RIGOH

No. RTB-003

SUBJECT: Corona Casing Cleaning

DATE:April 30,1991 PAGE: 1 of 1

PREPARED BY: M. Kitajima CHECKED BY:		FROM: Copier	Fechnical S	Support Section
CLASSIFICATION: Action Required Troubleshooting Retrofit Information	Revision of s	service manual only	MODEL:	General

This bulletin gives information on cleaning the corona casing.

CLEANING

Section	Action at EM/PM
Casing	Clean with water first and with alcohol if toner still remains.
End Block	Clean with a blower brush and then with alcohol.

EXPLANATION

The corona discharge causes ammonium nitrate (NH_4NO_3) to accumulate on the corona casing.

NH₄NO₃ functions as an insulator that reduces the corona discharge to the casing. The power pack responds by increasing the voltage to the corona wire in order to maintain a constant current output. (The power pack is a constant current type.)

If toner or some other material accumulates inside the corona end block especially inside the hook groove [A], it may cause an electrical leak under humid conditions.

NH₄NO₃ can be easily removed with water but not with alcohol. Toner can be easily removed with alcohol but not with water.

Therefore, be careful to use the proper cleaning method for each corona unit section.



REVISED ON APRIL 15, 1991

RIGOH	Technical	Bulletin		No. RTB-005
SUBJECT: Cleaning Solutions				DATE: Dec. 30, '90 PAGE: 1 of 1
PREPARED BY: T. OKAJIMA CHECKED BY:		FROM: Internati	onal Q	.A. Center
CLASSIFICATION:	 ☐ Revision of s ■ Information of the second s	service manual only	MOD	EL: General

Based upon the request from the market, three type of cleaning solution have been registered as service parts. Please order them from the parts center as usual. The details are as follows:

1. EXTERIOR COVER CLEANER (NET. 220 cc)

P/N: A0129530

Purpose:

- 1) To clean the exterior covers
 - 2) To remove spilt silicone oil from the floor

Procedure:

- 1) Shake well and spray onto the soiled cover or on the floor.
- 2) After 10 seconds, wipe cleaner using a soft cloth.

2. DF BELT CLEANER (NET. 180 cc)

P/N: A0129531

Purpose:To clean document feeder belts.Procedure:1) Dampen a soft cloth with the cleaner, and wipe the belt.2) Repeat until the belt is clean.

3. Optics Cleaner (NET. 190 cc) P/N: A0129532

Purpose:To clean mirrors, lenses, exposure glasses, and paper feed rollersProcedure:Dampen a soft cloth with the cleaner, and wipe the soiled parts.

CAUTION

Since these three type of cleaning solution are **FLAMMABLE**, pay attention to the following caution:

1. Do not spray onto bare skin.

- 2. Keep away from heat and open flame.
- 3. Store in a cool place.
- 4. Keep away from children.
- 5. Do not dispose of the cleaner by burning it, by applying heat to it, or by any means that might cause it to ignite.
- 6 Comply with all local regulations for disposal.

RIGOH	Technical	Bulletin		No. RTB-006
SUBJECT: New Tri-flow Lubrica	ant			DATE: Jan 15, 91 PAGE: 1 of 1
PREPARED BY: N. Takai CHECKED BY:		FROM: Copier T	[echni	cal Support Section
CLASSIFICATION: Action Required Troubleshooting Retrofit Information	 Revision of Information Other 	service manual only	MOD	EL: General
To protect the environment, the propellants has been discontinu being supplied.	tri-flow lubricant (ed. A new tri-flow	P/No. 52159533) that uses LPG as	that us the p	ses CFC aerosol ropellant is now
NOTE: CFC (chlorofluorocarbo earth's ozone layer.	n) gasses are bel	ieved to contribute	e to th	e depletion of the
New Tri-flow: P/No.: 52159539	9 (Volume: 27 ml)			



Technical Bulletin

Reissued : 11-May-18

Model: General RTB

Date: 3-Jul-17 No.: RG

No.: RGene095h

SMB client Advanced Settings:



- SMB Encryption function is supported.
- The SMB client port number can be set to either 139 or 445 (default).
- SMBv2/v3 support can be enabled (default) or disabled.
- If disabled, the device uses the SMBv1 protocol (same as before).
- Access these settings via User Tools on the operation panel, SP settings, or Web Image Monitor.
 - SP5-728-040: Port number 445(0), 139(1)
 - SP5-728-041: SMBv2/SMBv3 Active(0), Inactive(1)

Specification changes:

- New settings will be applied automatically when the device firmware is updated.
 - SMBv2/SMBv3 will be set to Active.
 - SMB Client Port Number will be set to **445** (even if SMB was already enabled on port 139).
- The default SMB client port has been changed from 139/tcp to 445/tcp due to cases reported where Windows OS does not accept connections on port 139 following the application of certain security measures.

Reference URL: https://support.microsoft.com/en-us/kb/3161949

Functions using SMBv2/v3:

The following functions can now operate using SMBv2/v3:

- A. Scan to Folder
- B. FAX reception with folder transfer
 - Specify an address registered in the address book and then transfer a copy of received data to that folder using SMBv2/v3.
- C. FAX transmission with folder backup
 - When sending a fax, also store a copy of sent data to a folder using SMBv2/v3.
- D. Store to HDD with folder transfer
 - Store scanned data and then transfer a copy of stored data to a folder using SMBv2/v3.

Reissued : 11-May-18

Model: General RTB	Date: 3-Jul-17	No.: RGene095h
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2. Limitations

The SMB version used for Windows authentication is SMBv1. Please use LDAP authentication instead as necessary.

- The SMB version used for SMB printing is SMBv1.
- Plaintext authentication and LM authentication are not supported with SMBv2/v3.
- In some environments SMBv3 encrypted communication using port 139/tcp is not supported because Windows OS does not support it. The default port setting in the device has been changed to 445/tcp, so there should be no issue.
- Addressing in CNAME using port 139/tcp is not supported. However, it is now supported by port 445/tcp.
- Writing only supports synchronous transfer, and even if set to asynchronous transfer, the device will still perform synchronous transfer.
- Regarding SMB Encryption, the device can communicate using encryption with individual share folders but not when encryption is enabled for the entire file server.

The following PowerShell command to enable encryption for the entire server is not supported:

Set-SmbServerConfiguration -EncryptData \$true

Furthermore, even when using the following PowerShell command to allow unencrypted access for clients that do not support SMBv3.0, the MFP still cannot connect to the shared folder.

Set-SmbServerConfiguration -RejectUnencryptedAccess \$false

Please refer to the following URL for details:

https://technet.microsoft.com/en-us/library/dn551363(v=ws.11).aspx

- The following Single Function Applications use the SMB protocol.

ID Card Copy and Scan, Scan to Folder Helper, Shared Folder Print, Easy Size Matching Scan

However, this firmware update does not include SMBv2/v3 support for these applications and they will therefore still use SMBv1. The release date schedule is May 2018 or later.

3. Required firmware

Support for SMBv2/v3 is dependent on each of the following firmware modules. Please be sure to update all of them:

- System/Copy
- Network Support
- Scanner
- Web Support
- Animation or Opepanel or LegacyUIData2nd (varies by model)

Reissued : 11-May-18

Model: General RTB Date:	3-Jul-17 No.: RGene095h
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The table below lists the minimum firmware versions required to enable SMBv2/v3 support for each model. Additional information will be provided separately regarding the requirements for other models.

Product Name	System/Copy	Network Support	Scanner	Web Support	Animation or Opepanel or LegacyUIData2nd
MET-C2.1abyz	v1.04.1 D0AD5550C	+15.64 D0AD5567D +15.65 ** D0AD5567E +15.66 *** D0AD5567F	v01.02 D0AD5560B	v1.02 D0AD5561B	Animation v1.02 D0AD5564B
MET-C2.1cde	v1.04.1 D0AF5550C	+15.64 D0AF5567D +15.65 ** D0AF5567E +15.66 *** D0AF5567F	v01.02 D0AF5560B	v1.02 D0AF5561B	Animation v1.02 D0AF5564B
MET-C2abyz	v1.15 D2395550X	+15.64 D2395567Q +15.65.1 ** D2395567R +15.66 *** D2395567S	v01.08 D2395560M	v1.08 D2395561K	Animation v1.05 D2395564J
MET-C2cde	v1.15 D2425550X	+15.64 D2425567Q +15.65.1 ** D2425567R v15.66 *** D2425567S	v01.08 D2425560M	v1.08 D2425561K	Animation v1.05 D2425564J
MET-C1ab	v1.29 D1475575H	v12.81 D1475567V v12.82.1 *** D1475567W	v01.15 D1475560S	v1.13 D1475561R	OpePanel - Europe, China, and Taiwan model: v1.13 (D1471490M) - NorthAmerica, Asia and Koria model: v1.10 (D1471438J)
MET-C1cde	v1.33 D1495569J	v12.74 D1495567T v12.75.1 *** D1495567V	v01.13 D1495560Q	v1.07 D1495561R	OpePanel - Europe, China, and Taiwan model: v1.14 (D1491490Q) - NorthAmerica, Asia and Koria model: v1.10 (D1501438J)
MET-C1yz	v1.22 D1775553	v12.88 D1775567P v12.89.1 *** D1775567Q	v01.10 D1775560M	v1.11 D1775561N	OpePanel - Europe, China, and Taiwan model: v1.14 (D1771490N) - NorthAmerica, Asia and Koria model: v1.11 (D1761438K)

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Model: General	RTB		Date	: 3-Jul-17	No.: RGene095h
Product Name	System/Copy	Network Support	Scanner	Web Support	Animation or Opepanel or LegacyUIData2nd
MET-C1k	v1.06 D2375550E	v12.82 D2375567E v12.83 *** D2375567F	v01.04 D2375560D	v1.04 D2375561D	OpePanel - Europe, China, and Taiwan model: v1.08 (D2371490G) - Asia and Koria model: v1.08 (D2371438G)
MET-C1ab SOP	v3.21 D1465575H	v12.98 D1465567V v12.99.1 *** D1465567W	v02.28 D1465560T	v2.09 D1465561P	LegacyUIData2nd * v1.07 D1501428G
MET-C1cde SOP	v3.23 D1485553K	v12.98 D1485567V v12.99 *** D1485567W	v02.27 D1485560T	v2.12 D1485561P	LegacyUIData2nd * v1.07 D1501428G
MET-C1yz SOP	v2.21 D1765553	v12.98 D1765567N v12.99.1 *** D1765567P	v02.14 D1765560Q	v1.08 D1765561L	Animation v17.00 D1765564G
Cor-C1	v1.20 D2025550Y	√14.37 D2025564P v14.38 *** D2025564Q	v01.08 D3A75704L	v1.09 D2025560G	OpePanel v1.06 D2025563G
Cor-C1 SOP	v1.20 D2015550X	v14.37 D2015564N v14.38 *** D2015564P	v02.10 D2015571K	v2.04 D2015560E	Animation v5.00 D2015562D
Cor-C1.5	v1.08 D2895550L	v16.47 D2895564G v16.48 ** D2895564H v16.49 *** D2895564J	v01.04 D2895571F	v1.05 D2895560F	Animation v1.03 D2895562E
OR-C2	v1.16 D1825530P	v12.76.1 ** D1825544J v12.77 *** D1825544K	v03.01 D7575704F	v1.02 D1825539E	OpePanel - General model: v1.09 (D1821490H) - Koria model: v1.06 (D1821491E)
OR-C2 SOP	v1.16 D1835530M	v12.92.1 ** D1835544F v12.93 *** D1835544G	v02.08 D1835704J	v2.03 D1835539C	Animation v5.00 D1835541D
CH-C1 Office/Pro	v1.18 D1365760T	v12.69.1 ** D1365769J v12.70 *** D1365769K	v01.08 D1365764H	v1.18 D1365765K	OpePanel - Europe, China, and Taiwan model: v1.12 (D1365790K) - North America, Asia and Koria model: v1.05 (D1365787D)

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Model: General	al RTB Date: 3-Jul-17			No.: RGene095h	
Product Name	System/Copy	Network Support	Scanner	Web Support	Animation or Opepanel or LegacyUIData2nd
CH-C2 Office	v1.10 D2585760N	v16.47.1 ** D2585769G v16.48 *** D2585769H	v01.05 D2585764J	v1.07 D2585765J	Animation v1.03 D2585767G
CH-C2 Pro	v1.10 D2615760M	v16.47.1 ** D2585769G v16.48 *** D2585769H	v01.05 D2585764J	v1.06 D2615765J	OpePanel v1.04 D2617390H
CH-C2 Pro SOP (optional)	v1.10 D2615760M	v16.47.1 ** D2585769G v16.48 *** D2585769H	v01.05 D2585764J	v1.06 D2615765J	Animation v1.03 D2615767G
GR-C2	v1.15 D1965400S	v15.27.1 ** D1965792J v15.28 *** D1965792K	v01.19 D1965787L	v1.12 D1965788K	Animation v2.06 D1965790G
GR-C3	v1.07 D2965400J	v16.53.1 ** D2965792F v16.54 *** D2965792G	v01.05 D2965787G	v1.04 D2965788E	Animation v1.01 D2965791C
Gim-MF1d/dM	v1.15 M1605770P	v13.27.1 ** M1605753K v13.28 *** M1605753L	v01.10 M1605779J	v1.13 M1605750K	OpePanel - North America, Europe, Asia and China model: v1.13 (M1605740K) - Taiwan model: v1.04 (M1605742C)
Gim-MF1.5dM	v1.05 M0A05770F	v16.35.1 ** M0A05753D v16.36 *** M0A05753E	v01.05 M0A05779F	v1.04 M0A05750E	Animation v1.01 M0A05752B
Brz-MF1	v1.08 D2555770J	v15.61.1 ** D2555753F v15.62 *** D2555753G	v01.04 D2555779F	v1.05 D2555750G	Animation v1.02 D2555752D
BE-C2	v1.08 D2065860J	v14.32 ** D2065871E v14.33 *** D2065871F	v01.03 D2065866D	v1.05 D2065867F	OpePanel - General model: v1.03 (D2061490C) - China model: v1.02 (D2061491A)
BE-C2LT	v1.04 D2125860F	v14.32 ** D2065871E v14.33 *** D2065871F	v01.01 D2125866A	v1.04 D2125867F	OpePanel v1.02 D2121490C
Lef-C1b	v1.12 D2595552N	v15.41.1 ** D2595564J v15.42 *** D2595564K	v01.06 D2595559H	v1.06 D2595560H	Animation v1.04 D2595563F
MO-C2	v1.11 D2625221L	v15.26.1 ** D2625229F v15.27 *** D2625229G	v01.05 D2625224F	v1.05 D2625225E	Animation v1.04 D2625228E

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Model: General RTB Date			Date:	3-Jul-17	No.: RGene095h			
Product Name	System/Copy	Network Support	Scanı	ner	Web Support	Animation or Opepanel or LegacyUIData2nd		
Z-C2	v1.10 D1915771L	v13.66 ** D1915792G v13.67 *** D1915792H	v03.01 D1915777C		v1.02 D1915788C	OpePanel v1.05 D1911490E		
Z-C2 SOP	v1.11 D1935771L	v13.67 ** D1935792F v13.68 *** D1935792G	v03.03 D1935777H		v2.02 D1935788B	Animation v3.00 D1935778B		
K-C4	v1.15 D1585551S	v12.47 ** D1585563K v12.48 *** D1585563L	v01.05 D1585558D		v01.05 D1585558D		v1.07 D1585559H	OpePanel - Europe, China, and Taiwan model: v1.08 (D1581491G) - North America, Asia and Koria model: v1.06 (D1580057E)
BR-C1	v2.09 D1795760W	v12.77.1 *** D1795769J	v02.04 D7265704G		v02.04 D7265704G		v2.05 D1795765M	OpePanel - General model: v2.02 (D1797290J) - Koria model: v2.02 (D1797295E)
BR-C2	v1.08 D2705750H	v12.78.1 *** D2705758B	v01.01 D2705753A		v1.06 D2705754F	OpePanel - General model: v1.05 (D2705790D) - Koria model: v1.03 (D2705791B)		
Leo-C1	v3.13 D1955720R	v14.68.1 *** D1955730G	v02.04 D1955725G		v1.11 D1955726L	OpePanel v2.07 D1955729J		
S-C5	v3.24 D1275780Y	v12.36.1 *** D1275791P	v01.09 D1275786H		v1.13 D1275787P	OpePanel - Europe and China model: v1.24 (D1271491P) - North America, Asia, and Koria model: v1.04 (D1271498C)		
MT-C6	v1.09 D2235540M	v16.39.1 *** D2235552K	v01.0 D22355	03 547E	v1.05 D2235548F	Animation v1.01 D2235551C		
SMBv2/v3 is also Tools on the oper do not need to be	supported on the ration panel on the updated.	e following models ese models, so th	s. The SMI ne Animatio	Bv2/v3 on, Ope	settings cannot b Panel, and Lega	e configured from User cyUIData2nd firmware		
Product Name	System/Copy	Network Support	Scanı	ner	Web Support			
AL-C2	v2.20 D1295760B	v11.104.1 D1295754R	v01.1 D12957	14 759F	v1.20 D1295755N			
MT-C5	v1.11 D1315572N	v11.99.1 D1315553M	v01.0 D13155	06 580F	v1.05 D1315574H			
AT-C3	v2.18 D1425610B	v11.105.1 D1425563S	v01.1 D14255	13 570G	v1.18 D1425565M			
AP-C3	v2.18 D1445610B	v11.105.1 D1445563S	v01.1 D14455	14 570H	v1.18 D1445565M			

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Model: General RTB Date: 3-Jul-17					No.: RGene095h	
Product Name	System/Copy	Network Support	Scanne	ər	Web Support	
S-C4.5	v1.09 D1155532B	v9.08 D0675526G	v02.03 D115552	3 1C	v1.01 D1155526A	
SH-MF1	v2.08 M0525771M	v10.67 M0525792H	v01.05 M052577	5 7D	v1.04 M0525788D	
OR-C1	v1.13 D1205530K	v10.70 D1205544F	v01.04 D1205538D		v1.04 D1205539D	
GR-C1	v4.12 D1175437C	v12.36 D1175430Q	v02.03 D117542	} 26J	v1.14 D1175427M	
DI-C1.5	v2.10 D1055730Q	v10.64 D1055745J	v01.08 D1055739D		v1.02 D1055740C	
R-C5	T.B.D.	T.B.D.	T.B.D		T.B.D.	
S-C4	T.B.D.	T.B.D.	T.B.D		T.B.D.	
Z-C1	T.B.D.	T.B.D.	T.B.D		T.B.D.	
V-C3	T.B.D.	T.B.D.	T.B.D		T.B.D.	
Mo-C1	T.B.D.	T.B.D.	T.B.D		T.B.D.	
N-C3	T.B.D.	T.B.D.	T.B.D		T.B.D.	
Katana-C2	T.B.D.	T.B.D.	T.B.D		T.B.D.	
Be-C1.5	T.B.D.	T.B.D.	T.B.D		T.B.D.	
Be-C1	T.B.D.	T.B.D.	T.B.D		T.B.D.	
Taurus-C1	T.B.D.	T.B.D.	T.B.D		T.B.D.	

RIC		Technical	Bulletin		No. RTB-009
SUBJECT:	DATE: Mar. 31, '92 PAGE: 1/1				
PREPAREI CHECKED) BY: N. Takai BY:		FROM: Copier	Technic	cal Support Sec.
CLASSIFIC	ATION: Required shooting Information	 Revision of Information Other 	service manual only	MOD	EL: General
The earth environme believe the one of the	is a closed environme ent, where they can liv at protecting the envir e most important dutie	ent with limited revelocity and control of the safely and control of the safely and past of every living sof	esources. People nfortably. We, Ric sing on a better e being.	need a oh as a nvironi	a good a manufacturer, ment to posterity is
In live with packages	n the above concept, for the service parts t	we are improving to help preserve	not only the mad the environment a	chines, as follo	but even the ws:
Schedule	for improvement of	service parts pa	ackaging		
Step 1:	Elimination of plastic	tem made from Poly	vinyl chloride (PV	<u> </u>	rom (target) eb. '92
Step 2:	Elimination of glueing (i.g. styrofoam and c * This is to facilitate	g different materia ardboard) segregating the v	als together waste by material.	A	Aug. '92
Step 3:	Reduction of usage of * This is to reduce w	of cardboard (109 vasting resources	% less)	S	Sep. '92
This bullet environme	tin covers all package ent. We will not inform	changes for ser	vice parts related ges for individual	to the parts p	preservation of the backages.

Technical Bulletin

Model: General		e: 30-Sep-98	No.: 1		
Subject: Service	Tools	Prepared by: M.Mimura			
From: QAC Field	Information Dept.				
Classification:	Troubleshooting Mechanical Rapor path	eshooting		tion Action Servic	n required ce manual revision fit information
	$\square Paper path \\ \square Other ()$		ni/Tec		

Some service tools were set up as service parts decades ago for cases where appropriate field service tools could not be obtained locally. These tools will no longer be available at the SPC.

This is because all types of service tools are now available across the world. Also, some tools are no longer needed for servicing recent Ricoh products.

The target service tools are listed on the following pages.

Date: 30-Sep-98

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Model: General

No.: 1

TOOL LIST - 115V (54199901)

Item	Part No.	Description	Q'ty	Item	Part No.	Description	Q'ty
1.	54199600	Tool Case (Aluminum)	1	31.	54199630	Screw Driver Long Shawk "+" 75mm	1
2.	54199601	Tension Gauge 0-2Kg	1	32.	54199631	Voltage Checler-100V 250V	1
3.	54199602	Wrench	1	33.	54199632	Cleaner-Solder Iron	1
4.	54199603	Thickness Gauge	1	34.	54199633	Solder	1
5.	54199604	File	1 set	35.	54199634	NT Cutter	1
6.	54199605	Parts Case	1	36.	54199635	Tester	1
7.	54199606	Oiler	2 pcs.	37.	54199636	Solder Sucker	1
8.	54199607	Bond	1	38.	54199637	Electric Torch-Pen type	1
9.	54199608	Crimping Plier	1	39.	54199638	Retaining Ring Holder-1.5mm	1
10.	54199609	Wire Stripper	1	40.	54199639	Retaining Ring Holder-2.0mm	1
11.	54199610	Magnetic Screw Driver	1	41.	54199640	Retaining Ring Holder-2.5mm	1
12.	54199611	Nipper	1	42.	54199641	Retaining Ring Holder-3.0mm	1
13.	54199612	Cutting Plier-Radio Type	1	43.	54199642	Retaining Ring Holer-4.0mm	1
14.	54199613	Cutting Plier	1	44.	54199643	Retaining Ring Holder-5.0mm	1
15.	54199614	Plier	1	45.	54199644	Retaining Ring Holder-6.0mm	1
16.	54199615	Tweezers	1	46.	54199645	Retaining Ring Holder-7.1mm	1
17.	54199616	Allen Erench-1.5mm	1	47.	54199646	Retaining Ring Holder-8.1mm	1
18.	54199617	Allen Wrench-2.0mm	1	48.	54199647	Scale-150mm	1
19.	54199618	Allen Wrench-2.5mm	1	49.	54199648	Crescent Wrench	1 set
20.	54199619	Allen Wrench-3.1mm	1	50.	54199649	Insulating Tape-Black	1
21.	54199620	Allen Wrench-4.0mm	1	51.	54199650	Insulating Tape-Red	1
22.	54199621	Allen Wrench-5.0mm	1	52.	54199651	Double Coated Tape	1
23.	54199622	Allen Wrench-6.0mm	1	53.	54199652	Silicon Cloth	1
24.	54199623	Allen Wrench-8.0mm	1	54.	54199653	Spring Hook	1
25.	54199624	Screw Driver "-" 120mm	1	55.	54199654	Test Chart-B4 size	1
26.	54199625	Screw Driver "+" 120mm	1	56.	54199655	Test Chart-A3 size	1
27.	54199626	Screw Driver "+" 125mm	1	57.	54199656	Solder Tip	1
28.	54199627	Stubby Screw Driver "-"	1	58.	54199657	Solder Iron –115V	1
29.	54199628	Stubby Driver "+"	1	59.	54199706	Clip Ass'y-Large	1
30.	54199629	Screw Driver Long Shawk	1	60.	54199707	Clip Ass'y-Small	1
		- 12011111		61.	54086001	Service Mat	1



Date: 30-Sep-98

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Model: General

No.: 1

TOOL LIST - 220V (54199902)

Item	Part No.	Description	Q'ty	Item	Part No.	Description	Q'ty
1.	54199600	Tool Case (Aluminum)	1	31.	54199630	Screw Driver Long Shawk "+" 75mm	1
2.	54199601	Tension Gauge 0-2Kg	1	32.	54199631	Voltage Checler-100V 250V	1
3.	54199602	Wrench	1	33.	54199632	Cleaner-Solder Iron	1
4.	54199603	Thickness Gauge	1	34.	54199633	Solder	1
5.	54199604	File	1 set	35.	54199634	NT Cutter	1
6.	54199605	Parts Case	1	36.	54199635	Tester	1
7.	54199606	Oiler	2 pcs.	37.	54199636	Solder Sucker	1
8.	54199607	Bond	1	38.	54199637	Electric Torch-Pen type	1
9.	54199608	Crimping Plier	1	39.	54199638	Retaining Ring Holder-1.5mm	1
10.	54199609	Wire Stripper	1	40.	54199639	Retaining Ring Holder-2.0mm	1
11.	54199610	Magnetic Screw Driver	1	41.	54199640	Retaining Ring Holder-2.5mm	1
12.	54199611	Nipper	1	42.	54199641	Retaining Ring Holder-3.0mm	1
13.	54199612	Cutting Plier-Radio Type	1	43.	54199642	Retaining Ring Holer-4.0mm	1
14.	54199613	Cutting Plier	1	44.	54199643	Retaining Ring Holder-5.0mm	1
15.	54199614	Plier	1	45.	54199644	Retaining Ring Holder-6.0mm	1
16.	54199615	Tweezers	1	46.	54199645	Retaining Ring Holder-7.1mm	1
17.	54199616	Allen Erench-1.5mm	1	47.	54199646	Retaining Ring Holder-8.1mm	1
18.	54199617	Allen Wrench-2.0mm	1	48.	54199647	Scale-150mm	1
19.	54199618	Allen Wrench-2.5mm	1	49.	54199648	Crescent Wrench	1 set
20.	54199619	Allen Wrench-3.1mm	1	50.	54199649	Insulating Tape-Black	1
21.	54199620	Allen Wrench-4.0mm	1	51.	54199650	Insulating Tape-Red	1
22.	54199621	Allen Wrench-5.0mm	1	52.	54199651	Double Coated Tape	1
23.	54199622	Allen Wrench-6.0mm	1	53.	54199652	Silicon Cloth	1
24.	54199623	Allen Wrench-8.0mm	1	54.	54199653	Spring Hook	1
25.	54199624	Screw Driver "-" 120mm	1	55.	54199654	Test Chart-B4 size	1
26.	54199625	Screw Driver "+" 120mm	1	56.	54199655	Test Chart-A3 size	1
27.	54199626	Screw Driver "+" 125mm	1	57.	54199656	Solder Tip	1
28.	54199627	Stubby Screw Driver "-"	1	58.	54199658	Solder Iron –220V	1
29.	54199628	Stubby Driver "+"	1	59.	54199706	Clip Ass'y-Large	1
30.	54199629	Screw Driver Long Shawk	1	60.	54199707	Clip Ass'y-Small	1
		- 12011111		61.	54086001	Service Mat	1



Date: 30-Sep-98

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Model: General

No.: 1

TOOL LIST - 240V (54199903)

Item	Part No.	Description	Q'ty	Item	Part No.	Description	Q'ty
1.	54199600	Tool Case (Aluminum)	1	31.	54199630	Screw Driver Long Shawk "+" 75mm	1
2.	54199601	Tension Gauge 0-2Kg	1	32.	54199631	Voltage Checler-100V 250V	1
3.	54199602	Wrench	1	33.	54199632	Cleaner-Solder Iron	1
4.	54199603	Thickness Gauge	1	34.	54199633	Solder	1
5.	54199604	File	1 set	35.	54199634	NT Cutter	1
6.	54199605	Parts Case	1	36.	54199635	Tester	1
7.	54199606	Oiler	2 pcs.	37.	54199636	Solder Sucker	1
8.	54199607	Bond	1	38.	54199637	Electric Torch-Pen type	1
9.	54199608	Crimping Plier	1	39.	54199638	Retaining Ring Holder-1.5mm	1
10.	54199609	Wire Stripper	1	40.	54199639	Retaining Ring Holder-2.0mm	1
11.	54199610	Magnetic Screw Driver	1	41.	54199640	Retaining Ring Holder-2.5mm	1
12.	54199611	Nipper	1	42.	54199641	Retaining Ring Holder-3.0mm	1
13.	54199612	Cutting Plier-Radio Type	1	43.	54199642	Retaining Ring Holer-4.0mm	1
14.	54199613	Cutting Plier	1	44.	54199643	Retaining Ring Holder-5.0mm	1
15.	54199614	Plier	1	45.	54199644	Retaining Ring Holder-6.0mm	1
16.	54199615	Tweezers	1	46.	54199645	Retaining Ring Holder-7.1mm	1
17.	54199616	Allen Erench-1.5mm	1	47.	54199646	Retaining Ring Holder-8.1mm	1
18.	54199617	Allen Wrench-2.0mm	1	48.	54199647	Scale-150mm	1
19.	54199618	Allen Wrench-2.5mm	1	49.	54199648	Crescent Wrench	1 set
20.	54199619	Allen Wrench-3.1mm	1	50.	54199649	Insulating Tape-Black	1
21.	54199620	Allen Wrench-4.0mm	1	51.	54199650	Insulating Tape-Red	1
22.	54199621	Allen Wrench-5.0mm	1	52.	54199651	Double Coated Tape	1
23.	54199622	Allen Wrench-6.0mm	1	53.	54199652	Silicon Cloth	1
24.	54199623	Allen Wrench-8.0mm	1	54.	54199653	Spring Hook	1
25.	54199624	Screw Driver "-" 120mm	1	55.	54199654	Test Chart-B4 size	1
26.	54199625	Screw Driver "+" 120mm	1	56.	54199655	Test Chart-A3 size	1
27.	54199626	Screw Driver "+" 125mm	1	57.	54199656	Solder Tip	1
28.	54199627	Stubby Screw Driver "-"	1	58.	54199659	Solder Iron –240V	1
29.	54199628	Stubby Driver "+"	1	59.	54199706	Clip Ass'y-Large	1
30.	54199629	Screw Driver Long Shawk	1	60.	54199707	Clip Ass'y-Small	1
		- 12011111		61.	54086001	Service Mat	1



Technical Bulletin

Model: General		e: 31-Dec-98	No.: 2		
Subject: General	Service Remarks for Safety			Prepared by: M.	Mimura
From: GTSS Fiel	d Information Dept.				
Classification:	 Troubleshooting Mechanical Paper path Other () 	Part info Electric	ormai al iit/rec	tion Action Servio eive Retro	n required ce manual revision fit information

This bulletin is a general service reminder.

Do not do any of the following in the field under any circumstances.

- 1. Disable safety devices such as thermofuses and thermistors.
- 2. Use the wrong safety devices such as thermofuses and thermistors.
- Swap different types of fusing units across different models.
 If the wrong type of fusing unit is used, the thermofuse may not work properly.

These points all affect product safety.

Please always use the correct parts as shown in the parts catalog for the product.

