if multiple PCs are accessing the device at the same time.</p> <ul style="list-style-type: none"> - Using DeskTop Binder to send scanned files from the Document Server to a server such as Scan Router. - Configuration of the device using SDM for Admin's "User Management Tool". - Printing to a SDM port. <p>Fixed: If multiple PCs access the Document Server using WIM to download PDF files, an SC672 error might be displayed on the operation panel.</p>

Reissued: 28_Jun_06

Model: Dolphin-C2	Date: 19-May-06	No.: RB188004a
-------------------	-----------------	----------------

RTB Reissue

Version 1.06 has been added.

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

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

Version	Program No.	Effective Date
1.06	B1885161F	August 2006 production
1.05	B1885161E	December 2005 production
1.04	B1885161D	1 st mass production

Version	Symptom Corrected
1.06	Added another encryption algorithm for image processing.
1.05	<p>The following new features were added to Wide Scan:</p> <ol style="list-style-type: none"> The scanned image of a custom-sized original is automatically centered on the printout. Note: You do not need to put the original in the center of the original table. It is not necessary to input the length or width of the custom-sized original. <p>Important: To use these features, turn ON address 5 of Dip SW1 (Note: Dip SW1 is on the IOB).</p> <p>Limitations:</p> <ol style="list-style-type: none"> The new features can only be used with the Copier (cannot be used with the Scanner or Printer). The new features can only be used in combination with the following: Enlargement/reduction, Stamp, Positive/Negative, Mirror Image, Printing Position Adjustment, Margin. Note: If you use the new features with other machine functions, the image quality cannot be guaranteed. With Document Server data, the data can only be printed out to the pre-assigned exit tray, and only at 100% size (enlargement/reduction is not supported). Note: If you use the new features with other exit trays or enlargement/reduction, the image quality cannot be guaranteed.

Reissued: 28_Jun_06

Model: Dolphin-C2	Date: 19-May-06	No.: RB188004a
-------------------	-----------------	----------------

Version	Symptom Corrected
	To use these features: 1. Press "Orientation/Custom", and then press "Wide Scan". 2. Select the paper roll and other Copy job settings. 3. Put the original on the original table. 4. Start the copy job.
1.04	1 st mass production

Reissued on 19-Sep-06

Model: Model D-C2	Date: 13-Jul-06	No.: RB188008a
--------------------------	-----------------	----------------

RTB Reissue

Version 1.15 has been added.

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

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

Destination/ Part Number	USA B1885091	EU B1885092	CHN B1885093	Effective Date
Version/ Suffix				
1.15	A	A		August 2006
1.14			-	August 2005
1.12	-	-		July 2005

Version	Modified Points or Symptom Corrected
1.15	Symptom corrected: 1. Wording error on the bypass tray paper settings screen for the Copier (English): "film"->"Film". 2. Wording error for the translation of "Scan Size" (Spanish). 3. Wording error for the translation of "Used Toner Bottle is almost full" (all languages).
1.14	1st Mass production.(B1885093)
1.12	1st Mass production.(B1885091/B1885092)

Reissued on 19-Sep-06

Model: Model D-C2	Date: 13-Jul-06	No.: RB188009a
--------------------------	-----------------	----------------

Version 3.88 has been added.

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

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

Version	Program No.	Effective Date
3.88	B1885095A	August 2006
3.87	B1885095	1st Mass production.

Version	Modified Points or Symptom Corrected
3.88	Symptom corrected: 1. Wording error for the translation of "Used Toner Bottle is almost full" (all languages).
3.87	1st Mass production.

Model: Dolphin-C2		Date: 31-Oct-06	No.: RB188010
Subject: Driver for Printer Controller RW-480 (Ver.3.5.1)		Prepared by: F.Noguchi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

Other changes:

Supports the following drivers for Printer Controller RW-480 (ver.3.5.1):

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

Model: Dolphin-C2		Date: 18-May-07	No.: RB188011
Subject: RW480 Modification History		Prepared by: F.Noguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other (Firmware version up)		

This RTB contains the modification histories for the Printer Controller (RW480) firmware.

Part Number	B8081251	RTB
Version	Suffix	Issue date
3.6	-	---
3.6SP3(3.6.037)	A	22-May-07

< Version 3.6SP (3.6.037) >

Specification updates

- 1) AutoCAD2007 support
- 2) DWG option 2007 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.

Reissued: 07-Aug-07

Model: Dolphin-C2	Date: 23_Jun_06	No.: RB188006a
-------------------	-----------------	----------------

RTB Reissue

The items in bold italics have been added.

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

This RTB has been issued to announce the firmware release information for the Web Support (Web System).

Version	Program No.	Effective Date
1.08	<i>B7655182B</i>	<i>February 2007 production</i>
1.07	B7655182A	June 2006 production
1.04	B7655182	1 st mass production

Version	Symptom Corrected
1.08	<p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>Attempting to configure an IPP Authentication password of 8 two-byte numeric digits will cause the device's web service to stall.</i> <i>WebImageMonitor contained wording errors.</i> <ul style="list-style-type: none"> <i>"PSIZE_9inchWidth" was shown as "PSIZE_9 inchRoll".</i> <i>Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</i> <p><i>Note: To fix this issue, all of the following firmware must be applied:</i></p> <ul style="list-style-type: none"> <i>System firmware ver 3.05 or later</i> <i>Websys firmware ver 1.08 or later</i> <i>FA firmware ver 1.01.1 or later</i> <i>WebDocBox firmware ver 1.05 or later</i> <i>Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle", are worded in Web Image Monitor.</i>
1.07	<ol style="list-style-type: none"> New Ricoh logo added to WIM. Some menu items in WIM are improperly labelled. <ol style="list-style-type: none"> SSL settings in German. (Wrong) [Verschl?sselung/ Text l?schen] [Chiffretext/ Text l?schen] (Correct) [Verschl?sselung/ Klartext] [Chiffretext/ Klartext] Administrator Authentication Management in Czech (Wrong) Spr?va autorizace u?ivatele (Correct) Spr?va autorizace administr?tora

Reissued: 07-Aug-07

Model: Dolphin-C2		Date: 23_Jun_06	No.: RB188006a
Version	Symptom Corrected		
	3. LDAP Authentication does not work if configured using the 'LDAP Server 3, 4 or 5' settings from WIM. These settings work correctly if set from the operation panel.		
1.04	1 st mass production		

Reissued: 07-Aug-07

Model: Dolphin-C2	Date: 23_Jun_06	No.: RB188007a
-------------------	-----------------	----------------

RTB Reissue

The items in bold italics have been added.

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

This RTB has been issued to announce the firmware release information for the Network Doc Box (Net File).

Version	Program No.	Effective Date
<i>1.01.1</i>	<i>B1895183C</i>	<i>April 2007 production</i>
1.01	B1895183B	September 2006 production
1.00	B1895183A	August 2005 production
0.37	B1895183	1 st mass production

Version	Symptom Corrected
<i>1.01.1</i>	<p><i>Symptom corrected:</i></p> <p><i>1. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</i></p> <p><i>Note: To fix this issue, all of the following firmware must be applied:</i></p> <ul style="list-style-type: none"> - <i>System firmware ver 3.05 or later</i> - <i>Websys firmware ver 1.08 or later</i> - <i>NFA firmware ver 1.01.1 or later</i> - <i>WebDocBox firmware ver 1.05 or later</i>
1.01	Fixed: Filenames or usernames in the Document Server operation panel, may appear garbled if they contain 2-byte characters. The only way to assign 2-byte characters to a filename or username in the Document Server is using Web Image Monitor, DeskTop Binder or DeskTop Editor for Production.
1.00	<p>Fixed: If 2-byte characters are input for Name/Key Display using the SDM Address Management Tool, these characters will be displayed on the MFP control panel as the ASCII representations of the single byte values.</p> <p>Fixed: The device can not be accessed using SSL by utilities such as SDM for Admin after "Permit Simple Encryption" in Extended Security is disabled.</p> <p>Fixed: If the user clicks the 'Reception' menu under 'FAX History' and then immediately clicks the 'Document Server' menu, the 'Document Server' menu takes a long time to be displayed. This problem also happens in reverse-</p>

Reissued: 07-Aug-07

Model: Dolphin-C2	Date: 23_Jun_06	No.: RB188007a
-------------------	-----------------	----------------

Version	Symptom Corrected
	<p>Fixed: The below operations may not complete successfully if multiple PCs are accessing the device at the same time.</p> <ul style="list-style-type: none">- Using DeskTop Binder to send scanned files from the Document Server to a server such as Scan Router.- Configuration of the device using SDM for Admin's "User Management Tool".- Printing to a SDM port. <p>Fixed: If multiple PCs access the Document Server using WIM to download PDF files, an SC672 error might be displayed on the operation panel.</p>

Model: Dolphin-C2		Date: 07-Aug-07	No.: RB188012
Subject: Firmware Release History (Web DocBox)		Prepared by: F. Noguchi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

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

Version	Program No.	Effective Date
1.05	B1895184B	March 2007 production
1.04	B1895184A	1 st mass production

Version	Symptom Corrected
1.05	<p>Symptom corrected:</p> <p>1. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</p> <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> - System firmware ver 3.05 or later - Websys firmware ver 1.08 or later - NFA firmware ver 1.01.1 or later - WebDocBox firmware ver 1.05 or later
1.04	1 st mass production

Reissued: 21-Aug-07

Model: Dolphin-C2	Date: 19-May-06	No.: RB188002b
-------------------	-----------------	----------------

RTB Reissue

Version 3.05 has been added.

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

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

Please note that if you skip a firmware version when attempting to update the firmware, the update may not work. Therefore please be sure to update the firmware in order.

