Technical Bulletin

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Model: General		Date: 23-Jan-06		06	No.: RGene021	
Subject: Data Overwrite Security Unit Installation				Prepared	d by: H.M	latsui
From: 2nd Tech §	Support Sec. Service Support I	Dept.				
Classification:	Troubleshooting	Part info	orma	tion	Action	
			ai it/rec	eive		fit information
	Product Safety	Other ()		

Service Manual Revision

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

Note:

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

IMPORTANT:

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

Product Name	Corresponding MFP Model:	
Data Overwrite Security Llpit Type C (B735-17)	Martini-C2	
Data Overwrite Security Onit Type C (B755-17)	Venus-C1	
	Dolphin-C2	
	Jupiter-C2	
Data Overwrite Security Unit Type D (B735-18)	Themis-C1	
	Russian-C4	
	Adonis-C4	

Model: General

RICOH

Date: 23-Jan-06

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 <u>not</u> 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.

 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.

RICOH	Technical B	Technical Bulletin		
Model: General		Date: 23-Jan-06	No.: RGene021	

Q'ty

ACCESSORY CHECK

Check the accessories and their quantities against this list:

Description

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

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)

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

"Loading Program" – "GW2a zoffy" (Data Overwrite Security Unit Type D)

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].

Technical Bulletin

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odel: General			Date:	23-Jan-06	No.: RGene0
Ado) RICOH Aficio 3045	115.CJ.				
	Serial No.:	7M275840019 F	rmware P/# : B21	35931E	
Self-Diagnosis Report		F	rmware Version: 1.24		14
[System Construction]					
Kernel Version :	NetBSD 1.5.3 (LP	UXMIPS05S_NU) #3:	Wed Mar 23 11:22:07	JST 2005	
CPU System Bus Cloo	ck : 133.0 MHz		CPU Pipeline	Clock : 465,500000 M	IHz
Board Type	: 39		ASIC Version	: 1414672944	
RTC Existence	: existence		RAM Capacit	y : 384 MB	
HDD Existence	: existence		HDD Model	I	
[Total Counter]					
0000198					
[ROM No / Firmware Vers	sion]				
System/Copy	: B2135931E	/ 1.24	RPGL		1
Engine	: B2135160F	/ 1.24:07	R55		1
Lcdc	: B1985212A	/ 1.02	RIFF		1
PI	:	1	PCL		/ 1.01
ADF	: B/145160A	1	PCLXL		/ 1.01
SIB	: B2135342	1	MSIS		1
Finisher		1	MSIS(OPTIO	N) :	1
Finisher (Saddle)	:	1	PDF		1
Bank	: A6825150	1	BMLINKS	:	1
LCT	:	1	PictBridge	:	/
Mail Box	:	1	FONT	: 2/6/5383	/ 0.04
FCU	:	1	FONT		1
NIB	: B7835934D	/ 5.10	FONT2		1
HDD Format Option	: B7355060	7 0.03	FONT3		1
Language1	: B1985220	7 3.92	Net File	: 878359380	/ 1.02
Language2	: B1985220	/ 96	Fax		/
Bluetooth		10045	Printer	: B7635931A	7 1.02
RPCS		/ 3.2.15	BEau	. 676359320	/ 84_1.05
PS					/
RPDL			A	. 878250260	/ 041130000
R98 P16		1	WebDocBox	· B7835936D	/ 1.08
RIO		,	Webbocbox	. 57650357A	4 1.01
[Loading Program]					
ADC4a_fax		: B2135932C	/ 01.05.00	(9fdf0000)	
ADC4a_system		: B2135931E	/ 1.24	(9f015000)	
GW3e_DESS		: B7835940B	/ 2.01.1	(/mnt/sd0/module/dess.n	nod)
GW2a zoffy		: B7355060	/ 0.03	(/mnt/sd1/module/zoffy.n	nod)
GW1e_prt_fntM		: Z7675383	/ 0.04	(/mnt/sd0/module/fonts_	e.mod)
ADC4e_printer		: B7835931A	71.02	(/mnt/sd0/module/prt_ex	p.mod)
ADC4a_scn		: B7835932D	/ a4_1.05	(/mnt/sd0/module/scan.n	nod)
ADC4a_net		: B7835934D	/ 5.10	(/mnt/sd0/module/ncs.mo	od)
ADC4a_fax2		: B7835935B	/ 02.01.00 B	(/mnt/sd0/module/fax.mo	bd)
ADC4a_web		: B7835936D	/ 1.08	(/mnt/sd0/module/websy	s.mod)
ADC4a_webdocbox		: B7835937A	/ 1.01	(/mnt/sd0/module/webdb	o.mod)
ADC4a_netfile		: B7835938C	/ 1.02	(/mnt/sd0/module/nfa.mo	(bd)
[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.

RICO	-

Technical Bulletin

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). \geq 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].

Technical Bulletin

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:	Troubleshooting	Part information	tion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	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	(Minor change made for the Japan model only).
1.05	Fixed: SC990 occurs when Web Image Monitor updates the address book.
1.04	1 st mass production

Technical Bulletin

PAGE: 1/1

Model: Dolphin-C2		Date: 19-May-06		-06	No.: RB188002	
Subject: Firmware Release History (System/Copy)				Prepared	d by: F.N	oguchi
From: 1st Tech. S	Support Sec. Service Support D	Dept.				
Classification:	Troubleshooting	Part info	ormat al	tion	Action	n required ce manual revision
	Paper path Product Safety	☐ Transm ☐ Other (iit/rec	eive)	Retro	fit information

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	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.
	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).
3.02	Users cannot log into an MFP via Windows Authentication using a domain controller in a different subnet unless WINS is enabled (GFPR#RC05060014).
	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.
	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.