Technical Bulletin

Model: Products	with FAX function (US versior	e: 30-Nov-99	No.: RGene003		
Subject: For Nev	v FCC Regulations	Prepared by: Y. Okunishi			
From: Technical	Servers Dept., GTS Division				
Classification:	Troubleshooting	oting 🛛 Part inform		tion Action	required
	Mechanical	Electric	al	Servic	e manual revision
	Paper path	🛛 Transm	eive 🗌 Retro	fit information	
	Other ()				

The new FCC regulations will be applied to products produced after December 19, 1999. The following features will be affected by these changes and the firmware changed accordingly.

- Redialing -

Limited to only one time if the machine cannot detect the busy and re-order tones.

- Transmission Deadline function (TRD) -

The maximum number of times for redialing is limited to 14. Therefore, this function will not be available.

	Be	fore change		Aft	After change			
Product	Tone	Redialing	TRD	Tone	Redialing	TRD	Note	
	detection	-		detection	_			
Fax								
LFO	NO	4	NO	NO	1	NO		
FR6, FR4	NO	4	YES	NO	1	NO		
Schmidt3	YES	4	YES	YES	4	NO		
Schmidt1	NO	1	NO	NO	1	NO		
Kaiser1	No	production		YES	4	NO	*1, *3	
Digital PPC								
NAD	NO	4	YES	NO	1	NO		
Stinger-C1	NO	1	YES	YE	4	NO		
Russian-C1	NO	1	NO	YES	4	NO	*3	
GF10B	NO	2	NO	NO	1	NO	*2	
Digital Color								
Lilac2	No	NO	1	NO	*1			
Option								
S G3 Option	NO	4	-	NO	1	NO	*3, *4	

- Affected machines -

Note:

*1: The change will be applied from the first lot of mass-production.

*2: No memory transmission is available.

*3: When this option is installed, redialing from the main frame is also limited to one time.

*4: TRD is controlled by the main frame.

For details of these changes, please refer to the MB or RTB that will be issued for each model.

Technical **B**ulletin

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Model: General		e: 31-Jan-00	No.: RGene004		
Subject: CiG4 Sv	vitches and Software Version			Prepared by: к. к	⁄lisugi
From: Technical	Services Dept., GTS Division				
Classification:	Troubleshooting	Part inf	orma	tion Actior	n required
	🗌 Mechanical	Electrical		🖂 Servio	ce manual revision
	Paper path	n 🗌 Transmit/r		eive 🗌 Retro	fit information
	Other ()				

The new software will be released for the CiG4 unit to provide new functions for ISDN comunication. This RTB clarifies the new switches and their software version.

Please note that the CiG4 unit is being used in the FX4 and FR4 fax machines, and in the Adam, NAD, Stinger-C, and Russian-C copiers.

NOTE:

The software versions which enable each switch are listed in the "NOTE" column. Otherwise, functions are available from the first production of the G4 unit for the above machines.

Release date:

Version 0B: '97. November (at the same time as the fax FR4 release) Version 0F: '00. March

Do not adjust a bit switch that is described as "Not used", as this may cause the machine to malfunction or to operate in a manner that is not accepted by local regulations.

Important:

In the CiG4 unit, after changing any of the bit switches, turn off the machine, wait for 5 seconds or more, and turn it back on, so that the new settings take effect.

1. G4 Internal Switches

|--|

		0					
		F	=UN	CTI	ON	COMMENTS	NOTE
	Count	ry co	ode				
0	Bit 4	3	2	1	0 1	Country Germany (1TB6 mode)	
to	0	0	0	1	0	Universal (Europe Euro ISDN)	
7	1	0	0	0	1	USA	
	1	1	0	1	1	Taiwan	
	Note:	In (Gerr	nan	y, u	se the Universal setting for the Euro ISDN lines.	
		In ⁻	Taiw	/an,	use	the Taiwan setting for firmware version 0D or later.	

Bit switches 01 and 02 are not used. Do not change the settings.



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Model: General

Date: 31-Jan-00

Bit S	witch 03		
	FUNCTION	COMMENTS	NOTE
0	Amount of protocol dump data in one protocol dump list 0: Last communication only 1: Up to the limit of the memory area for protocol dumping	Change this bit to 0 if you want to have a protocol dump list of the last communication only. This bit is only effective for the dump list D + Bch1.	
1-7	Not used	Do not change the settings.	

Bit Switch 04			
	FUNCTION	COMMENTS	NOTE
0-2	Not used	Do not change the settings.	
3	Auto data rate change for transmission (64 kbps to 56 kbps) 0: On 1: Off	0: The machine automatically changes the transmission data rate from 64 kbps to 56 kbps after 3 s if the other end did not accept the call. This is to cope with 56 kbps networks in the USA. Normally, keep this bit at 0.	
4	Auto data rate change for reception (64 kbps to 56 kbps) 0: Off 1: On	1: The machine automatically changes the reception data after 6 s. Change this bit to 1 only when there is a communication error where the other terminal informs 64 kbps in the SETUP signal although it is actually 56 kbps.	
5	RCBCTR 0: Not valid 1: Valid	This bit is used in Germany; set it to 1 for German FTZ approval tests. 1: RCBCTR counts consecutive R:RNR signals. If the counter reaches the value of N2, the link is disconnected.	
6-7	Not used	Do not change the settings.	

Bit Switch 05			
	FUNCTION	COMMENTS	NOTE
0	Not used	Do not change the settings.	
1	Logical channel number (LCN) 0: Not controlled 1: Fixed at 01	Keep this bit normally at 0. However, some networks may require a fixed LCN. In such cases, this bit should be 1, and you may have to set a different value for the LCN using G4 Parameter Switch A.	
2	Protocol ID check 0: Yes 1: No	The Protocol ID is in the CR packet.	
3-7	Not used	Do not change the settings.	



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Model: General

Date: 31-Jan-00

No.: RGene004

Bit S	witch 06		
	FUNCTION	COMMENTS	NOTE
0	Inclusion of the DTE address in the S:CR packet 0: No 1: Yes	Normally, do not change the setting. When the CR packet format matches ISO8208 protocol, some networks may require this bit to be set at 1. This bit is only effective if bit 0 of G4 Parameter switch 6 is at 0.	
1	Calling and called DTE addresses 0: Not used 1: Used	Normally, do not change the setting. This is only for packet networks. The CR packet should contain the rx side's DTE address, but does not have to include the tx side's; it can include it as an option.	
2-7	Not used	Do not change the settings.	

Bit switch 07 and 08 are not used.

Bit Switch 09			
	FUNCTION	COMMENTS	NOTE
0	Not used	Do not change the settings.	
1	New session within the same call 0: Not accepted 1: Accepted	 0: If a new R:CSS is received, the machine sends back S:RSSN. 1: If a new R:CSS is received, the machine sends back S:RSSP. Set this bit to 1 for German PTT (FTZ) approval tests. 	
2-7	Not used	Do not change the settings.	

Bit switches 0A to 0F are not used. Do not change the settings.



Model: General

Date: 31-Jan-00

No.: RGene004

Bit S	witch 10		
	FUNCTION	COMMENTS	NOTE
0	Not used	Do not change the settings.	
	Layer 1 T3 timer	This should be kept at 5 s (both bits at 0) for	
4	Bit 2 1 Time	normal operation.	
	00 5s		
2	0129s		
2	1010s		
	1 1 Not used		
2	Layer 1 T4 timer	Set this bit to 1 for French PTT approval	
3	0: Not used 1: Used	tests.	
4-5	Not used	Do not change the settings.	
	INFO1 signal resend	0: Some DSUs may not reply to the INFO1	
	0: Resend	signal with INFO2, if there is noise in the	
6	1: No resend	INFO1 signal accidentally. Try changing this	
		bit to 0, to resend INFO1 before the machine	
		displays "CHECK INTERFACE".	
7	Loop back 4 mode	Normally, keep this bit at 0.	
	0: Disabled 1: Enabled		

Bit Switch 11			
	FUNCTION	COMMENTS	NOTE
0	Not used	Do not change the settings.	
1	Type of TEI used 0: Dynamic TEI 1: Static TEI	This is normally fixed at 0. However, some networks such as the Northern Telecom ISDN may require this bit to be set at 1 (see below). In this case, you may have to change the values of bits 2 to 7.	
2 7	Static TEI value	This is used in the USA with the DMS100 (Northern Telecom ISDN) exchanger. Store the lowest bit of the TEI at bit 7 and the highest bit of the TEI at bit 2. Example: If the static TEI is 011000, set bits 3 and 4 to 1 and bits 2, 5, 6, and 7 to 0.	

Bit switch 12 is not used. Do not change the settings.



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No.: RGene004

Bit Switch 13			
	FUNCTION	COMMENTS	NOTE
0-1	Not used	Do not change the settings.	
2	Attachment of calling ID 0: No 1: Yes	Normally, this bit should be at 0, because most networks add the calling ID to the SETUP signal to the receiver. However, some networks may require the machine to add this ID. Only in this case should this bit be at 1.	
3	Attachment of the Lower Layer Capabilities 0: No 1: Yes	This bit determines whether Lower Layer Capabilities are informed in the [SETUP] signal. Keep this bit at 0 in most cases.	
4	Attachment of the Higher Layer Capabilities 0: Yes 1: No	This bit determines whether Higher Layer Capabilities are informed in the [SETUP] signal or not. Keep this bit at 0 in most cases.	
5	Attachment of the channel information element (CONN) 0: No 1: Yes	Keep this bit at 0 in most cases.	
6	Attachment of the Higher Layer Capabilities for ISDN G3 transmission 0: Same as the bit 4 setting 1: Not attached	This bit determines whether Higher Layer Capabilities are informed in the [SETUP] signal for ISDN G3 transmission. This switch is effective in coping with communication problems with some types of T/A and PBX which do not respond to Higher Layer Capability "G3." When this bit is set to 0, the setting depends on the setting of bit 4.	Ver. 0B
7	Condition for fallback from G4 to G3 0: Refer to the CPS code setting 1: Fallback in response to any CPS code	0: Fallback occurs when a CPS code is the same as the CPS code settings specified by G4 internal switches 17, 18, 1A, 1B, and 1C. If you wish to enable fallback when any CPS code is detected, set this bit to "1." This switch is effective in coping with fallback problems where the CPS code does not match those specified in the ITU-T recommendation.	Ver. 0F

NOTE: CiG4 software version 0F will be released from '00. March production.



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Model: General

Date: 31-Jan-00

Bit Switch 14			
	FUNCTION	COMMENTS	NOTE
0	ISDN G3 information transfer capability 0: 3.1 kHz audio 1: Speech	In tx mode, this determines the information transfer capability informed in the [SETUP] message. In rx mode, this determines the information transfer capability that the machine can use to receive a call. Set this bit to 1 if the ISDN does not support 3.1 kHz audio.	
1-2	Not used	Do not change the settings.	
3 4	Channel selection in [SETUP] in tx mode Bit 4 3 Setting 0 0 Any channel 0 1 B1 channel 1 0 B2 channel 1 1 Not used	Any channel: When this is informed to the exchanger, the exchanger will select either B1 or B2.	
5	Called ID mapping 0: Called party number 1: Keypad facility	 0: Called ID is mapped to the called party number. 1: Called ID is mapped to the keypad facility. On the 5ESS network (USA), set it to 1. 	
6	Numbering plan for the called party number 0: Unknown 1: E.164	E.164: This may be used in Sweden if an AXE10 exchanger is fitted with old software, and in Australia.Unknown: This is the normal setting.	
7	Subaddress coding type 0: IA5 (NSAP) 1: BCD (ISO8348)	This is normally kept at 0. However, some networks require this bit to be at 1.	



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Model: General

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Date: 31-Jan-00

Bit Switch 15			
	FUNCTION	COMMENTS	NOTE
0	Action when receiving a [SETUP] signal containing no called subaddress, if the subaddress was programmed in the dialed number 0: A reply is sent 1: No reply is sent	This bit depends on user requirements. If it is at 1, communication will be halted if the other terminal has not input the subaddress.	
1-3	Not used	Do not change the settings	
4	Action when the received Higher Layer Capabilities is Tel or Bearer Capabilities is Speech 0: Do not respond to the call 1: Respond to the call	1: This switch is effective in coping with communication problems when the received Higher Layer Capabilities is Tel or Bearer Capabilities is Speech for ISDN G3 communication.	Ver. 0B
5	Global call reference 0: Ignored 1: Global call number is used	Global call reference means 'call reference value = 0'. This bit determines how to deal with such an incoming call if received from the network. Keep this bit at 1 for Germany 1TR6.	
6-7	Not used	Do not change the settings.	



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Model: General

Date: 31-Jan-00

Bit S	Bit Switch 16				
	FUNCTION	COMMENTS	NOTE		
0	Answer delay time Bit 1 0 Setting 0 0 No delay 0 1 1.0 s delayed (1TR6) 1 0 0.5 s delayed 1 1 Not used	For Germany 1TR6, a time delay for answering calls is required. In other countries, use this switch as follows: If the machine is connected to the same bus from the DSU as a model K200 is connected, the machine receives most of the calls because the response time to a call is faster than the K200. If the customer wants the K200 to receive most of the calls, adjust the response time using these bits. If the customer does not want one machine to receive most of the calls, use subaddresses to identify each terminal.			
2	Action when receiving a [SETUP] signal containing user-specific called party subaddress 0: Ignores the call 1: Receives the call	Normally, the 3rd octet of called party subaddress information in the [SETUP] signal is set to NSAP. However, some networks may add a "user-specific" subaddress to the [SETUP] signal, and as a result the machine won't answer the call if a subaddress is specified. So, change this bit to 1 to let the machine receive the call if the machine is connected to such a network.			
3-4	Not used	Do not change the settings.			
5	Indicated bearer capabilities 0: 56 kbps 1: 64 kbps	1: 64 kbps calling is indicated in the Bearer Capabilities, but communication is at 56 k. Use this bit if the machine is connected to a network which does not accept a 56 kbps data transfer rate as a bearer capability.			
6	Not used	Do not change the settings.			
7	Transfer capabilities (SI) informed in 1TR6 ISDN G3 transmission 0: G3 Fax 1: Analog	This bit determines the transfer capabilities informed in the Service Indicator for 1TR6 ISDN G3 transmission. This switch is effective in coping with communication problems with some types of T/A and PBX.			



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Model: General

Date: 31-Jan-00

No.: RGene004

Bit S	witch 16		
	FUNCTION	COMMENTS	NOTE
0-6	Condition for fallback from G4 to Bits 0 to 6 of bit switch 17 contain contain another CPS code. If a 0 either of these, communication we mode. The CPS codes must be the sam recommendation Q.931. Examples: Bit 6 5 4 3 2 1 0 1 0 0 0 0 0 1 1 0 1 1 0 0 0 For the codes in bits 0 to 6 of bit bit switch 17 must be 1. Also, bit 0, or Fallback from G4 to G3 will	G3 n a CPS code, and bits 0 to 6 of bit switch 18 CPS code is received which is the same as vill fall back from ISDN G4 mode to ISDN G3 ne as those specified in table 4-13 of CCITT CPS code 65 CPS code 88 switches 17 and 18 to be recognized, bit 7 of 0 of the Communication Switch 07 must be at be disabled.	
7	 This bit determines whether falls the CPS codes programmed in the standard code. 0: Fallback occurs on receipt of Universal (Euro ISDN) - #3, # Germany 1TR6 mode - #3, #5 Others - #3, #65, and #88 1: Fallback from G4 to G3 occur the CPS codes programmed in the CPS codes programmed pro	back from G4 to G3 occurs on receipt of one of bit switch 17 or 18, or on receipt of a certain any of the following CPS codes: 18, #57, #58, # 63, # 65, #79, #88, and #127 53, #58, and #90 s on receipt any of above CPS codes or one of bit switch 17, 18, 1A, 1B, or 1C	

Bit Switch 18			
	FUNCTION	COMMENTS	NOTE
0_6	Condition for fallback from G4 to	G3	
0-0	See the explanation for bits 0 to	6 of bit switch 17	
7	 See the explanation for bits 0 to 6 of bit switch 17 This bit helps to choose the CPS code set for G4 to G3 fallback. 0: Fallback occurs on receipt of the CPS code set which is specified by the country code setting. 1: Fallback occurs on receipt of the Universal CPS code set (#3, #18, #57, #58, # 63, # 65, #79, #88, and #127) even if another country code is programmed. If bit switch 17 bit 7 is "1", fallback occurs on receipt of the Universal CPS code set 0 is programmed. 		

G4 to G3 fallback

Bit 0 of Communication Switch 07 must be at 0, or fallback from G4 to G3 will be disabled.

The CPS codes for which fallback occurs are decided as follows.

• G4 bit switch 17, bit 7 - If set to "0", fallback occurs on receipt of a code from a set that depends on the country code. If set to "1", fallback occurs for the 5 CPS codes programmed in bits 0 to 6 of G4 bit switches 17, 18, 1A, 1B, and 1C, in addition to the country code set.



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Model: General

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No.: RGene004

Bit Switch 19					
	FUNCTION	COMMENTS	NOTE		
0	Permanence of the link 0: Set/released each LAPD call 1: Permanent	Keep this at 1 in the USA. In other areas, this bit is normally 0, depending on network requirements.			
1	Channel used in ISDN L2 (64k) mode 0: B1 1: B2	When making an IDSN L2 back-to-back test, you can select either the B1 or B2 channel with this bit switch.			
2-7	Not used	Do not change the factory settings.			

Bit Switch 1A: CPS Code Used for G4 to G3 Fallback - 3				
	FUNCTION COMMENTS			
0-6	Condition for fallback from G4 to G3			
00	See the explanation for bits 0 to 6 of bit switch 17.			
7	Not used	Do not change the factory settings.		

Bit Switch 1B: CPS Code Used for G4 to G3 Fallback - 4				
	FUNCTION COMMENTS			
0-6	Condition for fallback from G4 to G3			
7	Not used Do not change the factory settings.			

Bit Switch 1C: CPS Code Used for G4 to G3 Fallback - 5				
	FUNCTION	COMMENTS	NOTE	
0-6	Condition for fallback from G4 to G3			
7	Not used	Do not change the factory settings.		

Bit switches 1D to 1F are not used. Do not change any of the settings.



Model: General

Date: 31-Jan-00

No.: RGene004

2. G4 Parameter Switches

Para	Parameter Switch 00				
	FUNCTION	COMMENTS	NOTE		
0	Network type	Do not change the default setting.			
	Bit 2 1 0 Type				
1	x 0 0 Circuit switched				
	ISDN				
2	Other settings: Not used				
3-7	Not used	Do not change the default settings.			

Para	Parameter Switch 01						
		F	UN	CTION		COMMENTS	NOTE
0	Voice c 0: μ lav 1: A lav	odin v v	ıg			0: This setting is used in USA.1: This setting is used in Europe and Asia.	
1	Action when a [SETUP] signal without HLC is received 0: Respond to the call 1: Not respond to the call				signal all	If there are several TEs on the same bus and the machine responds to calls for another TE, the call may be without HLC information. Identify the type of calling terminal and change this bit to 1 if the caller is not a fax machine.	
2-3	Not use	d				Do not change the default settings.	
4	 Signal attenuation level for G3 fax signals received from an ISDN line. If an analog signal comes over an digital line, the signal level after decoding by the TE is theorically the same as the level at the entrance to the digital line. However, this sometimes causes the received signal level to be too high at the received end. In this case, adjust the decoded signal's attenuation level using these switches. The values in the "Codec" column below show the attenuation level at the G4 interface board. The values in the "Modem" column show the actual attenuation level at the modem, because the signal is attenuated again on the MFCE by - 6dB. 				ax signals received from an ISDN line. In digital line, the signal level after decoding by the level at the entrance to the digital line. Is the received signal level to be too high at the t the decoded signal's attenuation level using In below show the attenuation level at the G4 e "Modem" column show the actual attenuation e signal is attenuated again on the MFCE by -		
6	Bit 6 0 0 0 1 1 1 1 1	5 0 1 1 0 1 1	4 0 1 0 1 0 1 0	Codec -4.5dB -2.5dB -0.5dB +1.5dB +3.5dB +5.5dB +7.5dB +9.5dB	Modem -10.5dB -8.5dB -6.5dB -4.5dB -2.5dB -0.5dB +1.5dB +3.5dB	(Actual attenuation level) (default setting)	
7	Not use	ed				Do not change the default settings.	



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Model: General

Date: 31-Jan-00

No.: RGene004

Para	meter Switch 02		
	FUNCTION	COMMENTS	NOTE
0 1	Data rate (kbps) Bit 1 0 Setting 0 0 64 kbps 0 1 56 kbps	Other settings: Not used	
2-3	Not used	Do not change the default settings.	
4 5	Transmission mode Bit 5 4 Mode 0 0 CS	Normally, do not change the seting.	
6-7	Not used	Do not change the default settings.	

Para	meter Switch 03		
	FUNCTION	COMMENTS	NOTE
	Link modulus	Keep this bit at 0 in most cases.	
	0: 8 1: 128	This setting determines whether protocol	
0		frame numbering is done using 3 bits (0 to 7	
U		then start again at 0) or 7 bits (0 to 127 then	
		start again at 0). Set this bit switch to match	
		the network's specifications.	
1-7	Not used	Do not change the default settings.	

Parameter Switch 04 is not used. Do not change any of the settings.

Parameter Switch 05				
	FUNCTION	COMMENTS	NOTE	
0 1 2 3	Link timer (D-channel layer 2 T1 timer) Bit 3 2 1 0 Value 0 0 0 0 0 s 0 0 0 1 1 s 0 0 1 0 2 s and so on until 1 0 1 0 10 s	Normally, do not change the setting. The link timer is the maximum allowable time between sending a protocol frame and receiving a response frame from the remote terminal.		
4	B-channel T3 timer 0: 30s 1: 57s	 This switch is useful when used in combination with communication switch 07 bit This is to cope with communication problems where G4 communication fails on the ISDN B-channel. 	Ver. 0F	
5-7	Not used	Do not change the default settings.		

Technical Bulletin

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Model: General

Date: 31-Jan-00

Para	meter Switch 06		
	FUNCTION	COMMENTS	NOTE
0	Layer 3 protocol 0: ISO8208 1: T.70NULL	Set this bit to match the type of layer 3 signalling used by the ISDN. The dedicated parameters have the same setting for specific destinations.	
1-3	Not used	Do not change the settings.	
4	Packet modulus 0:8 1:128	Do not change the default setting, unless the machine is experiencing compatibility problems.	
5-7	Not used	Do not change the settings.	

Parar	arameter Switch 07				
	FUNCTION	COMMENTS	NOTE		
0 1 2 3	Packet size Bit 3 2 1 0 Value 0 1 1 1 128 1 0 0 0 256 1 0 0 1 512 1 0 1 0 1024 1 0 1 1 2048	This value is sent in the CR packet. This value must match the value stored in the other terminal, or communication will stop (CI will be returned). If the other end returns CI, check the value of the packet window size with the other party. Note that this value must be the same as the value programmed for the transport block size (G4 Parameter Switch 0B, bits 0 to 3). Normally, do not change the default setting.			
4-7	Not used	Do not change the settings.			

Parameter Switch 08				
	FUNCTION	COMMENTS	NOTE	
0 1 2 3	Packet window size Bit 3 2 1 0 Value 0 0 0 1 1 0 0 1 0 2 and so on until 1 1 1 1 15	This is the maximum number of unacknowledged packets that the machine can send out before having to pause and wait for an acknowledgement from the other end.		
4-7	Not used	Do not change the settings.		

Para	Parameter Switch 09					
	FUNCTION	COMMENTS	NOTE			
0 1 2 3	LCGN Bit 3 2 1 0 Value 0 0 0 0 0 0 0 0 1 1 0 0 1 0 2 and so on until 1 1 1 1 15	Keep the value of the LCGN at 0.				
4-7	Not used	Do not change the settings.				



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Model: General

Date: 31-Jan-00

No.: RGene004

Parameter Switch 0A					
	FUNCTION	COMMENTS	NOTE		
0-7	LCN Bit 7 6 5 4 3 2 1 0 Value 0 0 0 0 0 0 0 1 1 0 0 0 0 0 0 0 1 0 2 0 0 0 0 0 0 1 1 3 and so on until 1 1 1 1 1 1 1 1 255	Keep at the value of the LCN at 1.			

Para	Parameter Switch 0B					
	FUNCTION	COMMENTS	NOTE			
0 1 2 3	Transport block size Bit 3 2 1 0 Value 0 1 1 1 128 1 0 0 0 256 1 0 0 1 512 1 0 1 0 1024 1 0 1 1 2048	This value must match the value set in the other terminal. Note that this value must be the same as the value programmed for the packet size (G4 Parameter Switch 7, bits 0 to 3). Also, the transport block size is limited by the amount of memory in the remote terminal.				
4-7	Not used	Do not change the settings.				

Parameter Switch 0C is not used. Do not change any of the settings.

Parameter Switch 0D					
	FUNCTION	COMMENTS	NOTE		
0	Back-to-back test mode Bit 1 0 Setting 0 0 Off 1 0 ISDN L2 test mode (TE mode) Other settings - Not used	When doing a back-to-back test or doing a demonstration without a line simulator, use these bits to set up one of the machines in TE mode, and the other in NT mode Please note that this machine can only be set to TE mode. After the test, return both bits to 0. See "Back-to-back Testing" in the Troubleshooting section of the srrvice manual for full details.			
2-7	Not used	Do not change the settings.			



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Model: General

Date: 31-Jan-00

No.: RGene004

Para	meter Switch 0E		
	FUNCTION	COMMENTS	NOTE
0	Troubleshooing mode - real time status codes display 0: Off 1: On	If this is switched on, the status codes will be displayed in the lower two lines of the LCD. These codes are explained in the Troubleshooting section (G4CCU Status Codes) of the service manual. Change this bit back to 0 after testing.	
1	Saving frames to the protocol dump list 0: Off 1: On	Keep this bit at 1 normally.	
2-7	Not used	Do not change the settings.	

Parameter Switch 0F is not used. Do not change any of the settings.

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Model: General

Date: 31-Jan-00

No.: RGene004

3. DEDICATED TRANSMISSION PARAMETERS

The following G4 communication parameter bytes have been added for each Quick Dial and Speed Dial.

Swite	Switch 07				
	FUNCTION	NOTE			
0	Data rate Bit 3 2 1 0 Setting				
1	0 0 0 64 kbps				
2	0 0 0 1 56 kbps				
3	1 1 1 As in Parameter Switch 2, bits 0 and 1				
	Other settings: Not used				
4-7	Not used. Do not change the settings.				

Swite	Switch 08			
	FUNCTION	NOTE		
0	Link modulus Bit 3 2 1 0 Setting			
1	0 0 0 Modulo 8			
2	0 0 0 1 Modulo 128			
2	1 1 1 1 As in Parameter Switch 3, bit 0			
3	Other settings: Not used			
4-7	Not used. Do not change the settings.			

Swite	ch 09	
	FUNCTION	NOTE
0 1 2 3	Layer 3 protocol Bit 3 2 1 0 Setting 0 0 0 0 IS.8208 0 0 0 1 T.70 NULL 1 1 1 As in Parameter Switch 6, bit 0 Other settings: Not used	
4-7	Not used. Do not change the settings.	



Model: General

Date: 31-Jan-00

No.: RGene004

4. OTHER RELATED SWITCHES

The following switches have been added to the mainframe switches (or fax board switches for MFPs), in relation to ISDN G4 communication.

Communication Switch 07					
	FUNCTION	COMMENTS	NOTE		
3	Fallback from G4 to G3 reflected in programmed Quick/Speed dials 0: Fallback enabled (Default) 1: Always start with G4	 0: If a communication falls back from G4 to G3, the machine will always start transmission with G3 from the next communication. 1: The machine will always start to transmit with G4. 	See the following		
4	Fallback from G4 to G3 when G4 communication fails on the ISDN B-channel 0: Fallback disabled (Default) 1: Fallback enabled	1: Enable this switch only when G4 communication errors occur because the exchanger connects G4 calls to the PSTN. This problem only occurs with some types of exchanger.	table		

Software versions for each machine

Communication Switch 07							
	FUNCTION	FX4	FR4	Adam	NAD	Stinger	Russian
3	Fallback from G4 to G3 reflected in programmed Quick/Speed dials 0: Fallback enabled (Default) 1: Always start with G4	N/A	Availa- ble	N/A	N/A	Available	Available
4	Fallback from G4 to G3 when G4 communication fails on the ISDN B-channel 0: Fallback disabled (Default) 1: Fallback enabled	N/A	Availa- ble	Ver. 1.75 or later	Ver. 5.01 or later	Available	Available

N/A: Function is not available

Modification Bulletin

PAGE: 1/1

Model: General Date			e: 23-May-0	0	No.: MGenM001		
Modified Article: Barrierta JEF552				Prepared by: T. Itoh			
From: Technical Service Dept., GTS Division							
Reason for	Parts catalog correction		Vendor change		🗌 To m	To meet standards	
Modification:	To facilitate assembly	To improv		To improve reliability)	
	Part standardization		r				

Old part	New part	Description	Q'ty	Int	Page	Index	Note
number	number						
A0289300		Grease Barrierta JFE55/2	1 - 0	0/0	Refer to the		
	A2579300	Grease Barrierta S552R	0 - 1		Tools section		

The vendor of Grease Barrierta has produced a new type that has no scent. A new part number has been assigned to this new type.
Modification Bulletin

PAGE: 1/1

Model: General Date			e: 05-Jun-00		No.: MGenM002	
Modified Article: Silicone Oil			Prepared by: H. Matsui			
From: Technical Services Dept., GTS Division				Ţ		
Reason for Modification:	 Parts catalog correction To facilitate assembly Part standardization 	☐ Venc ☐ To in ⊠ Othe	lor ch nprove r	ange e reliability	□ To n (neet standards)

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
54209550	-	Silicone Oil	1-0	0/0	-	-	
-	A2579100	Silicone Oil Type SS (Ricoh Brand)	0-1	0/0	-	-	See Note
-	A2579550	Silicone Oil Type SS (Generic Brand)	0-1	0/0	-	-	See Note

The part number for the silicone oil has been changed. The difference between the two new parts (A2579100 and A2579550) is the design of the bottle label. The label for A2579100 contains the "RICOH" brand name and the label for A2579550 contains no brand name (generic use).

NOTE

The interchangeability is O/O for all models except for the Cattleya A257/A269. The old type of silicone oil (54209550) should **NOT** be used for the Cattleya A257/A269. Please refer to RTB #RA257001 and MB #MA257001.

Technical Bulletin

Reissued: 24-Jul-00

Model: GENERAL

Date: 14-Jul-00 No.:

No.: RGene005a

RTB Correction

The items in bold italics have been corrected or added.							
Subject: Test Chart			Prepared by: M. Tsuyuki				
From: Technical Services Dept.k, GTS Division		sion					
Classification:	Troubleshooting	Part informati	on Action required				
	Mechanical	Electrical	Service manual revision				
	Paper path	Transmit/rece	eive Retrofit information				
	Other ()						

The following new test chart has been released for black-and-white copiers. This chart can be used in place of chart 54209516 (Test Chart - OS - A3 (10pcs/set)) and 52149500 (Test Chart - OS – A4 (10pcs/set)). Its part number and description are shown below.

Part Number Description

A2929500 Test Chart – S5S (10 pcs/set)

54209516 and 52149500 have been discounted and are available until stock runs out.

For your reference, the following pages explain the items in the test chart.