Version	Program No.	Effective Date
3.05	B1885736E	February 2007 production
3.04	B1885736D	June 2006 Production
3.03	B1885736C	January 2006 Production
3.02	B1885736B	October 2005 Production
3.01	B1885736A	August 2005 Production
3.0	B1885736	1 st Mass Production

Version	Symptom Corrected
3.05	<p>Symptom corrected:</p> <ol style="list-style-type: none"> SC955 occurs after a paper jam is cleared. Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> - System firmware ver 3.05 or later - Websys firmware ver 1.08 or later - NFA firmware ver 1.01.1 or later - WebDocBox firmware ver 1.05 or later <p>Other changes:</p> <ol style="list-style-type: none"> The AOF setting was moved from UP mode to SP mode. <p>Note: This was to conform to the new Energy Star requirements.</p>
3.04	<p>Fixed: A counter error occurs when the counter data is sent to the @Remote Center, although the electronic counter itself is working correctly. Note: This only occurs with @Remote connected machines.</p> <p>Fixed: The automatic logout confirmation might be displayed 2 times after the Exit button is pressed in System Settings. If this happens, the device will stall next login attempt. Note: The automatic logout confirmation is only displayed if someone is logged into</p>

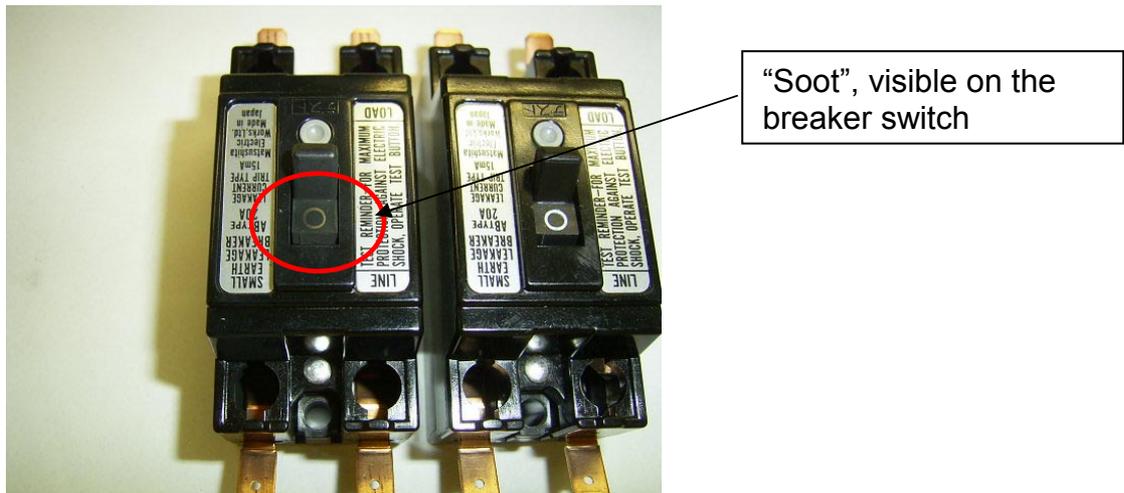
Reissued: 21-Aug-07

Model: Dolphin-C2	Date: 19-May-06	No.: RB188002b
Version	Symptom Corrected	
	<p>the system and user/administrator authentication settings are changed before the Exit button is pressed.</p> <p>Fixed: The device might stall if a user attempts LDAP, Windows or Integration Server Authentication and cancels it from the operation panel before login is completed. The stall will only occur if, at the same time other users, tried one of the following:</p> <ul style="list-style-type: none"> - Access the Address Book from Web Image Monitor or Smart Device Monitor for Admin. - Print a document using User Authentication. <p>Fixed: If the Key Counter is uninstalled from the device, SDKs that need to access the Key Counter will receive an error message when they are run. This is the correct result. However the SDK name that displayed in the error message will be wrong.</p> <p>Fixed: The device that has the 'Authentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters.</p> <p>This problem effects the following functions:</p> <ul style="list-style-type: none"> - LDAP Search - LDAP Connection Test - LDAP Authentication <p>Fixed: Either the scanner or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers.</p>	
3.03	<p>Fixed: The Document Server operation panel might be locked if the operation panel is switched from Copier to Document Server while the Document server is storing a Print job. The Document Server itself (via Web Image Monitor) and all other operation panels work correctly.</p> <p>Fixed: Some of the data contained in a backup of the Address Book might not be encrypted. This can happen with any of the Address Book backup functions (SP mode, Web Image Monitor, Smart Device Monitor for Admin).</p>	
3.02	<p>Users cannot log into an MFP via Windows Authentication using a domain controller in a different subnet unless WINS is enabled (GFPR#RC05060014).</p> <p>Fixed: If the devices receive more than 300 login attempts without cycling the power, the error message SC991 will be displayed on the operation panel and users will not be able to login to the device. This can happen no matter where the logins attempts are made from the operation-panel, WIM, in print data.</p> <p>Fixed: The menu for the Rom Update may not be displayed in the Web Image Monitor. (GFPR#RC05070002)</p> <p>Fixed: The thumbnails of the stored files are blurry when they are displayed in Web Image Monitor, Desktop Binder or Desktop Editor for Production. This occurs only when data is scanned from a device with File Format Converter.</p>	
3.01	<p>The "Printer" button has been deleted from the display of the "Function Priority" in UP mode.</p>	

Model: Dolphin-C2		Date: 14-Sep-07	No.: RB188013
Subject: The machine does not power up.		Prepared by: F.Noguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

SYMPTOM

The machine does not power up when the main power switch is turned ON.



Damaged breaker

Normal breaker

CAUSE

The AC power source fluctuates to a level of 400V or higher, which damages the breaker.

SOLUTION

Replace the breaker.

Important: Never continue using a damaged breaker. Always replace it. If a damaged breaker is used, spikes in the AC power source can damage the PSU.

Note: To prevent any damage to the breaker from fluctuations in the AC power source, it is recommended to install a constant-voltage transformer (voltage stabilizer).

Reissued: 19-Oct-07

Model: Dolphin-C2	Date: 19-May-06	No.: RB188002c
-------------------	-----------------	----------------

RTB Reissue

Version 3.05 has been added.

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

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

Please note that if you skip a firmware version when attempting to update the firmware, the update may not work. Therefore please be sure to update the firmware in order.

Version	Program No.	Effective Date
3.06	B1885736F	October 2007 production
3.05	B1885736E	February 2007 production
3.04	B1885736D	June 2006 Production
3.03	B1885736C	January 2006 Production
3.02	B1885736B	October 2005 Production
3.01	B1885736A	August 2005 Production
3.0	B1885736	1 st Mass Production

Version	Symptom Corrected
3.06	<p>Symptom corrected:</p> <ol style="list-style-type: none"> The mixed size of PDFs created by the scanner might not match the size selected in the operation panel. Note: Both System firmware (version 3.06 or later) and NFA firmware (version 1.02 or later) need to be applied to fix this issue. The device might not be able to access the network under the following conditions (FPR#RC07050005): <ul style="list-style-type: none"> The device is connected to a HUB that has link flapping enabled. The device "Ethernet speed" is not "Auto". All pages of a PDF file are blank if created by scanning with the Custom Size setting.
3.05	<p>Symptom corrected:</p> <ol style="list-style-type: none"> SC955 occurs after a paper jam is cleared. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: <ul style="list-style-type: none"> System firmware ver 3.05 or later Websys firmware ver 1.08 or later NFA firmware ver 1.01.1 or later WebDocBox firmware ver 1.05 or later

Reissued: 19-Oct-07

Model: Dolphin-C2	Date: 19-May-06	No.: RB188002c
Version	Symptom Corrected	
	<p>Other changes:</p> <ol style="list-style-type: none"> The AOF setting was moved from UP mode to SP mode. Note: This was to conform to the new Energy Star requirements. 	
3.04	<p>Fixed: A counter error occurs when the counter data is sent to the @Remote Center, although the electronic counter itself is working correctly. Note: This only occurs with @Remote connected machines.</p> <p>Fixed: The automatic logout confirmation might be displayed 2 times after the Exit button is pressed in System Settings. If this happens, the device will stall next login attempt. Note: The automatic logout confirmation is only displayed if someone is logged into the system and user/administrator authentication settings are changed before the Exit button is pressed.</p> <p>Fixed: The device might stall if a user attempts LDAP, Windows or Integration Server Authentication and cancels it from the operation panel before login is completed. The stall will only occur if, at the same time other users, tried one of the following:</p> <ul style="list-style-type: none"> - Access the Address Book from Web Image Monitor or Smart Device Monitor for Admin. - Print a document using User Authentication. <p>Fixed: If the Key Counter is uninstalled from the device, SDKs that need to access the Key Counter will receive an error message when they are run. This is the correct result. However the SDK name that displayed in the error message will be wrong.</p> <p>Fixed: The device that has the 'Authentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem effects the following functions:</p> <ul style="list-style-type: none"> - LDAP Search - LDAP Connection Test - LDAP Authentication <p>Fixed: Either the scanner or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers.</p>	
3.03	<p>Fixed: The Document Server operation panel might be locked if the operation panel is switched from Copier to Document Server while the Document server is storing a Print job. The Document Server itself (via Web Image Monitor) and all other operation panels work correctly.</p> <p>Fixed: Some of the data contained in a backup of the Address Book might not be encrypted. This can happen with any of the Address Book backup functions (SP mode, Web Image Monitor, Smart Device Monitor for Admin).</p>	
3.02	<p>Users cannot log into an MFP via Windows Authentication using a domain controller in a different subnet unless WINS is enabled (GFPR#RC05060014).</p> <p>Fixed: If the devices receive more than 300 login attempts without cycling the power, the error message SC991 will be displayed on the operation panel and users will not be able to login to the device. This can happen no matter where the logins attempts are made from the operation-panel, WIM, in print data.</p>	

Reissued: 19-Oct-07

Model: Dolphin-C2	Date: 19-May-06	No.: RB188002c
Version	Symptom Corrected	
	Fixed: The menu for the Rom Update may not be displayed in the Web Image Monitor. (GFPR#RC05070002)	
	Fixed: The thumbnails of the stored files are blurry when they are displayed in Web Image Monitor, Desktop Binder or Desktop Editor for Production. This occurs only when data is scanned from a device with File Format Converter.	
3.01	The "Printer" button has been deleted from the display of the "Function Priority" in UP mode.	