Technical Bulletin

Reissued: 29-Mar-07 Model: Dolphin-C2

Date: 19-May-06

No.: RB188003a

RTB Reissue

Version 4.13.4 h	nas been added.			
Subject: Firmware Release History (net: NIB)			Prepared by: F.Noguchi	
From: 2nd Tech Support Sec. Service Support Dept.				
Classification:	Troubleshooting	Part informat	tion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🛛 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	Symptom corrected:
	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

Technical Bulletin

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Model: Dolphin-C2		Date: 19-May-06		-06	No.: RB188004	
Subject: Firmware Release History (BCU_Engine)				Prepared by: F. Noguchi		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	Troubleshooting	Part informa		tion Action required		n required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	fit information
	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	 The following new features were added to Wide Scan: 1. 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. 2. It is not necessary to input the length or width of the custom-sized original.
	Important: To use these features, turn ON address 5 of Dip SW1 (Note: Dip SW1 is on the IOB).
	 Limitations: 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.
	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.

Technical Bulletin

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Model: Dolphin-C2			Dat	e: 22_June_2	2006	No.: RB188005
Subject: Firmware Release History (Security Module)				Prepared by: F. Noguchi		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	Troubleshooting	Part inf	ormat	tion 🗌] Action	required
	Mechanical	Electric	al] Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive] Retrof	it information
	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	The DESS option supports 256-bit encryption.
	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. Fixed: The SSL/TLS rollback vulnerability. (TechMail#TS060225).
2.08	1 st mass production

Technical Bulletin

Model: Dolphin-C2

Reissued: 23_Jun_06

.

Date: 19-May-06

No.: RB188002a

RTB Reissue

Version 3.04 ha	s been added.				
Subject: Firmware Release History (System/Copy)			Prepared by: F.Noguchi		
From: 2nd Tech Support Sec. Service Support Dept.					
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	 Part information Electrical Transmit/rec Other (tion eive)	 Action required Service manual revision Retrofit information 	

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	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.
	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.
	Fixed: The device might stall if a user attempts LDAP, Windows or Integration Server Authentication and cancels it from the operation panel before login is completed. The stall will only occur if, at the same time other users, tried one of the following:
	- Access the Address Book from Web Image Monitor or Smart Device Monitor for Admin.
	- Print a document using User Authentication.
	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.
	Fixed: The device that has the 'Authentication: High Security' setting might not

Technical Bulletin

Reissued: 23_Jun_06

Model: Do	Model: Dolphin-C2Date: 19-May-06No.: RB1880				
Version	sion Symptom Corrected be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem affects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication Fixed: Either the scanner or the entire device might stall if an LDAP search reference recursively spans 3 or more servers.				
3.03	Fixed: The Document Server operation part is switched from Copier to Document Server Print job. The Document Server itself (via V operation panels work correctly. Fixed: Some of the data contained in a k encrypted. This can happen with any of mode. Web Image Monitor. Smart Device	nel might be locked if t er while the Document Web Image Monitor) a packup of the Addres the Address Book b Monitor for Admin)	the operation panel t server is storing a nd all other s Book might not be ackup functions (SP		
3.02	Users cannot log into an MFP via Windows in a different subnet unless WINS is enable Fixed: If the devices receive more than 30 the error message SC991 will be displayed be able to login to the device. This can hap are made from the operation-panel, WIM, i Fixed: The menu for the Rom Update may Monitor. (GFPR#RC05070002) Fixed: The thumbnails of the stored files a Image Monitor, Desktop Binder or Desktop	Authentication using ed (GFPR#RC050600 0 login attempts witho l on the operation pan open no matter where n print data. not be displayed in th re blurry when they ar Editor for Production.	a domain controller 14). ut cycling the power, el and users will not the logins attempts ne Web Image e displayed in Web This occurs only		
3.01	The "Printer" button has been deleted from mode.	the display of the "Fu	nction Priority" in UP		

Technical Bulletin

PAGE: 1/1

Model: Dolphin-C2				e: 23_Jun_06	No.: RB188006	
Subject: Firmware Release History (Web Support)				Prepared by: F. Noguchi		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	Troubleshooting	Part info	ormat	tion 🗌 Actio	n required	
	Mechanical	Electric	al	🗌 Servi	ce manual revision	
	Paper path	Transmit/rec		eive 🗌 Retro	ofit information	
	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	1. New Ricoh logo added to WIM.
	2. Some menu items in WIM are incorrectly labelled.
	 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
	<i>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.</i>
1.04	1 st mass production

Technical Bulletin

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Model: Dolphin-C2			Dat	e: 23_Jun_06	No.: RB188007	
Subject: Firmware Release History (Network Doc Box)				Prepared by: F. Noguchi		
From: 2nd Tech Sypport Sec. Service Support Dept						
Classification:	Troubleshooting	Part informa		tion 🗌 Actio	on required	
	🗌 Mechanical	Electric	al	Serv	rice manual revision	
	Paper path	Transmit/rec		eive 🗌 Retr	ofit information	
	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	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.
	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.
	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-
	Fixed: The below operations may not complete successfully if multiple PCs are accessing the device at the same time.
	- 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.
	Fixed: If multiple PCs access the Document Server using WIM to download PDF files, an SC672 error might be displayed on the operation panel.