Technical **Bulletin**

RIGOH Reissued: 24-Jul-00	Technical B	ulletin
Model: GENERAL		Date: 14-Jul-00

No.: RGene005a

- A: Leading edge registration (Max. A3/DLT size copier)
- B: Side-to-side registration/Skew (Max. A3/**DLT** size copier)
- C: Leading edge registration (Max. A4/LT size copier)
- D: Side-to-side registration/Skew (Max. A4/LT size copier)
- E: Jitter (Max. A3/DLT size copier)
- F: White line(s) in halftone areas (Max. A3/DLT size copier)
- G: White line(s) (Max. A3/DLT size copier)
- H: Main scan/horizontal magnification (Max. A3/DLT size copier)
- I: Sub scan/vertical magnification (Max. A3/DLT size copier)
- J: Solid black areas
- K: Photo image
- L: Scanning bit error (Max. A3/DLT size copier)
- N: Letter
- M: Uneven image density (Max. A3/**DLT** size copier)
- O: Jitter (Max. A4/LT size copier)
- P: Uneven image density (Max. A4/LT size copier)
- Q: White line(s)
- R: Sub scan/vertical magnification (Max. A4/*LT* size copier)
- S: Scanning bit error (Max. A4/*LT* size copier)
- T: Main scan/horizontal magnification (Max. A4/LT size copier)
- U: White line(s) in halftone areas (Max. A4/LT size copier)
- V: ID balance of solid black areas
- W: Resolution

Technical Bulletin

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Model: General		Date: 13-Mar-01		No.: RGene006	
Subject: ROM History (Eland 99: Network Interface Board)				Prepared by: H.	Someya
From: Technical	Services Dept., GTS Division				
Classification:	Troubleshooting	Part inf	ormat	tion 🗌 Actio	n required
	Mechanical	Electric	al	Servi	ce manual revision
	Paper path	Transm	it/rec	eive 🛛 Retro	ofit information
	Other ()				

Firmware history for Eland 99 (Network Interface Board). The software versions listed below can be used for the NIBs of the following models:

Product Name	Product Code	Product Code
	for Mainframe	for Controller/NIB
Stinger-C1/C1L	A250	B307
Russian-C1	A265/A267	B307
Russian-P	G	038
FresaWIN	G024-57/-67	G678-14
PomeloWIN	G033	G678-13
Color Controller	A258/A259/A260	G528
RC-200	(Iris/Lilac)	

	File No.			
G6785839	(G678Rxxx)	Version	Check Sum	Production
В	001	3.7.5		1st release
С	002	3.7.7	600F	February Prod. '99
D	003	3.8.6	7DF6	March Prod. '99
E	004	3.8.7	00BB	April Prod. '99
F	005	3.8.8	6339	June Prod. '99
G	006	3.9.2	9605	July Prod. '99
Н	007	3.9.8	5A35	October Prod. '99
J	008	4.0.0	6E2A	November Prod. '99
K	009	4.0.2	FF9C	April Prod. 2000
L	010	4.0.6	4B87	October Prod. 2000
М	011	4.0.7	C027	February Prod. 2001

Symptom Corrected (latest ones only)	
Symptom Corrected (latest ones only)	
Classless InterDomain Routing(CIDR) is supported.	М
DHCP of Solaris 2.6 is supported.	М

Technical Bulletin

PAGE: 1/1

Model: General			Date: 13-Mar-01		No.: RGene007	
Subject: ROM Hi	ard)	Prepared I	ру: Н. 5	Someya		
From: Technical	Services Dept., GTS Division					
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 ()					

Firmware history for Ferret 99/00 (Network Interface Board).

The software versions listed below can be used for the NIBs of the following models:

Product Name	Product Code	Product Code
	for Mainframe	for Controller/NIB
FresaWIN+	G047/G048	G678-20
Russian-P2	G	062
Color Controller	B017/B018	G549
RC-210	(Iris2/Lilac2)	

Suffix G6785847	Version	Check Sum	Production
D	4.8.2	4088	1st release
E	5.0.2	77A9	September Prod. 2000
F	5.0.4	C96E	October Prod. 2000
G	5.0.7	0AF9	February Prod. 2001

Symptom Corrected	
DHCP of Solaris 2.6 is supported.	G
The spelling of the command "retern" in the UNIX install shell has	F
been corrected to "return".	
Classless InterDomain Routing(CIDR) is supported.	E
First release for Russian-P2 and Color Controller RC-210	E

Modification Bulletin

PAGE: 1/1

Model: General Date			e: 25-Jun-01		No.: MGenM003	
Modified Article: Flash Memory Card			Prepared by: M. Matsuda			
From: Technical Se	rvices Dept., GTS Division					
Reason for	Parts catalog correction	🛛 Venc	lor ch	ange	🗌 To n	neet standards
Modification:	To facilitate assembly	🗌 To in	nprove	e reliability	()
	Part standardization	Othe	r			

Old part	New part	Description	Q'ty	Int	Page	Index	Note
number	number						
A2309351	N8031000	Case – Flash Memory Card	0/0	1	Refer to S	SPECIAL	
A2309352	N8036701	Flash Memory Card	0/0	1	TOOLS s	ection.	

Due to a vendor change, the part numbers of **Case – Flash Memory Card** and **Flash Memory Card** have been changed.

Modification Bulletin

Model: General Date			e: 19-Dec-0	1	No.: MGenM004	
Modified Article: 18	SDN Cable			Prepared	by: ĸ.	Ioriizumi
From: Technical Ser	rvice Dept., GTS Division					
Reason for	Parts catalog correction	U Vend	or ch	ange	🗌 To n	neet standards
Modification:	To facilitate assembly	🗌 To im	prove	e reliability	()
	Part standardization	C Other	-			

The ISDN modular cord for several ISDN options has been changed to standardize parts.

Old part	New part	Description	Q'ty	Int	Page	Index	Note
number	number						
H1435700	H3095200	ISDN Modular Cord	1	0/0	-	-	
H1435701	H3095200	ISDN Modular Cord	1	0/0	-	-	
H3065216	H3095200	ISDN Modular Cord	1	0/0	-	-	
H3065217	H3095200	ISDN Modular Cord	1	0/0	-	-	

Technical Bulletin

PAGE: 1/2

Model: General (GW Models)			ate: 20-Dec-01		No.: RGene010	
Subject: Series Print Mode		Prepared by: K. Misugi				
From: Technical	Services Dept., GTS Division					
Classification:	☐ Troubleshooting	Part inf	orma	tion	Action	required
	Mechanical	Electric	al] Servic	e manual revision
	Paper path	Transm	it/rec	eive	Retrof	it information
	Other ()					

In response to complaints from customers that the intervals between jobs are too long when sent in series, a new service switch has been added to improve performance.

New service switch:

Controller SP mode bit switch 2, bit 1 Series print mode On/Off **0:** Off (default setting) **1:** On

This switch has been added to the following GW models: K-P1 (Kir-P1), J-P1, A-P3 (Adonis-P3), and R-C2 (Russian-C2).

Enter the printer controller service mode, access the bit switch settings display, then change bit 1 of bit switch 2 to "1."



Important: Do not change any other settings. (The default setting is "0.")

Descriptions:

Series print mode Off (default):

The machine starts to feed paper for the next job <u>after</u> the last sheet of the previous job has fed out from the machine.

Series print mode On:

The machine starts to feed paper for the next job <u>before</u> the last sheet of the previous job is fed out.



Model: General (GW Models)

Date: 20-Dec-01

No.: RGene010

Conditions for use:

For the Series Print mode to become effective, jobs must be sent from the same PC, using the same PDL and interface (Ethernet, IEEE1284, IEEE1394).

Limitations:

Series Print mode cannot be used when:

- The above conditions are not met
- Stapling or punching is used
- A user code is used
- Color and black-and-white jobs are mixed (only for color machines)

Remarks:

When enabled, the machine handles the jobs waiting to be printed as a single job. When the Job Reset key on the operation panel is pressed, all jobs combined by this feature are cancelled.

Applied from the following software versions:

- K-P1: Controller Ver. 1.11
- J-P1: 1st mass production of P1b
- A-P3: 1st mass production
- U-P1: 1st mass production
- R-C2: 1st mass production

Technical Bulletin

Reissued: 11-Jul-02

Date: 11-Jul-02 No.: Ge

No.: Gene008a

Model: General
RTB Reissue

Subject: ROM History (Eland 99: Network Interface Board)		Prepared by: H. Someya				
From: Technical Services sec. Service Planning Dept.						
Classification:	Troubleshooting	Part informat	tion	Action required		
	Mechanical	Electrical		Service manual revision		
	Paper path	Transmit/rec	eive	Retrofit information		
	Other ()					

This RTB details the firmware history for the Eland 99 (Network Interface Board). The software versions listed below can be used for NIBs of the following models:

Product Name	Product Code for Mainframe	Product Code for Controller/NIB	
Stinger-C1/C1L	A250	B307	
Russian-C1	A265/A267	B307	
Russian-P	G038		
FresaWIN	G024-57/-67	G678-14	
PomeloWIN	G033	G678-13	
Color Controller	A258/A259/A260	G528	
RC-200	(Iris/Lilac)		

G6785839	Version	Check Sum	Production
В	3.7.5		1st release
С	3.7.7	600F	February Prod. '99
D	3.8.6	7DF6	March Prod. '99
E	3.8.7	00BB	April Prod. '99
F	3.8.8	6339	June Prod. '99
G	3.9.2	9605	July Prod. '99
Н	3.9.8	5A35	October Prod. '99
J	4.0.0	6E2A	November Prod. '99
K	4.0.2	FF9C	April Prod. 2000
L	4.0.6	4B87	October Prod. 2000
М	4.0.7	C027	February Prod. 2001
N	4.0.8	B635	August Prod. 2001
Р	4.1.0	F0A3	July Prod. 2002

Symptom Corrected	
SNMP security vulnerabilities reported by CERT on Feb.12, 2002 have	Р
been tested using the PROTOS c06-snmpv1 test suite and we have	
verified the fixes.	
-CERT :http://www.cert.org/advisories/CA-2002-03.html	
-PROTOS c06-snmpv1 test	
Suite :http://www.ee.oulu.fi/research/ouspg/protos/testing/c06/snmpv1/	
Cannot connect to NetWare Servers when the servers use NCP	N
Packet Signature Level 2.	

Technical Bulletin

Reissued: 11-Jul-02

Model: General	Date: 11-Jul-02	No.: Gene009a

RTB Reissue						
Subject: ROM History (Ferret 99/00: Network Interface Board)		Prepared by: H. Someya				
From: Technical Services sec. Service Planning Dept.						
Classification:	Troubleshooting	Part information	tion [Action required		
	Mechanical	Electrical	[Service manual revision		
	Paper path	Transmit/rec	eive [Retrofit information		
	Other ()					

This RTB details the firmware history for the Ferret 99/00 (Network Interface Board). The software versions listed below can be used for NIBs of the following models:

Product Name	Product Code	Product Code
	for Mainframe	for Controller/NIB
FresaWIN+	G047/G048	G678-20
Pomelo-P3	G063	
Russian-P2	G	062
Color Controller	B017/B018	G549
RC-210	(Iris2/Lilac2)	

Suffix	Version	Check Sum	Production
G6785847			
D	4.8.2	4088	1st release
E	5.0.2	77A9	September Prod. 2000
F	5.0.4	C96E	October Prod. 2000
G	5.0.7	0AF9	February Prod. 2001
Н	5.1.0	8DD4	August Prod. 2001
J	5.1.2	83E4	July Prod. 2002

Symptom Corrected	
SNMP security vulnerabilities reported by CERT on Feb.12, 2002 have been tested using the PROTOS c06-snmpv1 test suite and we have verified the fixes. -CERT :http://www.cert.org/advisories/CA-2002-03.html -PROTOS c06-snmpv1 test	J
Suite :http://www.ee.oulu.fi/research/ouspg/protos/testing/c06/snmpv1/	
 SNMP Trap IP address is set to 11.22.33.44 incorrectly before the NIB is assigned the IP address from the DHCP server Disconnects from NetWare Servers that use relatively old CPUs (i486) Cannot connect to NetWare Servers when the servers use NCP Packet Signature Level 2. 	Η

Technical Bulletin

Model: General	Dat	Date: 8-Nov-02		No.: RGene011		
Subject: Euro sy		Prepared by: T. Itoh				
From: Technical Services sec. Service Planning Dept.						
Classification:	Troubleshooting	Part info	ormat	tion	Action	n required
	Mechanical	Mechanical Electrical		Electrical Service manu		ce manual revision
	Paper path Transmit		it/rec	eive	Retro	fit information
	Other ()					

SYMPTOM

When printing with the PS driver, the Euro currency symbol is not printed out with 112 of 136 fonts, which are stored in the font ROM in GW-based products.

The following are GW-based products:

Model-K3, Model-K P2, Russian-C2, Adonis- C2, Model-A P3, Model-J P1b, Model-J CF Model-U P1, Model-U C1, Martini-C1.

CAUSE

The Euro currency symbol was not included in the font ROM.

SOLUTION

Temporary Solution (1)

A workaround for each operating system has been previously released on the FAQ page, and is included on pp. 5-8 below.

Temporary Solution (2)

Although the font ROM will be modified as a permanent solution (details below), before this can be applied, the controller firmware has been modified on the following GW-based products:

Product	Firmware Version	Product	Firmware Version
Model-K3	1.01 (Controller)	Model-J P1b	2.18 (Controller)
Model-K P2	1.06.1 (Controller)	Model-J CF	1.11 (Printer Application)
Russian-C2	2.03 (Printer Application)	Model-U P1	2.20 (Printer Application)
Adonis-C2	3.09 (Printer Application)	Model-U C1	1.22 (Printer Application)
Model-A P3	1.08 (Controller)	Martini-C1	1.01 (Printer Application)

Specifically, the Euro currency symbol has been added along with the "PS fonts download" feature, which allows the symbol to be downloaded to machine RAM. <u>Enable this feature</u> by changing the setting of Bit SW#3-0 to "1 (ON)" in SP mode (default: OFF).



Model: General RTB

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Remarks for Temporary Solution 2:

1. Switching PDL to PS takes approximate 7 to 10 seconds.

When PS fonts download is enabled, the Euro symbol is temporarily downloaded to the machine RAM at the first PS printing job, and whenever the PDL is switched from RPCS or PCL to PS. The total download time is approximately 7 to 10 seconds. This is because once the data is downloaded, it will remain in the RAM until the PDL is switched or the power turned off.

2. Printing high image area documents at 1200 dpi may cause a memory overflow error in machines equipped only with 32MB of memory (ex. Model-K P2).

This is because the PS fonts download feature uses approximately 800kB, which can bring the amount of available memory close to capacity with the above printing conditions.

Workaround:

- Printing at 600dpi may prevent an overflow, even with just the 32MB memory installed.
- Changing the memory usage setting from "Frame Priority" to "Font Priority" may prevent an overflow.

Permanent Solution

Modification of the font ROM on the ROM DIMM or the Controller Board, from October '02, production or later (details differ depending on the model). Specifically, the Euro currency symbol has been added to the 112 fonts mentioned above.

Note:

- 1. When the new ROM DIMM or Controller Board is installed, it is <u>not</u> necessary to disable the PS fonts download feature (temporary solution).
- 2. An MB will be issued separately announcing the P/N change for the ROMM DIMM and Controller Boards, and cut-in serial number.

Model	Where the font ROM is soldered	Current P/N	Model	Where the font ROM is soldered	Current P/N
Model-K P2	Controller	G0735712	Model-J CF	ROM DIMM	G5706687
		G0745712	Model-U P1	ROM DIMM	G0705851
Adonis-C2	ROM DIMM	B3615117	Model-U C1	ROM DIMM	B5295117
		B3625118			B4635117
Model-A P3	Controller	G0656022	Martini-C1	ROM DIMM	G3395117
		G0656023			G3385117
Russian-C2	ROM DIMM	B4615117	Model-K3	Controller	B5165750
		B4535117			
Model-J P1b	ROM DIMM	G0776120			

ROM DIMM and Controller Board P/N:

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Font Table

	Furo symbol is printed correctly				
	This is a symbol font, so no countermeasure is applied				
	Both temporary and permanent so	lutions work to print out the Euro			
	_currency symbol correctly.				
	11-1 - 2				
	Helvetica	Univers			
AlbertusMT-Italic	Helvetica-Bold	Univers-Bold			
AlbertusMT-Light	Helvetica-BoldOblique	Univers-BoldExt			
AntiqueOlive-Bold	Helvetica-Condensed	Univers-BoldExtObl			
AntiqueOlive-Compact	Helvetica-Condensed-Bold	Univers-BoldOblique			
AntiqueOlive-Italic	Helvetica-Condensed-BoldObl	Univers-Condensed			
AntiqueOlive-Roman	Helvetica-Condensed-Oblique	Univers-CondensedBold			
Apple-Chancery	Helvetica-Narrow	Univers-CondensedBoldOblique			
Arial-BoldItalicMT	Helvetica-Narrow-Bold	Univers-CondensedOblique			
Arial-BoldMT	Helvetica-Narrow-BoldOblique	Univers-Extended			
Arial-ItalicMT	Helvetica-Narrow-Oblique	Univers-ExtendedObl			
ArialMT	Helvetica-Oblique	Univers-Light			
AvantGarde-Book	HoeflerText-Black	Univers-LightOblique			
AvantGarde-BookOblique	HoeflerText-BlackItalic	Univers-Oblique			
AvantGarde-Demi	HoeflerText-Italic	Wingdings-Regular			
AvantGarde-DemiOblique	HoeflerText-Ornaments	ZapfChancery-MediumItalic			
Bodoni	HoeflerText-Regular	ZapfDingbats			
Bodoni-Bold	JoannaMT				
Bodoni-BoldItalic	JoannaMT-Bold				
Bodoni-Italic	JoannaMT-BoldItalic				
Bodoni-Poster	JoannaMT-Italic				
Bodoni-PosterCompressed	LetterGothic				
Bookman-Demi	LetterGothic-Bold				
Bookman-Demiltalic	LetterGothic-BoldSlanted				
Bookman-Light	LetterGothic-Slanted				
Bookman-LightItalic	LubalinGraph-Book				
Carta	LubalinGraph-BookOblique				
Chicago	LubalinGraph-Demi				
Clarendon	LubalinGraph-DemiOblique				
Clarendon-Bold	Marigold				
	Monal isa-Recut				
CooperBlack	Monaco				
CooperBlack-Italic	NewCenturySchlbk-Bold				
Copperplate-ThirtyThreeBC	NewCenturySchlbk-BoldItalic				
Copperplate-ThirtyTwoBC	NewCenturySchlbk-Italic				
Coronet-Regular	NewCenturySchlbk-Roman				
Courier	NewYork				
Courier-Bold	Optima				
Courier-BoldOblique	Optima-Bold				
Courier-Oblique	Optima-BoldItalic	—			
Furostile	Optima-Italic	—			
Eurostile-Bold	Oxford				
Furostile-BoldExtendedTwo	Palatino-Bold				
	Palatino-BoldItalic				
		1			

Technical Bulletin

Model: General RTB		Date	e: 8-Nov-02	No.: RGene011
Geneva	Palatino-Italic			
GillSans	Palatino-Roman			
GillSans-Bold	StempelGaramond-Bold			
GillSans-BoldCondensed	StempelGaramond-BoldItalic			
GillSans-BoldItalic	StempelGaramond-Italic			
GillSans-Condensed	StempelGaramond-Roman			
GillSans-ExtraBold	Symbol			
GillSans-Italic	Tekton			
GillSans-Light	Times-Bold			
GillSans-LightItalic	Times-BoldItalic			
Goudy	Times-Italic			
Goudy-Bold	Times-Roman			
Goudy-BoldItalic	TimesNewRomanPS-BoldItalic	MT		
Goudy-ExtraBold	TimesNewRomanPS-BoldMT			
Goudy-Italic	TimesNewRomanPS-ItalicMT			
	TimesNewRomanPSMT			



Model: General RTB Date: 8-Nov-02 No.:

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Workaround Announced on the FAQ Page

Question:

Euro Fonts printing problem

Answer:

If Euro Fonts can't be printed by the PS driver, the following solutions may be effective.

Solution

MacOS 9.x / 8.x

Use the AdobePS 8.8 printer driver.

Get the printer driver from the Adobe site on the web.

http://www.adobe.com/support/downloads/product.jsp?product=44&platform=Macintosh

Then select "ALL" for the "Font Inclusion" setting in the "PostScript Settings" window as follows.

Printer: RICOHAficio /	\P3800C Des	tination: Printer
PostScript Settings		
Format:	PostScript Job	
PostScriptLevel:	Level 1, 2 and 3 Compatible	2
	🖓 Level 2 Only	
	🖓 Level 3:0nly	
Data Format:	🖲 ASCII	
	🗇 Binary	
Font inclusion:	None All All But Standard 13	Ð
	All But Fonts in PPD file	
Save Settings	Adabe	Cancel Print

Windows 95

Update Windows95 to "Euro Currency Support for Windows95". You can get it from the following URL.

http://www.microsoft.com/windows95/downloads/contents/WURecommended/S_WUFeatured/ W95EuroPatch/Default.asp

Then the "Add Euro Currency Symbol to PostScript Fonts" check box is available. Check "Add Euro Currency Symbol to PostScript Fonts". (Before update, the check box doesn't work.)

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Windows95 after update
RICOH Aficio AP3800C PS Properties ? 🗙
Paper Print Quality Statistics Accessories PostScript General Details Color Management Sharing Fonts Watermarks Setup
 Send TrueType fonts to printer according to the <u>font</u> Substitution Table The Font Substitution Table enables you to specify which TrueType fonts should be replaced with built-in printer fonts.
 Always use IrueType fonts If you use TrueType fonts, jobs will usually print slower; however, jobs output from different printers will look identical.
Add Euro Currency Symbol to PostScript Fonts
Update Soft Fonts Send Fonts As Help Restore Defaults
OK Cancel Apply

Windows 98 / ME / NT4.0 / XP

Check "Add Euro Currency Symbol to PostScript Fonts" .

Windows 98 / ME (Note: The AdobePS driver version 4.3.1 or later has "Add Euro Currency Symbol to PostScript Fonts" in the "Fonts" tab.)

ICOH Aficio A	AP3800C P	S Properties						? ×
Paper	Pr	int Quality	Sta	atistics	Accessor	ies	Po	stScript
General	Details	Color Manag	jement	Sharing	Fonts	Wate	rmarks	Setup
Send True Substitutio The Font TrueType	eType fonts t on Table Substitution [*] fonts should	o printer accordir Fable enables yo be replaced with	ng to the <u>f</u> u to speci) built-in pi <u>E</u> dit the T	ont fy which inter fonts. able				
C Always use <u>I</u> rueType fonts If you use TrueType fonts, jobs will usually print slower; however, jobs output from different printers will look identical.								
Add Euro	<u>C</u> urrency Syr	nbol to PostScrip	t Fonts		_			
Send Fonts	As	<u>H</u> elp	Upda Res	ate Soft Fonts tore <u>D</u> efaults]			
				[ОК	Can	icel	Apply



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I echn	lCal	Dui	ieun

Windows 2000

Update the printer driver to v5.5.2 or later.

You can get it from the printer driver v1.0.6 on the Adobe web site that includes the W2000 driver v 5.5.2.

http://www.adobe.com/support/downloads/product.jsp?product=44&platform=Windows Then the "Add Euro Currency Symbol to PostScript Fonts" check box is displayed. Check "Add Euro Currency Symbol to PostScript Fonts".

Windows 2000 after update



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Technical Bulletin

Model: General RTB			Dat	e: 27-Dec-	02	No.: RGene012
Subject: GW Products - Hardware Ethernet Problem				Prepared	l by: T. II	toh
From: Technical	Services Sec. Service Planning) Dept.				
Classification:	Troubleshooting	Part info	ormat	tion	Action	n required
	Mechanical	Electrica	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retro	fit information
	Other ()					

SYMPTOM

When the main switch is turned on, the error message "Hardware Ethernet Problem" may be displayed under the following condition on the GW-based products.

Conditions:

- Network speed on the hub has been set to 100Mbps fixed with full duplex, and
- Length of network cable is too long (60 m or more) or the cable quality is not good enough

CAUSE

When the main switch is turned on, the machine performs a loop-back test. If the cable length is too long or its quality is not good enough, the damping factor for the data transmission becomes worse, and the machine incorrectly detects an error during this test. This happens only when the network speed is set to 100Mbps fixed with full duplex. The PHY chip used on the controller board causes this.

SOLUTION

- Temporary Solution -

- Set the network speed on the hub to Auto-sensing,
- Use a shorter cable or a cable with a lower damping factor, or
- Disconnect the network cable and power on the printer; then, set the cable after the printer comes to the ready condition.

- Permanent Solution -

The controller firmware will be modified to avoid the incorrect detection of this error message. The schedule of firmware modification is as follows.

Product Type	Product	Firmware Modification
		Cut-in Schedule
Fax	Kaiser 3	at next modification
Printer	Model-K P1	
	Model-K P2	
	Model-J P1b	
	Model-J CF	
	Model-U P1e	'03 January production run
	Model-A P3	'03 March production run
MFP	Model-R C2	at next modification run
	Model-A C2	
	Model-M C1	
	Model-U C1	'03 February production run

NOTE:

Firmware will be posted in the usual manner when it is released.

Technical Bulletin

Reissued: 19-Mar-03 Model: General RTB

Date: 4-Feb-03

RTB Reissue

The items in bo	Id italics have been corr	ected or updat	ed.	
Subject: Service remarks at installation		Prepared	d by: T. Itoh	
From: Technical	Service Sec. Service Planning	Dept.		
Classification:	 Troubleshooting Mechanical Paper path Other (Specification change) 	Part informa	tion eive	 Action required Service manual revision Retrofit information

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

Overview:

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

Background:

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

Details:

1. Specification Change

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

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Reissued: 19-Mar-03

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

2. Firmware Modification

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

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

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

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

3. Schedule for the Counter Modification

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

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

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

(1) New products

Reissued: 19-Mar-03 Model: General RTB

Date: 4-Feb-03

No.: RGene013b

(2) Current products

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

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

Model: General RTB

Date: 4-Feb-03 No

No.: RGene013b

4. Important Notes for Machine Installation – All Products

Please be sure to perform the following at machine installation:

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

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

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

RIGOH	Tech	nical B	ull	etin	PAGE: 1/8
Model: Bellini-C	2		Dat	e: 21-Apr-03	No.: RB070002
Subject: SD Car	Subject: SD Card Information				Orita
From: 2nd Tech Support Sec. Service Support Dept.					
Classification:	 Troubleshooting Mechanical Paper path Other () 	☐ Part info ☐ Electric ☐ Transm	ormai al iit/rec	tion 🗌 Acti 🖾 Serv eive 🗌 Reti	on required vice manual revision rofit information

We are releasing the SD Card as a new service tool from Bellini-C2. The detailed information is as follows:

1. Introduction

1-1 Objective

Although flash memory cards have been used on Ricoh products for service activities in the field, some products require several flash memory cards to update all types of firmware. To save time and servicing costs for firmware and data uploading and downloading, Ricoh GW products will now use SD cards as the new memory media.

1-2 Introduction of the SD Card

The Bellini-C2 is the first product released that uses an SD card instead of a ROM DIMM. The SD card will be used on all future GW products (except for some such as the Model-A C3 and Model-J P2). The Service Launching Guide for each product will mention whether or not the SD card is used.

2. Service Concepts

The following benefits for service activities can be expected with the SD card:

- Maximizing service efficiency, minimizing servicing time, data back-up SD cards have enough memory to store all types of firmware and/or data, saving servicing costs and time.
- Unlike flash memory cards, the swap box and/or PC application software tools are not required. Firmware can be easily stored, copied, or deleted using Windows Explorer.



Т	echr	nical	Bul	letin
		noui		

Model: Bellini-C2

Date: 21-Apr-03 No.:

3. Service Information

When issuing an FPR (Field Problem Report), the print data and/or debug log data captured by the SD card should be included with the report depending on the type of problem, as it is very useful for analyzing the problem and developing a solution. Please see Section 4-3 below for a detailed description of the functions for the SD card.

The debug log data and/or print file data attached to the FPR sent to Ricoh Japan are used for the following types of problem analyses. Please refer to the Service Manual for the detailed procedures on how to retrieve this information from the machine.

Data		Problem Type	
Debug log	 Problems with unknown causes (SC code, paper jam, oth abnormal machine operation). 		
	•	Problems that occur intermittently.	
Print data (captured file)	•	Font problems	
	•	Image data missing	
	•	Image problems which cannot be duplicated when printing test patterns from the printer	

4. System Overview

4-1 SD Card Type

There are two types of SD cards: The service SD card, and the application SD card.

r		
	SD Card	Description
	Туре	·
1	Application	 The cards are provided as an option for expanding features, depending on the model. The card contains ID encryption to protect against illegal duplication. The cards are provided with application firmware already included, and have varying memory capacities depending on the content.
2	Service	 The cards are registered as service parts and can contain firmware for multiple products. The cards contain no encryption; therefore, firmware or data in the card can be duplicated. The memory capacity is 64MB.

4-2 SD Card Adapters

All models that support the SD card contain SD card slot(s) for direct uploading and downloading of firmware and other data (see below) between the card and machine. When transferring firmware and data between the card and a PC, an adapter is required (PCMCIA adapter or USB reader/writer).

For the specifications of the PCMCIA adapter and USB reader/writer, please refer to section 7 below "System Requirements".



Model: Bellini-C2

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4-3 Features of the Service SD Card

The following are the features for the Service SD card at the time this document was issued. Please refer to the Service Manual for the detailed procedures on how to update the firmware or retrieve the data from the machine.

	Feature	Description	Remarks
1	Firmware update	 Firmware upgrade or downgrade. Firmware for any supported product can be stored in the card. The machine automatically scans the content of the card and can recognize what model the firmware is for. The machine will only download firmware for the same model as itself. 	Please refer to section 4-4 below for guidelines on how to store the firmware and data in the SD card. Firmware cannot be uploaded from the machine to the SD card.
2	Data upload and download	 The following data can be transferred between the NVRAM and the SD card: SP data (such as factory settings) Logging Data User settings (e.g. network, fax and mail addresses). 	Transferable data can vary from product to product. Please refer to the Service Manual for each model for details.
3.	Debug log	The machine operation log can be captured when a problem (e.g. SC codes, paper jams) occurs. This data is very useful in determining the cause of a problem. New SP modes have been added to capture the debug log data to the HDD or SD card.	
4.	Card Save	Print data (files) can be stored directly to the SD card without printing out.	

4-4 Storing Firmware and Data in the SD Card

- (1) Firmware (folder name: romdata): When the SD card is inserted into the machine slot for firmware update, the machine automatically scans the firmware in the "romdata" folder and checks the firmware headers, which indicate the model. If the model is the same as the machine, the transfer is authorized.
- NOTE: The firmware should always be in the "romdata" folder. If not, the machine cannot find the firmware.

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Model: Bellini-C2		Date: 21-Apr-03	No.: RB070002

Therefore, folder arrangement is not critical for firmware downloads, since this process is automatic. However, creating separate folders under "romdata" for each model will make it easier to delete files later on. An easy to remember method would be to name these folders after the 4-digit product code for each model, e.g. B070, then store the firmware here.

- **NOTE:** Even if different versions of a firmware are stored in the SD card, the machine displays all versions of the firmware on the operation panel and you can upgrade or downgrade by selecting the desired one.
- (2) Other data (folder names: nvramdata, prt, log):

Different types of data for different products can be stored in the service SD card (such as SP data, debug log), and so unique folder names are required for each type of data.