Reissued: 19-Oct-07

Model: Dolphin-C2	Date: 23-Jun-06	No.: RB188007b
-------------------	-----------------	----------------

RTB Reissue

The items in bold italics have been added.

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

This RTB has been issued to announce the firmware release information for the Network Doc Box (Net File).

Version	Program No.	Effective Date
1.02	<i>B1895183D</i>	<i>September 2007 production</i>
1.01.1	B1895183C	April 2007 production
1.01	B1895183B	September 2006 production
1.00	B1895183A	August 2005 production
0.37	B1895183	1 st mass production

Version	Symptom Corrected
1.02	<p><i>Symptom corrected:</i></p> <p><i>1. The mixed size of PDFs created by the scanner might not match the size selected in the operation panel.</i></p> <p><i>Note: Both System firmware (version 3.06 or later) and NFA firmware (version 1.02 or later) need to be applied to fix this issue.</i></p>
1.01.1	<p>Symptom corrected:</p> <p>1. Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address.</p> <p>Note: To fix this issue, all of the following firmware must be applied:</p> <ul style="list-style-type: none"> - System firmware ver 3.05 or later - Websys firmware ver 1.08 or later - NFA firmware ver 1.01.1 or later - WebDocBox firmware ver 1.05 or later
1.01	Fixed: Filenames or usernames in the Document Server operation panel, may appear garbled if they contain 2-byte characters. The only way to assign 2-byte characters to a filename or username in the Document Server is using Web Image Monitor, DeskTop Binder or DeskTop Editor for Production.
1.00	Fixed: If 2-byte characters are input for Name/Key Display using the SDM Address Management Tool, these characters will be displayed on the MFP control panel as the ASCII representations of the single byte values.

Reissued: 19-Oct-07

Model: Dolphin-C2	Date: 23-Jun-06	No.: RB188007b
-------------------	-----------------	----------------

Version	Symptom Corrected
	<p>Fixed: The device can not be accessed using SSL by utilities such as SDM for Admin after "Permit Simple Encryption" in Extended Security is disabled.</p> <p>Fixed: If the user clicks the 'Reception' menu under 'FAX History' and then immediately clicks the 'Document Server' menu, the 'Document Server' menu takes a long time to be displayed. This problem also happens in reverse-</p> <p>Fixed: The below operations may not complete successfully if multiple PCs are accessing the device at the same time.</p> <ul style="list-style-type: none">- Using DeskTop Binder to send scanned files from the Document Server to a server such as Scan Router.- Configuration of the device using SDM for Admin's "User Management Tool".- Printing to a SDM port. <p>Fixed: If multiple PCs access the Document Server using WIM to download PDF files, an SC672 error might be displayed on the operation panel.</p>

Reissued: 06-Dec-07

Model: Dolphin-C2	Date: 18-May-07	No.: RB188011a
-------------------	-----------------	----------------

RTB Reissue

Version 3.7.1(3.7.110) has been released.

Subject: RW480 Modification History		Prepared by: F.Noguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware version up)		

This RTB contains the modification histories for the Printer Controller (RW480) firmware.

Part Number	B8081251	RTB
Version	Suffix	Issue date
3.6	-	---
3.6SP3(3.6.037)	A	22-May-07
3.7.1(3.7.110)	B8088803	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)**
- **Support for Adobe PDF up to version 1.6 by Adobe engine.
Note: Know limitations from Plotbase version3.7.1 also apply.**

Reissued: 06-Dec-07

Model: Dolphin-C2	Date: 18-May-07	No.: RB188011a
-------------------	-----------------	----------------

4) Resolved problems

- *Scantools does not close multiple page PDFs properly after a scan job.*
- *It is not possible to print or scan using the RATIO controller when an SDK application is installed.*

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-480 PLOTBASE.

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
- 2) DWG option 2007 support

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

Please refer to install run.

Model: Dolphin-C2		Date: 18-Mar-08	No.: RB188014
Subject: Kernel Driver v1.05.3 for RW480		Prepared by: F.Noguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

Symptom corrected:

Poor fusing when printing from the RW480 printer controller onto tracing paper.

IMPORTANT: To apply the changes in this kernel driver (v1.05.3), you need to update Printer Controller RW480 to v3.7.1.

How to update the kernel driver:**Windows 2000/XP:**

Follow the instructions (“**How to update a kernel driver over an already installed kernel driver**”).

Windows Vista:

Do the following procedure, and then follow the instructions (“**How to update a kernel driver over an already installed kernel driver**”).

- 1) Access the Windows Control Panel, and then open the Device Manager.
- 2) Open the User Account Control dialog, and then press "**Continue**".
- 3) Select "**RATIO D3.0 Board**", which is listed directly under "Multifunction Adapters."

Model: Dolphin-C2

Date: 18-Mar-08

No.: RB188014

How to update the kernel driver over an already installed kernel driver”

This document describes how to update a kernel driver for a controller, if such a kernel driver is already installed.

Step 0:

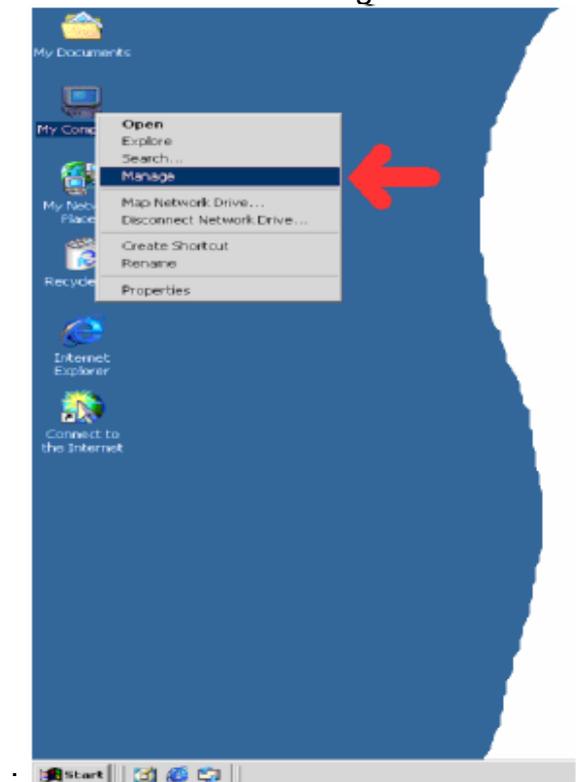
Preparation:

Start/Boot your PC as usual.

Make sure you have administrative rights.

Step 1:

Start the device manager as follows:

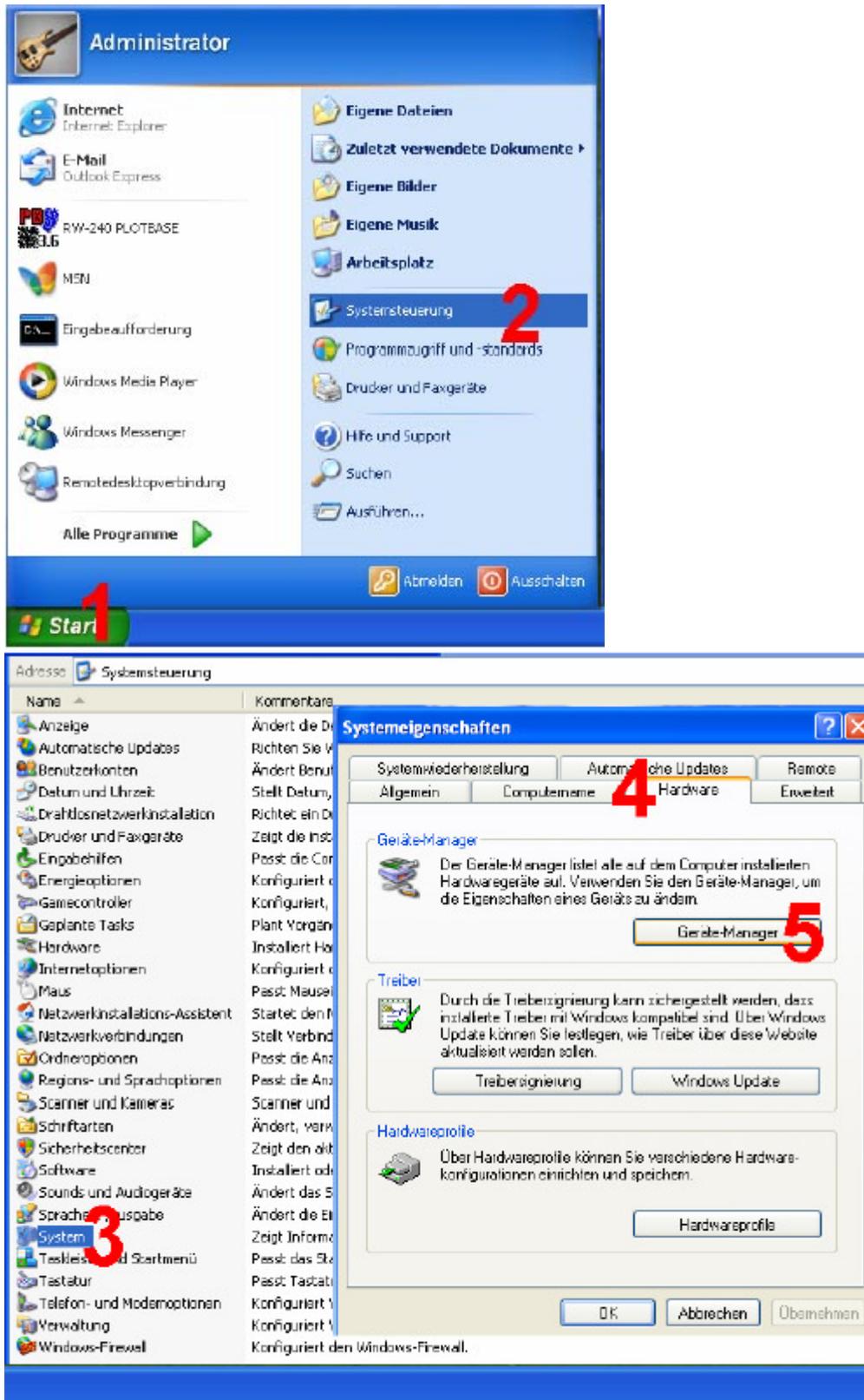


Model: Dolphin-C2

Date: 18-Mar-08

No.: RB188014

Or as follows:



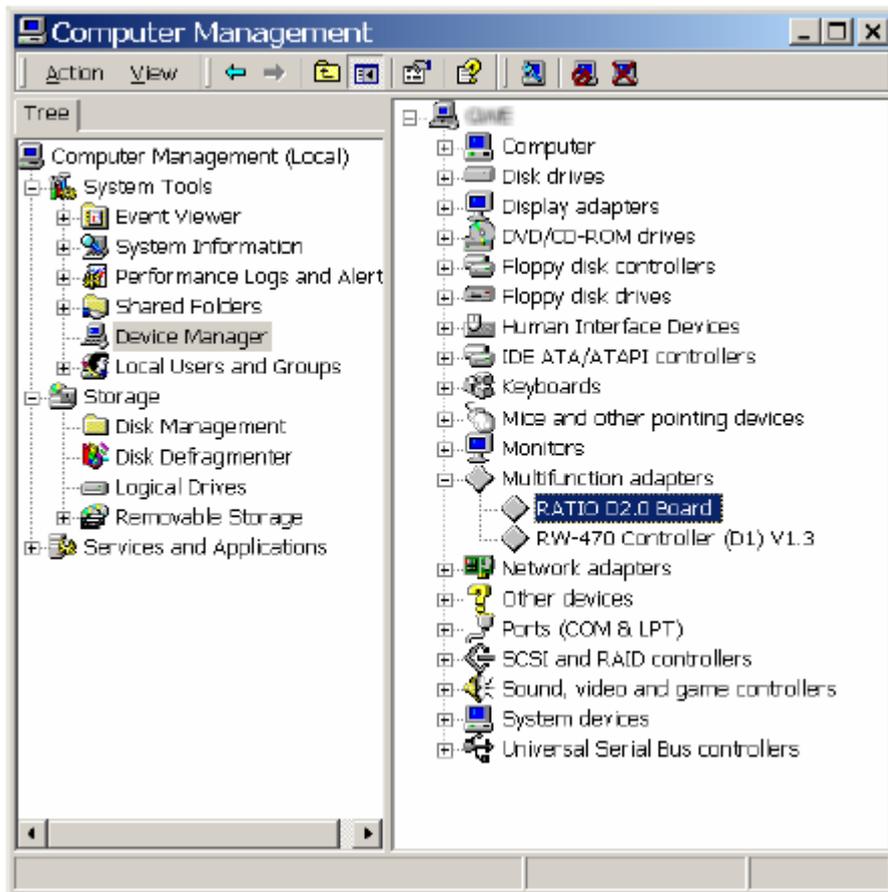
Model: Dolphin-C2

Date: 18-Mar-08

No.: RB188014

Step 2:

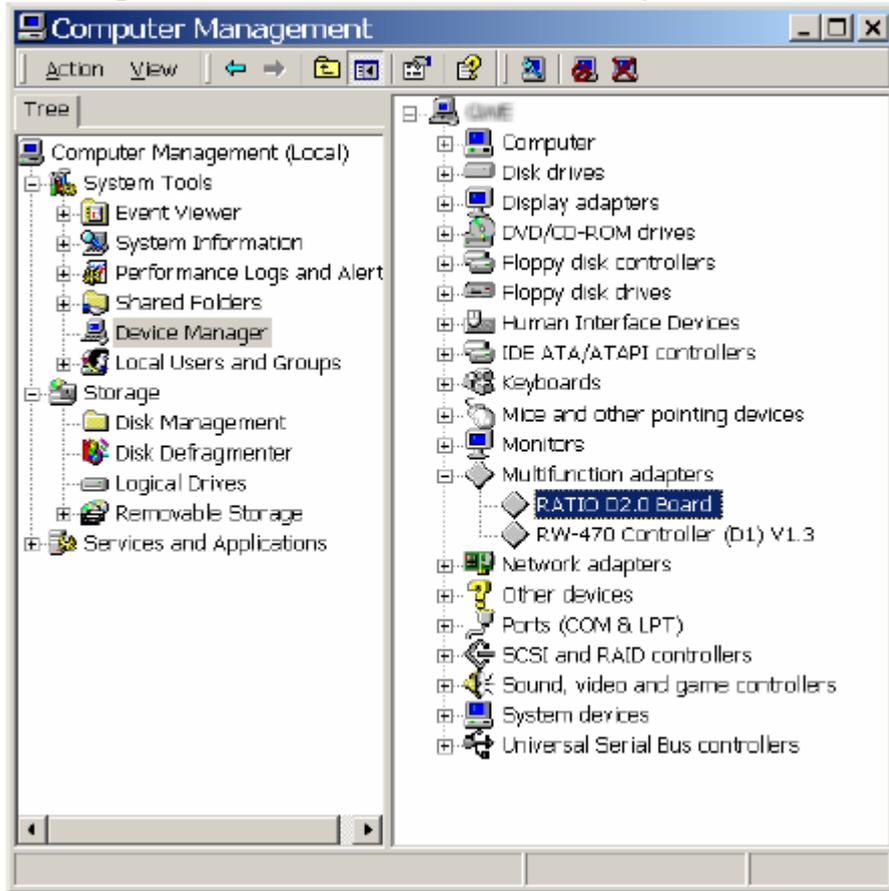
Open the properties of the appropriate device by double-clicking the highlighted item in the left list.



Model: Dolphin-C2	Date: 18-Mar-08	No.: RB188014
-------------------	-----------------	---------------

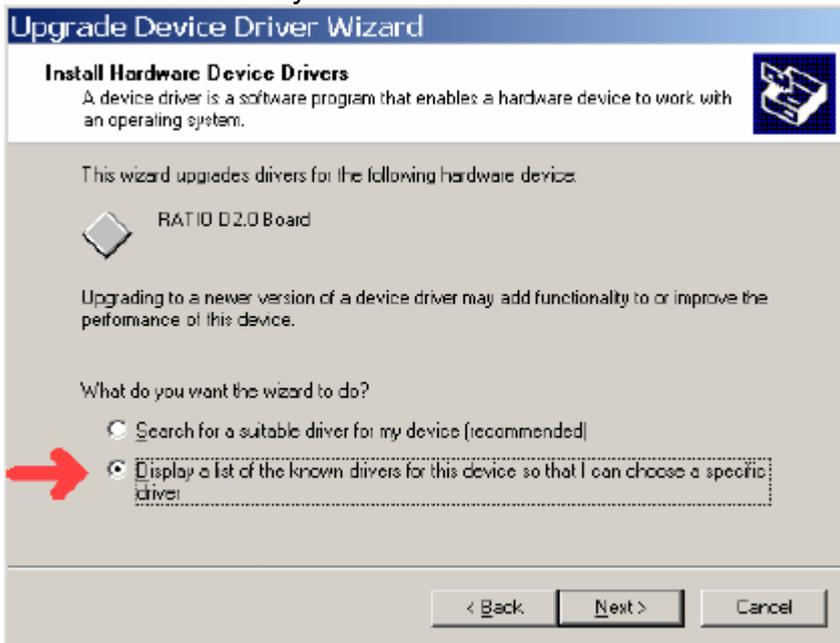
Step 3:

Change to the tab "Driver". Click Button "Update Driver..."