RICOH Reissued: 28_Jun_06

Technical Bulletin

Model: Dolphin-C2

Date: 19-May-06

No.: RB188004a

RTB Reissue

/ersion 1.06 has been added.						
Subject: Firmware Release History (Engine)			Prepared by: F. Noguchi			
From: 2nd Tech.	Support Sec. Service Support I	Dept.				
Classification:	 Troubleshooting Mechanical Paper path Other () 	 Part informa Electrical Transmit/rec 	tion eive	 Action required Service manual revision Retrofit information 		

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	 The following new features were added to Wide Scan: 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. Important: To use these features, turn ON address 5 of Dip SW1 (Note: Dip SW1 is on the IOB). Limitations: 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.



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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				

RICOH Reissued on 19-Sep-06

Technical Bulletin

Model: Model D-C2

Date: 13-Jul-06

No.: RB188008a

RTB Reissue

/ersion 1.15 has been added.						
Subject: Firmware Release Note: LCDC			Prepared by: F.Noguchi			
From: 2nd Tech. Support Sec. Service Support D		Dept.				
Classification:	Troubleshooting	Part information	tion	Action required		
	Mechanical	Electrical		Service manual revision		
	Paper path	Transmit/rec	eive	Retrofit information		
	⊠ 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				Lifective Date
1.15	Α	A		August 2006
1.14			-	August 2005
1.12	-	-		July 2005

Version	Modified Points or Symptom Corrected
	Symptom corrected:
	1. Wording error on the bypass tray paper settings screen for the Copier
1.15	(English): "film"->"Film".
	 Wording error for the translation of "Scan Size" (Spanish). 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)

Technical Bulletin

Reissued on 19-Sep-06

Date: 13-Jlu-06 No.: RB188009a

Model: Model D-C2 Dat			te: 13-Jlu-06	No.: RB188009a	
Version 3.88 ha	is been added.				
Subject: Firmwar	e Release Note: Language		Prepared by: F.Noguchi		
From: 2nd Tech. Support Sec. Service Support Dept.					
Classification:	Troubleshooting	Part inf	orma	tion Action	n required
1	🔲 Mechanical	Electrical		🗌 Servi	ce manual revision
1	Paper path	ath 🗌 Transmit/red		eive 🗌 Retro	fit information
1	🛛 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.

Technical Bulletin

PAGE: 1/1

Model: Dolphin-C2			Date: 31-Oct-06		06	No.: RB188010
Subject: Driver for Printer Controller RW-480 (Ver.3.5.1)				Prepared by: F.Noguchi		loguchi
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	Troubleshooting	Part information		ation		n required
	Mechanical	Electrical			Servic	ce manual revision
	Paper path	Transmit/receive		eive	Retro	fit information
	Product Safety	🛛 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

Technical Bulletin

PAGE: 1/1

Model: Dolphin-C2			Dat	e: 18-May-07	No.: RB188011
Subject: RW480 Modification History			Prepared by: F.Noguchi		
From: 2nd Tech Support Sec. Service Support Dept.					
Classification:	Troubleshooting	🗌 Part informa		tion Action required	
	Mechanical	Electric	al	Servio	ce manual revision
	Paper path	Transm	it/rec	eive 🗌 Retro	fit information
	Other (Firmware version u	p)			

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.

Technical Bulletin

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:	 Troubleshooting Mechanical Paper path Other () 	 Part informat Electrical Transmit/rec 	ation Action required	evision on

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

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

Version	Symptom Corrected
1.08	 Symptom corrected: Attempting to configure an IPP Authentication password of 8 two-byte numeric digits will cause the device's web service to stall. WebImageMonitor contained wording errors. "PSIZE_9inchWidth" was shown as "PSIZE_9 inchRoll". Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: System firmware ver 1.08 or later WebDocBox firmware ver 1.05 or later KebDocBox firmware ver 1.05 or later Errors in the way the French, Portuguese, and Danish for "Used Toner Bottle", are worded in Web Image Monitor.
1.07	 New Ricoh logo added to WIM. Some menu items in WIM are improperly labelled. 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			
	 LDAP Authentication does not work if configured using the 'LDAP Server or 5' settings from WIM. These settings work correctly if set from the operat panel. 			
1.04	1 st mass production			

Technical Bulletin

Reissued: 07-Aug-07 Model: Dolphin-C2

Date: 23_Jun_06 N

No.: RB188007a

RTB Reissue

The items in bold italics have been added.

Subject: Firmwar	e Release History (Network D	Prepared by: F. Noguchi		
From: 2nd Tech Sypport Sec. Service Support Dept				
Classification:	 Troubleshooting Mechanical Paper path Other () 	 Part information Electrical Transmit/rec 	tion eive	 Action required Service manual revision Retrofit information

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

Version	Program No.	Effective Date
1.01.1	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
1.01.1	 Symptom corrected: Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: System firmware ver 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. 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. 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-



Reissued: 07-Aug-07

Model: Dolphin-C2 Date: 23_Jun_06 No.: RB1880								
Version	Symptom Corrected							
	Fixed: The below operations may not of are accessing the device at the same - Using DeskTop Binder to send scann server such as Scan Router. - Configuration of the device using SD Tool". - Printing to a SDM port.	complete successfully time. ned files from the Docu M for Admin's "User M	if multiple PCs ument Server to a lanagement					
	Fixed: If multiple PCs access the Document Server using WIM to download PDF files, an SC672 error might be displayed on the operation panel.							