- When inserting a blank SD card to upload NVRAM data from the machine to the card, the folder for that model is automatically created.
- When downloading NVRAM data from the SD card to the machine, as with firmware, the machine automatically detects the model to which the data belongs.



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Model: Bellini-C2

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4-5 FIRMWARE DESTRIBUTION

Firmware will continue to be provided through the existing route (global server). The .exe file will consist of the firmware and related folders, as shown below.

4-6 HOW TO DUPLICATE A SERVICE SD CARD

The following is an example of the contents of an extracted .exe file. Please copy the necessary files/folders onto the SD card, depending on what information already exists in the card.

For example: PC (when extracting the exe. File) romdata

B070

Jinuala

B0701111.fwu

Case1: Blank SD card

If the SD card is blank, copy the entire "romdata" folder onto the SD card.

Case 2: Card only contains the "romdata" folder If the card already contains the "romdata" folder, copy the "B070" folder onto the card.

Case 3: Card contains up to the "B070" folder

If the card already contains folders up to "B070", simply copy the necessary firmware files (B0701111.fwu) into this folder.

When transferring firmware or data between the SD card and a PC, one of the following adaptors is necessary, both of which have been registered as service parts (see below).

PCMCIA Adaptor

Required environment: Windows 9x or later



USB Reader/Writer

Required environment: Windows 98 or later



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Model: Bellini-C2

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5. Special Tools

The following special tools have been registered as service parts to support products in the field that use SD cards. However when using SD cards, adapters or reader/writers procured as supply goods locally, please be sure to use tools produced by the same manufacturers listed below. This is because products from these vendors were used for the official product evaluations.

Unique/Common U: Unique for this model

 $\ensuremath{\textbf{C}}$: Common with Iris/Lilac

ltem	Part Number	Description	Q'ty	Unique or Common	Manufacturer
1	B6455010	SD Card Kit	1	U	Toshiba / Panasonic*
2	B6456700	PCMCIA Card Adapter	1	U	Panasonic
3	B6456800	USB Reader/Writer	1	Ŭ	Panasonic

"*": Service SD cards supplied from Ricoh are produced by Toshiba, and application SD cards by Panasonic (standard/option).

The SD Card Kit (#B6455010) contains the following parts:

- SD Card
- SD Card Plastic Case
- Label (see Note)
- **NOTE:** The kit contains a blank label for the SD card for writing down the card's contents. Please make sure that the label is affixed in the correct position on the card, as this is essential to ensure that the card fits into the card slot and adaptors properly. Please also be sure to completely remove the old label whenever affixing a new one.

Date: 21-Apr-03 No.: RB070002

7. System Requirements

7-1 SD CARD

Please read over the important notes described below regarding the handling of the SD card. If these points are not followed carefully, it may cause the card to be damaged or data to be lost.

Important Notes:

- Do not directly touch the card contacts or bring them into contact with a metallic substance.
- Do not bend, drop or apply any force or shock to the card.
- Keep the card dry at all times, avoiding high-humidity environments and making sure condensation does not form on the card. The environmental requirements for operation and storage are as follows:

	During operation:	Storage:
Temperature	0 to 55°C	-20 to 65°C
Humidity	20 to 85%RH	5 to 85%RH

- Do not remove the card or turn the power off while reading or writing data.
- All SD cards come preformatted. However, if reformatting the card later on for some purpose, always be sure to confirm the contents of the card before doing so, as all data will be lost when the card is reformatted.
- Do not attempt to duplicate or reformat an application SD card.

Other:

- The power should always be OFF before the card is inserted in or removed from the machine (see Service Manual for details).
- The SD card should always be kept in the plastic case to protect it from damage.
- No labels should be affixed to the card except for the ones packaged together with the card. This label must be affixed in the correct position, and must always be removed when attaching a new label (labels must not be stacked).
- If writing on the label, always do so before affixing it to the card.
- Before inserting either the service or application SD card, always make sure that the card switch is unlocked, as using them in the locked condition will cause an error.
- Since the application SD card is formatted in a different way from the service SD card, the application card cannot be used as a service tool.

RIGOH

Model: Bellini-C2

Date: 21-Apr-03

No.: RB070002

7-2 PCMCIA CARD ADAPTOR / USB READER WRITER

	PCMCIA Card Adapter	USB Reader Writer			
Manufacturer	Panasonic				
Product Code	BN-SDAA BN-SDAA2	BN-SDCA BM-SDCE2			
PC	IBM PC-AT compatible computer				
Host Interface	PCMCIA slot	USB port			
OS	Win98 SE or later				
Dimensions	85.6x54x5mm	92x56x15mm			

NOTE:

1. Swap Box for the flash memory (IC) card cannot be used for uploading firmware to the SD card.

2. If the USB Reader Writer is used with Win98, a USB Reader Writer driver is required.

RIGOH	Techn	PAGE: 1/2				
Model: General RTB Da			Dat	e: 19-May-03	No.: RGene014	
Subject: MCERicoh CD-ROM Release				Prepared by: A. Ishiyama		
From: 1st Technical Support Sec., Service support Dept.						
Classification:	 Troubleshooting Mechanical Paper path Other () 	Part info Electric Transm	ormat al it/rec	tion ⊠ Action □ Servic eive □ Retrot	n required ce manual revision fit information	

This bulletin is to announce the release of the MCERicoh CD-ROM, which contains IC card writer software and is intended to replace the current F/D media.

1. Reason for CD-ROM Release

There is heavy demand in the field for the CD release among sales companies. In addition, recent laptop PCs do not come equipped with F/D drives.

2. Purchasing Information

• Part No.: A2309355

• Part Name: CD-ROM – MEMORY CARD EXPLORER

• Availability: This part has just been placed in stock. Please contact your local parts centers for details.

Note: The current F/D (A2309354) will be discontinued as soon as its stock runs out.

3. Program Details

• Version: 1.11

Only the installer program has been modified, in order to make installation possible from the CD. However, a minor correction has been applied from the current F/D v1.10, which prevents the same program from running more than once at the same time.

• System Requirements

Since the program is basically the same as the F/D, the system requirements are also the same, except for the following:

- Supported operating systems: Windows 98/Me/NT/2000.

Note: The CD version does not support Windows 95 or Windows XP (see the next page).

For details and information updates on MCERicoh, please refer to the following URL:

http://support.aficio.com/mcericoh/home.html

RIGOH	Technical Bulletin	PAGE: 2/2		
Model: General RTB	Date: 19-May-03	No.: RGene014		

4. Other Notes

• Future Development Plan

RCL is currently considering whether to modify the CD version to support Windows XP and other operating systems yet to be released. This decision will depend on the following:

- The release schedule for "Longhorn"
- The time and costs required for development

This plan will be updated with a more concrete plan in the near future.

Modification Bulletin

Model: General			Date: 20-Jun-03		3	No.: MGenM005
Modified Article: MCERicoh			Prepared by: A. Ishiyama			
From: 1st Tech. Support Sec., Service Support Dept.						
Reason for	Parts catalog correction	 Vendor change To improve reliability 		🗌 To n	neet standards	
Modification:	To facilitate assembly			()	
	Part standardization	🛛 Othe	r			

As announced in RTB Rgene014, the MCERicoh CD-ROM v1.11 has been released, replacing the previous F/D medium v.1.1.0. The F/D supply will be discontinued as soon as its stock is used up.

Old part	New part	Description	Q'ty	Int	Page	Index	Note
number	number						
A2309354		Floppy Disk Kit - Memory Card Explorer	$1 \rightarrow 0$	-	-	-	
	A2309355	CD-ROM - Memory Card Explorer	$0 \rightarrow 1$	-	-	-	
RIGOH	Techn	PAGE: 1/2					
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Model: General	RTB		Dat	te: 30-Jun-03	No.: RGene015		
Subject: Printer	Bit Switch 2 bit 3			Prepared by: Y.	Tamaoka		
From: 1 st Tech. S	Support Sec. Tech. Support De	pt					
Classification:	Troubleshooting	Part inf	orma	tion 🗌 Action	n required		
	Mechanical	Electric	al	🖂 Servi	ce manual revision		
	Paper path	Transm	it/rec	eive 🗌 Retro	fit information		
	Other ()						

Please note the following Printer Bit switch, which has been added for the PDL Sniffing function on GW architecture printers and optional printer units.

Printer Bit Switch 2 bit 3

Function

PDL Sniffing with Multiple PDLs

0: Enabled (default)

1: Disabled

Description

Enables or disables PDL sniffing for print jobs that contain commands in multiple printer driver languages. When enabled, the machine uses the code patterns embedded in the data to interpret the commands from each PDL and seamlessly print out the job.

NOTE:

- 1. To activate this function, the mainframe "Printer Language" setting in UP mode must be set to "Auto Select."
- 2. The setting of this switch bit has no effect on single PDL jobs.
- 3. See the next page for sniffing criteria and limitations.

Fechnical B ulletin	PAGE:
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2/2

Model: General RTB	Date: 30-Jun-03	No.: RGene015
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The far right column in the following table shows the character strings that must be present for the machine to switch over to that particular PDL. These items are searched for in the 2kb following the end of a particular PDL.

Printer Language	PJL Personality	PDL Sniffing Criteria ([ESC] signifies 0x1b. [FF] sigifies 0x0c. [EOT] signifies 0x04.)
RPCS	RPCS	N/A
PostScript 3	POSTSCRIPT	%!PS-Adobe-3.1 "%!" "dict begin" "bind def" "findfont" "showpage" "/statusdict" "0 startjob" [EOT] "}" + space character + "def"
PCL 5e	PCL	[ESC]E [FF]
PCL XL	PCLXL	N/A
PCL 5c	PCL	[ESC]E [FF]

Limitations

- 1. This function does not work when the printer language is already specified in the PJL commands.
- 2. This function does not work with PCL XL or RPCS.
- 3. The printer language module for the PS option must be installed for the machine to switch over to PS, even when the job contains the PDL sniffing criteria strings listed above. In this case, the current PDL will be maintained until the end of the job.

RIGOH	ICOH Technical Bulletin					
Model: General	Model: General RTB Date: 1			te: 16-Jan-04	No.: RGene016	
Subject: SmartD v.6.0.2.	eviceMonitor for Client v.6.0. 0 problem	0.0, v.6.0.1.0) and	Prepared by: N.	Moriyama	
From: NS Suppo	rt Sec. Service Support Dept.					
Classification:	Troubleshooting	🗌 Part inf	orma	tion 🛛 Actio	n required	
	Mechanical	Electric	al	🗌 Servi	ce manual revision	
	Paper path	🗌 Transm	nit/rec	ceive 🗌 Retro	fit information	
	Other ()					

SYMPTOM

When using SmartDeviceMonitor for Client v.6.0.0.0, v.6.0.1.0 or v.6.0.2.0, the following symptom may occur.

Symptom #1

When the print server computer uses a SmartNetMonitor port for shared printers and the "Print Notification to Client" feature is enabled, upgrading SmartNetMonitor for Client to SmartDeviceMonitor for Client disables "Print Notification to Client". After the upgrade, whenever the customer manually enables the "Print Notification to Client" feature, the print spooler service of the server stops. Because of this, "Print Notification to Client" can never be enabled after the upgrade.

Symptom #2

When the print server uses a SmartDeviceMonitor port for shared printers and the "Print Notification to Client" feature is enabled, uninstalling SmartDeviceMonitor for Client causes the print spooler service of the server computer to stop.

Note

Both symptoms occur only when the "Print Notification to Client" feature is enabled in the Windows Point&Print environment. In the other word, problems never occur if SmartDeviceMonitor for Client is used as a peer-to-peer direct print port, or the "Print Notification to Client" feature is disabled even in the Windows Point&Print environment.

RIGOH	Technical Bulletin		PAGE: 2/3	
Model: General RTB		Date: 16-Jan-04	No.: RGene016	

How to enable the "Print Notification to Client" feature.

1. Select [SmartDeviceMonitor for Client/SmartNetMonitor for Client] - [Print Server Setting] in the program menu.



2. Check "Notify client PCs of printout/data-transmission" in the "Print Server Setting" dialog. The default setting is 'unchecked'.

🔚 Print Server Setting	? ×
✓ Notify client PCs of printout/data-transmission	
ОК	Cancel

Period of Web distribution

SmartDeviceMonitor for Client v.6.0.0.0, 6.0.1.0 or 6.0.2.0 was posted on the web site from October 24, 2003 to December 19, 2003.

Target models

The following CD-ROM versions of the products include SmartDeviceMonitor for Client v6.0.0.0 or 6.0.1.0.

Product #	Product Name	CD-ROM Version	SDM Version
B622	Printer/Scanner Unit Type 2018	1.01	6.0.0.0
H310	Model K3 (Main Unit)	1.20	6.0.1.0
H311			
H556	Model S-F2 (Main Unit)	1.20	6.0.1.0
H557			

RIGOH	Technical Bulletin		PAGE: 3/3	}
Model: General RTB		Date: 16-Jan-04	No.: RGene016	

CAUSE

Date: 16-Jan-04

No.: RGene016

The above problems are caused by the SmartDeviceMonitor for Client installer. When upgrading from SmartNetMonitor for Client to SmartDeviceMonitor for Client, the installer does not inherit the "Print Notification to Client" setting from SmartNetMonitor for Client. Also, if uninstalling SmartDeviceMonitor for Client when the "Print Notification to Client" setting is enabled, the uninstaller does not completely uninstall registry entries.

SOLUTION

SmartDeviceMonitor for Client v.6.0.3.@ as released on the web site on January 16, 2004.

If one of the above symptoms occurs, download SmartDeviceMonitor for Client v.6.0.3.0 (or later) and install it.

After installing SmartDeviceMonitor for Client v.6.0.3.0, the print spooler service of the server computer re-starts automatically and the "Print Notification to Client" feature works correctly.

Modification Bulletin

Model: General Date			e:9-Feb-04 No		No.: MGenM006	
Modified Article: Special Tools			Prepared by: F.Noguchi			
From: 2nd Tech. Su	pport Sec. Service Support De	ept.				
Reason for	Parts catalog correction	U Venc	dor ch	ange	🗌 To m	neet standards
Modification:		To improve reliability		()	
	Part standardization	🛛 Othe	r			

The following special tools have been deleted from service parts.

Reasons for deletion:

- 1) These types of tools were not as readily available in the field 20 years ago, when they were first introduced as service parts, but now they are more widely available locally and in most cases cheaper than the service parts.
- 2) The production of these items has been discontinued.

Old part number	Description	Q'ty	Note
54209508	Test Lead Set	1	
A0299387	Digital Multimeter - FLUKE87	1	
VSSM9000	Digital Multimeter - FLUKE187	1	

Modification Bulletin

Model: General Date		te: 27-Feb-04		No.: MGenM007		
Modified Article: MCERicoh			Prepared by: A. Ishiyama			
From: 1st Tech. Sup	oport Sec., Service Support De	ept.				
Reason for	Parts catalog correction	U Venc	lor ch	ange	🗌 To n	neet standards
Modification:	cation:		e reliability	()	
	Part standardization	🛛 Othe	r			

As announced in RTB Rgene017, MCERicoh – XP v1.00 has been released, replacing the previous MCERicoh v1.11. The previous v1.11 supply will be discontinued as soon as its stock is used up.

Old part	New part	Description	Q'ty	Int	Page	Index	Note
number	number						
A2309355		CD-ROM - Memory Card Explorer	$1 \rightarrow 0$	-	-	-	
	A2309357	CD-ROM - Memory Card Explorer XP	$0 \rightarrow 1$	-	-	-	*
	A2309356	CD-ROM - MCE XP: Upgrade Patch	$0 \rightarrow 1$	-	-	-	*

Note:

A2309357: The full version for new installation.

A2309356: A patch program to upgrade from the current v1.10 (A2309354) and/or v1.11 (A2309355) to XP v1.00.

RIGOH	Tech	ull	etin	PAGE: 1/2	
Model: General	RTB	Dat	te: 27-Feb-04	No.: RGene017	
Subject: MCERicoh - XP Version 1.00 Release				Prepared by: A	. Ishiyama
From: 1st Technical Support Sec., Service support Dept.					
Classification:	Troubleshooting Hechanical Paper path Other ()	☐ Part info ☐ Electric ☐ Transm	orma al it/rec	tion ⊠ Acti □ Ser ceive □ Ret	on required vice manual revision rofit information

This bulletin is to announce the release of the MCERicoh – XP v1.00, which contains IC card writing software and also supports Windows XP.

Note: The current MCERicoh v1.11 does not support Windows XP.

1. Reason for this Release

There is a heavy demand for this among sales companies, as the majority of the recent laptop PCs use Windows XP.

2. Program Details

- A new MCE-DLL file has been added to the program to support Windows XP, but there is no difference in function/features between the current v1.10/1.11 and XP v1.00.
- System Requirements:

This new release supports the operating systems listed below. As shown here, the new release supports Windows XP but does not support Windows 98 (except SE) and NT.

<Supported Operating Systems>

* XP 1.00:	Windows 98SE/Me/2000/XP
* v1.10/1.11:	Windows 98/98SE/Me/NT/2000

3. Purchasing Information

- There are two different programs available, each with its own part number (listed below):
 - 1. **XP Upgrade Patch v1.00**A patch program to upgrade from the current v1.10 (A2309354) and/or v1.11 (A2309355) to XP v1.00.
 - 2. **XP v1.00:**The full version for new installation.

Program	Part No.	Part Name
XP Upgrade Patch V1.00	A2309356	CD-ROM – MCE XP: UPGRADE PATCH
XP V1.00	A2309357	CD-ROM – MEMORY CARD EXPLORER X

rigoh	Technical Bulletin	PAGE: 2/2
Model: General RTB	Date: 27-Feb-04	No.: RGene017

Note:

- The current MCERicoh v1.11 (A2309355) will be discontinued as soon as its stock runs out.
- Both the full-version and patch-version of XP v1.00 need to be purchased as service parts (CD-ROM), since the patch version has an additional software license fee attached (making it impossible to provide the patch via free download).
- Together with the release, <u>a demo version of XP 1.0</u>0s also available on the MCERicoh web site (see URL below).

For details and information updates on MCERicoh, please refer to the MCERicoh web site at:

http://support.aficio.com/mcericoh/home.html

RICOH

Technical Bulletin

Model: General	RTB	Dat	e: 22-Apr-04	No.: RGene018	
Subject: Card Sa	ave Feature (Print Data Capturi	Prepared by: T. I	toh		
From: Service Su	pport Div. International Market				
Classification:	Troubleshooting Part informat		tion 🗌 Actior	n required	
	Mechanical	Mechanical Electrical		🖂 Servi	ce manual revision
	Paper path	Transmit/rec		eive 🗌 Retro	fit information
	Other ()				

INTRODUCTION OF THE "CARD SAVE" FEATURE

This document details the procedure for capturing print data to the IC or SD card, as well as some important related notes. The card save feature, which allows print data to be captured to an IC or SD card, is used to gather data for problem analysis and is supported on the following GW products:

	Models
IC Card	All GW products except: Model K-P1 and A-P3 (due to limited RAM capacity).
SD Card	Models which support the SD card instead of the IC card.

Please use this feature to provide print data for problem analysis and solution development to the relevant technical support division and/or manufacturer location. This feature should be used to provide print data in the following cases:

• Imaging problems with the output image, which seem to be software-related and consistently occur with the print job (e.g. font problems, data missing).

This feature is especially useful under the following condition:

- A spool file cannot be retrieved directly from a PC or a host computer
- It is not permitted to capture network packets

NOTE: When capturing the data with this feature, no pages are printed out.

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Model: General RTB		Date: 22-Apr-04	No.: RGene018

PROCEDURE

- **NOTE:** When capturing print data with an IC card, it is necessary to use the <u>IC card provided as a</u> <u>service part (not cards generally available in the field).</u>
- 1. Turn the main switch OFF.
- 2. Insert the IC card (Service Card) or SD card into the slot (service slot for SD) on the controller board; and then turn the power ON.
- 3. Access SP mode.
- 4. Press the Printer Sp button.

<For printer models, select the "Service" menu and push "Enter (#)">

5. Select "Bit Switch" in Service Mode.





 Select "Bit Switch 1 Settings" and set the switch to: "00011110" using numeric keys #1-4 (see the Service Manual for the procedure). Press Enter (#) to store the setting.
 Note: The default is 00000000.



- 7. Exit SP Mode.
- 8. Press the User Tools/Counter button on the operation panel.



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Model: General RTB

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No.: RGene018

9. Press "Printer Features" and select "List/Test print".

<For printer models, select "List/Test print" (UP Mode) and then select "Card Save">

🔕 User Tools/Counte	r/Inquir	y			SEP 16,2003 5:52 Exit
Curtern Settinge	00	Copier/Document Server Features		£	Español
Ug System Sectings	¢	Facsimile Features]		
	Ð	Printer Features	$\mathbb{P}[$	i	Inquiry
	4	Scanner Features		123	Counter

10. Select one of the three Card Save features mentioned below.



√: Available

Feature	IC	SD	Description
	Card	Card	
Card Save	\checkmark		 Copies a single job to the card, <u>erasing any and all existing data</u>, and then automatically closes the session (exits Card Save mode). If the card reaches its capacity during data transmission (4MB or 64MB), the data already transferred remains on the card and the machine displays "<card save="">Overflow".</card>
Card Save 2 (Add)		V	 Copies a job to the card <u>in addition to the existing data</u>, and then keeps the session open for any additional jobs to be copied (up to max 4MB IC or 64MB service parts SD). However the one casein which all existing data is deleted is when such data was previously copied to an IC card using "Card Save." If the card reaches its capacity during data transmission (4MB or 64MB), the data already transferred during that session remains on the card and the machine displays "<card save="">Overflow".</card> To exit Card Save mode, press "Offline" then "Job Reset".
Card Save 2 (New)	\checkmark	\checkmark	 Copies a single job to the card, <u>erasing any and all existing data</u>, and then keeps the session open. IC Card: All data is erased. SD Card: All files under 'prt/cardsave' are erased. To exit Card Save mode, press "Offline" then "Job Reset".

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Model: General RTB Date: 22-Apr-04 No.: RGene018

- 11. Click "OK" and then exit from the User Tools/Counter menu.
- 12. Press the Printer Application button on the operation panel.
- 13. "Card Save" should be displayed in the top left-hand corner of the panel screen.
- 14. Send a sample job to the printer. The indicator will start blinking as shown below.
- 15. As soon as the printer receives the data, it will automatically begin writing it to the SD or IC card (without printing it out).
- 16. (1) Card Save mode:

As soon as the job has been successfully written to the IC card, "Card Save OK" will be displayed. Press OK to return to Ready status.

Note: To view this message, the Printer Application must be selected.

(2) "Card Save 2 (Add)" or "Card Save 2 (New) mode:

After the Data-in LED stops blinking, press "Offline" then "Job Reset" to exit.

Important: If the SD/IC card is removed before this, the data may not be properly captured on the card.











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Technical B ulle	tin
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Model: General RTB	Date: 22-Apr-04	No.: RGene018
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17. Access SP mode and change the Bit SW settings back to the default value of "00000000" (using numeric keys #1-4; see the Service Manual for the procedure). Finally, press the Enter (#) key.

Important:Please be absolutely sure to reset this Bit SW as described above.

18. Turn the main power switch OFF.

19. Remove the IC or SD card.

NOTE

- 1 If an error occurs with the Card Save function, the machine will display one of the error messages described in "ERROR MESSAGES" (below) in order to prevent a fatal problem from occurring (e.g. firmware crash). The printer will then return to the Ready status automatically. The Card Save menu will still be available in the "List/Test Print" until the Card Save bits are switched off in SP-1-001-001.
- 2 If the size of the data is larger than the available space on the card, the data already transferred will remain on the card, while the data not transferred is cleared. The machine will then display the "<Card Save>Over *****bytes" message and then automatically exit from Card Save mode.
- 3 The Card Save features cannot be used with bi-directional communication (e.g. AppleTalk, PJL status read back commands). PJL/PS modules on the controller are not used in Card Save mode.

ERROR MESSAGES

Error Message:	Definition:
"Init error"	An initialization error occurs.
"Card not found"	An unsupported IC/SD card is used or the IC/SD card has not been properly inserted.
"No memory"	The required amount of memory for performing data transfer in Card Save mode cannot be secured.
"Write error"	Writing to the IC/SD card was not successful.
"Other error"	An internal error other than the above has occurred.

HOW TO RETRIEVE DATA FROM AN IC CARD

- 1. Insert the IC card into the PCMICA Card slot and run the card reading application "MCERicoh".
- 2. Go to "Operation" and select "Read". The data will be retrieved from the IC card.
- 3. Save the retrieved data to the PC.
 - **NOTE:** Since the IC card does not have a file system (unlike SD cards, which do), the print data is written in the card as binary data in a special format (little endian). Therefore it is not possible to print out the data captured to an IC card even when sent to the printer. In such a case, please send the file to the appropriate technical support division for further analysis.

RIGOH

F echr	nical	Bul	letin

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No.: RGene018

HOW TO RETRIEVE DATA FROM AN SD CARD

The data is automatically stored in the following location of the SD card. The folders, "prt" and "cardsave", are automatically created when receiving the data.

	Folder Name		File Name		Remarks
	Data Type	Product			
		Code or			
		File Name			
SD					Folder arrangement:
card					
	prt				
		cardsave			
			PRT00000.prn		Name of captured file
			PRT.00001.prn		Name of captured file

When capturing print data, the "prn" file is automatically created as shown in the table above. Filenames automatically begin at "PRT00000.prn" and run until "PRT99999". If the total data size exceeds capacity (e.g. 64MB) or the number of files exceeds 99999, the "No Memory" error message will appear.

Modification Bulletin

RIGO品 Modification Bulletin						PAGE: 1 /4
Model: General	Date: 2			22-Nov-0	4	No. MGenM008
Modified Article: Developer registered with service parts				Prepare	ed by: ⁻	T. Shintani
From: 1st Technical Support Sec. Service Support Dept.						
Reason for Modification:	 Parts catalog correction To facilitate assembly Part standardization 	☐ Vend ☐ To in ⊠ Othe	lor chan nprove r r ()	ige eliability	□ To n ()	neet standards
Modification Schedule:						

Change: Developer was added as a service part.

Note: From November 2004, you cannot order developer as a product with an EDP code.

Reason: To make it easier for field technicians to order the developer instead of a product with EDP code.

• How to Read the New Part Number

[4-digit product code] + [4-digit number from table]

Developer	Produced in JAPAN	Produced in USA (REI)		
Black	9640	9645		
Cyan	9660	9665		
Magenta	9670	9675		
Yellow	9680	9685		
Cleaning	9690	9695		

Example: <u>B064</u> <u>9645</u> is black developer produced in N.A. for the Martini-C1.

• New Part Numbers

USA (REI)

No	Development Code Name	The color of Developer	Product Name	New Parts No	Compare with OLD EDP CODE
1	F400/PHOENIX	Black	Developer Type 1 Black	<u>A0959645</u>	885176 885177 885178 885356
2	Martini-C1	Black	Developer Type 24 Black	<u>B0649645</u>	885435 885436 885437 885438
3	Penguin	Black	<u>Developer Type 9 Black</u>	<u>A2469645</u>	885439 885441 885442
4	N220	Black	Developer Type 410 Black	<u>A0489645</u>	885444 885445 885446 885447
5	J2SS	Black	Developer Type 820 Black	<u>A1639645</u>	885448 885449



Model: General

Date: 22-Nov-04

No. MGenM008

JAPAN

No	Development Code Name	The color of Developer	Product Name	New Parts No	Compare with OLD EDP CODE
1	AD2/3	Black	Developer Type 2 Black	<u>A1339640</u>	887637 887691 887693 889609
2	ADONIS-C2	Black	<u>Developer Type 18 Black</u>	<u>B0039640</u>	888073 888074 888075 888077
3	ADONIS-C3	Black	Developer Type 26 Black	<u>B0799640</u>	888190 888191 888192 888194
4	AZALEA	Yellow	Developer Type G Yellow	<u>A1669680</u>	889880 889883 889889 889892
5	AZALEA	Magenta	Developer Type G Magenta	<u>A1669670</u>	889881 889884 889890 889893
6	AZALEA	Cyan	<u>Developer Type G Cyan</u>	<u>A1669660</u>	889882 889885 889891 889894
7	Bellini	Black	Developer Type 14 Black	<u>A2949640</u>	888010 888017 888018 888020
8	Bellini-C/D	Black	Developer Type 21 Black	<u>A2959640</u>	888164 888165 888166 888168
9	CATTLEA	Black	Developer Type L Black	<u>A2579640</u>	887951 887955 887956 887956 887983
10	CATTLEA	Yellow	<u>Developer Type L Yellow</u>	<u>A2579680</u>	887952 887958 887959 887959 887984
11	CATTLEA	Magenta	<u>Developer Type L Magenta</u>	<u>A2579670</u>	887953 887961 887962 887985
12	CATTLEA	Cyan	Developer Type L Cyan	<u>A2579660</u>	887954 887964 887965 887986

Model: General

Date: 22-Nov-04

No. MGenM008

JAPAN

No	Development Code Name	The color of Developer	Product Name	New Parts No	Compare with OLD EDP CODE
13	DFC/Lily/AZALEA	Black	Developer Type F Black	<u>A1099640</u>	889759 889827 889835 889835 889771
14	DFC/Lily/AZALEA	Yellow	<u>Developer Type F Yellow</u>	<u>A1099680</u>	889760 889828 889836 889772
15	DFC/Lily/AZALEA	Magenta	Developer Type F Magenta	<u>A1099670</u>	889761 889829 889837 889773
16	DFC/Lily/AZALEA	Cyan	<u>Developer Type F Cyan</u>	<u>A1099660</u>	889762 889830 889838 889838 889774
17	E7/A7	Black	Developer Type 310 Black	<u>A0769640</u>	889268 887779 889270 887789 889272
18	F200	B lack	Developer Type 8800 Black	<u>A0849640</u>	889580 889581
19	F40 •C4	Black	Developer Type 670 Black	<u>A0539640</u>	887576 887578
20	F400/PHENIX	Black	Developer Type 1 Black	<u>A0959640</u>	889455 887783 889460 887875
21	Iris/Lilac	Black	Developer Type K Black	<u>A2589640</u>	887880 887939 887940 887971
22	Iris/Lilac	Yellow	Developer Type K Yellow	<u>A2589680</u>	887881 887942 887943 887972
23	Iris/Lilac	Mgenta	Developer Type K Magenta	<u>A2589670</u>	887882 887945 887946 887973
24	Iris/Lilac	Cyan	<u>Developer Type K Cyan</u>	<u>A2589660</u>	887883 887948 887949 887974
25	J-288	Black	Developer Type 820 Black	<u>A1639640</u>	887188 889854

Modification Bulletin

Model: General

Date: 22-Nov-04

No. MGenM008

JAPAN

No	Development Code Name	The color of Developer	Product Name	New Parts No	Compare with OLD EDP CODE
26	K/F	Black	Developer Type 3 Black	<u>A2199640</u>	889855 887780 887788 889864 889866 889866 888180
27	K ir- C	Black	Developer Type 19 Black	<u>B0399640</u>	888095 888096 888099 888098
28	K ir- C 2	Black	Developer Type 28 Black	<u>B1219640</u>	888224 888225 888228 888227
29	MARTINI	Black	Developer Type 24 Black	<u>B0649640</u>	885281 885282 885285
30	Mojito	Black	Developer Type 15 Back	<u>A2929640</u>	888002 888003 888004 888006
31	N220	Black	Developer Type 410 Black	<u>A0489640</u>	887564 887778 887538 888198 888198 887790
32	N220(PIGEON)	Black	Developer Type 411 Black	A0549640	887791
33	NAD30/40	Black	Developer Type 5 Black	<u>A2309640</u>	887733 887879 887736 887734 887734
34	PENGUIN	Black	Developer Type 9 Black	A2469640	887797 887809
35	SeaHorse-C2	Black	Developer Type 16W Black	<u>B0109640</u>	888207 888206 888196 888114 888151
36	SP5	Black	Developer Type 7 Black	<u>A2299640</u>	887748 888007 887751 887749 887752
37	Neptune	Black	Developer Type 30W Black	<u>B1259640</u>	888214 888229 888270 888271

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Technical Bulletin

Reissued: 15-Apr-05 Model: General RTB

Date: 15-Nov-04

RTB Correction

The items in bold italics have been corrected or added.	
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Subject: Remote Firmware Update				Prepared by: H. Someya		
From: 1st Tech. S	Support Sec. Service Support I	Dept.				
Classification:	Troubleshooting Hechanical Paper path Other ()	Part informat Electrical Transmit/rec	tion eive	 Action required Service manual revision Retrofit information 		

1. OVERVIEW

The remote firmware update function (referred to as RFU) is used to update the firmware remotely. Service representatives do this over the network. Note that this information is intended for service representatives only and not for end users.