Step 4:

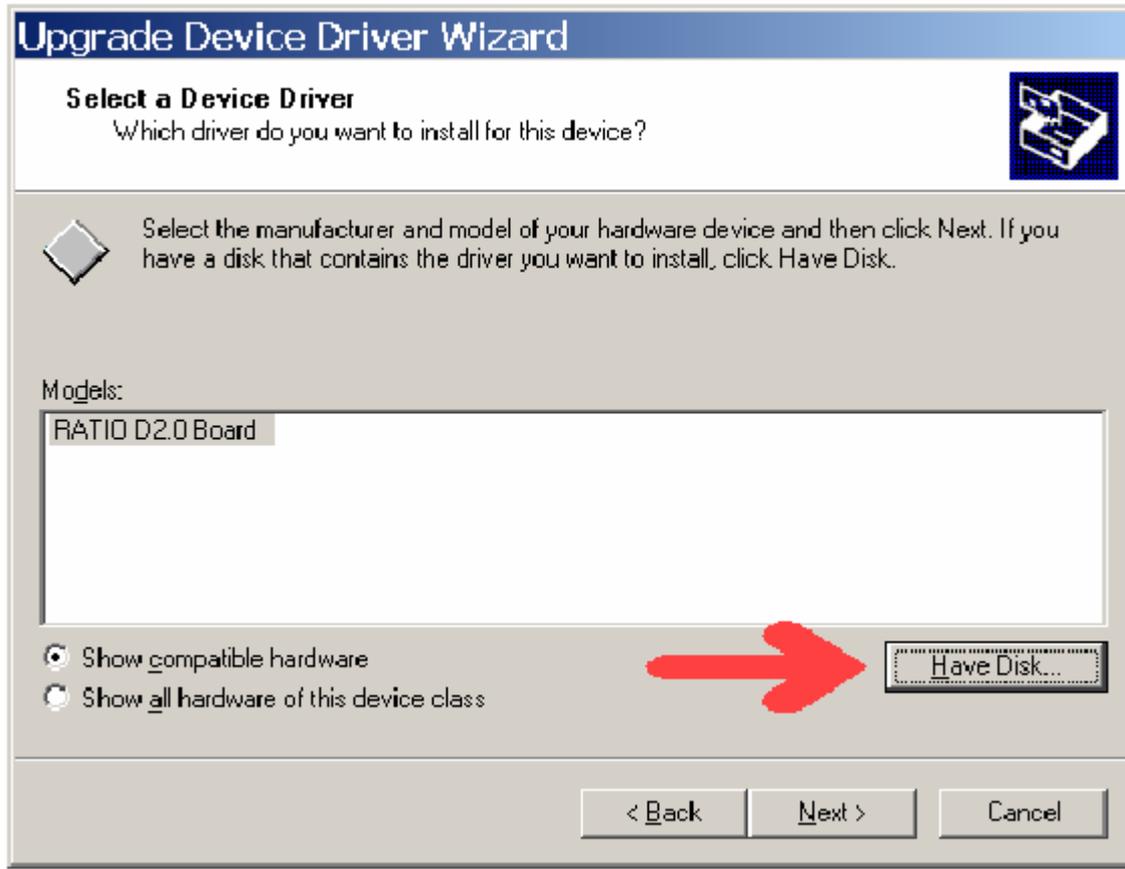
The driver wizard opens. Click "Next"
Select the 2nd entry in the list and click "Next".



Model: Dolphin-C2	Date: 18-Mar-08	No.: RB188014
-------------------	-----------------	---------------

Step 5:

Click "Have Disk".



And browse to the folder where your new driver is.



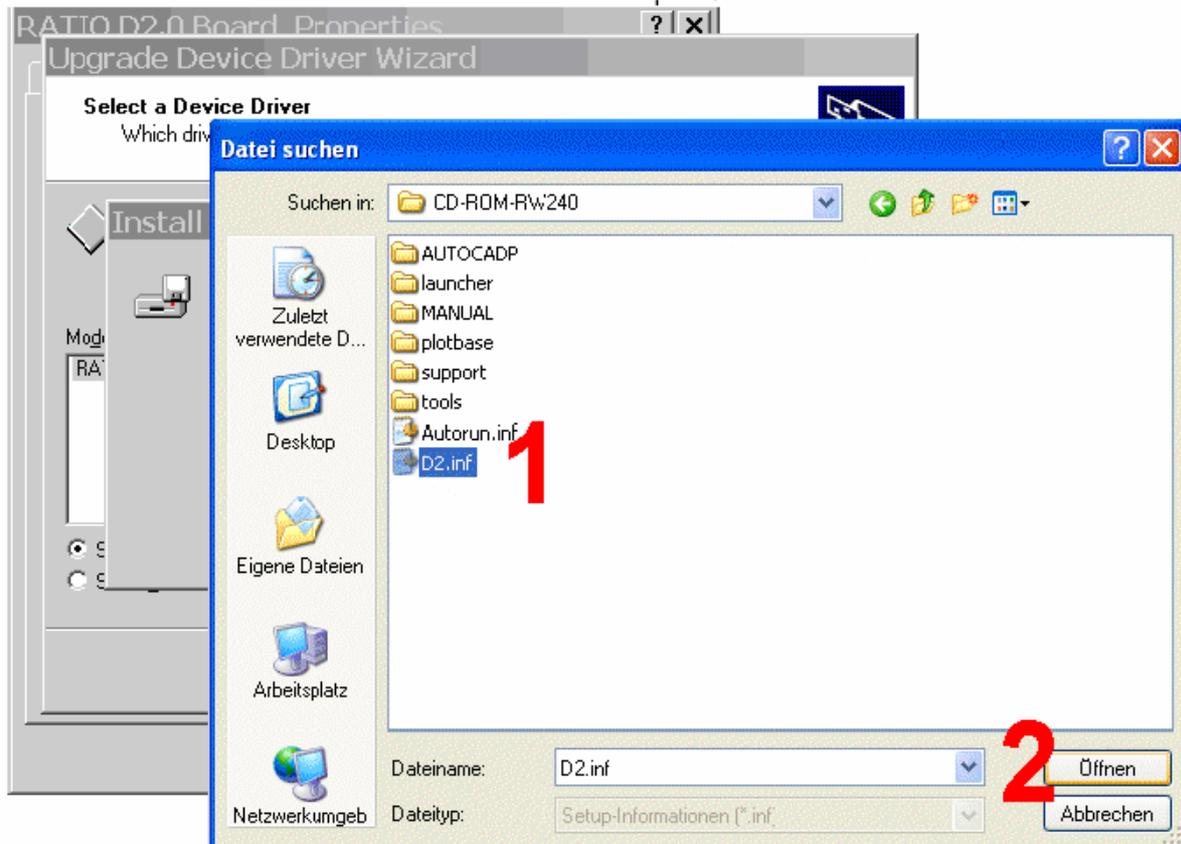
Model: Dolphin-C2

Date: 18-Mar-08

No.: RB188014

Step 6:

Select the correct INF-File and continue with "Open".



Model: Dolphin-C2	Date: 18-Mar-08	No.: RB188014
-------------------	-----------------	---------------

Step 7:

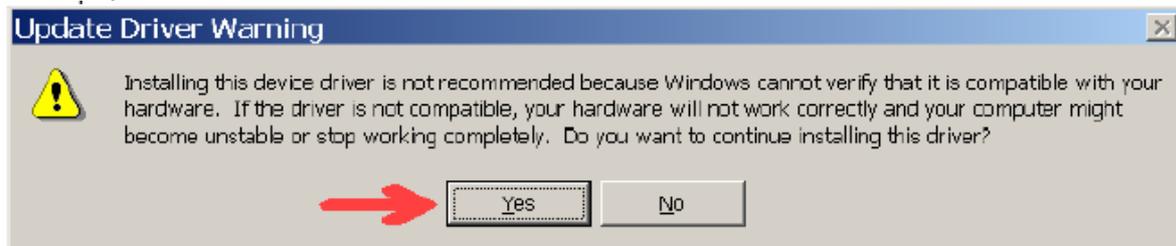
Continue with "OK".

Select the correct hardware device and click "Next".



Step 8:

Accept the new driver with "Yes".



Model: Dolphin-C2	Date: 18-Mar-08	No.: RB188014
-------------------	-----------------	---------------

Step 9:

Click the "Finish" button.



Step 10:

Restart your computer.

You can then check in the device manager again, to see if the new driver is loaded.

Model: Dolphin-C2		Date: 14-Nov-08	No.: RB188015
Subject: SP2 release note for Printer Controller RW-480		Prepared by: F.Noguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

This is a release note for Printer Controller RW-480.

***** 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. Symptom corrected:

- 1) HPGL files that contain the "Oce-Job1Ticket" header cannot be printed.
- 2) Cannot print after Plotbase Server PC recovers from Energy Saver mode.

2. Other changes:

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

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

3. 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.

Model: Dolphin-C2		Date: 26-Mar-09	No.: RB188016
Subject: SP2 release note for Printer Controller RW-480		Prepared by: F.Noguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

This is a release note for Printer Controller RW-480.

***** 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:

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-480 pc3 drivers.

Name	Size	Type	Date Modified
PMP Files		File Folder	16.06.2006 12:41
Add-A-Plotter Wizard	1 KB	Shortcut	16.06.2006 12:41
Default Windows System Printer .pc3	2 KB	AutoCAD Plotter Co...	03.03.2003 11:36
DWF6 ePlot.pc3	5 KB	AutoCAD Plotter Co...	28.07.2004 19:14
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
PublishToWeb JPG.pc3	1 KB	AutoCAD Plotter Co...	07.12.1999 12:53
PublishToWeb PNG.pc3	1 KB	AutoCAD Plotter Co...	21.11.2000 15:18

5. Go to your directory containing the update (RW-480 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.

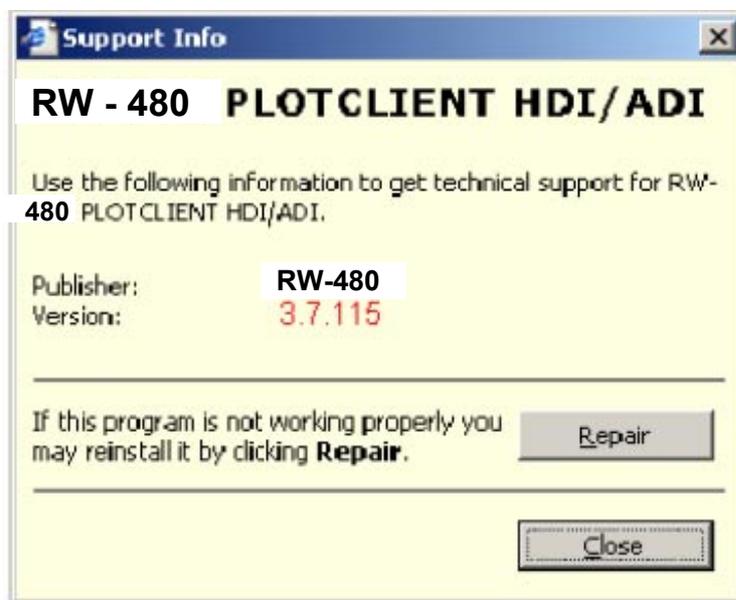
6. Execute the correct setup.exe.