Technical Bulletin

PAGE: 1/1

Model: Dolphin-C2			Dat	ate: 07-Aug-07		No.: RB188012
Subject: Firmware Release History (Web DocBox)			Prepared by: F. Noguchi			
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	Troubleshooting	🗌 Part informa		ion Action required		n required
	Mechanical	Electrical		Servio		e manual revision
	Paper path Transmit/rec		eive	Retrof	fit information	
	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	 Symptom corrected: Accessing the document server in WIM via a single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: System firmware ver 3.05 or later Websys firmware ver 1.08 or later WebDocBox firmware ver 1.05 or later
1.04	1 st mass production

Technical Bulletin

Model: Dolphin-C2

Reissued: 21-Aug-07

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:	Troubleshooting	Part informat	tion	Action required			
				Service manual revision			
	Paper path	Transmit/rec	eive	Retrofit information			
	Product Safety	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	 Symptom corrected: 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. Note: To fix this issue, all of the following firmware must be applied: System firmware ver 3.05 or later Websys firmware ver 1.08 or later WebDocBox firmware ver 1.05 or later
	Other changes: 1. The AOF setting was moved from UP mode to SP mode. Note: This was to conform to the new Energy Star requirements.
3.04	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.
	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

Reissued: 21-Aug-07

mode.

Model: Dolphin-C2 Date: 19-May-06 No.: RB188002b Version Symptom Corrected the system and user/administrator authentication settings are changed before the Exit button is pressed. Fixed: The device might stall if a user attempts LDAP, Windows or Integration Server Authentication and cancels it from the operation panel before login is completed. The stall will only occur if, at the same time other users, tried one of the following: - Access the Address Book from Web Image Monitor or Smart Device Monitor for Admin. - Print a document using User Authentication. 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. Fixed: The device that has the 'Authentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem effects the following functions: - LDAP Search - LDAP Connection Test - LDAP Authentication Fixed: Either the scanner or the entire device might stall if an LDAP search reference, recursively spans 3 or more servers. Fixed: The Document Server operation panel might be locked if the operation panel 3.03 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. 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). Users cannot log into an MFP via Windows Authentication using a domain controller 3.02 in a different subnet unless WINS is enabled (GFPR#RC05060014). **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. 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. The "Printer" button has been deleted from the display of the "Function Priority" in UP 3.01

Technical Bulletin

PAGE: 1/1

Model: Dolphin-C2 Da			Dat	e : 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:	 Troubleshooting Mechanical Paper path Product Safety 	Part info Electric Transm	ormat al it/rec	tion eive)	Action	n required se manual revision fit information

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 <u>constant-voltage transformer (voltage stabilizer)</u>.

Technical Bulletin

Model: Dolphin-C2

Reissued: 19-Oct-07

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:	 Troubleshooting Mechanical Paper path Product Safety 	 Part information Electrical Transmit/rec Other (tion eive)	 Action required Service manual revision Retrofit information 			

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	Symptom corrected:
	1. 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):
	 The device is connected to a HUB that has link flapping enabled.
	- The device "Ethernet speed" is not "Auto".
	3. All pages of a PDF file are blank if created by scanning with the Custom
2.05	Size Selling.
5.05	Symptom conected.
	1. SC955 occurs aller a paper jain is cleared.
	2. Accessing the document server in why via an single sign-on server might result in "404 Net Found" This only bornoos if the universe to copped WIM contains a
	"Heat Name" and "Domain Name" (The "domain name" acting in the MED is not
	Host Name and Domain Name (The domain name setting in the MFF is not block). It does not be not be unleast the options on ID address
	Nete: To fiv this issue, all of the following firmware must be applied:
	Note. To fix this issue, all of the following firmware must be applied.
	- 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	Sympton	n Corrected			
	Other changes: 1. The AOF setting was moved from UP r Note: This was to conform to the new E	node to SP mode. Energy Star requiremer	ıts.		
3.04	Fixed: A counter error occurs when the cou although the electronic counter itself is wor Note: This only occurs with @Remote con	unter data is sent to the king correctly. nected machines.	e @Remote Center,		
	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.				
	 Fixed: The device might stall if a user attempts LDAP, Windows or Integration Serve Authentication and cancels it from the operation panel before login is completed. The stall will only occur if, at the same time other users, tried one of the following: Access the Address Book from Web Image Monitor or Smart Device Monitor for Admin. Print a document using User Authentication. 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. Fixed: The device that has the 'Authentication: High Security' setting might not be able to authenticate a valid user on an LDAP server. This only occurs if the user name contains non-ASCII characters. This problem effects the following functions: LDAP Search LDAP Authentication 				
	Fixed: Either the scanner or the entire devi reference, recursively spans 3 or more ser	ce might stall if an LDA vers.	P search		
3.03	Fixed: The Document Server operation part is switched from Copier to Document Server Print job. The Document Server itself (via V operation panels work correctly.	nel might be locked if th er while the Document Web Image Monitor) an	ne operation panel server is storing a d all other		
	Fixed: Some of the data contained in a l encrypted. This can happen with any of mode, Web Image Monitor, Smart Device	backup of the Address the Address Book ba Monitor for Admin).	Book might not be ackup functions (SP		
3.02	Users cannot log into an MFP via Windows in a different subnet unless WINS is enable	s Authentication using a ed (GFPR#RC0506001	a domain controller 4).		
	Fixed: If the devices receive more than 30 the error message SC991 will be displayed be able to login to the device. This can hap are made from the operation-panel, WIM, i	0 login attempts withou I on the operation pane open no matter where the state of t	It cycling the power, I and users will not he logins attempts		



Reissued: 19-Oct-07

Model: Dolphin-C2 Date: 19-May-06 No.: RB1880			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	 when data is scanned from a device with File Format Converter. The "Printer" button has been deleted from the display of the "Function Priority" in UP mode. 				