2. SUPPORTED MODELS AND FIRMWARE

The models supporting RFU and the types of firmware that can be updated are shown in Fig. 1:

Finters						
Model	Group	System	Network	WebSys	Printer	Engine
Model J-P2	Before 04A	OK	OK		OK	OK
Model J-P2CF	Before 04A	OK	OK		OK	OK
Model K-P3	Before 04A	OK	OK	OK	OK	OK
Model C-P1	Before 04A			ОК	OK	ОК
Model J-P3	Before 04A	OK	OK	OK	OK	OK
Model PL-P1	Before 04A	OK	OK	ОК	OK	NG
Model G-P1	04A and later	ОК	ОК	ОК	ОК	ОК
Model C-P2	04A and later	ОК	ОК	ОК	ОК	ОК
Model K-P4	04A and later	ОК	ОК	ОК	ОК	ОК

Printers

MFPs

Model	Group	System	Network	WebSys	Printer	PS	Engine
Model A-C3e/f	Before 04A	OK	OK	ОК	OK	OK	OK
Model R-C3	Before 04A	OK	OK	OK	OK	OK	OK
Model K-C2	Before 04A	OK	OK	ОК	OK	OK	OK
Model S-C2	Before 04A	OK	OK	ОК	ОК	ОК	ОК
Model B-C2e	Before 04A	OK	OK	ОК	OK	OK	OK
Model J-C1	Before 04A	OK	OK	ОК	OK	OK	OK
Model MT-C2	04A and later	ОК	ОК	ОК	ОК	ОК	ОК

Fig. 1 Models supporting RFU

OK: Remote firmware update via the network is possible.

NG: Remote firmware update via the network is not possible.

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The following models do not support RFU:

- Printers: Model K-P1/P2, Model J-P1, Model A-P3, Model U-P1, Model AR-P1, and not GW products
- MFPs: Model A-C2/C3, Model R-C2, Model U-C1, Model MT-C1, and not GW products

3. SYSTEM REQUIREMENTS

Network Interface:

- 10 Base-T or faster Ethernet LAN
- IEEE1284 (Centronics) (A setting must be changed in SP mode.)

Note: IEEE1284 does not support error recovery after a power loss.

For Recovery Mode:

 10 Base-T or faster Ethernet LAN – the note above says that only 1284 doesn't support it.

Protocols:

For RFU Mode & Recovery Mode:

• FTP (The port must be open)

Operating System:

- Windows Server 2003
- Windows XP
- Windows 2000
- Windows NT 4.0
- Windows 9x/Me
- Mac OS
- UNIX/Linux (Any version)

Note: RFU is available for any OS from which FTP is possible.

Unsupported environments:

- IPP
- SMB over TCP/IP
- Direct port
- AutoNet (169.254.x.x) with DHCP

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Ftp settings and commands:

- User name (default):
- > Before 04A: rsysupdate
- > 04A and later: admin
- Password (default):
- > Before 04A: password
- > 04A and later: (no password)

Note: These default passwords are the same as the administrator passwords.

- Transfer mode: binary
- FTP commands supported:
 - binary (Transfer data in binary mode)
 - dir (List files and directories)
 - put "file name"
 - get version.txt (Obtain the version.txt file and display its contents.)
 - get errlog.txt (Obtain the errlog.txt file and display its contents.)

4. STATUS OF UNUPDATEABLE MACHINE

If the printer is in any of the following statuses, RFU will not work.

- Print job in progress (copier, printer, fax, network)
- Scan job in progress (copier, scanner, fax)
- Receiving a print image from the network
- Operation panel is in use
- Incoming/Outgoing fax message
- SC condition

You can check the status of the target machine using WebImageMonitor or SmartDeviceMonitor.

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5. UPDATING PROCEDURE

Recommendation:

It is strongly recommended that RFU be performed on-site, to minimize the chances of a power-down during RFU.

5.1 Auto Rebooting

After receiving new firmware, the machine firmware is updated and the machine is automatically rebooted using the updated firmware. Fig.2 shows the kind of reboot required after the firmware is updated.

System	Network	WebSys	Printer	Engine
Auto	Auto		Auto	Auto
Auto	Auto		Auto	Auto
Αι	uto	Auto	Auto	Auto
Αι	uto	Auto	Auto	Auto
Auto	Auto	Auto	Auto	Auto
Auto	Auto	Auto	Auto	N/A
Auto	Auto	Auto	Auto	Auto
Auto	Auto	Auto	Auto	Auto
Auto	Auto	Auto	Auto	Auto
	System Auto Auto Auto Auto Auto Auto Auto Auto	System Network Auto Auto Auto Auto	System Network WebSys Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto	System Network WebSys Printer Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto Auto

MFPs

Model	System	Network	WebSys	Printer	PS	Engine
Model A-C3e/f	Auto	Auto	Auto	Auto	Auto	Manual
Model R-C3	Auto	Auto	Auto	Auto	Auto	Manual
Model K-C2	Auto	Auto	Auto	Auto	Auto	Auto
Model S-C2	Auto	Auto	Auto	Auto	Auto	Auto
Model B-C2e	Auto	Auto	Auto	Auto	Auto	Auto
Model J-C1	Auto	Auto	Auto	Auto	Auto	Auto
Model MT-C2	Auto	Auto	Auto	Auto	Auto	Auto

Fig. 2 Reboot Method

Auto: Automatically rebooted after updating the firmware.

Manual: The machine must be manually rebooted after updating the firmware.

Model: General RTB Date: 15-Nov-04 No.: RGene019a

5.2 Preparation

Before you update the firmware by RFU, carry out three items as shown below.

5.2.1 Checking the IP address

For a machine with static IP address:

- Search for the IP address using SmartDeviceMonitor for Admin or Web •
- SmartDeviceMonitor.
- If the hostname of the machine is registered in a DNS server, use the nslookup command with the machines hostname. This can also be used for dynamic IP addresses if you are using DDNS.
- If the computer name of the machine is registered in a WINS server use the • <.....> command.

For a machine with a dynamic IP address:

- Print the config sheet or the SMC for the machine.
- Check the IP address in the DHCP server. •

5.2.2 Firmware

Please download firmware (*.rru or *.rfu files) from our support site and store it in • a folder on a local PC to be used for RFU.

5.2.3 Checking the machine status

Please check the status of the target machine using WebImageMonitor or ٠ SmartDeviceMonitor.

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5.3 RFU for Windows

- 1. Open a command prompt.
 - o [Start]-[Program]-[Accessories]-[Command Prompt]
- 2. Logon to the machine using ftp.

C:\> ftp xxx.xxx.xxx	Specify the machine's IP address
Connected to xxx.xxx.xxx.	
220 (Product name) FTP server (1.0	0)ready.
User (IP address:(none)):	

3. Enter the user name.

User (IP address:(none)):*rsysupdate* User name 331 Password required for rsysupdate.

Password:

4. Enter the password.

Password:xxxxx	
230 User rsysupdate logged in.	Login successful.
ftp>	

5. Enter "dir" to check that version.txt exists.

ftp> <i>dir</i>
200 PORT command successful.
150 Opening ASCII mode data connection for '/".
-rr-root root 200 Jan 1 01:08 help
-rrroot root 200 Jan 1 01:08 info
-rrroot root 200 Jan 1 01:08 install
-rrroot root 200 Jan 1 01:08 prnlog
-rrroot root 200 Jan 1 01:08 stat
-rrroot root 200 Jan 1 01:08 syslog
-rrroot root 200 Jan 1 01:08 version.txt
-rrroot root 200 Jan 1 01:08 errlog.txt
226 Transfer complete.
ftp:372 bytes received in n.nn Seconds n.nn Kbytes/sec.
ftp>

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6. Enter "get version.txt -" to check the machine's firmware version.

200 PORT command successful.				
150 Opening ASCII mode data connection for 'version.txt'.				
PartNo.	Module Name	Version	Module ID	
G0000000	os & copy	0.20	XXXXXX_copy	
G0000000	os & pf	0.20	XXXXXX_system	
G570xxxx	Onboard Scn	2.04	XXXXXX_scn	
G5705387A	OptDIMM Fax	1.07	XXXXXX_fax	
G5700000	printer	0.19	XXXXXX_printer	
G5705383D	Network DocBox	2.00	XXXXXX_netfile	
G0805920A	Network	0.71	XXXXXX_net	
G0805601	ENGINE	R0.14 :06	XXXXXX_eplot	
226 Transfer complete.				
ftp>				

7. Enter "binary" to set the file transfer mode to binary.

ftp> binary		
200 Type set to I.		
ftp>		

- 8. Navigate to the directory on your PC containing the file xxx.rru.
- 9. Transmit the firmware module file (*.rru or *.rfu) using the "put" command.

ftp> put xxx.rru
200 PORT command successful.
150 Opening BINARY mode data connection for 'xxx.rru'.
226 Transfer complete.
ftp:nnnnn bytes sent in s.ss Seconds pp.pp Kbytes/sec.
ftp>

Note: Do not turn off the power of the machine while updating the firmware.

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When the machine starts to receive the file, the following message appears on the machine's control panel and normal machine functions are disabled.

• Display panel (MFPs)



10. Once the machine has received the entire firmware module file, the firmware update starts automatically.

The following message appears:

Display panel (MFPs)

Ū.	Updating ROM. Please wait.
	Be sure to keep power switch on during update.

• Display (Printers)

Updating

Note: If the controller firmware is being updated, this message is displayed in English only.



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- 11. After the firmware has been updated, the machine must restart. This may be automatic depending on the firmware and model.
- 12. Enter "bye" to exit ftp.

îtp≻ bye			
C:\>			

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- 13. Check the firmware version as shown in step 6.
- 14. Update all required firmware by repeating steps 1 to 13 as necessary.

5.4 RFU for UNIX(LINUX)

1. Logon to the machine using ftp.

host% *ftp "ip address"*

User ("*ip address*"): User Name (for Administrator)

230 User xxxx logged in.

331 Password required for rsysupdate.

Password: Password (for Administrator)

230 User xxxx logged in.

Connected to "ip address"

Remote system type is UNIX.

Using binary mode to transfer files.

2. Change to binary mode.

ftp> *binary*

200 Type set to I.

3. Send the firmware data (*.rru or *.rfu) to the machine.

ftp> put "File Name of Firmware"

200 PORT command successful.

150 Opening BINARY mode data connection for "File Name of Firmware".

226 Transfer complete.

ftp: nnnnnn bytes sent in s.ss Seconds pp.p Kbytes/sec.

ftp>

4. Close the ftp session.

ftp>*bye* host%

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Heissued: 15-Apr-05 Model: General RTB

Date: 15-Nov-04 No.: F

No.: RGene019a

5.5 Firmware Update for Centronics (IEEE1284)

Note:

- Firmware update via a centronics interface does not require a password.
- The only method of recovery available via a centronics interface is an IC or SD card.
- 1. Check the target firmware version by printing out the SMC sheet with SP5-990-4.
- 2. Set SP5-856-2 to a value of **1**. This will configure the machine for firmware update via the Centronics I/F.
- 3. Send the firmware to the target machine with the copy command.

C:\>copy/b "file name"

- 4. Cycle the machine's power (off then on).
- 5. Confirm the firmware version as shown in step 1.
- 6. Update all required firmware by repeating steps 1 to 5 as necessary.

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No.: RGene019a

5.6 Checking the Result of the Update

Check that the firmware has been updated.

Note:

- After transmitting the firmware file from the computer, it takes approximately 3 to 5 minutes for updating to complete and the machine to restart.
- To check the result, you need to logon to the machine again using ftp. However, you cannot log on during the update process, so you are unable to check that the update has completed until the machine has restarted.

If the update was successful

Once the firmware has been updated successfully, the system automatically restarts using the new firmware.
 After the restart, verify that the firmware has been updated to the new version. Check that the error code in the error data file (errlog.txt) is "0" by performing procedure 7.1 "Checking the error status" (below).

If an error occurs

• If an error occurs during the update, the system automatically restarts, the message shown below appears, and the machine waits to receive the firmware file again. If the update is interrupted by a power failure, the same thing happens once the power is restored.

Log on to the machine again using ftp and then resend the firmware file to the machine.

The following message appears for Type 1 firmware:

Display panel (MFPs)



• Display (Printers)



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6. ERROR RECOVERY

There are three ways to recover from a loss of power during RFU.

6.1 Recovery Procedure

There are three types for recovery after a power loss during RFU. (This will depend on the firmware and model). Procedures for types 1, 2 and 3 are on the next page.

Find the firmware and model you are downloading to, and <u>begin with the type</u> shown in the table below.

Recommendation:

As mentioned in *5. Updating Procedure*, it is strongly recommended that RFU be performed on-site, to minimize the chances of a power-down during RFU.

Printers

Model	System	Network	WebSys	Printer	Engine	Card Type
Model J-P2	Type1	Type1		Type1	Type1	IC
Model J-P2CF	Type1	Type1		Type1	Type1	IC
Model K-P3	Ту	pe1	Type1	Type1	Type1	IC
Model C-P1	Ту	pe1	Type1	Type1	Type1	IC
Model J-P3	Type1	Туре3	Туре3	Туре3	Type1	SD
Model PL-P1	Type1	Type1	Type1	Type1	N/A	SD
Model G-P1	Type1	Type1	Type1	Type1	Type1	SD
Model C-P2	Type1	Type1	Type1	Type1	Type1	SD
Model K-P4	Type1	Type1	Type1	Type1	Type1	SD

MFPs

Model	System	Network	WebSys	Printer	PS	Engine	Card Type
Model A-C3e/f	Type2	Type2	Type2	Type2	Type2	Type1	IC
Model R-C3	Type2	Type2	Type2	Type2	Type2	Type1	IC
Model K-C2	Type1	Type1	Type1	Туре3	Type3	Туре3	SD
Model S-C2	Type1	Type1	Type1	Туре3	Type3	Type1	SD
Model B-C2e	Type2	Type2	Type2	Туре3	Type3	Туре3	SD
Model J-C1	Type1	Type1	Type1	Туре3	Type3	Type1	SD
Model MT-C2	Type2	Type2	Type1	Type1	Type1	Type1	SD

Fig. 3 Recovery Method

Model: General RTB	Date: 15-Nov-04	No.: RGene019a

Important: Do not turn the main power off while you perform any of the procedures.

Procedure for type 1:

- 1. Restore power to the machine. The machine will wait for the operator to start the update.
- 2. Connect to the machine by FTP and upload the *.rru or *.rfu files.

Procedure for type 2:

- 1. Try 'Procedure for type 1'.
- 2. If this does not work, restore power to the machine.
- 3. Upload the firmware from an SD card or IC card.

Procedure for type 3:

- 1. Try 'Procedure for type 1'.
- 2. If this does not work, try 'Procedure for type 2'.
- 3. If this does not work, replace the internal SD card or circuit board.



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7. TROUBLESHOOTING

7.1 Checking the error status

You can check the error status using ftp.

Check whether an error occurred by viewing errlog.txt. This file is in the same directory as version.txt.

- 1. Logon to the machine using ftp.
- 2. Enter "dir" to check that errlog.txt exists.

ftp> dir 200 PORT command successful. 150 Opening ASCII mode data connection for '/'. -r--r--r-- root root 200 Jan 1 01:08 help -r--r--r-- root root 200 Jan 1 01:08 syslog -r--r--r-- root root 200 Jan 1 01:08 version.txt -r--r--r-- root root 200 Jan 1 01:08 errlog.txt 226 Transfer complete. ftp: 191 bytes received in n.nn Seconds n.nn Kbytes/sec. ftp>

3. Enter "get errlog.txt -" to check the error code.

ftp> get errlog.txt -

200 PORT command successful.

150 Opening ASCII mode data connection for 'errlog.txt'.

Module ID: xxxxxxx

Error Code: 51

226 Transfer complete.

ftp: 31 bytes received in n.nn Seconds n.nn Kbytes/sec.

ftp>

The information in errlog.txt consists of the module IDs of the firmware modules that caused errors and the corresponding error codes.

For what the error codes mean and how to respond to them, see section 7.2 (below).

4. Enter "bye" to exit ftp.

ftp> bye C:\>

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7.2 Error Code List

Error Code	Description/Causes	Solutions
51	The machine cannot be updated.	Check that the machine is idle, and then try
	 The machine is processing a print job. 	If an SC number appears, contact your
	 The machine is processing a scan job. 	service representative.
	• The machine is receiving image data from the network.	
	• The control panel is in use.	
	• The machine is sending or receiving a fax.	
	• The machine has detected a problem corresponding to an SC (service call) number (SC640 to SC649, SC670 to SC679, SC691, SC818, SC819, SC820 to SC839, and SC990).	
52	The file contains erroneous data.	Download the correct file from the website,
	• The data is too large or too small.	and then try updating again.
	The CRC (cyclic redundancy check) value and the checksum do not match.	
	The firmware does not match the target machine.	
	The firmware was not completely uploaded or is corrupt.	
53	An error occurred while updating.	If using a DNS server, the machine's IP
	• The machine is off.	Check the IP address, and then try
		updating again.

M odification B ulletin

PAGE: 1/1

Model: General	Da	ate: 22-Se	o-05	No.: MGenM009			
Modified Article: SD Card Writer				Prepared by: M. Matsuda			
From: 2nd Tech. Support Sec. Service Support Dept.							
Reason for	Parts catalog correction	Vendor	cha	ange	Other		
Modification: To facilitate assembly To impro		ove	e reliability	🗌 To mee	et standards		
	Part standardization	Product Safe		afety	()	

Old part	New part	Description	Q'ty	Int	Page	Index	Note
number	number						
B6456700	B6456705	SD-CARD:ADAPTER:BN-SDAA2	1	0/0	-	-	
B6456800	B6456810	SD-CARD:USB:WRITER:BN- SDCE2	1	0/0	-	-	

Change/Reason: Vendor change.

Technical Bulletin

Model: General D				e: 4-Nov-05	No.: RGene020
Subject: Downlow write protection	oad Error Code because t switch is ON.	Prepared by: I	H.Matsui		
From: 2nd Tech. Support Sec. Service Support Dept					
Classification:	 Troubleshooting Mechanical Paper path Other () 	Part inf Electric	ormat al iit/rec	tion Ac Se eive Re	tion required rvice manual revision trofit information

SYMPTOM

A download error (e.g. Error Code 44) occurs during a firmware upgrade or application merge.

CAUSE

The write-protect switch on the System SD card or Application SD card is ON. **Note:** When this switch is ON, the machine firmware or application program cannot be written to the destination SD card.

ACTION

Before you start a firmware upgrade or application merge, make sure the write-protect switch on the card is OFF.

Be sure not to turn ON the write protect switch of the system SD card or application SD card on the machine.

Note: It is very easy to turn ON the write-protect switch on the SD card by mistake when you insert or remove the SD card.
Technical Bulletin

PAGE: 1/6

Model: General Da			Dat	te: 23-Jan-06		No.: RGene021
Subject: Data Overwrite Security Unit Installation				Prepared by: H.Matsui		
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	Troubleshooting	Part information		tion	Action	n required
	🗌 Mechanical	Electric	al		🖂 Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	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 (B735-17)	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.

 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 Bulletin	PAGE: 3/6
Model: General	Date: 23-Jan-06	No.: RGene021

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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.
- 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

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).
- Make sure the <u>ROM number and firmware version</u> in area [A] of the diagnostic report are the **same** as those in area [B].
 See the photograph on the next page
 - [A]: "ROM Number/Firmware Version" "HDD Format Option"
 - [B]: "Loading Program" "GW1a_zoffy" (Data Overwrite Security Unit Type C)

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]**.

No.: RGene021

Technical Bulletin

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Odel: General		Date: 23-	Jan-06	No.: RGene	
Ad.	01115 - C J.				
RICOH ATICIO 3045	Serial No.:	7M275840019 Fi	rmware P/# : B213593	IE	
Self-Diagnosis Report		Fi	rmware Version: 1.24		
[System Construction]					
Kernel Version	: NetBSD 1.5.3 (LP	UXMIPS05S_NU) #3:	Wed Mar 23 11:22:07 JST	2005	
CPU System Bus C	ock : 133.0 MHz		CPU Pipeline Cloc	k : 465,500000 MH;	Z
Board Type	: 39		ASIC Version	: 1414672944	
RTC Existence	: existence		RAM Capacity	: 384 MB	
HDD Existence	: existence		HDD Model	:	
[Total Counter]					
0000198					
DOM No. / Firmwore Ve	rolog 1				
Sveterz/Conv	· B2135031E	1 1 24	RPGI		1
Engine	· B2135160F	/ 1 24.07	R55		1
Engine	. B2135100F	/ 1.24.07	RTIEF		,
DI	. 01903212A	1 1.02	PCI		/ 1.01
ADE	· · B7145160A	1	POL		/ 1.01
ADF	. B7145100A	,	MSIS		/ 1.01
SIB	. 62133342	1	MSIS(OPTION)		,
Finisher (Saddle)		,	PDE		1
Finisher (Saddie)		1	FDF RMI inkS		1
Dank	. 40825150	1	DistBridge		,
		1	FICIDITUYE	. 77675202	10.04
Mail Box		1	FONT FONT	. 21075363	/ 0.04
FCU	. D7025034D	/ 5 10	FONT		,
NID	. B7055954D	/ 0.02	FONT2		1
HDD Fonnat Option	· B1095220	/ 0.03	Not File	· 878350380	/ 1.02
Language	: B1965220	7 3.92	Net File	. 876338360	/ 1.02
	. 01905220	1 90	Printon	· P7925021A	/ 1.02
Bluetooth		1 2 2 45	Printer	. 0703393 IA	/ 1.02
RPC5		/ 5.2.15	DEan	. 676339320	/ 44_1.05
PS					/
RPDL		1			/ 041130000
R98		1	WebDeeRev	. D7035930D	/ 1.08
R16	:	7	WEDDOCBOX	: B7835937A	1 1.01
[Loading Program]		504050000	1 04 05 00 (01	10000	
ADC4a_tax		: B2135932C	/ 01.05.00 (9fc	10000)	
ADC4a_system		: B2135931E	/ 1.24 (910	15000) - (/	-1)
GW3e_DESS		: B7835940B	/ 2.01.1 (/m	nt/sdu/module/dess.mo	a) -1)
GW2a zofty		: B7355060	/ 0.03 (/m)	nt/sd1/module/zony.mo	
GW1e_prt_fntM		: 27073383	1.02 (/m)	n/sd0/module/ionis_e.r	nod)
ADC4e_printer		: D/835931A	/ 1.02 (/m)	at/ad0/module/prt_exp.r	nou) a)
ADC4a_scn		: B/035932D	/ a4_1.05 (/m)	at/ad0/module/scan.mo	
ADC4a_net		: B/835934D	/ 5.10 (/mi	nusdu/module/ncs.mod)
ADC4a_fax2		: B7835935B	/ 02.01.00 B (/m)	t/sdu/module/fax.mod)	mad
ADC4a_web		: B/835936D	/ 1.08 • 4 (/m)	iusdu/module/websys.r	nod)
ADC4a_webdocbox		: B/83593/A	/ 1.01 (/mi	n/sdu/module/webdb.m	iod)
ADC4a_netfile		: B1832838C	/ 1.02 (/m)	iusdu/module/nta.mod)	
[Error List]					
and a second state of the second state					

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.

RICOH
Model: General

Technical **B**ulletin

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

PAGE:	1/1
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Model: General Da			Dat	ate: 29-May-06		No.: RGenM001
Subject: Error caused by an SD card that contains firmware for several models.				Prepared by: H.Matsui		latsui
From: 2nd Tech. Support Sec. Service Support Dept						
Classification:	 Troubleshooting Mechanical Paper path Other () 	Part info	ormat al iit/rec	tion [c	Action Servic Retrof	n required ce manual revision fit information

SYMPTOM

When the firmware is updated, several boards on the machine stop working and might need to be replaced.

CAUSE

The SD card contains firmware for another mainframe model or peripheral, and this firmware is selected by mistake.

Note: The machine cannot install firmware from a different model, but all files stored in the SD card are displayed on the LCD.

ACTION

- When you save firmware to an SD card: Only save the firmware for <u>one</u> mainframe or <u>one</u> peripheral.
- When you try to install the firmware on the machine: Only install the firmware for the **correct model.** If the SD card contains firmware for another model, make sure NOT to select the files.

Reissued: 4-Aug-06

Model: General

Date: 31-July-06 No.: N

No.: MGenM010a

MB Correction

The change lists of the target models (Model J-P3 options and PL-P1) have been added.

Modified Article: Parts Catalog			Prepared by: F.Noguchi		
From: 1st Tech. Su	pport Sec. Service Support I	Dept.			
Reason for	Parts catalog correction	Vendor cha	ange	Other	
Modification:	To facilitate assembly	🗌 To improve	e reliability	🔀 To meet standards	
	Part standardization	Product Sa	afety	(RoHs compliant)	

Change: The materials for these parts were changed. **Reason:** To comply with the RoHs Directive.

Note:

- The target models are listed on page 2 and the changes are listed on page 3 onward.
- The full Parts Catalogs for the target models will be reissued soon.
- The changes in this MB are written in the following format:

Example:

Page	Index	Parts No	Description	Qty
3	3	AA012125	Filter:Exhaust:Scanner (RoHs)	1
3	3	B0511329	Dust Filter - Scanner	1

- Parts in red text, with "(RoHs)" at the end of the part name: RoHs compliant parts
- Parts in black text, below the parts in red text: Non-RoHs compliant parts
- All screws and e-rings that already have suffixes were changed as follows on all models listed on page 2:
 - Screws: All suffixes were changed to suffix N, P, or Q
 B, Z, H → N W→ P Q → Q (was not changed)
 - > E-rings: All suffixes were changed to suffix **E** (B, G → E).

Reissued: 4-Aug-06

Model: General	Date: 31-July-06	No.: MGenM010a
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IMPORTANT:

 To make sure the correct parts are used on the correct machines, please handle the parts as follows:

Parts with the **old** P/N: Parts with the **new** P/N: **Non-RoHS** compliant parts **RoHS** compliant parts

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

- Continue using non-RoHS compliant parts on non-ROHS compliant machines until the stock of these parts runs out. Then, start using RoHS compliant parts on the non-RoHS compliant machines.
- **DO NOT use** <u>non-RoHs</u> compliant parts on <u>RoHs</u> compliant machines. **Note:** This is to make sure that all machines are in full compliance with the RoHS Directive.