Model: Dolphin-C2	Date: 26-Mar-09	No.: RB188016
-------------------	-----------------	---------------

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-480 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-480 PlotClient HDI” and click on “Support information”.

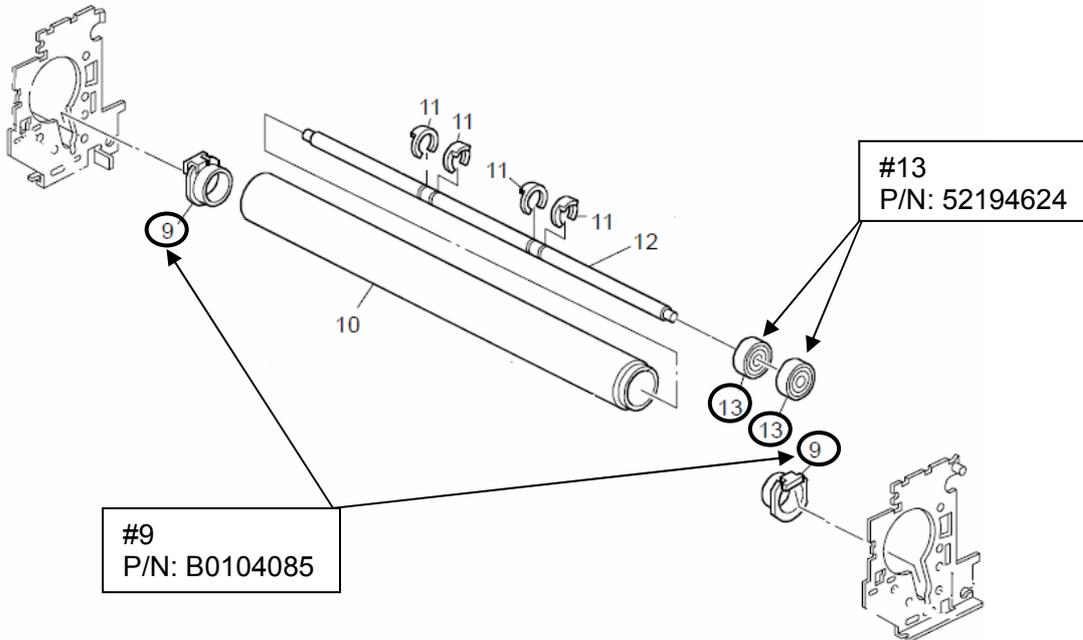


10. Reboot
We recommend that you reboot your Plotbase computer, even though this is generally not necessary.

Model: D-C2		Date: 19-Jun-09	No.: RB188017
Subject: Parts catalog correction		Prepared by: F.Noguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

	Part number	Description	Q'ty	Page	Index	Note
Incorrect	52194624	Ball Bearing – 20x42x12	2	57	9	
	B0104085	Pressure Roller Holder	2	57	13	
Correct	52194624	Ball Bearing – 20x42x12	2	57	13	
	B0104085	Pressure Roller Holder	2	57	9	

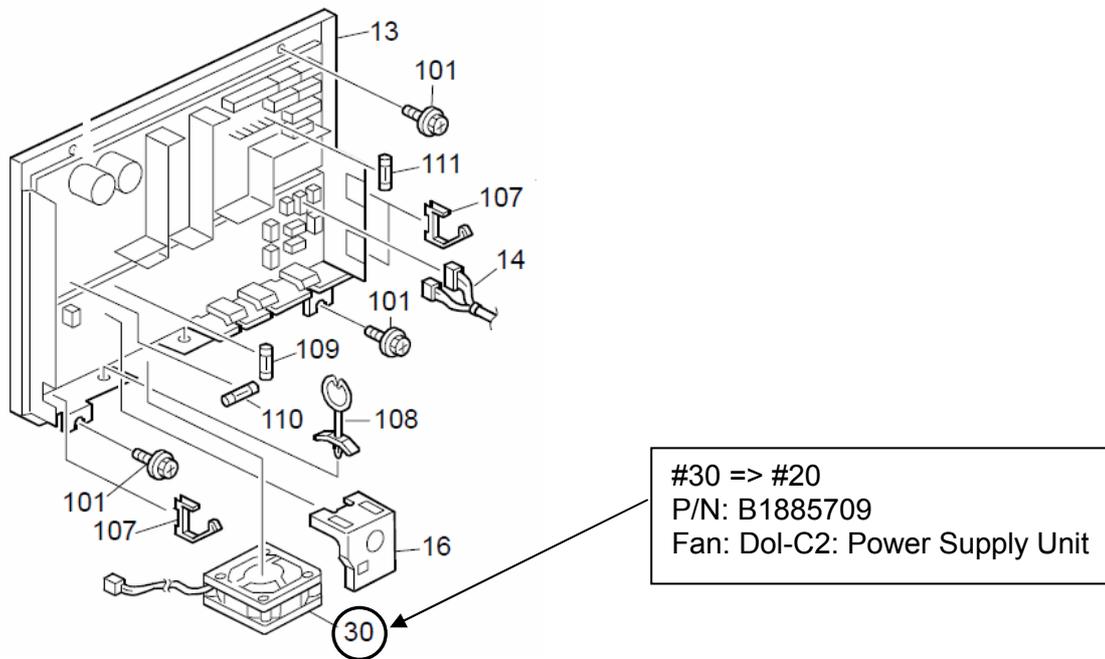
Change/Reason: The index numbers in the parts list were corrected as shown.



Model: D-C2		Date: 22-Jul-09	No.: RB188018
Subject: Parts catalog correction		Prepared by: F.Noguchi	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

Change/Reason: The index number in the illustration was corrected as shown.

30. Electrical Section 1 (B188)



Model: D-C2		Date: 29-Jan-10	No.: RB188019
Subject: PlotClient HDI for Printer Controller RW-480		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

This is a release note for Printer Controller RW-480.

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

1. PLOTBASE version 3.6SP3(3.6.037) or earlier does not require this update.
2. Fixed: Jobs submitted to the printer controller cannot be processed and are cancelled.
This only affected jobs created using AutoCAD on a Simplified Chinese OS.

Note:

1. This PlotClient HDI update is designed for the most recent versions of PLOTBASE version 3.7.1.
2. 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-480 pc3 drivers.

Name	Size	Type	Date Modified
PMP Files		File Folder	16.06.2006 12:41
Add-A-Plotter Wizard	1 KB	Shortcut	16.06.2006 12:41
Default Windows System Printer.pc3	2 KB	AutoCAD Plotter Co...	03.03.2003 11:36
DWF6 ePlot.pc3	5 KB	AutoCAD Plotter Co...	28.07.2004 19:14
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
PublishToWeb JPG.pc3	1 KB	AutoCAD Plotter Co...	07.12.1999 12:53
PublishToWeb PNG.pc3	1 KB	AutoCAD Plotter Co...	21.11.2000 15:18

Model: D-C2	Date: 29-Jan-10	No.: RB188019
--------------------	-----------------	---------------

5. Go to your directory containing the update (RW-480 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 AutoCAD2010 on a computer which has Windows XP x64 (64 bit Version). Then you should use the setup.exe from the x64 directory.

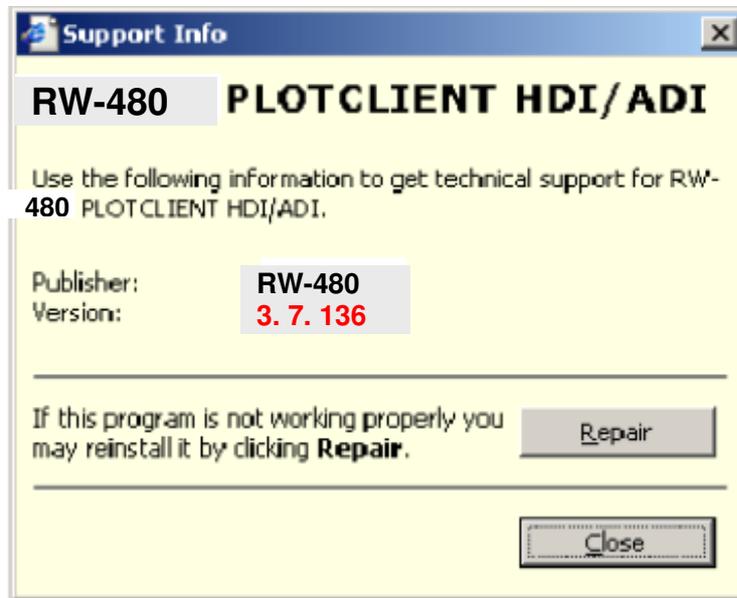
6. Execute the correct setup.exe.
7. Follow the instructions with “Next” and “Install”.
8. Install the updated PC3 files.

For reinstallation of the PC3 files, please refer to RW-480 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-480 PlotClient HDI” and click on “Support information”.



10. Reboot

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

Model: D-C2		Date: 07-Jun-10	No.: RB188020
Subject: SP4 Release note for Printer Controller RW-480		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

This is a release note for Printer Controller RW-480 firmware.