Technical Bulletin

Reissued: 19-Oct-07

Model: Dolphin-C2

Date: 23-Jun-06 No.: RE

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 Sypport Sec. Service Support Dept					
Classification:	Troubleshooting Mechanical Paper path	Part informat	tion	Action required Service manual revision Retrofit information	
	\square Other ()		0.10		

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	B1895183D	September 2007 production
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	Symptom corrected: 1. 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.
1.01.1	 Symptom corrected: Accessing the document server in WIM via an single sign-on server might result in "404 Not Found". This only happens if the url used to access WIM contains a "Host Name" and "Domain Name" (The "domain name" setting in the MFP is not blank.). It does not happen if the url contains an IP address. Note: To fix this issue, all of the following firmware must be applied: System firmware ver 3.05 or later Websys firmware ver 1.08 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.: RB188		No.: RB188007b				
Version	Symptom Corrected					
	 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. 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- 					
	Fixed: The below operations may not of are accessing the device at the same - Using DeskTop Binder to send scann server such as Scan Router. - Configuration of the device using SD Tool". - Printing to a SDM port.	The below operations may not complete successfully if multiple PCs essing the device at the same time. DeskTop Binder to send scanned files from the Document Server to a such as Scan Router. uration of the device using SDM for Admin's "User Management g to a SDM port.				
	Fixed: If multiple PCs access the Docu PDF files, an SC672 error might be dis	iment Server using WIN splayed on the operation	<i>I</i> to download n panel.			

Model: Dolphin-C2

Technical Bulletin

Reissued: 06-Dec-07

Date: 18-May-07 No.: RB188011a

RTB Reissue

Version 3.7.1(3.	7.110) has been released	d.		
Subject: RW480 Modification History		Prepared by: F.Noguchi		
From: 2nd Tech	Support Sec. Service Support	Dept.		
Classification:	 Troubleshooting Mechanical Paper path Other (Firmware version ι 	Part informa	tion eive	 Action required Service manual revision Retrofit information

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

3.7.1(3.7.110)	B8088803	06-Dec-07
3 6503(3 6 037)	۸	22 May 07
3.6	-	
Version	Suffix	Issue date
Part Number	B8081251	RTB

< 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
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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.

Technical Bulletin

PAGE: 1/9

Model: Dolphin-C2			Date: 18-Mar-08		-08	No.: RB188014
Subject: Kernel Driver v1.05.3 for RW480				Prepared by: F.Noguchi		
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting	Part inf	ormat	tion	Action	n required
	Mechanical	Electric	al		Servic	ce manual revision
	Paper path	Transm	it/rec	eive	Retrof	fit information
	Product Safety	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:





Technical Bulletin

Date: 18-Mar-08

No.: RB188014

Model: Dolphin-C2 Or as follows:

Administrator Internet Internet Explorer 🕑 Eigene Dateien 🗿 Zuletzt verwendete Dokumente 🕨 E-Mail Outlook Express Eigene Bilder Eigene Musik RW-240 PLOTBASE Arbeitsplatz M5N Systemsteuerung Eingabeaufforderung Programmaugriff und -standards Windows Media Player 🚵 Drucker und Faxgeräte Windows Messenger (2) Hife and Support Suchen Remotedesktopverbindung 🗁 Ausführen... Alle Programme 🌔 🔎 Abmeiden 0 Ausschalten 背 Stari Adresse 📴 Systemsteuerung Kommentare Name 🔺 Ändert die D. Systemeigenschaften ? 📥 Anzeige 🍓 Automatische Updates Richten Sie V che Lipdates Benutzerkonten Systemwiederheistellung Automa Remote Ändert Benut 7 🔗 Detum und Uhrzeit Stelt Datum, Computername Hardware Algemein Enveitert Crahtlosnetzwerkinstallation Richtet ein Di 🐏 Drucker und Faxgeräte Zeigt die inst Geräte-Manager 🔥 Eingabehilfen Passt die Cor Der Geräte-Manager listet alle auf dem Computer installierten Energieoptionen Konfiguriert o Hardwaregeräte auf. Verwenden Sie den Geräte-Manager, um die Eigenschaften eines Geräts zu ändern. Samecontroller Konfiguriert, Gaplante Tasks Plant Yorgan Geräte-Manager **Hardware** Instaliert Ha Internetoptionen Konfiguriert o Treiber Maus Passt Mausei Durch die Treiberzignierung kann zichergestellt werden, dass-2 🚳 Netzwerkinstallations-Assistent 🛛 Startet den N installerte Treber mit Windows kompetibel sind. Über Windows Update können Sie lestlegen, wie Treiber über diese Website 📚 Natzwarkverbindungen Stelt Yerbind aktualisiert werden sollen. Crdneroptionen Passt die Anz Segions- und Sprachoptionen Pesst die Anz Treibersignierung Windows Update 😓 Scanner und Kameras -Scanner und 🖄 Schriftarten Ändert, verv Hardwareprofile 💔 Sicherheitscenter Zeigt den akt Über Hardwareprofile können Sie verschiedene Hardware-Software Instaliert ode 20 konfigurationen einrichten und speichem Sounds und Audiogeräte Ändert das 5 Sprachenguspabe Ändert die Ei Hardwareprofile Zeigt Informa System Taskleis d Startmenü Pesst das Sta 🚵 Tastatur Passt Tastati 🔈 Telefon- und Modernoptionen Konfiguriart 1 ٥ĸ Abbrechen Obernehmen Werwaltung. Konfiguriert \ Windows-Firewal Konfiguriert den Windows-Firewall.

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.



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Model: Dolphin-C2

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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".



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Model: Dolphin-C2

Date: 18-Mar-08

Step 5:

Click "Have Disk".



And browse to the folder where your new driver is.



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Step 6:



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Model: Dolphin-C2

Date: 18-Mar-08

Step 7:

Continue with "OK". . . .