Target Models:

The changes listed in this MB apply to the following models:

Model: Altair-SC a/b Model: Capella-NB1e Model: C-P1/C-P2 Model: Kir-C2 Model: K-P3d/P4d Model: Neptune-C1 Model: Russian-SC Model: S-F1 Model: Sirius-SC1fn Model: Stella-C2 *Model: J-P3 Model: PL-P1*

Model: General

Modification Bulletin

Reissued: 4-Aug-06

Date: 31-July-06

No.: MGenM010a

Model: Altair-SC a/b

Altair-SC a/b (G417/G418)

Page	Index	Parts No	Description	Qty
3	3	AA012125	Filter:Exhaust:Scanner (RoHs)	1
3	3	B0511329	Dust Filter - Scanner	1
3	13	G4176711	Standard Screw Driver: Accessory (RoHs)	1
3	13	G4126701	Standard Screw Driver: Accessory	1
3	102	11500377	Power Supply Code:250V:10A:EU (RoHs)	
3	102	11500352	Power Supply Cord (EU)	
5	21	AW020141	Photointerruptor (RoHs)	2
5	21	AW020075	Photointerruptor	2
7	20	G4173675	Bracket:Separation:Drive:Right (RoHs)	1
7	20	G4043675	Separation Drive Shaft	1
7	29	AW020141	Photointerruptor (RoHs)	1
7	29	AW020075	Photointerruptor	1
7	33	G4173603	Spacer:Idler (RoHs)	1
7	33	G4043603	Spacer:Idler	1
9	3	B6522911	Stepper Motor:Base:Rise:Asss'y (RoHs)	1
9	3	A8062911	Stepper Motor Ass`y - DC 13W	1
9	10	AW020141	Photointerruptor (RoHs)	1
9	10	AW020075	Photointerruptor	1
9	17	AA143812	Screw - Scale (RoHs)	2
9	17	AA143402	Screw - Scale	2
9	20	G4175187	PCB:URB (RoHs)	1
9	20	G4175185	PCB:URB	1
11	1	G4173461	Shaft:Contact Point:Left:Peen (RoHs)	1
11	1	G4173342	Shaft:Contact Point:Left:Peen	1
11	8	AW020141	Photointerruptor (RoHs)	1
11	8	AW020075	Photointerruptor	1
11	13	AW010109	Photo Reflection Sensor:PS117ED1 (RoHs)	2
11	13	AW010093	Photo Reflection Sensor - PS-17ND1	2
11	21	G4173462	Shaft:Contact Point:Right:Peen (RoHs)	1
11	21	G4173341	Shaft:Contact Point:Right:Peen	1
13	1	AW020141	Photointerruptor (RoHs)	1
13	1	AW020075	Photointerruptor	1
13	2	AA143811	Stepped Screw - M3x4 (RoHs)	2
13	2	AA143307	Stepped Screw - M3	2
13	4	AG070017	Magnetic Catch:50N (RoHs)	2
13	4	AG070013	Magnetic Catch	2
13	9	G4173331	Guide Plate:Scanning:Adhesion (RoHs)	1
13	9	G4173348	Guide Plate:Scanning:Adhesion	1
13	27	AW010109	Photo Reflection Sensor:PS117ED1 (RoHs)	1
13	27	AW010093	Photo Reflection Sensor - PS-17ND1	1
13	32	G4173523	Stay:Scanning:Behind:Black (RoHs)	1
13	32	G4173517	Stay:Scanning:Behind:Black	1

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Mode	I: Genera	al	Date: 31-July-06 No.: MGenM	1010a
Page	Index	Parts No	Description	Qty
13	34	G4173522	Stay:Scanning:Behind:White (RoHs)	1
13	34	G4173512	Stay:Scanning:Behind:White	1
15	1	AA143811	Stepped Screw - M3x4 (RoHs)	1
15	1	AA143307	Stepped Screw - M3	1
15	5	AW010109	Photo Reflection Sensor:PS117ED1 (RoHs)	1
15	5	AW010093	Photo Reflection Sensor - PS-17ND1	1
15	17	G4175625	Harness:Earth:Book-ADF (RoHs)	1
15	17	G4175624	Harness:Earth	1
17	5	G4175176	PCB:SOP (RoHs)	1
17	5	G4175174	PCB:SOP	1
19	3	AG070017	Magnetic Catch:50N (RoHs)	1
19	3	AG070013	Magnetic Catch	1
19	12	G4176306	Torsion Spring:Contact Point:Left (RoHs)	1
19	12	G4176308	Torsion Spring:Left	1
19	15	G4176305	Torsion Spring:Contact Point:Right (RoHs)	1
19	15	G4176307	Torsion Spring:Right	1
21	1	G3875205	PCB:OIPU (RoHs)	1
21	1	G3875200	PCB:OIPU	1
21	12	G3855001	PCB:USB:Ass'v (RoHs)	1
21	12	G3855000	PCB:USB:Ass'v	1
21	13	G4175023	PCB:SCU:1A (G417) (BoHs)	1
21	13	G4175030	PCB:SCU:1A (G417)	1
21	13	G4185023	PCB:SCU:1B (G418) (BoHs)	1
21	13	G4185030	PCB:SCU:1B (G418)	1
21	15	G4175141	PCB·VIOB·1A (G417) (BoHs)	1
21	15	G4175130	PCB:VIOB:1A (G417)	1
21	15	G4185142	PCB:VIOB:1B (G418) (BoHs)	1
21	15	G4185140	PCB:VIOB:1B (G418)	1
21	19	G4185605	Harness VBUB 16PAIR (BoHs)	1
21	19	G4185602	Harness:VBUR:15PAIR	1
21	20	G4185606	Harness:VBUR:34wick (RoHs)	1
21	20	G4185600	Harness VBUB:34p	1
21	23	G4175614	Harness:Connecting:Fan (BoHs)	1
21	23	G4175613	Harness:Connecting:Fan	1
21	24	G4175537	Harness ADE Power Source (BoHs)	1
21	24	G4175535	Harness: ADF: Power Source	1
23	3	G4175302	Power Supply Unit:SC1(BoHs)	1
23	3	G4175300	Power Supply Unit	1
23	4	G4175190	PCB:VBUF (RoHs)	1
23	4	G4175149	PCB:VBUF	1
23	12	AW020141	Photointerruptor (BoHs)	1
23	12	AW020075	Photointerruptor	1
23	14	G4175634	Harness:FFC:VIOB-VBUF:50p (BoHs)	1
23	14	G4175561	Harness: FFC: VIOB-VBUE: 50p	1
23	15	G4175635	Harness: FFC: VIOB-VBUE: 40p (BoHs)	1
23	15	G4175566	Harness:FFC:VIOB-VBUF:40p	1
23	17	G4175166	PCB:SWB (RoHs)	1
23	17	G4175164	PCB:SWB	1

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Mode	Model: General Date: 31-July-06 No.: MGenM			1010a		
Page	Index	Parts No	Description			Qty
23	18	G4175302	Power Supply Unit:SC1	(RoHs)		1
23	18	G4175300	Power Supply Unit			1
25	14	G4171141	Base:Rubber Foot (Rol-	ls)		2
25	14	G4051141	Rubber Foot			2
25	20	AA143829	Adjusting Screw:Scanne	er (RoHs)		2
25	20	G5701542	Adjusting Screw - Scan	ner		2
27	6	G4185191	PCB:VBUR (RoHs)			1
27	6	G4185150	PCB:VBUR			1
29	6	G4173270	Stepper Motor:Paper Fe	ed:DC38W (RoHs)		1
29	6	G4073365	Feed Moter - DC38W			1
29	8	G4175537	Harness:ADF:Power Sc	ource (RoHs)		1
29	8	G4175535	Harness:ADF:Power Sc	ource		1
29	9	G4175182	PCB:ADU (RoHs)			1
29	9	G4175180	PCB:ADU			1
31	9	G4173260	Stepper Motor:Transpor	rt:DC62W (RoHs)		1
31	9	G4073395	Transport Motor - DC62	?W		1

Modification Bulletin

Reissued: 4-Aug-06

Model: General Date: 31-July-06 No.: MGenM010a

Model: Capella-NB1e

Capella-NB1e (G829)

Page	Index	Parts No	Description	Qty
3	4	G3745382	PCB:LED (RoHs)	1
3	4	G3745381	PCB:LED	1
3	6	G3745507	Harness:FFC:LCD (RoHs)	1
3	6	G3745505	Harness:FFC:LCD	1
3	7	G4211490	LCD-Cell Sss'y (RoHs)	1
3	7	A2501490	LCD	1
3	15	G3745360	PCB:Copu (RoHs)	1
3	15	G3745350	PCB:Copu	1
3	18	G8295025	PCB:CMBU:G829:Ass'y (RoHs)	1
3	18	G8295017	PCB:CMBU:G829:Ass'y	1
3	19	G3745501	Harness:FFC:Copu (RoHs)	1
3	19	G3745500	Harness:FFC:Copu	1
3	29	G3746705	Adapter:Capella (RoHs)	1
3	29	G3746700	Adapter:Capella	1

Reissued: 4-Aug-06

Model: General

Date: 31-July-06

No.: MGenM010a

Model: C-P1/C-P2

C-P1/C-P2 (G094/G095/G112/G113)

Page	Index	Parts No	Description	Qty
3	5	52152713	Bottom Plate Pad (RoHs)	1
3	5	G0292608	Base Pad	1
3	24	G1113539	Internal Thermistor (RoHs)	1
3	24	G0883539	Thermistor - Inner	1
7	16	G0915403	Harness:Polygon Motor:Sync (G094/G095) (RoHs)	1
7	16	G0885403	Harness - Polygon Mirror Motor (G094/G095)	1
7	20	GX060023	Polygon Scanner:35501rpm (G094/G095) (RoHs)	1
7	20	G0882770	Polygon Scanner - 35501rpm (G094/G095)	1
7	20	GX060024	Polygon Scanner:38015rpm DC24V1.0A (G112/G113) (RoHs)	1
7	20	G1291908	Polygon Scanner:38015rpm (G112/G113)	1
9	14	G1022818	Tray Bottom Plate:Adhesion (RoHs)	1
9	14	G0963053	Tray Bottom Plate Adhesion	1
9	15	52152713	Bottom Plate Pad (RoHs)	1
9	15	G0292608	Base Pad	1
11	7	G1295400	Harness:Fst:Connecting (RoHs)	1
11	7	G0965400	Fst Connecting Harness	1
11	15	AW020141	Photointerruptor (RoHs)	3
11	15	AW020075	Photointerruptor	3
11	24	AW020145	Photointerruptor:Flat (RoHs)	1
11	24	AW020120	Photointerruptor - Flat	1
11	28	G0963288	Manual Paper Feed Roller (G112/G113) (RoHs)	1
11	28	G1292552	Paper Feed Roller:Manual Feed	1
11	31	G1164159	Screw:M3x14 (RoHs)	4
11	31	G0294159	Screw - M3x13	4
13	4	AA082144	Bushing - 8x12x7 (RoHs)	2
13	4	AA082047	Bushing - 8x16x7	2
13	7	AW020141	Photointerruptor (RoHs)	1
13	7	AW020075	Photointerruptor	1
13	12	G1115404	Harness - Toner End Sensor (RoHs)	1
13	12	G0525404	Interface Harness - TE Sensor	1
15	12	G1296260	Transfer Roller Ass'y (G094/G095) (RoHs)	1
15	12	G0963610	Transfer Roller Ass'y (G094/G095)	1
15	14	G1116256	Transfer Roller (G094/G095) (RoHs)	1
15	14	G0963616	Transfer Roller (G094/G095)	1
15	15	G1296251	Positioning Roller - Transfer (G094/G095) (RoHs)	1
15	15	G0523618	Positioning Roller - Transfer (G094/G095)	1
21	3	GW020020	Photointerruptor:LG248NL1 (RoHs)	2
21	3	AW020119	Photointerruptor - LG-248I1	2
21	17	G1293522	Discharge Lamp:CASSIS (RoHs)	1
21	17	G0963522	Discharge Lamp	1
23	1	G1281150	Brushless Motor:24V:20W (G094/G095) (RoHs)	1
23	1	G0881150	Brushless Motor:24V:20W (G094/G095)	1

Modification Bulletin

Reissued: 4-Aug-06

Model	Model: General			Date: 31-July-06	No.: MGenM	1010a
Page	Index	Parts No	Description			Qty
23	4	GX110019	DC Solenoid:24V:9.6W	(RoHs)		1
23	4	G0523388	Solenoid - DC24V (G09-	4/G095)		1
25	17	G1295205	Choke Coil (EU) (RoHs)	i		1
25	17	G0965205	Choke Coil - ETQR28G	013B (EU)		1
27	1	G1045141	Knob Screw:M4 (RoHs)			4
27	1	G0936006	Knob Screw:M3			4
27	10	G1295602	PCB:EGB:NA (G112/G1	13) (RoHs)		1
27	10	G1295102	PCB - Engine Board : N	A (G112/G113)		1
27	10	G1295604	PCB:EGB:EU:C (G112/	G113) (RoHs)		1
27	10	G1295104	PCB - Engine Board : E	U (G112/G113)		1
27	11	G1295414	Harness:Duplex:Option	(G094/G095) (RoHs))	1
27	11	G0965414	Harness - Option Duple	x (G094/G095)		1
27	13	G1295412	Harness:Paper Feed:Op	otion (RoHs)		1
27	13	G0965412	Harness - Option Paper	Feed		1
27	15	G1295401	Harness:Motor:Sensor (G094/G095) (RoHs)		1
27	15	G0965401	Harness - Motor Sensor	(G094/G095)		1
73	*	G1295602	PCB:EGB:NA (RoHs)			1
73	*	G0985102	PCB EGB Ass'y - NA			1
73	*	G1295604	PCB:EGB:EU:C (RoHs)			1
73	*	G0985104	PCB EGB Ass'v - EU			1

Paper feed unit Type 400 (G360)

-				
Page	Index	Parts No	Description	Qty
3	14	G3623043	Tray Bottom Plate (RoHs)	1
3	14	G0963053	Tray Bottom Plate Adhesion	1
3	15	52152713	Bottom Plate pad (RoHs)	1
3	15	G0292608	Base Pad	1
5	6	G3603222	Motor Bracket (RoHs)	1
5	6	G3603221	X/O MB1	
5	8	G3605700	Stepper Motor:DC24V 19.2W (RoHs)	1
5	8	C4085700	X/O MB1	
5	14	G3603113	Paper Feed Shaft (RoHs)	1
5	14	G3603112	X/O MB2	
5	20	G3603114	Middle Drive Roller (RoHs)	1
5	20	G3603115	X/O MB2	
5	25	G3923116	Roller:Middle:Driven (RoHs)	1
5	25	G3603116	X/O MB2	
5	33	G3922657	Compression Spring:paper Feed (RoHs)	1
5	33	G0292657	X/O MB1	
7	4	G3921086	Spring Plate:Paper Tray:Ass'y (RoHs)	2
7	4	G3601087	X/O MB2	

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AD450 (G360)

Page	Index	Parts No	Description	Qty
5	12	G3605700	Stepper Motor:DC24V 19.2W (RoHs)	1
5	12	C4085700	X/O MB1	
5	14	G3612571	Transport Roller (RoHs)	3
5	14	G3612570	X/O MB2	
5	17	AA082118	Bushing - M6 (RoHs)	3
5	17	50530447	Bushing - 6mm	3
7	10	G3615110	PCB - Duplex:P2 (RoHs)	1
7	10	G3615100	X/O MB1	
7	12	G3615570	Photointerruptor - Duplex (RoHs)	2
7	12	G5527050	X/O MB1	
7	13	G8064645	Sensor Bracket - Upper (RoHs)	1
7	13	G5527039	X/O MB1	
7	16	AA143820	Stepped Screw (RoHs)	1
7	16	AA143716	X/O MB1	
7	20	G3615560	DC Solenoid Ass'y (RoHs)	1
7	20	G5527153	X/O MB1	
7	23	AA143821	Stepped Screw - M4 (RoHs)	2
7	23	G0044635	X/O MB1	
7	24	G3611107	Gasket:STGN13-10:15MM (RoHs)	1
7	24	G3611106	Gasket:Side Plate:Front	1
9	2	G8064650	Rear Lever (RoHs)	1
9	2	G5527399	X/O MB1	
9	3	AA082118	Bushing - M6 (RoHs)	6
9	3	50530447	Bushing - 6mm	6
9	9	G3612791	Horizontal Transport Roller (RoHs)	2
9	9	G3612790	X/O MB2	
9	10	G3612781	Horizontal Drive Transport Roller (RoHs)	1
9	10	G3612780	X/O MB2	
9	11	G3612711	Feed Paper Again Transport Roller (RoHs)	1
9	11	G3612710	X/O MB2	
9	12	G3605700	Stepper Motor:DC24V 19.2W (RoHs)	1
9	12	C4085700	X/O MB1	
9	13	G3612761	Feed Paper Again Motor Bracket (RoHs)	1
9	13	G3612760	X/O MB1	
9	19	AA143544	Screw - M3 (RoHs)	1
9	19	G0124617	X/O MB1	
9	20	AA143822	Stepped Screw - M3.5 (RoHs)	2
9	20	G0487152	X/O MB1	

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Envelope Feeder Type 400 (G362)

Page	Index	Parts No	Description	Qty
3	14	G3623043	Tray Bottom Plate (RoHs)	1
3	14	G3623053	X/O MB1	
3	15	52152713	Bottom Plate pad (RoHs)	1
3	15	G0292608	X/O MB1	

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Model: Kir-C2

Kir-C2 (B121/B122/B123)

Page	Index	Parts No	Description	Qty
13	19	B2591487	PCB: LCDC (RoHs)	1
13	19	B1211487	PCB	1
13	21	B2591499	Tapping Screw - M3X8 (RoHs)	7
13	21	B0391499	Pan Head Tapping Screw - M3X8	7
15	1	B3901759	Shaft:Scale (RoHs)	5
15	1	A1931759	Stepped Screw	5
15	4	AW020156	Photointerruptor:EE-SX4235A-P2 (RoHs)	1
15	4	AW020086	Photointerruptor	1
15	6	AW020020	Relay Sensor (RoHs)	2
15	6	AW020119	Photointerruptor - LG-248L1	2
15	8	B2761808	Inner Cover:Lens (RoHs)	1
15	8	B1211808	Inner Cover	1
15	9	B2591812	lens Unit (RoHs)	1
15	9	B1211812	Lens Holder Ass'y	1
15	13	B2591804	Harness:FFC:Ass'y (RoHs)	1
15	12	B0391666	Bracket - Operation Panel	1
17	5	B2591768	Carriage No.2 Ass'y (RoHs)	1
17	5	B1211768	No.2 Carriage Sub-ass'y	1
17	7	B2591778	Idler Belt Pulley Bracket - Rear (RoHs)	1
17	7	B0391778	Rear Pulley Bracket	1
17	9	B2591776	Idler Belt Pulley Bracket - Front (RoHs)	1
17	9	B0391776	Front Pulley Bracket	1
17	16	B2591763	Xenon Lamp Stabilizer (RoHs)	1
17	16	B0391763	Lamp Stabilizer	1
17	17	B2595223	Harness - Stabilizer (RoHs)	1
17	17	B1215223	Harness - Scanner Stabilizer	1
19	1	AW010126	Original Sensor:H=2-66 (RoHs)	2
19	1	A2501761	Original Sensor - H=2-66	2
19	11	B2591691	Shaft:Scanner:Drive (RoHs)	1
19	11	B0391691	Shaft - Scanner Drive	1
19	16	B2591702	Shaft:Pulley (RoHs)	2
19	16	B0391702	Shaft - Pulley	2
21	*	B2591876	Imaging Unit (RoHs)	1
21	*	B1211876	Imaging Unit Ass'y	1
21	3	B2592381	Discharge Lamp:QL (RoHs)	1
21	3	B0392380	Quenching Lamp	1
21	15	B2431916	Laser Diode Unit (RoHs)	1
21	15	B1211915	Laser Diode Unit Ass'y	1
21	20	B2762646	Rubber Bushing (RoHs)	2
21	20	B0391975	Rubber Suporter	2
23	*	B2592603	Manual Feed Table:Ass'y (RoHs)	1
23	*	B0392601	Manual Feed Table:Ass'y	1

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Page	Index	Parts No	Description	Qty
23	9	AW500034	Paper Size Sensor (RoHs)	1
23	9	B0392645	Rotary Switch	1
23	19	B2592642	Pin:MM6 (RoHs)	2
23	19	B0392642	Pin - Link	2
23	20	B2592786	Lever Shaft (RoHs)	1
23	20	G0202786	Shaft - By-pass Release Lever	1
25	*	B2592840	Paper Tray EU Ass'y (RoHs)	1
25	*	B0392840	Paper Tray Assembly - A4	1
25	*	B2592841	Paper Tray Assembly - LT (RoHs)	1
25	*	B0392841	Paper Tray Assembly - LT	1
25	10	B2592737	Paper Feed Roller Shaft Ass'y (RoHs)	2
25	10	B0392737	Shaft - Paper Feed Roller	2
25	13	B2762719	Spring:Base:5.8N (RoHs)	1
25	13	B0392719	Spring - Tray Bottom Plate	1
27	5	AA080342	Front Bushing - Registration Roller (RoHs)	1
27	5	AA080269	Front Bushing - Registration Roller	1
27	13	AW020020	Relay Sensor (RoHs) (RoHs)	1
27	13	AW020119	Photointerruptor - LG-248L1	1
27	18	B2592571	Registration Roller Driven - Dia16 (RoHs)	1
27	18	AF021080	Left Registration Roller	1
27	19	B2592562	Registration Roller:Drive (RoHs)	1
27	19	AF020541	Right Registration Roller	1
27	22	AA080343	Rear Bushing - Registration Roller (RoHs)	1
27	22	AA080270	Rear Bushing - Registration Roller	1
27	26	B2593890	Density Sensor (RoHs)	1
27	25	B0393820	Transfer Roller	1
27	28	B2591131	Screw: PCU (RoHs)	2
27	27	B0393891	ID Sensor Cover	1
29	16	B2592576	Transport Roller (RoHs)	1
29	16	B0392576	Transport Roller	1
29	18	B2591194	Manual Feed Drive Bracket (RoHs)	1
29	18	B0391194	Bracket - By-pass Feed	1
29	20	B2591190	Shaft - Drive Manual Feed (RoHs)	1
29	20	B1211190	Manual Feed Drive Shaft	1
29	21	B2591183	Shaft - Drive Paper Feed (RoHs)	1
29	21	B0391183	Shaft - Paper Feed	1
29	23	B2591178	Paper Feed Drive Bracket (RoHs)	1
29	23	B0391178	Bracket - Paper Feed Clutch	1
29	26	AX200296	Magnetic Clutch - 46Z (RoHs)	1
29	26	AX200225	Magnetic Clutch - 46Z	1
29	29	AW020020	Relay Sensor (RoHs)	1
29	29	AW020119	Photointerruptor - LG-248L1	1
31	4	AG070514	Magnet Catch (RoHs)	1
31	4	AG070014	Magnet Catch	1
31	9	B2606093	Paper Feed Roller Drive Shaft (RoHs)	1
31	9	B0406093	Shaft - Vertical Transport Roller	1
31	12	AX2000296	Magnetic Clutch - 46Z (RoHs)	1
31	12	AX200225	Magnetic Clutch - 46Z	1

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Page	Index	Parts No	Description	Qty	
31	27	AW020181	Paper Feed Sensor (RoHs)	1	
31	27	AW020124	Paper Sensor	1	
33	22	AW020020	elay Sensor (RoHs)		
33	22	AW020119	hotointerruptor - LG-248L1		
33	24	AG070514	Magnet Catch (RoHs)	1	
33	24	AG070014	Magnet Catch	1	
35	*	B2592200	PCU Unit (RoHs)	1	
35	*	B1212200	PCU Ass'y	1	
35	6	B2593051	Development Roller Ass'y (RoHs)	1	
35	6	B1213051	Development Roller Ass'y	1	
35	8	B2593170	Development Case Ass'y (RoHs)	1	
35	8	B0393170	Lower Development Unit	1	
35	10	B2593390	Density Sensor:K-C2.5:Ass'y (RoHs)	1	
35	9	B0393062	Idler Gear	2	
37	21	AD027018	Roller:Charge:A3 (RoHs)	1	
37	21	AD027014	O/O MB9	1	
37	23	B2592325	OPC Drum Shutter Plate (RoHs)	1	
37	23	B0392325	Drum Shutter Stopper	1	
39	1	B2593031	Toner Supply Unit (RoHs)	1	
39	1	B0393031	Toner Supply Unit	1	
39	5	B2593422	Shaft:Slide (RoHs)	1	
39	5	A1843422	Toner Slider	1	
39	9	B2595233	Harness - High Voltage Line C/T (RoHs)	1	
39	9	B1215233	Harness - High Voltage Line C/T	1	
39	12	B0393381	Cover:Toner Bottle:Ass'y (RoHs)	1	
39	12	B0393380	Cover - Toner Supply Unit	1	
39	16	AX310046	Total Counter:7FIG:24V (RoHs)	1	
39	16	AX310039	Total Counter - 7Fig 24V	1	
41	2	AA143870	Stepped Screw (RoHs)	2	
41	2	AA143716	Stepped Screw	2	
41	6	B2594015	Fusing Cleaning Roller (RoHs)	1	
41	6	AE042063	Fusing Cleaning Roller Ass'y	1	
41	9	AE044062	Stripper Pawls (RoHs)	5	
41	9	AE044040	Stripper Pawl	5	
41	15	B2594091	Rear Heater Holder (RoHs)	1	
41	15	B1214091	Rear Heater Holder	1	
41	16	B2594028	Heater - 230v/550w (RoHs)	1	
41	16	B1214208	Heater - 230v/550w	1	
41	16	B2594210	Heater - 120v 550w (B259/B260/B261-17)(RoHs)	1	
41	16	B1214216	Fusing Lamp - 110V 550W(B121/B122-19) Added MB11	1	
41	28	B1214085	Frame:Pressure:Printing (RoHs)	1	
41	28	B1214081	Pressure Frame	1	
41	30	B2594115	Fusing Entrance Guide Plate (RoHs)	1	
41	30	B0394115	O/O MB9		
41	37	B1214103	Frame:Fusing (RoHs)	1	
41	37	B1214101	Fusing Roller Frame Added MB3	1	
43	3	B2594471	Exit Roller 2 (RoHs)	1	
43	3	B1214471	Exit Roller 2	1	

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Page	Index	Parts No	Description	Qty	/
43	22	G3615570	Photointerruptor - Duplex (RoHs)	1	
43	22	G5527050	Photointerruptor	1	
45	11	AW020181	Paper Feed Sensor (RoHs)	2	
45	11	AW020124	Paper Sensor	2	
47	2	B2614710	Stepper Motor: DC 13.2W(B261) (RoHs)	1	
47	2	B0434710	Duplex Motor - DC 13.2W	1	
47	5	B2614650	Separation Pad (B261) (RoHs)	1	
47	5	B0434650	Separation Pad	1	
47	6	B2614621	Transport Roller - Exit (B261) (RoHs)	1	
47	6	B0434621	Exit Transport Roller	1	
47	7	B2614623	Transport Roller - Connecting (B261) (RoHs)	1	
47	7	B0434623	Middle Transport Roller	1	
47	8	B2614622	Transport Roller - Entrance (B261) (RoHs)	1	
47	8	B0434622	Entrance Transport Roller	1	
47	12	AW020020	Relay Sensor (RoHs)	1	
47	12	AW020119	Photointerruptor - Lg-248l1	1	
47	16	B2614686	Manual Feed Drive Shaft (B261) (RoHs)	1	
47	16	B0434686	By-pass Feed Shaft	1	
47	21	AG070514	Magnet Catch (RoHs)	1	
47	21	AG070014	Magnet Catch	1	
47	27	B2614613	Side Plate:Drive:Ass'v (RoHs)	1	
47	27	B1234613	Drive Side Plate Ass'v		
47	31	B2614705	Stepper Motor Bracket (BoHs)		
47	31	B1234705	Stepper Motor Bracket	1	
49	2	B2614989	Reverse Roller (RoHs)	1	
49	2	B2614988	Reverse Roller	1	
49	3	B1214490	Antistatic Brush (BoHs)	1	
49	3	AA120094	Antistatic Brush	1	
49	5	B2694981	Guide Plate: Reverse: Left Upper (RoHs)	1	
49	5	B1234981	Left Upper Reverse Guide Plate	1	
49	9	GW010007	Photo Reflection Sensor: Exit (BoHs)	1	
49	9	AW010100	Paper Feed Sensor	1	
49	11	B2614994	Stepper Motor Bracket (BoHs)	1	
49	11	B0434994	Invertor Motor Bracket	1	
49	12	B2614710	Stepper Motor: DC 13 2W (BoHs)	1	
49	12	B0434710	Duplex Motor - DC 13 2W	1	
49	13	B2614984	DC Solenoid Ass'y (BoHs)	1	
49	13	B0434984	Junction Gate Solenoid	1	
49	17	G1045141	Knob Screw:M3 (BoHs)	2	
49	17	G0936006	Knob Screw:M3	2	
51	1	AX060322	Brushless Motor:DC24V/20W (BoHs)	1	
51	1	AX060270	Brushless Motor 24V/20W	1	
51	2	B2591135	DC Solenoid Ass'v (BoHs)	1	
51	2	B1211125	DC Solenoid Ass'v	1	
51	4	AX200297	Magnetic Clutch - 397 (BoHs)	1	
51	<u></u> - Д	Δχ200237	Registration Clutch	1	
51	- -	R2502210	DC Motor:DC24V 2 52W (RoHe)	1	
51	6	B1213310	Toner Bottle DC Motor	 	
		01210010			

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Page	Index	Parts No	Description	Qtv	
51	11	B2591157	Fusing Swivel Bracket (RoHs)	1	
51	11	B1211157	Fusing Swivel Bracket Ass'y	1	
51	17	B2591174	Development Drive Shaft(03) (RoHs)	1	
51	17	B1211174	evelopment Drive Shaft(03)		
53	2	B2591119	Tapping Screw:M3x33 (RoHs)	2	
53	2	G0271235	Tapping Screw - M3x33	2	
53	9	B2595101	PCB:BICU (RoHs)	1	
53	9	B1215101	PCB BICU EXP Ass'y	1	
53	9	B2595103	PCB BICU ASIA (RoHs)	1	
53	9	B1215103	PCB BICU ASIA Ass'y (B121/B122)	1	
53	9	B2595104	PCB:BICU CHN (RoHs)	1	
53	9	B1215104	PCB BICU CHN Ass'y	1	
53	11	B2435261	Harness - Key Counter (RoHs)	1	
53	11	B1215261	Key Counter Harness - RIC	1	
53	11	B2435262	Key Counter Harness - LAN (RoHs)	1	
53	11	B1215262	Key Counter Harness - LAN	1	
53	12	B2435217	Harness - AC Fusing EU (RoHs)	1	
53	12	B1215217	Harness - AC Fusing EU	1	
53	12	B2435218	Harness - AC Fusing NA (RoHs)	1	
53	12	B1215218	Harness - AC Fusing NA	1	
53	13	AZ230157	Power Supply Unit NA (RoHs)	1	
53	13	AZ230122	Power Supply Unit NA		
53	13	AZ230158	Power Supply Unit EU/AA (RoHs)	1	
53	13	AZ230123	Power Supply Unit EU/AA	1	
53	15	B2435228	Harness - AC Ddehumidifier EXP (RoHs)	1	
53	15	B0395228	AC Harness - Option Heater (B121)	1	
53	15	B2445228	Harness - AC Ddehumidifier EXP (RoHs)	1	
53	15	B1225228	AC Harness - Option Heater (B122/B123)	1	
53	16	B2435226	Harness - AC Switch 187 (RoHs)	1	
53	16	B1215226	Harness - AC Switch	1	
53	107	11071114	FUSE - HT3.15A-N5 (RoHs)		
53	107	11070877	FUSE:3.15A:250V		
53	107	11071054	FUSE:HT-6.3A-N5 (RoHs)		
53	107	11070880	FUSE:6.3A:250V		
53	108	11070629	FUSE:CERAMIC CASE:15A 125V (RoHs)		
53	108	11070629	FUSE:15A:125V		
55	2	B2445155	PCB DCB (RoHs)	1	
55	2	B1235155	PCB DCB	1	
55	8	B2591119	Tapping Screw - M3x33 (RoHs)	2	
55	8	G0271235	O/O MB9		
55	9	B2591106	Fan Motor:MM80:DC24V 3.6W (RoHs)	1	
55	9	AX640144	Fan Mm80 Dc24v/3.6w	1	
55	16	AZ320161	Power Pack Bct (RoHs)		
55	16	AZ320131	Power Pack Bct	1	
55	18	B2595232	Harness - High Voltage Line B (RoHs)	1	
55	18	B1215232	Harness - High Voltage Line B	1	
55	19	B2595233	Harness - High Voltage Line C/T (RoHs)	1	
55	19	B1215233	Harness - High Voltage Line C/T	1	

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Page	Index	Parts No	Description	Qty
57	2	B2596058	Heater - EU-9W (23OV Option) (RoHs)	1
57	2	B0396058	Heater - 9W (230V Option)	1
57	3	B2761072	Grip (RoHs)	4
57	3	B0391072	Grip	4
57	6	B2591053	Door Shaft - Right Front (RoHs)	1
57	6	B0391053	Right Door Shaft - Front	1
57	11	B1802801	Holder:Paper Tray (RoHs)	1
57	11	G0602801	Holder - Paper Tray	1
57	12	B2591058	Door Shaft - Right Rear (RoHs)	1
57	12	B0391058	Right Door Shaft - Rear	1
57	16	B2435260	Harness - AC Dehumidifier (RoHs)	1
57	16	B0395260	AC Harness - Dehumidifier	1
59	8	B2445229	Harness - AC Dehumidifier (RoHs)	1
59	8	B0405229	AC Harness - 2nd Tray Heater	1
59	9	B1802801	Holder:Paper Tray (RoHs)	1
59	9	G0602801	Holder - Paper Tray	1
63	*	B1215121	PCB BICU EXP Ass'y (RoHs)	1
63	*	B2595101	PCB:BICU (RoHs)	1
63	*	B1215103	PCB BICU ASIA Ass'y (B121/B122)	1
63	*	B1215123	PCB BICU AA Ass'y (B121/B122) (RoHs)	1
63	*	B2595103	PCB BICU ASIA (RoHs)	1
63	*	B1215104	PCB BICU CHN Ass'Y (B121/B122/B123) Added MB1	1
63	*	B1215124	PCB:BICU CHN (RoHs)	1
63	*	B2595104	PCB:BICU CHN (RoHs)	1
63	1	B0405506	IC:IMAC_K:RF5C789	1

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3	5	B3906300	Option:Heater:BALI-B (RoHs)	1
3	5	B3846300	Tray Heater	1
3	18	B3901759	Stepped Screw (RoHs)	3
3	18	A1931759	Stepped Screw	3
3	20	B3902600	Cover:Vertical Transport:BALI-B:Ass (RoHs)	1
3	20	B3842600	Vertical Transport Cover Assembly	1
3	24	AG070514	Magnet Catch (RoHs)	2
3	24	AG070014	Magnet Catch	2
3	28	B3902625	Guide Plate:Vertical Transfer (RoHs)	1
3	28	A8602625	Vertical Transfer Guide Plate	1
3	29	AA143575	Flat Screw:Knob Screw:M4X10 (RoHs)	12
3	29	AA143508	Flat Knob Screw - M4x10	12
3	33	B3901125	Adjusting Pin;Base (RoHs)	1
3	33	A8601125	Adjusting Pin	1
3	34	B3905340	Harness:Heater:Ass'y (RoHs)	1
3	34	A8605340	AC Harness - Dehumidifire	1
5	1	B3907341	Paper Tray:Paper Bank:BALI-B:EXP:AS (RoHs)	2
5	1	B3847341	Paper Tray Assembly	2