***** RW-480 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

2. Symptom corrected:

AutoCAD2009 submitted from a Simplified Chinese OS result in the jobs being cancelled and the device stalling while displaying "Preparing Data".
This only affected jobs submitted by the HDI driver.

Model: D-C2

Date: 07-Jun-10

No.: RB188020

Firmware download/storage:

The RW-480 Printer Controller firmware is divided into the following five files, due to the large size of the original file.

Do the following when downloading and restoring the firmware:

1. Download each of the following files and store them in the same folder:

RW480SP4.part1.exe (B8088804_371SP4_1)

RW480SP4.part2.rar (B8088804_371SP4_2)

RW480SP4.part3.rar (B8088804_371SP4_3)

RW480SP4.part4.rar (B8088804_371SP4_4)

2. Double-click on the .exe file (the first file listed above).

Note: When you do this, the .exe file is automatically decompressed and the five separate files listed above are automatically combined (restored) into the original firmware file, "RW480SP4.iso".

3. Burn this restored file onto a DVD-ROM.

SP4 Installation Procedure:

Before updating the Printer Controller RW-480, please make sure that all running applications are closed on your Plotbase computer.

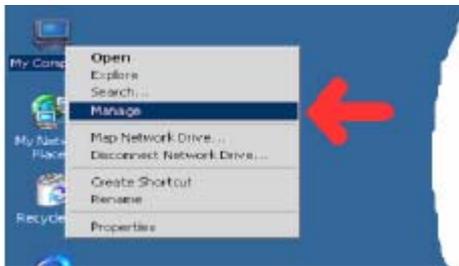
1. Update the Kernel Driver.

1) Preparation:

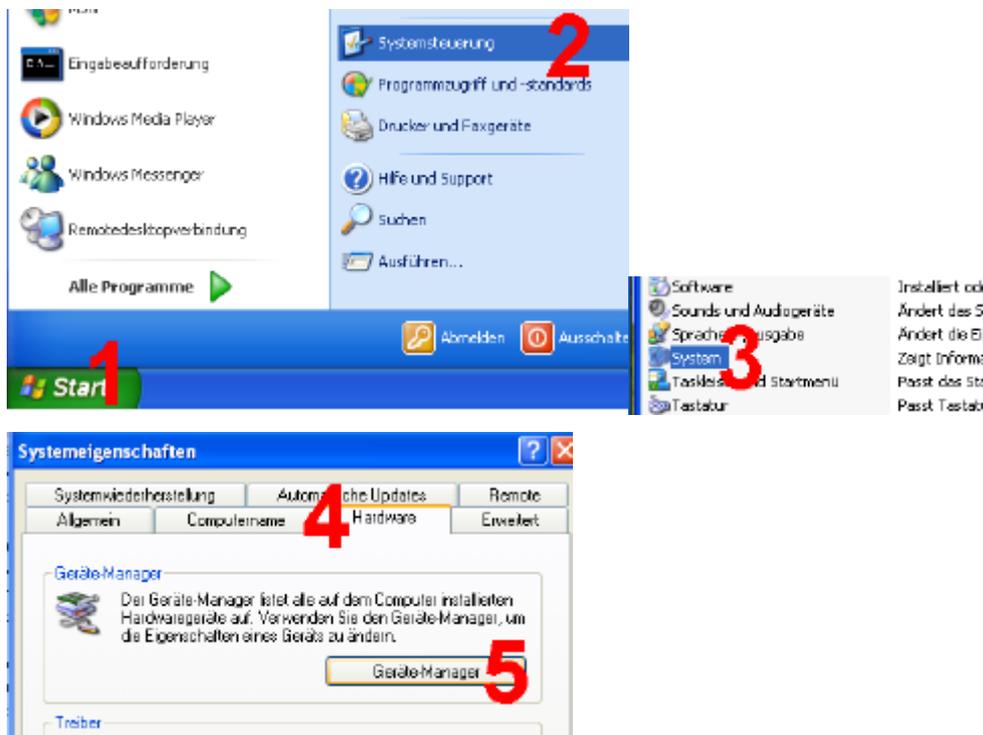
Start/Boot your PC as usual.

Make sure you have administrative rights.

2) Start the device manager as follows:

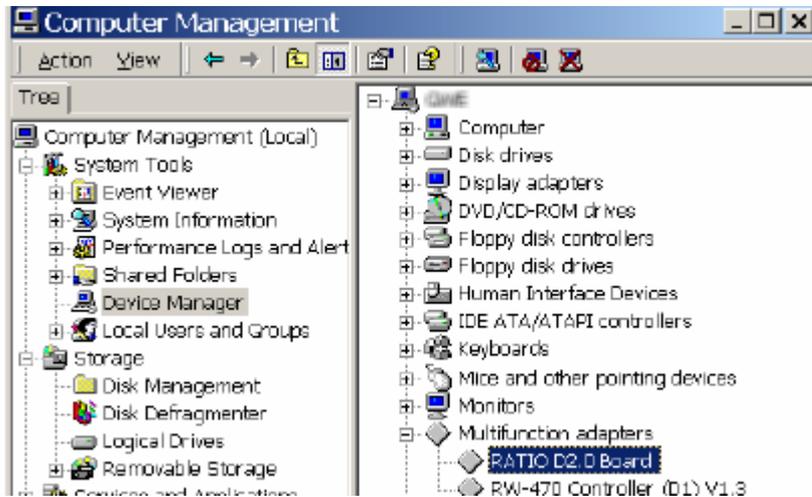


or as follows:



Model: D-C2	Date: 07-Jun-10	No.: RB188020
--------------------	-----------------	---------------

- 3) Open the properties of the appropriate device by double-clicking the highlighted item in the left list.



- 4) Change to the tab "Driver". Click Button "Update Driver..."



Model: D-C2	Date: 07-Jun-10	No.: RB188020
--------------------	-----------------	---------------

- 5) The driver wizard opens. Click "Next"
Select 2nd entry in list and click "Next".



- 6) Click "Have Disk".

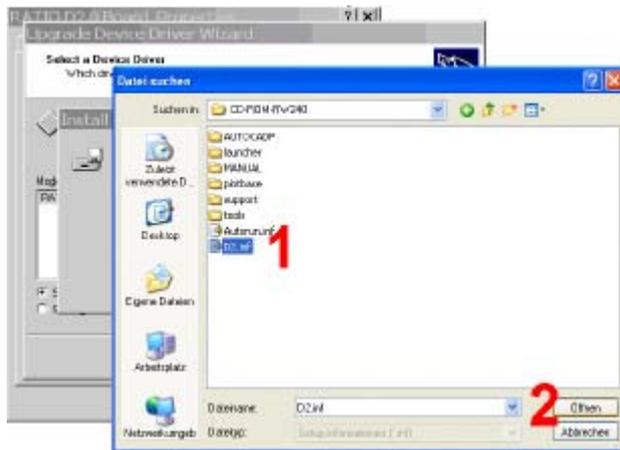


and browse to the folder, where your new driver is.

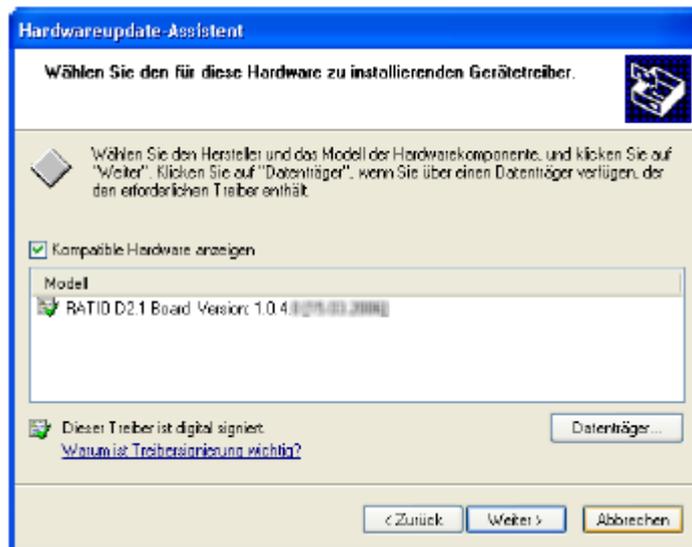


Model: D-C2	Date: 07-Jun-10	No.: RB188020
--------------------	-----------------	---------------

7) Select the correct INF-File and continue with “Open”.



8) Continue with “OK”. Select the correct hardware device and click “Next”.



9) Accept the new driver with “Yes”.



Model: D-C2	Date: 07-Jun-10	No.: RB188020
-------------	-----------------	---------------

10) Press the “Finish” button.



11) Restart your computer.

You can then check in the device manager again, if the new driver is loaded.

2. Uninstall the LibCad from your Plotbase computer.

Windows OS => Start => Add or Remove Program => LibCad200x => Remove

Note: Before the SP4 upgrade can be performed, it is necessary to uninstall LibCad200x from Plotbase computers with the DWG option installed.

3. Set the DVD-ROM for “RW-480PrinterControllerVer.3.7.1SP4.

4. After boot up the “Setup Launcher”, select the “Updated previous version”.

5. Follow the instructions displayed to perform Steps 1–5.

6. Update the RSP file to the most recent version that supports LibCad2010.

7. Reboot your Plotbase computer.

Note: Although this is not a necessary step, it is recommended that you do this.

Reissued: 27-Aug-10

Model: Dolphin-C2	Date: 19-May-06	No.: RB188003b
-------------------	-----------------	----------------

RTB Reissue

Version 4.13.5 has been added.