Select the correct hardware device and click "Next".						
Hardwareupdate-Assistent						
Wählen Sie den für diese Hardware zu installierenden Gerätetreiber.						
Wählen Sie den Hersteler und das Modell der Hardwarekomponente, und klicken Sie auf 'Weiter''. Klicken Sie auf "Datenträger", wenn Sie über einen Datenträger verfügen, der den erforderlichen Treiber enthält.						
Modell RATIO D2.1 Board Version 1.0.4.						
Dieser Treiber ist digital signiert. Datenträger Warum ist Treibersignierung wichtig?						
<zurück weiter=""> Abbrechen</zurück>						

Step 8:

Accept the new driver with "Yes".



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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.

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Model: Dolphin-C2			Dat	:e: 14-Nov-	-08	No.: RB188015
Subject: SP2 release note for Printer Controller RW-480					d by: F.N	oguchi
From: 2nd Tech S						
Classification:	Troubleshooting	Part info	ormat	tion	Action	n required
	Mechanical	Electric	Electrical		Servic	ce manual revision
	Paper path	Transmit/rec		eive	Retrof	fit information
	Product Safety	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.

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Model: Dolphin-C2			Date: 26-Mar-09		.09	No.: RB188016
Subject: SP2 release note for Printer Controller RW-480					d by: F.N	oguchi
From: 2nd Tech S						
Classification:	Troubleshooting	Part info	ormation 🗌 Acti		Action	n required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path	Transmit/rec		eive	Retrof	fit information
	Product Safety	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	Туре	Date Modified
PMP Files		File Folder	16.06.2006 12:41
🐱 Add-A-Plotter Wizard	1 KB	Shortcut	16.06.2006 12:41
The Default Windows System Printer.pc3	2 KB	AutoCAD Plotter Co	03.03.2003 11:36
TOWF6 ePlot.pc3	5 KB	AutoCAD Plotter Co	28.07.2004 19:14
M DWG To PDF.pc3	2 KB	AutoCAD Plotter Co	03.01.2006 17:43
PLOTCLIENT HDI.pc3	2 KB	AutoCAD Plotter Co	21.06.2006 08:51
MPublishToWeb JPG.pc3	1 KB	AutoCAD Plotter Co	07.12.1999 12:53
MPublishToWeb PNG.pc3	1 KB	AutoCAD Plotter Co	21.11.2000 15:18

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.

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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

RICOH

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".

🏄 Support In	ıfo	×
RW - 480	PLOTCLIENT HD	I/ADI
Use the followi	ng information to get technical sup NT HDI/ADI.	oport for RW-
Publisher: Version:	RW-480 3.7.115	
If this program may reinstall it	is not working properly you	<u>R</u> epair
		Close

10.Reboot

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

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Model: D-C2			Dat	e: 19-Jun	-09	No.: RB188017
Subject: Parts catalog correction				Prepared	d by: F.N	oguchi
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	Troubleshooting	Part info	ormat	tion	Action	ı required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	it information
	Product Safety	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	
Conect	B0104085	Pressure Roller Holder	2	57	9	

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



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Model: D-C2			Date: 22-Jul-09			No.: RB188018
Subject: Parts catalog correction			Prepare	d by: F.N	oguchi	
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	Part info	ormat al it/rec	tion eive)	Action	n required ce manual revision fit information

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

30. Electrical Section 1 (B188)

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PAGE: 1/2

Model: D-C2			Dat	Date: 29-Jan-10		No.: RB188019
Subject: PlotClient HDI for Printer Controller RW-480				Prepare	d by: F.N	oguchi
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.						
Classification:	Troubleshooting	Part info	ormat	tion	Action	n required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retro	fit information
	Product Safety	🛛 Other ()		

This is a release note for Printer Controller RW-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.
- 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	Туре	Date Modified
C PMP Files		File Folder	16.06.2006 12:41
🛣 Add-A-Plotter Wizard	1 KB	Shortcut	16.06.2006 12:41
M Default Windows System Printer.pc3	2 KB	AutoCAD Plotter Co	03.03.2003 11:36
MDWF6 ePlot.pc3	5 KB	AutoCAD Plotter Co	28.07.2004 19:14
M DWG To PDF.pc3	2 KB	AutoCAD Plotter Co	03.01.2006 17:43
MPLOTCLIENT HDI.pc3	2 KB	AutoCAD Plotter Co	21.06.2006 08:51
MPublishToWeb JPG.pc3	1 KB	AutoCAD Plotter Co	07.12.1999 12:53
💯 PublishToWeb PNG.pc3	1 KB	AutoCAD Plotter Co	21.11.2000 15:18

RI	COH Techr	nical B ulletin	PAGE: 2/2						
Мос	lel: 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 AutoCAD201	0 on a computer which has Wi	ndows XP x64 (64						
	bit Version). Then you should use t	the setup.exe from the x64 dire	ectory.						
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, p	please refer to RW-480 client n	nanual, chapter						
	"PlotClient ADI/HDI".								
9.	Final check								
	After the installation, the version nu	umber of PlotClient HDI as sho	wn below should						
	appear.								
	1) Go to control panel and open "A	dd to remove software".							
	2) Select "RW-480 PlotClient HDI"	and click on "Support informat	ion".						
	🚈 Support Info	×							
	RW-480 PLOTCL	IENT HDI/ADI							
	Use the following information to g 480 PLOTCLIENT HDI/ADI.	get technical support for RW-							

10. Reboot

Publisher:

Version:

RW-480

3. 7. 136

If this program is not working properly you may reinstall it by clicking **Repair**.