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Page	Index	Parts No	Description	Qty	
5	19	B3902865	Shaft:Roller:Rise (RoHs)		
5	19	A2672865	Shaft - Roller		
5	21	B3902854	haft:Rise:Tray Bottom Plate:Press (RoHs)		
5	21	A2672854	Shaft - Tray Raising	1	
5	22	B3902831	Friction Pad:Stinger:Adhesion (RoHs)	1	
5	22	A8602831	Friction Pad	1	
5	24	B3902870	Spring Plate:Paper Size Sensor:Ass' (RoHs)	1	
5	24	A2672870	Spring Plate	1	
5	34	B3902918	Guard:Spring Plate:Paper Size Sensor (RoHs)	1	
5	34	A2672918	Sponge - Spring Plate	1	
7	5	AA141713	Shaft:Paper Feed Roller (RoHs)	1	
7	5	AA140713	Shaft - Paper Feed Roller	1	
7	8	AW020141	Photointerruptor (RoHs)	2	
7	8	AW020075	Photointerruptor	2	
7	11	B3902641	Guide Plate:Vertical Transport (RoHs)	1	
7	11	A8602641	Guide Plate - Vertical Transport	1	
7	12	AA141714	Shaft:Paper Feed Roller:No.2 (RoHs)	1	
7	12	AA140714	Shaft - Paper Feed Roller 2	1	
7	26	B3902785	Shaft:Lock:Paper Feed Roller (RoHs)	2	
7	26	A2672785	Lock Lever Shaft - Feed Roller	2	
9	3	B3902709	Lever:Lift Motor:Paper Bank:Ass'y (RoHs)	1	
9	3	B3842709	Upper Lever - Lift Motor	1	
9	9	B3902840	Shaft:DC Motor:Ass'y (RoHs)	2	
9	9	A2672840	Shaft - DC Motor	2	
9	11	AX040220	DC Motor:Paper Feed:Ass'y (RoHs)	2	
9	11	AX040119	DC Motor - 1.92W	2	
9	13	B6001082	Holder:Paper Tray (RoHs)	2	
9	13	G6971082	Tray Holder	2	
9	14	AW020141	Photointerruptor (RoHs)	2	
9	14	AW020075	Photointerruptor	2	
9	17	B3902895	Lever:DC Motor:Bank:Peen (RoHs)	1	
9	17	B3842895	Lower Lever - Lift Motor	1	
9	23	B3905110	PCB:Bank:Ass'y (RoHs)	1	
9	23	A8605110	Interface Board	1	
11	1	B3902821	Tensioner:Ass'y (RoHs)	1	
11	1	B3842821	Timing Belt Tensioner	1	
11	9	B3902815	Bracket:Rise:1:Ass'y (RoHs)	2	
11	9	B0242815	Main Bracket - Pressure Lever	2	
11	10	B3902893	Lever:Rise:Paper Voliume Sensor:Bank (RoHs)	2	
11	10	B3842893	Actuator - Paper Height Sensor	2	
11	13	AW020141	Photointerruptor (RoHs)		
11	13	AW020075	Photointerruptor	4	
11	17	B3902781	Braket:Lever:Pressure:Ass'y (RoHs)	2	
11	17	B0242781	Pressure Lever Bracket	2	
11	21	AX050250	BRUSHLESS MOTOR (RoHs)	1	
11	21	AX050196	DC Motor - 11.3W	1	
11	22	B3902810	Bracket:DC Motor:Peen (RoHs)	1	
11	22	B3842810	Main Motor Bracket	1	

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Page	Index	Parts No	Description	Description		Qty
11	23	B3902756	Joint:Shaft:Rise:Ass'y (F	RoHs)		2
11	23	A2672756	Joint - Shaft	Joint - Shaft		2
13	9	AX200290	Magnetic Clutch:0.25N N	Magnetic Clutch:0.25N M:Z38 (RoHs)		1
13	9	AX200167	Electromagnetic Clutch	- 38Z		1
13	10	AX200291	Magnetic Clutch:0.5N M	:Z39:OGR (RoHs)		2
13	10	AX200170	Electromagnetic Clutch	- 39Z		2
13	15	B3902602	Tensioner:Ass'y (RoHs)			1
13	15	B0242602	Timing Belt Tensioner	Timing Belt Tensioner		1

PS460 (B385)

Page	Index	Parts No	Description	
3	10	AG070514	Magnet Catch (RoHs)	1
3	10	AG071010	Magnet Catch	1
3	22	B3901759	Stepped Screw (RoHs)	1
3	22	A1931759	Stepped Screw	1
3	23	AA143575	Flat Screw:Knob Screw:M4X10 (RoHs)	2
3	23	AA143508	Flat Knob Screw - M4X10	2
3	24	AA143675	Screw - M4x11 (RoHs)	2
3	24	AA143775	Screw - M4x11	2
3	25	B3915370	Harness:Heater:Ass'y (RoHs)	1
3	25	A8615370	AC Harness - Heater	1
5	1	B3907341	Paper Tray:Paper Bank:BALI-B:EXP:AS (RoHs)	1
5	1	B3847341	Paper Tray Assembly	1
5	19	B3902865	Shaft:Roller:Rise (RoHs)	1
5	19	A2672865	Shaft - Roller	1
5	21	B3902854	Shaft:Rise:Tray Bottom Plate:Press (RoHs)	1
5	21	A2672854	Shaft - Tray Raising	1
5	22	B3902831	Friction Pad:Stinger:Adhesion (RoHs)	1
5	22	A8602831	Friction Pad	1
5	24	B3902870	Spring Plate:Paper Size Sensor:Ass' (RoHs)	1
5	24	A2672870	Spring Plate	1
5	34	B3902918	Guard:Spring Plate:Paper Size Sensor (RoHs)	1
5	34	A2672918	Sponge - Spring Plate	1
7	7	AX040226	DC Stepper Motor - 26.4W (RoHs)	1
7	7	AX060183	DC Stepper Motor - 26.4W	1
7	13	B3852824	Motor Bracket (RoHs)	1
7	13	B3852825	Feed Motor Bracket	1
7	20	B3902785	Shaft:Lock:Paper Feed Roller (RoHs)	1
7	20	A2672785	Shaft Lock - Paper Feed Roller	1
7	21	AW020141	Photointerruptor (RoHs)	1
7	21	AW020075	Photointerruptor	1
9	4	B3902815	Bracket:Rise:1:Ass'y (RoHs)	1
9	4	B0242815	Main Bracket - Pressure Lever	1
9	7	B3902893	Lever:Rise:Paper Voliume Sensor:Bank (RoHs)	1
9	7	B3842893	Actuator - Paper Height Sensor	1
9	10	AW020141	Photointerruptor (RoHs)	3
9	10	AW020075	Photointerruptor	3

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Page	Index	Parts No	Description			Qty
9	11	AX040220	DC Motor:Paper Feed:	Ass'y (RoHs)		1
9	11	AX040119	DC Motor - 1.92W			1
9	13	B3902840	Shaft:DC Motor:Ass'y (RoHs)		1
9	13	A2672840	Shaft - DC Motor			1
9	20	B3902756	Joint:Shaft:Rise:Ass'y (RoHs)		1
9	20	A2672756	Joint - Shaft	Joint - Shaft		
9	24	B3902895	Lever:DC Motor:Bank:F	Peen (RoHs)		1
9	24	B3842895	Lower Lever - Lift Moto	r		1
9	26	B3902781	Braket:Lever:Pressure:	Ass'y (RoHs)		1
9	26	B0242781	Pressure Lever Bracke	t		1
9	29	B3855130	PCB:Bank (RoHs)			1
9	29	B3855110	X/O (RoHs)			
9	29	A8615110	O/O MB2			
9	35	B6001082	Holder:Paper Tray (Rol	Hs)		1
9	35	G6971082	Tray Holder			1

Platen Cover Type 1018 (B406)

Page	Index	Parts No	Description	Qty
3	2	B4061393	Platen Cover Pad (RoHs)	1
3	2	AA162067	Platen Cover Pad	1
3	3	G3291350	Flex Hinge - Platen Cover (RoHs)	2
3	3	A0531957	Flex Hinge - Platen Cover	2
3	7	G3291355	Hinge:Pressure Plate:Ass'y (RoHs)	1
3	7	A1931248	Platen Cover Hinge Assembly	1
3	10	B4841383	Bracket - Platen Cover (RoHs)	1
3	10	B4061383	Bracket - Platen Cover	1

DF78 (B616)

Page	Index	Parts No	Description	Qty
3	15	AA143788	Pin:Guide Plate:Paper Feed (RoHs)	1
3	15	54462824	Screw - Duplex Guide Plate	1
3	20	AW020141	Photointerruptor (RoHs)	1
3	20	AW020075	Photointerruptor	1
3	21	AW010112	Photo Reflection Sensor:Original TA (RoHs)	1
3	21	AW010103	Photo Sensor	1
3	32	B3863118	Standard Screw Driver:Document Feed (RoHs)	1
3	32	A6283118	Screw Driver - DF	1
5	4	B3863320	Spring:Belt:Paper Feed:8N (RoHs)	2
5	4	AA063318	Spring - Belt Guide Roller	2
5	40	B8132105	Belt Unit:Paper Feed:Ass'y (RoHs) MB2	1
5	40	B3872100	Belt Unit:Paper Feed:Ass'y	1
7	9	AW020141	Photointerruptor (RoHs)	1
7	9	AW020075	Photointerruptor	1
7	10	AG070513	Magnet Catch (RoHs)	2
7	10	B3871181	Magnet Catch	2

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Page	Index	Parts No	Description			Qty
7	15	AA143788	Pin:Guide Plate:Paper	in:Guide Plate:Paper Feed (RoHs)		
7	15	54462824	Screw - Duplex Guide	Plate		2
7	19	B3863513	Guide:Exposure Glass	(RoHs)		1
7	19	A8593511	Guide Exposure Glass			1
7	30	AW010109	Phot Reflection Sensor	:PS117ED1 (RoHs)		1
7	30	AW010093	Photo Sensor - PS-117	ND1		1
7	31	B3862214	Screw:M3X5 (RoHs)			1
7	31	A5902214	Screw - M3X5			1
7	32	AA143790	Screw:Contact Point (F	loHs)		1
7	32	A6971125	Stepped Screw - Lever			1
9	3	B8131811	Left Hinge (RoHs)			1
9	3	B3871811	Left Hinge			1
9	14	B8131831	Right Hinge (RoHs)			1
9	14	B3871831	Right Hinge			1
9	23	B3873657	Pressure Plate Ass'y (F	RoHs)		1
9	23	B3873600	Platen Sheet	·		1
11	1	B8135700	Harness - Sensor Main	(RoHs)		1
11	1	B6165700	Harness - Main Sensor	· ·		1
11	2	B6165520	PCB:Main Control (Rol	Hs)		1
11	2	B6165510	PCB Main Control			1
11	3	B8135710	Harness - Magnetic Clu	itch (RoHs)		1
11	3	B6165710	Harness - Paper Feed	Clutch		1
11	4	AW020141	Photointerruptor (RoHs)		2
11	4	AW020075	Photointerruptor			2
11	9	B8134125	Stepper Motor Ass'y (F	oHs)		1
11	9	B3874121	DC Transport Motor			1
11	10	B8135800	Harness - Interface (Ro	oHs)		1
11	10	B3875800	Interface Harness			1
11	12	B8134421	DC Solenoid Ass'y (Ro	Hs)		1
11	12	B3874421	DC Solenoid			1
11	16	AX210092	Magnetic Clutch:Z30 (F	RoHs)		1
11	16	AX210071	Electromagnetic Clutch	- 30Z		1

DF79 (B617)

Page	Index	Parts No	Description	Qty
3	2	B7143115	Knob Screw:Document Feeder:Fix (RoHs)	2
3	2	A6283115	Knob Screw - M4	2
3	3	AA143788	Pin:Guide Plate:Paper Feed (RoHs)	2
3	3	54462824	Screw - Duplex Guide Plate	2
3	21	B3864874	Cover Sponge:Front (RoHs)	1
3	21	A8584871	Cover Sponge - Front	1
3	22	B3864872	Cover Sponge:Front Right (RoHs)	1
3	22	A8584872	Cover Sponge - Front Right	1
3	23	B3863118	Standard Screw Driver:Document Feed (RoHs)	1
3	23	A6283118	Screw Driver - DF	1
5	11	AW020141	Photointerruptor (RoHs)	2
5	11	AW020075	Photointerruptor	2

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Model: General		al	Date: 31-July-06 No.: MGenM	010a
Page	Index	Parts No	Description	Qty
5	31	AW010112	Photo Reflection Sensor:Original TA (RoHs)	3
5	31	AW010087	Photo Sensor - Ass'y	3
7	9	AW020141	Photointerruptor (RoHs)	1
7	9	AW020075	Photointerruptor	1
7	21	B3863320	Spring:Belt:Paper Feed:8N (RoHs)	2
7	21	AA063318	Spring - Belt Guide Roller	2
7	38	B3862105	Belt Unit:Paper Feed:Ass'y (RoHs) MB1	1
7	38	A8592100	Belt Unit Paper Feed	1
9	1	AA143788	Pin:Guide Plate:Paper Feed (RoHs)	2
9	1	54462824	Screw - Duplex Guide Plate	2
9	3	AA143790	Screw:Contact Point (RoHs)	1
9	3	A6971125	Stepped Screw - Lever	1
9	5	AG070513	Magnet Catch (RoHs)	2
9	5	B3514135	Magnet Catch - Original Table	2
9	7	B3863321	Torsion Spring:Pressure:Rear:20N (RoHs)	1
9	7	A8593318	Torsion Spring Front	1
9	9	B3863322	Torsion Spring:Pressure:Front:20N (RoHs)	1
9	9	A8593319	Torsion Spring - Rear	1
9	17	B3863513	Guide:Exposure Glass (RoHs)	1
9	17	A8593511	Guide - Exposure Glass	1
9	22	B3862214	Screw:M3X5 (RoHs)	1
9	22	A5902214	Screw - M3x5	1
11	3	AW010109	Phot Reflection Sensor:PS117ED1 (RoHs)	2
11	3	AW010093	Photo Sensor - PS-117ND1	2
11	22	B3863234	Guide Plate:Reverse:Ass'v (RoHs)	1
11	22	B3863231	Reverse Guide Plate	1
13	1	C6825800	Harness - Interface (RoHs)	1
13	1	B3795800	Harness - Interface	1
13	6	B3861123	Sensor Bracket (RoHs)	1
13	6	B3861122	Right Sensor Bracket	1
13	7	AW020141	Photointerruptor (RoHs)	1
13	7	AW020075	Photointerruptor	1
13	8	B6175520	PCB:Main Control (RoHs)	1
13	8	B6175500	PCB Main Control	1
13	10	B3864421	DC Solenoid:Base:Ass'y (RoHs)	1
13	10	A8594421	DC Solenoid	1
13	14	B8144121	Stepper Motor - DC2.4W (RoHs)	2
13	14	A8594121	Stepper Motor - DC6.2W	2
13	20	AX210092	Magnetic Clutch:Z30 (RoHs)	1
13	20	AX210071	Electromagnetic Clutch - 30z	1
13	26	C6825703	Harness:Stepper Motor (RoHs)	1
13	26	B6175703	Harness - Paper Feed Motor	1
13	27	B3865701	Harness:Sensor:Exit:Connecting (RoHs)	1
13	27	B6175701	Harness - Exit Sensor	1
13	38	B3865713	Harness:Original Tray:Connecting (RoHs)	1
13	38	B6175713	Harness - Original Trav	1
15	4	B6173614	Sponge:Left Pressure Plate (RoHs)	1
15	4	A8593614	Sponge Left Platen Cover	1

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15	5	B6173613	Sponge - Pressure Plat	te (RoHs)		3
15	5	A8593613	Sponge Platen Cover			3

Fax Option Type 2018 (B620)

Page	Index	Parts No	Description	Qty
3	7	B6205051	Speaker (RoHs)	1
3	7	B6205050	Speaker	1
3	8	B1685177	PCB GWFCU3 TWN (RoHs)	1
3	8	B1685173	PCB GWFCU3 NA:Ass'y (RoHs)	1
3	8	B1685182	PCB GWFUC3 NA	1
3	8	B1685175	PCB GWFCU3 EU (RoHs)	1
3	8	B1685184	PCB GWFCU3 EU	1
3	9	B1685080	PCB Mbu (RoHs)	1
3	9	B6205080	PCB Mbu Ass'y	1
3	10	B6205870	Fax Control Unit Panel (RoHs)	1
3	10	B6205860	Fax Control Unit Panel	1
3	11	B6225825	Panel Knob Screw (RoHs)	2
3	11	B6225823	Knob Screw	2

PT340 (B621)

Page	Index	Parts No	Description	Qty
3	6	B6215122	PCB 1bin (RoHs)	1
3	6	B6215120	PCB 1bin	1
3	17	GW010007	Photo Reflection Sensor:Exit (RoHs)	1
3	17	AW010100	Paper Feed Sensor	1
3	31	AG070514	Magnet Catch (RoHs)	1
3	31	AG070014	Magnet Catch	1

Printer/Scanner Unit Type 2018 (B622)

Page	Index	Parts No	Description	Qty
3	5	G3315740	PCB Sdram-dimm 128mb (RoHs)	1
3	5	G3315720	PCB Sdram-dimm 128mb Ass'y	1
3	7	B6225662	PCB Usb Ass'y (RoHs)	1
3	7	B6225661	PCB Usb Ass'y	1

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Feature Expansion Board Type 2018 (B658)

Page	Index	Parts No	Description	Qty
5	2	B6585757	PCB Ctl (-57) (RoHs) Added MB4	1
5	2	B6585702	PCB:TYPE-KC1:MAIN (-17) (RoHs)	1
5	2	B6585701	PCB CTL EXP Ass'y	1
5	10	B6225825	Panel Knob Screw (RoHs)	4
5	10	B6225823	Knob Screw	4
13	*	B6585757	PCB Ctl (-57) (RoHs) Added MB4	1
13	*	B6585702	PCB:TYPE-KC1:MAIN (-17) (RoHs)	1
13	*	B6585701	PCB CTL EXP Ass'y	1

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Model: K-P3d/P4d

K-P3d/P4d (G091)

Page	Index	Parts No	Description	Qty
3	6	G1113539	Internal Thermistor (RoHs)	1
3	6	G0883539	Internal Thermistor	1
3	30	52152713	Bottom Plate Pad (RoHs)	1
3	30	G0292608	Base Pad	1
5	8	G0915403	Harness - Polygon Mirror Motor (G091) (RoHs)	1
5	8	G0885403	Harness - Polygon Mirror Motor (G091)	1
5	8	G1295403	Harness:Polygon Motor:SYNC Detector (G116) (RoHs)	1
5	8	G1115403	Harness - Polygon Motor (G116)	1
5	10	GX060023	Polygon Scanner:35501rpm (G091) (RoHs)	1
5	10	G0882770	Polygon Scanner - 35501rpm (G091)	1
5	10	GX060024	Polygon Scanner:38015rpm DC24V1.0A (G116)(RoHs)	1
5	10	G1291908	Polygon Scanner:38015rpm (G116)	1
9	1	AW020160	Paper Feed Sensor (RoHs)	1
9	1	AW020056	Photointerruptor - EE-SX4235A-P1	1
11	4	AA082144	Bushing - 8X12X7 (RoHs)	2
11	4	AA082047	Bushing - 8x16x7	2
11	6	G1164159	Screw:M3x13 (RoHs)	2
11	6	G0294159	Screw - M3x13	2
11	9	G1165412	Harness:Paper Feed:Option (RoHs)	1
11	9	G0885412	Harness - Option Paper Feed	1
11	11	G1115600	Harness:Fst:Connecting (RoHs)	1
11	11	G0885400	Harness - Fst Connecting	1
11	12	GW020020	Photointerruptor:LG248NL1 (RoHs)	3
11	12	AW020119	Photointerruptor - LG-248l1	3
11	15	G1115404	Harness - Toner End Sensor (RoHs)	1
11	15	G0525404	Interface Harness - Te Sensor	1
13	3	GW020020	Photointerruptor:LG248NL1 (RoHs)	1
13	3	AW020119	Photointerruptor - LG-248l1	1
13	23	G1161052	Rubber Foot (RoHs)	2
13	23	G0301052	Rubber Foot	2
19	6	GW020020	Photointerruptor:LG248NL1 (RoHs)	2
19	6	AW020119	Photointerruptor - LG-248I1	2
19	17	G1165424	Harness:Fusing:EU (G091) (RoHs)	1
19	17	G0885424	Harness - Fusing EU (G091)	1
19	21	G1113522	Discharge Lamp:P3 (RoHs)	1
19	21	G0523522	Discharge Lamp	1
21	1	G1281150	Brushless Motor:24V:20W (G091) (RoHs)	1
21	1	G0881150	Brushless Motor:24V:20W (G091)	1
21	2	G1292582	Magnetic Clutch:0.35N·M:Z45 (G091) (RoHs)	1
21	2	AX200209	Magnetic Clutch - Z25 (G091)	1
21	3	GX110019	DC Solenoid:24V:9.6W (G091) (RoHs)	1
21	3	G0523388	Solenoid - DC24V (G091)	1

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Page	Index	Parts No	Description			Qty
23	9	G0965300	Power Pack:BCT:P3 (C	3091) (RoHs)		1
23	9	G0885300	Power Pack:BCT:P3 (C	3091)		1
25	1	G1045141	Knob Screw:M3 (RoHs)		6
25	1	G0936006	Knob Screw:M3			6
25	9	G0915413	Harness:Exit:Option (G	091) (RoHs)		1
25	9	G0525413	Harness - Paper Exit -	Option (G091)		1
25	15	G0885622	PCB:EGB:P3:EU (G09	1) (RoHs)		1
25	15	G0885122	PCB EGB Ass'y - EU (0	G091)		1
25	15	G1115621	PCB:EGB:P4:NA (G11	6) (RoHs)		1
25	15	G1115121	PCB - Engine Board : N	VA (G116)		1
25	15	G1115622	PCB:EGB:P4:EU (G11)	6) (RoHs)		1
25	15	G1115122	PCB - Engine Board : E	EU (G116)		1
51	*	G0885622	PCB:EGB:P3:EU (RoH	S)		1
51	*	G0885122	PCB EGB Ass'y - EU			1

AD410 (G552)

Page	Index	Parts No	Description	Qty
3	8	G3615570	Photointerruptor - Duplex (RoHs)	1
3	8	G5527050	Photointerruptor	1
3	9	G8067913	Harness:Drawer (RoHs)	1
3	9	G5527913	Harness	1
3	10	G8065100	PCB - Duplex : P4 DCB2 (CHN)(HTC) (RoHs)	1
3	10	G5527965	Main Control Board (CHN)(HTC)	1
3	27	G8067916	Harness:Ground Wire (RoHs)	1
3	27	G5527916	Grounding Wire Harness	1
3	30	G8067915	HAarness:Sensor:Entrance (RoHs)	1
3	30	G5527915	Entrance Sensor Harness	1
5	4	G3615570	Photointerruptor - Duplex (RoHs)	1
5	4	G5527050	Photointerruptor	1
5	9	G3615560	DC Solenoid Ass'y (RoHs)	1
5	9	G5527153	DC Solenoid	1
7	2	G8064669	Stepper Motor:Drive:DC24V 3.6W (RoHs)	2
7	2	G5527008	Stepping Motor - DC24V	2
7	4	G8064641	Tightener Spring (RoHs)	1
7	4	G5527363	Tightener Spring	1
7	26	AA143870	Stepped Screw (RoHs)	1
7	26	G0044635	X/X MB4	
9	15	GW020020	Photointerruptor :LG248NL1 (RoHs)	1
9	15	AW020119	Photointerruptor - LG-248I1	1
9	17	G8067917	Exit Sensor Harness (RoHs)	1
9	17	G5527917	Exit Sensor Harness	1

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Paper Feed Unit Type 600 (G555)

Page	Index	Parts No	Description	Qty
3	6	G5553135	Friction Pad:Adhesion (RoHs)	1
3	6	G5553160	Friction Pad	1
3	21	G5553041	Paper Tray:Exp:Ass'y (RoHs)	1
3	21	G5553040	PFU Paper Tray Ass'y	1
5	1	G5555130	PCB:Bank:P3:RoHs:Ass'y (RoHs)	1
5	1	G5555120	PCB Bank Ass'y	1
5	2	G3993223	Interface Board Bracket (RoHs)	1
5	2	G5553223	Interface PCB Bracket	1
5	3	G3993250	Magnetic Clutch - 0.35N.M : Z49 (RoHs)	1
5	3	G5553250	Transport Clutch	1
5	4	AX040215	Stepper Motor:MM42:DC24V 28.8W (RoHs)	1
5	4	AX040205	Stepper Motor-DC24V 28.8W	1
5	8	G5555330	Harness:Signal:RoHs:Ass'y (RoHs)	1
5	8	G5555320	Harness	1
5	14	AW020156	Photointerruptor:EE-SX4235A-P2 (RoHs)	1
5	14	AW020086	Photointerruptor	1
5	19	G3993210	Push Switch - Paper Size (RoHs)	1
5	19	G5553210	Push Switch - Paper Size	1
7	2	G3993224	Stepped Screw - Connector (RoHs)	2
7	2	G5553224	Stepped Screw	2
7	6	AW020156	Photointerruptor:EE-SX4235A-P2 (RoHs)	3
7	6	AW020086	Photointerruptor	3
7	9	G3991070	Upper Frame (RoHs)	1
7	9	G5551070	Upper Frame	1
7	17	G3991082	Lower Frame (RoHs)	1
7	17	G5551082	Lower Frame	1
7	22	G3991094	Ground Plate:Lower (RoHs)	1
7	22	G5551094	Ground Plate:Lower	1

AD Type 610 (G806)

Page	Index	Parts No	Description	Qty
3	3	G5527283	Left Guide Plate (RoHs)	1
3	3	G8064651	Left Guide Plate	1
3	4	G5527328	Left Guide Plate (RoHs)	
3	4	G8064653	Right Guide Plate	1
3	8	G3615570	Photointerruptor - Duplex (RoHs)	1
3	8	G5527050	Photointerruptor	1
3	11	G5527025	Sensor Bracket (RoHs)	1
3	11	G8064643	Sensor Bracket - Lower	1
3	30	G8067915	Harness:Sensor:Entrance (RoHs)	1
3	30	G5527915	Entrance Sensor Harness	1
5	2	G5527130	Guide Plate (RoHs)	1
5	2	G8064646	Guide Plate	1

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Model: General				Date: 31-July-06	No.: MGenM010a	
Page	Index	Parts No	Description			Qty
5	3	G5527039	Upper Sensor Bracket (RoHs)		1	
5	3	G8064645	Sensor Bracket - Uppe	r		1
5	4	G3615570	Photointerruptor - Dupl	ex (RoHs)		1
5	4	G5527050	Photointerruptor			1
7	1	G5527030	Motor Bracket (RoHs)			1
7	1	G8064670	Motor Bracket - Transp	ort		1
7	3	G5527038	Tightener (RoHs)			1
7	3	G8064671	Tightener			1
7	15	G8067914	Harness:Safety Switch	(RoHs)		1
7	15	G5527914	Interlock Switch Harnes	SS		1
7	18	G5527140	Motor Bracket (RoHs)			1
7	18	G8064672	Motor Bracket - Duplex			1
7	26	AA143870	Stepped Screw (RoHs)			1
7	26	AA143716	Stepped Screw			1
7	27	G8067913	Harness:Drawer (RoHs	s)		1
7	27	G5527913	Harness			1
9	1	G8064674	Front Side Plate (RoHs)		1
9	1	G8064674	Front Side Plate			1
9	8	G5527399	Rear Lever (RoHs)			1
9	8	G8064650	Rear Lever			1
9	12	G5527311	Rear Side Plate (RoHs)			1
9	12	G8064673	Rear Side Plate			1
9	13	G5527318	Bottom Plate (RoHs)			1
9	13	G8064659	Bottom Plate			1

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Reissued: 4-Aug-06

Model: General

Date: 31-July-06

No.: MGenM010a

Model: Neptune-C1

Neptune-C1 (B125/B275)

Page	Index	Parts No	Description	Qty
7	4	AG070514	Magnet Catch (RoHs)	3
7	4	AG070014	Magnet Catch	3
7	18	B2751352	Guide Rod (RoHs)	1
7	18	B1251352	Guide Rod	1
7	19	B1251358	Guide:Original:Middle (RoHs)	1
7	19	B1251351	o/o MB9	
9	16	B2753661	Collection Bottle:Used Toner (RoHs)	1
9	16	B1253661	Collection Bottle:Used Toner	1
9	18	AW400014	Used Toner Sensor (RoHs)	1
9	18	52155304	Toner Overflow Sensor	1
9	19	AA143788	Pin:Guide Plate:Paper Feed (RoHs)	1
9	19	54462824	Screw - Duplex Guide Plate	1
11	1	B2751484	Operation Sub-unit:NA (RoHs)	1
11	1	B1251484	Operation Sub-unit:NA	1
11	1	B2751485	Operation Sub-unit:EU (RoHs)	1
11	1	B1251485	Operation Sub-unit:EU	1
11	1	B2751486	Operation Sub-unit:CHN (RoHs)	1
11	1	B1251486	Operation Sub-unit:CHN	1
11	20	B2755680	Harness - DC Operation Panel (RoHs)	1
11	20	B1255680	Harness:DC:Operation Sub-unit:Connecting	1
13	1	AA143823	Tapping Screw (RoHs)	2
13	1	A6664170	Stepped Screw - M3x6	2
13	4	B2755692	Harness - DC Cleaning Unit (RoHs)	2
13	4	B1255688	Grounding Wire:Scanner Unit:1	2
13	12	B2755680	Harness - DC Operation Panel (RoHs)	1
13	12	B1255680	Harness:DC:Operation Sub-unit:Connecting	1
13	22	AA143543	Screw:M4:DIA6x1.7:Black (RoHs)	2
13	22	54131882	Stepped Screw	2
13	25	AA143569	Stepped Screw - M3x3 (RoHs)	2
13	25	AA143120	Stepped Screw - M3x3	2
13	30	AA063956	Compression Spring:Driven:6.6N (RoHs)	4
13	30	AA063418	Spring - 6.6n	4
13	31	AA063955	Spring:Driven:1.7N (RoHs)	8
13	31	AA063417	Spring - 1.7n	8
13	42	B1254725	Cover:Original:Upper (RoHs)	1
13	42	B1254730	Cover:Original:Upper	1
15	3	B1883575	Screw:Lever:Release:Blade (RoHs)	2
15	3	A4983118	Stepped Screw -M4	2
15	14	B2751648	Contact Image Sensor Unit (RoHs)	1
15	14	B1251648	Contact Image Sensor:Unit	1
15	18	B2755686	Harness - DC Scanner Unit (RoHs)	1
15	18	B1255686	Harness:DC:Original Sensor:Connect	1