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

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

Version	Program No.	Effective Date
4.13.5	B1895181E	September 2010 Production
4.13.4	B1895181D	April 2007 Production
4.13.3	B1895181C	January 2006 Production
4.13.1	B1885181B	1 st mass production

Version	Symptom Corrected
4.13.5	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. SMB folders cannot be registered in the address book. 2. Extra steps are required if a user provides an invalid username or password for Scan to SMB. 3. Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed. 4. Trying and failing to login to a Scan destination three times might result in the MFP stalling with an SC899 error. 5. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address. 6. The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery). 7. Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Addressbook. 8. The device is unable to assign group privileges to a logged in user if that group has a name consisting of more than 20 bytes. To address this issue, the supported group name length will be increased to 40 bytes. 9. The MFP's Windows Authentication function is unable to use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server. The MFP will still be successfully authenticated because it is able to fail back to NTLMv2. 10. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found. 11. The Scan to SMB "Connection Test" fails if performed on directory located directly below a DFS root. Only the "Connection Test" failed,

Reissued: 27-Aug-10

Model: Dolphin-C2	Date: 19-May-06	No.: RB188003b
-------------------	-----------------	----------------

Version	Symptom Corrected
	<p><i>scanning was successful and even the "Connection Test" worked if performed on any sub-directory.</i></p> <p>12. If the device tries and fails to login to a Windows scan destination 3 times, the device will stall displaying an SC 889 error. This is intermittent, occurring about 20% of the time that the conditions are met.</p> <p>13. If the MFP's IP address is changed to an IP address of another subnet, users will not be able to browse the network (using Scan to SMB) until the MFP is rebooted.</p> <p>Other changes:</p> <p>1. Unable to Scan to SMB to a destination that is not specified using an FQDN.</p> <p>2. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.</p> <p>3. Windows Authentication fails if the username or password includes lower-case European characters.</p> <p>4. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec.</p>
4.13.4	<p>Symptom corrected:</p> <ol style="list-style-type: none"> SMB printing is sporadically unavailable. The device cannot login to Windows Vista via SMB. Available functions cannot be restricted to groups via Windows Authentication using a domain controller in a different subnet. (GFPR#RA05070006) The Scan to Folder connection test might fail when a folder name contains a 2byte character with the character code "0x5c" in the low-order byte.
4.13.3	Fixed: Sometimes, the firmware cannot be updated via RC Gate.
4.13.1	1 st mass production

Model: D-C2		Date: 10-Dec-10	No.: RB188021
Subject: PlotClient HDI for Printer Controller RW-480		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	

This is a release note for Printer Controller RW-480.

***** 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.
2. 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-480 pc3 drivers.

Name ▲	Size	Date Modified
Plot Styles		10/18/2010 4:45 AM
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-C2	Date: 10-Dec-10	No.: RB188021
--------------------	-----------------	---------------

5. Go to your directory containing the update (RW-480 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 AutoCAD2011 on a computer, which has Windows XP x64 (64 bit Version). Then you should use the setup.exe from the x64 directory.

6. Execute the correct setup.exe.
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-480 client manual, chapter “PlotClient ADI/HDI”.

9. Final check

After the installation, the version number of PlotClient HDI as shown below should appear in the “About” tab of Plotclient HDI when you print any sample file with AutoCAD2011 or other supported AutoCAD products.



10. Reboot

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

Model: D-C2

Date: 10-Dec-10

No.: RB188021

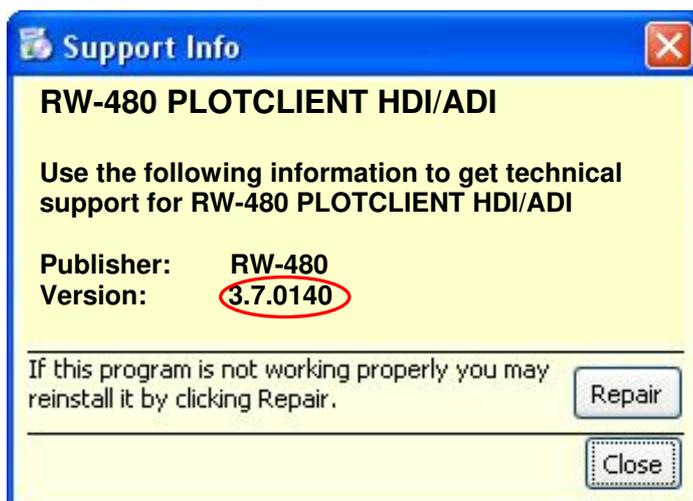
Note:

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-480 Plotclient HDI and click on "Support information",

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



Model: D-C2		Date: 28-Jun-11	No.: RB188022
Subject: Service Manual Correction: Part number for NVRAM		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

Service Manual Revision

The area **in bold** was corrected.

Page 3-59

3. Replace and Adjustment > 3.9 Board > 3.9.7 NVRAM

To Replace the NVRAM

- Turn the machine off and disconnect it from the power supply.
- Disconnect the VLB [A] and remove the mother board bracket [B].

1. Use a flat-head screwdriver to loosen the brackets on both sides of the NVRAM [C].
2. Remove the NVRAM.
3. Install the new NVRAM **P/N B1889590**.

Model: D-C2		Date: 29-Sep-11	No.: RB188023
Subject: PlotClient HDI for Printer Controller RW-480		Prepared by: F.Noguchi	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

This is a release note for Printer Controller RW-480.

***** 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.
2. 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-480 pc3 drivers.

Name ▲	Size	Date Modified
Plot Styles		10/18/2010 4:45 AM
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-C2	Date: 29-Sep-11	No.: RB188023
--------------------	-----------------	---------------

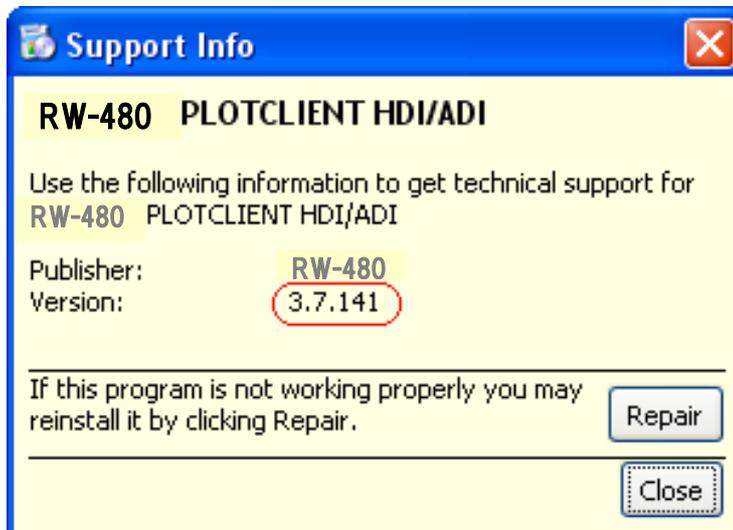
- Go to your directory containing the update (RW-480 PlotClient HDI).
There are different versions for 32-bit OS and 64-bit OS. Please use the correct one according to the OS of your computer.

Example:

You are working with AutoCAD2012 on a computer, which has installed Windows XP x64 (64 bit Version). Then you should use the setup.exe from the x64 directory.

- Execute correct setup.exe.
- Follow the instructions with “Next” and “Install”.
- Install the updated PC3 files.
For reinstallation of the PC3 files please refer to RW-480 client manual, chapter “PloteClient ADI/HDI”.

- Final check
 - Go to control panel and open “Add or remove software”
 - Select RW-480 Plotclient HDI and click on “Support information”,
You can find that the version number “3.7.141” is displayed as “3.7.141”.



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

Model: D-C2		Date: 10-Apr-13	No.: RB188024
Subject: PlotClient HDI for Printer Controller RW-480		Prepared by: F.Noguchi	
From: 2nd Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

This is a release note for Printer Controller RW-480.

***** 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.
2. 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-480 pc3 drivers.

Name ▲	Size	Date Modified
Plot Styles		10/18/2010 4:45 AM
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-C2	Date: 10-Apr-13	No.: RB188024
--------------------	-----------------	---------------

5. Go to your directory containing the update (RW-480 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:

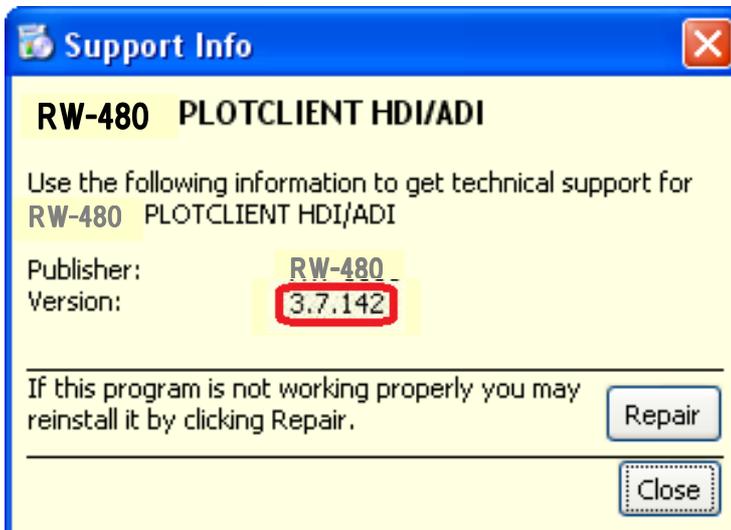
You are working with AutoCAD2013 on a computer, which has installed Windows XP x64 (64 bit Version). Then you should use the setup.exe from the x64 directory.

6. Execute correct setup.exe.
7. Follow the instructions with “Next” and “Install”.
8. Install the updated PC3 files.

For reinstallation of the PC3 files please refer to RW-480 client manual, chapter “PloteClient ADI/HDI”.

9. Final check

- 1) Go to control panel and open “Add or remove software”
- 2) Select RW-480 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.