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

<u>R</u>epair

⊆lose

Technical Bulletin

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Model: D-C2			Date: 07-Jun-10		10	No.: RB188020
Subject: SP4 Re		Prepared	d by: F.N	oguchi		
From: 2nd Overs	eas Tech Support Sec., 2nd P	QM Dept.				
Classification:	Troubleshooting	Part info	ormat	tion	Action	n required
	🗌 Mechanical	Electrical			Servic	ce manual revision
	Paper path	Transmit/rec		eive	Retrof	fit information
	Product Safety	🛛 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.

RICOH	Technical B	nical B ulletin		
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.

Т	echnical	B ulletin
	connou	

Model: D-C2

RICOH

Date: 07-Jun-10

No.: RB188020

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.

Provide the Table contraction of the second data the second second

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..."

RATIO	D2.0 Board	Properties	<u> ? ×</u>
General	Information Drive	F Resources	
\diamond	RATIO D2 0 Boar	d	
	Driver Provider:	RATIO Entwicklungen GmbH	
	Driver Date:	Not available	
	Driver Version:	1.0.0.55	
	Digital Signer:	Not digitally signed	
To view Details the drive	details about the dr To uninstall the driv ar files for this device	iver files loaded for this device, click Drive er files for this device, click Uninstall. To u e, click Update Driver.	r pdate
	Driver Deheile	Unicetal II. Uniceta Unice	
_	Diverperais		<u></u>



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Date: 07-Jun-10

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5) The driver wizard opens. Click "Next"

Select 2nd entry in list and click "Next".

Upgrade Device Driver Wizard
Install Hardware Device Drivers A device driver is a software program that enables a hordware device to work with an operating system.
This wizard upgrades drivers for the following hardware device:
RATIO D2 D Board
Upgrading to a newer version of a device driver may add functionality to or improve the performance of this device.
What do you want the wizard to do?
C Search for a suitable driver for my device (recommended)
Display a list of the known drivers lot this device so that I can choose a specific driver
< <u>B</u> ack Next > Cancel

6) Click "Have Disk".

Upgrade Device Driver Wizard	
Select a Device Driver Which driver do you want to install for this r	tevice?
Select the manufacturer and model of yo have a cick that contains the driver you	ur herdware device and then blick Ne-t If you want to install, click Have Disk
Models	
NATIC D2 D Doerd	
Show gampatiale hardware	
C Show all hardware of this device class	
	KBack Monto Canoo

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





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No.: RB188020

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



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

Hardwareupdate-Assistent				
Wählen Sie den für diese Hardware zu installierenden Gerötetreiber.				
Wählen Sie den Hersteller und das Modell der Hardwarekomponente, und klicken Sie auf "Weiter". Klicken Sie auf "Datenträger", wenn Sie über einen Datenträger verlügen, der den erforderlichen Treiber enthält				
Model				
RATID D2.1 Board Version: 1.0.4.1 21 00 2000				
Dieser Treber ist digital signiert Datenträger				
Warum ist Treibersianierung zichtig?				
< Zurück Weiter > Abbrechen				

9) Accept the new driver with "Yes".





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10) Press the "Finish" button.

Upgrade Device Driver Wizard	
	Completing the Upgrade Device Driver Wizard The function of the software for this device. The hardware you installed will not work unif you restart your computer.
	To close this wizerd, click Finish
	< Back (Finish Conod

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.

RICOH Reissued: 27-Aug-10

Technical Bulletin

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:	Classification:		tion eive)	 Action required Service manual revision Retrofit information 			

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	Symptom corrected:			
	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.			
	 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 NTI Mv2			
	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: Do	Model: Dolphin-C2 Date: 19-May-06 No.: RB188			
Version	Symptom C	Corrected		
	 scanning was successful and even the "Connection Test" worked if performed on any sub-directory. 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. 13. If the MFP's IP address is changed to an IP address of another subnet, users will not be able to browse the network (using Scan to SMB) until the MFP is rebooted. 			
	 Other changes: 1. Unable to Scan to SMB to a destination that is not specified using an FQDN. 2. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x. 3. Windows Authentication fails if the username or password includes lower-case European characters. 4. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec. 			
4.13.4	 Symptom corrected: SMB printing is sporadically unavailable The device cannot login to Windows Vi Available functions cannot be restricted Authentication using a domain controlle (GFPR#RA05070006) The Scan to Folder connection test mig 2byte character with the character code 	e. sta via SMB. I to groups via Windows er in a different subnet. ght fail when a folder na e "0x5c" in the low-order	me contains a r byte.	
4.13.3	Fixed: Sometimes, the firmware cannot be updated via RC Gate.			
4.13.1	1 mass production			

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Model: D-C2			Dat	ate: 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:	Troubleshooting	Part informat		tion	Action	n required
	Mechanical	Electrical		Service manual revision		e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	fit information
	Product Safety	🛛 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.
- 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
C Plot Styles		10/18/2010 4:45 AM
C PMP Files		10/18/2010 4:45 AM
📰 Add-A-Plotter Wizard	1 KB	10/18/2010 4:42 AM
Default Windows System Print	2 KB	3/3/2003 7:36 PM
DWF6 ePlot.pc3	5 KB	7/29/2004 3:14 AM
DWFx ePlot (XPS Compatible)	5 KB	6/21/2007 10:17 AM
DWG To PDF.pc3	2 KB	10/23/2008 9:32 AM
PublishToWeb JPG.pc3	1 KB	12/7/1999 8:53 PM
PublishToWeb PNG.pc3	1 KB	11/21/2000 11:18 PM
RW-240 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:44 AM
RW-480 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:45 AM
RW-3600 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:44 AM
RW-7140 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:46 AM

RI	COH Technical B	PAGE: 2/3					
Mod	el: D-C2	No.: RB188021					
5.	5. Go to your directory containing the update (RW-480 PlotClient HDI).						
	There are different versions for 32-bit OS and	d 64-bit OS. Please us	se the correct one				
	according to the OS of your computer.						
	Example:						
	You are working with AutoCAD2011 on a cor	mputer, which has Wir	ndows XP x64 (64				
	bit Version). Then you should use the setup.	exe from the x64 direc	story.				
6.	Execute the correct setup.exe.						
7.	Follow the instructions with "Next" and "Insta	II".					
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 F	PlotClient HDI as show	n below should				

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

RW-480 PLOTCL	IENT HDI			E
Main	Job Data	Advanced	Options	About
	RW-48) PLOTCLII		
FOLAUTOC	JAD2010 -		version	
All rigths res	erved.			
Copyright (c) 1986	. 2010			
RATIO Entwicklur	ngen GmbH Ham	nburg		
Copyright (c) 2010				
RICOH COMPANY	r, LID.			
3.7.1 SP4 (Bu	uild 140)			Help
		Start Printer Monitor		Cancel
Spool Directory	Nc2-na-	113\spool\cfg		

10. Reboot

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

RICOH
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".

🐻 Support Info				
RW-480 PLOTCLIENT HDI/ADI				
Use the following information to get technical support for RW-480 PLOTCLIENT HDI/ADI				
Publisher: RW-480 Version: 3.7.0140				
If this program is not working properly you may reinstall it by clicking Repair.	epair			
	Close			

Technical Bulletin

PAGE: 1/1

Model: D-C2			Date: 28-Jun-11		11	No.: RB188022
Subject: Service Manual Correction: Part number for NVRAM			Prepared by: F.Noguchi			
From: 2nd Overs						
Classification:	Troubleshooting	🗌 Part informa		tion Action required		n required
	🗌 Mechanical	Electrical		🛛 Service manual		e manual revision
	Paper path	Transmit/rec		eive	eive Retrofit information	
	Product Safety	Other ()	🛛 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.

Technical Bulletin

PAGE: 1/2

Model: D-C2			Dat	ate: 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:	Troubleshooting	ubleshooting		tion	Action	n required
	Mechanical	Electrical		Service manual r		e manual revision
	Paper path	Transmit/rec		ceive Retrofit information		fit information
	Product Safety	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.
- 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
C Plot Styles		10/18/2010 4:45 AM
C PMP Files		10/18/2010 4:45 AM
📰 Add-A-Plotter Wizard	1 KB	10/18/2010 4:42 AM
Default Windows System Print	2 KB	3/3/2003 7:36 PM
DWF6 ePlot.pc3	5 KB	7/29/2004 3:14 AM
DWFx ePlot (XPS Compatible)	5 KB	6/21/2007 10:17 AM
DWG To PDF.pc3	2 KB	10/23/2008 9:32 AM
PublishToWeb JPG.pc3	1 KB	12/7/1999 8:53 PM
PublishToWeb PNG.pc3	1 KB	11/21/2000 11:18 PM
RW-240 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:44 AM
RW-480 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:45 AM
RW-3600 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:44 AM
RW-7140 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:46 AM

		PAGE: 2/2				
F. Co to your directory containin	a the undete (DW 490 Plot Client L					
There are different versions for						
I here are different versions to	or 32-bit OS and 64-bit OS. Please	use the correct one				
according to the OS of your co	omputer.					
Example:						
You are working with AutoCAI	D2012 on a computer, which has in	nstalled Windows XP				
x64 (64 bit Version). Then you	u should use the setup.exe from the	e x64 directory.				
6. Execute correct setup.exe.						
7. Follow the instructions with "N	Follow the instructions with "Next" and "Install".					
8. Install the updated PC3 files.	Install the updated PC3 files.					
For reinstallation of the PC3 fi	iles please refer to RW-480 client r	manual, chapter				
"PloteClient ADI/HDI".						
9. Final check						
1) Go to control panel and ope	en "Add or remove software"					
2) Select RW-480 Plotclient H	IDI and click on "Support information	on",				
You can find that the version r	number "3.7.141" is displayed as ";	3.7.141".				
🐱 Support Info						
RW-480 PLOTCLIENT HDI	/ADI					

Use the following information to get technical support for RW-480 PLOTCLIENT HDI/ADI					
Publisher: Version:		RW-480 3.7.141			

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

10. Reboot

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

Technical Bulletin

Model: D-C2			Dat	ate: 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:	 Troubleshooting Mechanical Paper path 	ubleshooting Part informa chanical Electrical ber path Transmit/red		tion [[eive [Action Servic Retrof	n required ce manual revision fit information
	Product Safety	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.
- 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
Dot Styles		10/18/2010 4:45 AM
C PMP Files		10/18/2010 4:45 AM
📰 Add-A-Plotter Wizard	1 KB	10/18/2010 4:42 AM
🔂 Default Windows System Print	2 KB	3/3/2003 7:36 PM
DWF6 ePlot.pc3	5 KB	7/29/2004 3:14 AM
DWFx ePlot (XPS Compatible)	5 KB	6/21/2007 10:17 AM
DWG To PDF.pc3	2 KB	10/23/2008 9:32 AM
PublishToWeb JPG.pc3	1 KB	12/7/1999 8:53 PM
PublishToWeb PNG.pc3	1 KB	11/21/2000 11:18 PM
RW-240 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:44 AM
RW-480 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:45 AM
RW-3600 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:44 AM
RW-7140 PLOTCLIENT HDI.pc3	2 KB	11/5/2010 5:46 AM

RICOH Technical Bulletin			PAGE: 2/2			
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					
	ccording 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.