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Page	Index	Parts No	Description	Qty
15	19	AW010109	Photo Reflection Sensor:PS117ED1 (RoHs)	
15	19	AW010093	Photo Reflection Sensor - PS-17ND1	
17	9	AW010109	Photo Reflection Sensor:PS117ED1 (RoHs)	
17	9	AW010093	Photo Reflection Sensor - PS-17ND1	
17	18	AA143823	Tapping Screw (RoHs)	2
17	18	A6664170	Stepped Screw - M3x6	2
19	1	AA143788	Pin:Guide Plate:Paper Feed (RoHs)	
19	1	54462824	Screw - Duplex Guide Plate	1
19	14	B2755693	Harness - DC Registration Sensor (RoHs)	
19	14	B1255693	Harness:Registration:Connecting	
19	15	AW020180	Paper Feed Sensor (RoHs)	
19	15	G0204472	Paper Feed Sensor	
19	17	GW020020	Photointerruptor:LG248NL1 (RoHs)	1
19	17	AW020119	Photointerruptor - LG-248I1	1
19	18	AA063427	Spring:9.8N (RoHs)	2
19	18	AA063277	Middle Plate Spring	2
21	5	AX060296	Brushless Motor:DC24V24W:Z9 (RoHs)	1
21	5	AX060262	Brushless Motor DC 24W	1
21	9	B2755250	PCB SMDB (RoHs)	1
21	9	B1255250	PCB:SMDB	1
21	10	B2755425	PCB VDB VDIP (RoHs)	1
21	10	B1255425	PCB:VDB:VDIP	1
21	11	B1255466	PCB SIB (RoHs)	1
21	11	B1255465	PCB:SIB:Ass'v	1
21	12	AZ320151	Power Pack:CGB (RoHs)	1
21	12	AZ320135	Power Pack:CGB	1
21	18	B2751859	LED Head Unit (RoHs)	1
21	18	B1251859	LED Head:Unit	1
23	2	AA060005	Spring:Guide Plate (RoHs)	1
23	2	GA060003	Spring:Guide Plate	1
23	10	B1882256	Stopper:Ball Bearing (RoHs)	1
23	10	B0102256	Bearing Stopper	1
23	17	AD015042	Shaft Drum (RoHs)	1
23	17	AD015038	Shaft:Drum	1
23	22	B1882255	Spacer:Compression Spring:Drum (RoHs)	1
23	22	A1632255	Spacer	1
23	24	B2755692	Harness - DC Cleaning Unit (RoHs)	1
23	24	B1255692	Harness:DC:Cleaning:Connecting	1
23	26	B1883581	Guide Plate:Density Sensor (RoHs)	1
23	26	B0103581	Density Sensor Guide Plate	1
23	28	AX100032	DC Solenoid:Pickoff Pawl (RoHs)	1
23	28	AX100026	DC Solenoid - Pick-off Pawl	1
23	30	B1883575	Screw:Lever:Release:Blade (RoHs)	1
23	30	A4983118	Stepped Screw -M4	1
23	31	B1883582	Lever:Release:Blade (RoHs)	1
23	31	B0103582	Blade Release Lever	1
25	1	B2753002	Development Unit:EXP Ass'y (RoHs)	1
25	1	B1253003	Development Unit:EXP	1
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Page	Index	Parts No	Description			Qty
25	3	AA084057	Bearing Case:DIA26 (Ro	oHs)		1
25	3	54461134	Bearing Case			1
25	5	AA080336	Bushing:DIA6 (RoHs)			2
25	5	52053103	Bushing - 6mm			2
25	8	B1253234	Bearing Case (RoHs)			1
25	8	B1253233	Bearing Case			1
25	12	AX200272	Spring Clutch:Toner Hop	pper (RoHs)		1
25	12	AX200115	Spring Clutch			1
25	13	AA143788	Pin:Guide Plate:Paper F	eed (RoHs)		2
25	13	54462824	Screw - Duplex Guide Pl	late		2
25	16	B1883101	Filter Bracket (RoHs)			1
25	16	A1633101	Filter Bracket			1
25	25	AA080340	Bushing DIA8 (RoHs)			1
25	25	52053093	Bushing - 8mm			1
25	29	BA146013	Pin - Stopper Click (RoH	ls)		1
25	29	54152904	Stopper Pin			1
27	14	AD004104	Charge Corona Unit (Ro	Hs)		1
27	14	AD004103	Charge Corona Unit	-1		1
27	15	AD022377	Left End Block (RoHs)			1
27	15	AD022316	Left End Block - Charge			1
27	21	AA060965	Spring:Corona Wire:Cha	rae (RoHs)		1
27	21	AA060750	Spring			1
27	24	AD022380	End Block:Chare Corona	a:Right:Ass'y (RoHs)		1
27	24	AD022370	End Block: Chage Bight			1
29	2	B2754770	Stepper Motor DC3.05V	4.4W (BoHs)		1
29	2	B1254770	Stepper Motor - DC24V	34.8W		1
29	3	B2755657	Harness - DC Charge 1	(RoHs)		1
29	3	B1255657	Harness:DC:Charge:Cor	nnecting:1		1
29	12	AW020141	Photointerruptor (RoHs)	y		1
29	12	AW020075	Photointerruptor			1
29	14	AX500096	Discharge Lamp - P2 (Re	oHs)		3
29	14	AX500095	o/o MB9 (RoHs)	/		3
29	14	AX500074	o/o MB9			
29	15	B2755690	Harness - DC QL (RoHs)		1
29	15	B1255690	Harness:DC:QI:Connect	ina		1
29	21	AX040147	DC Motor:Cleaner (RoHs	s)		1
29	21	AX040061	Cleaner Motor - DC 0.5V	V		1
29	27	AA060965	Spring:Corona Wire:Cha	rae (RoHs)		1
29	27	AA060750	Spring			1
31	1	B2754006	Fusing Unit (120V) (RoH	s)		1
31	1	B1254001	Fusing Unit:120V	/		1
31	1	B2754007	Fusing Unit (230V) (BoH	s)		1
31	1	B1254002	Fusing Unit:220/240V	/		1
31	2	AA143810	Development Cover Scre	ew (RoHs)		1
31	2	54032075	Stepped Screw			1
31	4	AA062340	Spring Pressure (BoHs)			2
31	4	AA060607	Pressure Spring			2
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Mode	l: Genera	al	Date: 31-July-06 No.: MGenN	1010a
Page	Index	Parts No	Description	Qty
31	23	AA143799	Full Dug Point Screw:M4:DIA2.4 (RoHs)	11
31	23	58874176	Screw	11
31	27	AA143854	Screw (RoHs)	2
31	27	H0411549	Trast Screw	2
31	34	AA120127	Discharge Brush:Fusing (RoHs)	1
31	34	AA120087	Fusing Discharge Brush	1
33	5	B1044084	Thermostat Housing (RoHs)	3
33	5	B1044085	Thermostat Housing	3
33	9	AW110054	Thermostat - 200C (RoHs)	1
33	9	AW110036	Thermostat:200C 250V/10A	1
33	10	AW110053	Thermostat - 199C 250V/10A (RoHs)	1
33	10	AW110035	Thermostat:199C 250V/10A	1
35	1	B2754468	Fusing/Paper Exit Unit:EXP:Ass'y (RoHs)	1
35	1	B1254469	Fusing/Paper Exit Unit:EXP	1
35	2	B1884159	Positioning Plate:Lock (RoHs)	2
35	2	A1634159	Lock Positioning Plate	2
35	26	B2574231	Arm Stopper (RoHs)	1
35	26	A1634231	Arm Stopper	1
37	1	B2754450	Paper Exit Unit:Ass'y (RoHs)	1
37	1	B1254450	Paper Exit Unit	1
37	5	AA143810	Development Cover Screw (RoHs)	2
37	5	54032075	Stepped Screw	2
37	6	AA032337	Pressure Spring (RoHs)	2
37	6	AA060386	Pressure Spring	2
37	12	B1884461	Grounding Wire:Paper Exit Unit (RoHs)	1
37	12	B0104461	Grounding Wire - Paper Exit Unit	1
37	18	AW020160	Paper Feed Sensor (RoHs)	1
37	18	AW020056	Photointerruptor - EE-SX4235A-P1	1
37	21	AA066366	Spring:Pressure Release (RoHs)	1
37	21	AA050101	Spring	1
37	22	B2754463	DC Solenoid (RoHs)	1
37	22	B1254463	DC Solenoid:Gate Pawl	1
39	3	AA062333	Tension Spring:2.16N (RoHs)	1
39	3	AA060092	Release Spring	1
39	6	GW020020	Photointerruptor:LG248NI1 (RoHs)	1
39	6	AW020119	Photointerruptor - LG-24811	1
39	18	AA060969	Spring:Pressure Release (RoHs)	1
39	18	AA060117	Spring	1
39	23	AA061006	Spring:Blade:Cleaning (RoHs)	1
39	23	AA060244	Spring	1
39	31	AX060296	Brushless Motor:DC24V24W:Z9 (RoHs)	1
39	31	AX060262	Brushless Motor DC 24W	1
39	32	AX210099	Magnetic Clutch (RoHs)	1
39	32	AX210079	Magnetic Clutch	1
39	33	AX060334	Brushless Motor DC24V/45W (RoHs)	1
39	33	AX060271	Brushless Motor - DC24V/45W	1
41	6	B2755652	Harness - DC Main Left (RoHs)	1
41	6	B1255652	Harness:DC:Machine Or Copier:Left	1

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41	7	B2755649	Harness - DC Main Right (RoHs)	1
41	7	B1255649	Harness:DC:Machine Or Copier:Right	1
41	8	B2755211	PCB:MCU-NP:NA (RoHs)	1
41	8	B2755291	o/o MB9 (RoHs)	1
41	8	B1255291	o/o MB9	
41	8	B2755212	PCB:MCU-NP:EU (RoHs)	1
41	8	B2755292	o/o MB9 (RoHs)	1
41	8	B1255292	o/o MB9	
41	8	B2755213	PCB:MCU-NP:CHN (RoHs)	1
41	8	B2755246	o/o MB9 (RoHs)	1
41	8	B1255246	o/o MB9	
41	9	B2755202	PCB IPU (RoHs)	1
41	9	B1255202	PCB:Image Processing Unit:EXP:Ass'y	1
41	13	AX640181	Fan:MM60:24V (RoHs)	1
41	13	AX640124	Fan Motor - DC3.36W	1
41	15	AX310045	Total Counter:7FIG:24V (RoHs)	1
41	15	AX310043	Total Counter	1
41	17	B2755657	Harness - DC Charge 1 (RoHs)	1
41	17	B1255654	Harness:DC:Operation Panel	1
43	6	B2755699	Harness - DC Fan Motor (RoHs)	1
43	6	B1255699	Harness:DC:Fan:Connecting	1
43	8	B2754293	Fan Motor DC24V 8.5W (RoHs)	1
43	8	B1254293	Fan Motor:DC24V 8.5W	1
43	15	AZ320150	Power Pack TD (RoHs)	1
43	15	AZ320128	Power Pack:TD	1
43	19	AZ230192	Power Supply Unit (120V) (RoHs)	1
43	19	AZ230129	Power Supply Unit 100-120V DOM/NA	1
43	19	AZ230194	Power Supply Unit:220-240V:CHN (RoHs)	1
43	19	AZ230131	Power Supply Unit:220-240V:CHN Added MB1	1
43	19	AZ230193	Power Supply Unit:220-240:EU/AA (RoHs)	1
43	19	AZ230130	Power Supply Unit:220-240:EU/AA	1
43	20	B2575495	Power Supply Cord:Stopper:NA (RoHs)	1
43	20	A2505741	Power Supply Cord - 120V	1
43	20	B2575496	Power Supply Cord:230V (RoHs)	1
43	20	A2505742	Power Supply Cord - 230V	1
43	20	B2755890	Power Supply Coard (230V) (CHN) (RoHs)	1
43	20	AZ000075	Power Supply Coard (CHN)	1
45	12	AW020141	Photointerruptor (RoHs)	1
45	12	AW020075	Photointerruptor	1
45	13	AX400188	Heater:120V:13W (RoHs)	1
45	13	AX400127	Heater - 120V 13W	2
45	13	AX400189	Heater:230V:13W (RoHs)	1
45	13	AX400128	Heater - 230V 13W	1
45	22	A5717700	Screw:Spring Washer:M2.6x5 (RoHs)	1
45	22	A5717665	Screw - M2.6X5	1
47	2	AA062338	Tension Spring - Right (RoHs)	2
47	2	AA060456	Fusing Cover Spring	2

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Reissued: 4-Aug-06

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Page	Index	Parts No	Description			Qty
47	12	B2751086	Gas Spring (RoHs)			2
47	12	B1251086	Gas Spring			2
47	31	AA143546	Anchor:Cassette Senso	or (RoHs)		1
47	31	54031910	Spring Anchor - Stoppe	r Lever		1
47	32	AA143855	Screw (RoHs)			1
47	32	A2571121	Front Screw			1
55	*	B2755211	PCB:MCU-NP:NA (Rol	ls)		1
55	*	B2755291	o/o MB9 (RoHs)			1
55	*	B1255291	o/o MB9			
55	*	B2755212	PCB:MCU-NP:EU (Rol	ls)		1
55	*	B2755292	o/o MB9 (RoHs)			1
55	*	B1255292	o/o MB9			
55	*	B2755213	PCB:MCU-NP:CHN (Re	oHs)		1
55	*	B2755246	o/o MB9 (RoHs)			1
55	*	B1255246	o/o MB9			
69	*	B2755202	PCB:IPU (RoHs)			1
69	*	B1255202	PCB:Image Processing	Unit:EXP:Ass'y		1

Roll Feeder Type 240 A/B (B641/B642/B851/B852)

Sec	Index	Parts No	Description	Qty
3	1	AA143802	Screw:6X1.7 (RoHs)	2
3	1	C2015125	Stepped Screw - M6	2
3	7	B1321226	Holder:Stand (RoHs)	4
3	7	B0231101	Stand Holder	4
3	15	B4354945	Guide Plate - Lower Outer (RoHs)	1
3	15	B0472606	Outer Lower Guide Plate	1
5	1	B8512798	Holder - Right (RoHs)	1
5	1	B6412798	Holder:Right:Unit	1
5	2	AG070514	Magnet Catch (RoHs)	2
5	2	AG070014	Magnet Catch	2
5	8	B8512796	Holder - Left (RoHs)	1
5	8	B6412796	Holder:Left:Unit	1
7	9	B8512833	DC Motor DC24V 7.18W (RoHs)	1
7	9	B6412833	DC Motor:DC24V 7.18W	1
7	10	AA143547	Hexagonal Bolt:M12x80 (RoHs)	1
7	10	A5717665	Screw - M2.6X5	1
7	17	AA066368	Spring - Exit (RoHs)	2
7	17	52054527	Spring - Exit	2
7	18	AA143566	Screw (RoHs)	4
7	18	A2596759	Lubricant Pressure Spring	4
7	25	AW010109	Photo Reflection Sensor:PS117ED1 (RoHs)	1
7	25	AW010093	Photo Reflection Sensor - PS-17ND1	1
7	26	B8515763	Harness - DC Paper Tray Sensor (RoHs)	1
7	26	B6415763	Harness - DC Paper Tray Sensor	1
7	28	AA143806	Stud (RoHs)	2
7	28	54032819	Spring Anchor - Reverse Roller	2

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Sec	Index	Parts No	Description	Qty
9	5	AA143788	Pin:Guide Plate:Paper Feed (RoHs)	2
9	5	54462824	Screw - Duplex Guide Plate	2
9	6	AA161164	Cushion:Stepper Motor (RoHs)	1
9	6	AA161153	Cushion - Stepper Motor	1
9	7	B5982703	Stepper Motor:MM56:Bank:Ass'y (RoHs)	1
9	7	G5682702	Stepper Motor - DC4.42W	1
9	10	B3121511	Timing Belt - B40S3M633 (RoHs)	1
9	10	AA043361	Timing Belt - B40S3M633	1
9	13	B8515775	Harness - DC Paper Tray (RoHs)	1
9	13	B6415775	Harness:DC:Paper Tray	1
9	14	AX210090	Magnetic Clutch:Development:BK (RoHs)	1
9	14	AX210078	Magnetic Clutch	1
9	26	AA060975	Spring:Middle:Pressure (RoHs)	2
9	26	AA063177	Pressure Center Spring	2
9	31	AW010110	Paper Feed Sensor (RoHs)	1
9	31	B0105564	Photo Refiection Sensor: PS-R11ND1-B	1
9	32	B8515773	Harness - DC Paper End Sensor 2 (RoHs)	1
9	32	B6415773	Harness:DC:Paper End Sensor:EXP:2	1
11	2	AW020141	Photointerruptor (RoHs)	1
11	2	AW020075	Photointerruptor	1
11	15	AA060975	Spring:Middle:Pressure (RoHs)	2
11	15	AA063177	Pressure Center Spring	2
11	28	B8515772	Harness - DC Paper End Sensor 1 (RoHs)	1
11	28	B6415772	Harness:DC:Paper End Sensor:EXP:1	1
13	3	AA063918	Spring - Connector (RoHs)	2
13	3	AA063532	Spring	2
13	4	AA143566	Screw (RoHs)	2
13	4	AA143452	Stepped Screw	2
13	5	B8515552	PCB RFDB (RoHs)	1
13	5	B6415552	PCB:RFDB	1
13	11	AG070514	Magnet Catch (RoHs)	2
13	11	AG070014	Magnet Catch	2
13	14	AA140901	Copy Tray Stopper (RoHs)	4
13	14	AA149843	Copy Tray Stopper	4
13	16	AW010121	Paper End Sensor (RoHs)	2
13	16	AW010045	Paper End Sensor	2
15	9	AH012035	Caster - 980N (RoHs)	4
15	9	C5761093	Caster	4
15	10	AA143547	Hexagonal Bolt:M12x80 (RoHs)	4
15	10	AA143780	Hexagonal Bolt - M12x60	4

Paper Cassette Type 240 (B643/B853)

Sec	Index	Parts No	Description	Qty
3	1	B8532510	Cassette Unit (RoHs)	1
3	1	B6432510	Cassette:Unit	1
3	5	AA061009	Tension Spring:Base (RoHs)	2
3	5	G0243075	Tension Spring	2

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Reissued: 4-Aug-06

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Sec	Index	Parts No	Description	Description		
3	7	B8532575	Friction Pad Ass'y (Rol	ls)		1
3	7	G0302575	Friction Pad Ass'y			1
3	10	B8533149	Base Pad (RoHs)			1
3	10	G8003149	Base Pad			1
3	11	B8533068	Base Plate (RoHs)			1
3	11	G0243068	Base Plate			1
5	1	B8533360	Supporting Plate:Duide	Plate:Paper (RoHs)		1
5	1	G0243360	Supporting Plate - Pape	er Guide Assy		1
5	6	AW020187	Paper Feed Sensor (Re	oHs)		1
5	6	AW020110	Photointerruptor			1
5	11	B8531022	Paper Feed Sensor Bra	acket (RoHs)		1
5	11	G0241022	Paper Feed Sensor Bra	acket		1
5	12	AW020160	Paper Feed Sensor (Re	oHs)		1
5	12	AW020056	Photointerruptor - EE-S	X4235A-P1		1
5	18	AA063957	Spring:Paper Feed rolle	ər (RoHs)		1
5	18	G8003021	Completion Spring			1
5	24	AW020145	Photointerruptor:Flat (F	RoHs)		1
5	24	AW020120	Photointerruptor - Flat			1
7	1	B8535770	Harness - DC Cassette	(RoHs)		1
7	1	B6435770	Harness:DC:Cassette:0	Connecting		1
7	2	B8535771	Harness - DC Cassette	(RoHs)		1
7	2	B6435771	Harness:DC:Cassette			1
7	3	B8535557	PCB:SFDB (RoHs)			1
7	3	B6435557	PCB:SFDB			1
7	10	AX202008	Magnetic Clutch - 0.25	N.M (RoHs)		1
7	10	G0245457	Paper Feed Clutch - 25	NCM		1
7	14	AX020083	Stepper Motor DC24V	12.6W (RoHs)		1
7	14	H3105041	Stepper Motor - DC 25	N		1

Table Type 240 (B662/B854)

Sec	Index	Parts No	Description	Qty
3	3	B1321226	Holder:Stand (RoHs)	4
3	3	B0231101	Stand Holder	4
3	8	AG070514	Magnet Catch (RoHs)	2
3	8	AG070014	Magnet Catch	2
3	9	AA140901	Copy Tray Stopper (RoHs)	4
3	9	AA149843	Copy Tray Stopper	4
3	18	AA143547	Hexagonal Bolt:M12x80 (RoHs)	4
3	18	AA143780	Hexagonal Bolt - M12x60	4
3	19	AH012035	Caster - 980N (RoHs)	4
3	19	C5761093	Caster	4
3	22	B4354945	Guide Plate - Lower Outer (RoHs)	1
3	22	B0472606	Outer Lower Guide Plate	1

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Model: General

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No.: MGenM010a

Hard Disk Drive Type 240 (B663/B855)

Sec	Index	Parts No	Description	Qty
3	8	AA143815	Binding Screw - M3x3.5 (RoHs)	6
3	8	AA143781	Binding Screw - M3x3.5	6
3	10	B5145990	HDD:Hitachi:40GB:Path:ROHS	1
3	10	A2955177	o/o MB1	

Printer Controller RW 240 (B697)

Sec	Index	Parts No	Description	Qty
3	12	B6975910	Control Board (RoHs)	1
3	12	B6975900	Control Board	1

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Model: General

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Model: Russian-SC

Russian-SC (G412)

Page	Index	Parts No	Description	Qty
3	3	AA143788	Pin:Guide Plate:Paper Feed (RoHs)	2
3	3	54462824	Screw - Duplex Guide Plate	2
5	11	AW020141	Photointerruptor (RoHs)	2
5	11	AW020075	Photointerruptor	2
5	30	G4125240	PCB:Paper Size Sensor (RoHs)	1
5	30	A8595550	Paper Size Sensor Board	1
5	31	AW010112	Photo Reflection Sensor:Original TA (RoHs)	2
5	31	AW010087	Photo Sensor - Ass'y	2
7	9	AW020141	Photointerruptor (RoHs)	1
7	9	AW020075	Photointerruptor	1
7	12	AA063435	Compression Spring:Paper Feed:Joint (RoHs)	1
7	12	AA063315	Spring - Belt Drive Shaft	1
7	21	B3863320	Spring:Belt:ppaer Feed:8N (RoHs)	2
7	21	AA063318	Spring - Belt Guide Roller	2
9	1	AA143788	Pin:Guide Plate:Paper Feed (RoHs)	2
9	1	54462824	Screw - Duplex Guide Plate	2
9	3	AA143790	Screw: Contact Point (RoHs)	1
9	3	A6971125	Stepped Screw - Lever	1
9	5	AG070513	Magnet Catch (RoHs)	2
9	5	A8591181	Magnet Catch	2
9	14	A8591723	Left Lower Guide (RoHs)	1
9	14	A8591721	Left Lower Guide	1
9	16	B3861710	Left Lower Stay (RoHs)	1
9	16	A8591710	Left Lower Stay	1
9	17	B3863513	Guide:Exposure Glass (RoHs)	1
9	17	A8593511	Guide Exposure Glass	1
9	18	B3863130	Exit - Roller Drive (RoHs)	1
9	18	A8593130	Exit Roller Drive	1
9	22	B3862214	Screw:M3X5 (RoHs)	1
9	22	A5902214	Screw - M3X5	1
9	27	B3863140	Reverse Roller - Drive (RoHs)	1
9	27	A8583140	Reverse Roller Drive	1
11	3	AW010109	Photo Reflection Sensor:PS117ED1 (RoHs)	2
11	3	AW010093	Photo Sensor - PS-117ND1	2
11	10	B3863121	Transport Roller - Middle (RoHs)	1
11	10	A8593120	Transport Roller Middle	1
11	22	B3863234	Guide Plate:Reverse:Ass'y (RoHs)	1
11	22	A8583231	Guide Plate Reverse	1
13	2	G4124107	Hrness:Sensor:Main (RoHs)	1
13	2	G4124103	Sensor Harness	1
13	3	B3861832	Hinge:Right:Ass'y (RoHs)	1
13	3	A8581831	Right Hinge	1

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Mode	I: Genera	al	Date: 31-July-06 No.: MGenN	1010a
Page	Index	Parts No	Description	Qty
13	7	AW020141	Photointerruptor (RoHs)	1
13	7	AW020075	Photointerruptor	1
13	8	G4125230	PCB:Main Control (RoHs)	1
13	8	G4124500	DF Main Control Board	1
13	9	G4124106	Harness:Stepper Motor:Paper Feed (RoHs)	1
13	9	G4124102	Paper Feed Motor Harness	1
13	10	B3864421	DC Solenoid:Base:Ass'y (RoHs)	1
13	10	A8594421	DC Solenoid	1
13	14	C6823321	Stepper Motor:DC 12.5W (RoHs)	2
13	14	G4123321	Stepper Motor - DC 12.5W	2
13	20	AX210092	Magnetic Clutch:Z30 (RoHs)	1
13	20	AX210071	Electromagnetic Clutch - 30z	1
13	22	B3861812	Hinge:Left:Ass'y (RoHs)	1
13	22	A8581811	Left Hinge	1
13	27	G4125701	Harness:Sensor:Exit:Connecting (RoHs)	1
13	27	A8585701	Exit Sensor Harness	1
15	4	B6173614	Sponge - Left Pressure Plate (RoHs)	1
15	4	A8593614	Sponge Left Platen Cover	1
15	5	B6173613	Sponge - Pressure Plate (RoHs)	3
15	5	A8593613	Sponge Platen Cover	3
17	6	G4125271	PCB:SOP (RoHs)	1
17	6	G4125270	Operation Board	1
19	2	G4125160	PCB:VIOB (RoHs)	1
19	2	G4125152	Video I/O Board	1
19	3	G4122757	Bracket:Scale:Sheet Through (RoHs)	1
19	3	G4122756	Left Scale Bracket	1
19	4	G4121113	Inner Cover:Left (RoHs)	1
19	4	G4121023	Left Inner Cover	1
19	5	G4121112	Inner Cover:Right (RoHs)	1
19	5	G4121022	Right Inner Cover	1
19	6	G4125309	Harness:DC:Electrical Components:LE (RoHs)	1
19	6	G4125305	Left DC Harness	1
19	7	AW010126	Original Sensor:H=2-67 (RoHs)	2
19	7	A2501761	Original Sensor - H=2-66	2
19	8	G4122779	Bracket:Original Sensor:Long (RoHs)	1
19	8	G4122778	Sensor Bracket	1
19	9	G4122769	Holder:lens:Ass'y (RoHs)	1
19	9	G4122771	Sensor Board Unit	1
19	10	G4121037	Bracket:Stay:Holder:Lens (RoHs)	2
19	10	G4121029	SBU Bracket	2
19	11	G4125301	Harness:SBU:80MM (RoHs)	1
19	11	G4125300	SBU Harness	1
19	12	G4121064	Cover:Option:IEEE1394 (RoHs)	1
19	12	G4121055	Option Cover - IEEE1394	1
19	13	G4121116	Bracket:Hinge:ADF (RoHs)	1
19	13	G4121006	ADF Bracket	1
19	15	AW020160	Paper Feed Sensor (RoHs)	1
19	15	AW020056	Photointerrupter - EE-SX4235A-P1	1

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Mode	I: Genera	al	Date: 31-July-06 No.: MGenM	1010a
Page	Index	Parts No	Description	Qty
19	16	G4121043	Bracket:Cover:Rear (RoHs)	1
19	16	G4121041	Rear Cover Bracket	1
19	17	G4121092	Guard:Exhaust (RoHs)	1
19	17	G4121091	Board Cover	1
19	18	GZ230032	Power Supply Unit:120V:122W:NA (RoHs)	1
19	18	GZ230013	Power Supply Unit - 120V	1
19	18	GZ230033	Power Supply Unit:220-240V:122W:EU (RoHs)	1
19	18	GZ230014	Power Supply Unit - 220-240V	1
19	20	G4125097	PCB:SCU:Ass'y (RoHs)	1
19	20	G4125090	SCU Board	1
19	21	B4081390	Flat Screw:Groove Type (RoHs)	6
19	21	G0201391	Screw - M3X4.5	6
19	23	G4121054	Tray:Electrical Components (RoHs)	1
19	23	G4121050	Electrical Components Tray	1
19	24	G4121069	Cover:Option:NIC (RoHs)	1
19	24	G4121056	Option Cover - NIB	
19	26	G4121089	Ground Plate:PCB:Netscan (RoHs)	1
19	26	G4141061	Ground Plate - Netscan	1
21	1	G4121357	Bracket:Tension:Fix:Front (RoHs)	1
21	1	G4121347	Front Tension Bracket	1
21	4	G4171141	base:Rubber Foot (RoHs)	4
21	4	G4051141	Rubber Foot	4
21	8	G4121117	Frame:Front (RoHs)	1
21	8	G4121007	Front Frame	1
21	10	G4121079	Bracket:Flexible Board (RoHs)	1
21	10	G4121066	Bracket - Xenonlamp Harness	1
21	14	G4125352	Flexible Board:Ass'y (RoHs)	1
21	14	G4125350	Exposure Lamp Harness	1
21	19	G4121118	Frame:Rear (RoHs)	1
21	19	G4121008	Rear Frame	1
21	20	G4122745	Base:Carriage:No.2:Peen (RoHs)	1
21	20	G4122735	2nd Scanner Frame	1
21	22	G4122725	Base:Carriage:No.1:Peen (RoHs)	1
21	22	G4122715	1st Scanner Frame	1
21	26	G4122734	Plate:Wire:Rear (RoHs)	1
21	26	G4122720	Rear Wire Clamp	1
21	27	G4122733	Plate:Wire:Front (RoHs)	1
21	27	G4122719	Front Wire Clamp	1
21	29	AW020160	Paper Feed Sensor (RoHs)	1
21	29	AW020056	Photointerrupter - EE-SX4235A-P1	1
21	30	G4121358	Bracket:Tension:Fix:Rear (RoHs)	1
21	30	G4121348	Rear Tension Bracket	1
23	1	G4121087	Bracket:Main Switch (RoHs)	1
23	1	G4121086	Main Switch Bracket	1
23	3	G4125251	PCB:SWB (RoHs)	1
23	3	G4125250	Switch Board	1
23	4	GZ500002	Stabilizer:Xenon Lamp (RoHs)	1
23	4	GZ500001	Lamp Regurator	1

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Page	Index	Parts No	Description			Qty
23	5	G4122806	Bracket:Stabilizer (RoH	ls)		1
23	5	G4122805	Bracket - Lamp Regura	tor		1
23	7	G4122807	Guide:Flexible Board (F	RoHs)		1
23	7	A2671816	Guide - Flexible Board			1
23	11	G4121083	Protection:Carriage:No	.1 (RoHs)		1
23	11	G4121061	Scanner Lock Plate			1
23	12	G4121044	Bracket:Original Senso	r:Base (RoHs)		1
23	12	G4121042	Sensor Bracket			1
23	13	AW010131	Original Sensor:H=81.5	i (RoHs)		1
23	13	AW010060	Original Sensor H=81.5	5		1
23	18	G4121130	Guide:Tray:Electrical C	omponents:LE (RoHs)		1
23	18	G4121030	Tray Left Guide			1
23	21	G4121351	Bracket:Motor (RoHs)			1
23	21	G4121341	Motor Bracket			1
23	23	G4121352	Bracket:Pulley:Slow Do	wn:Peen (RoHs)		1
23	23	G4121342	Pulley Bracket			1
23	27	G4121331	Stepper Mortor:DC24V	7.8W (RoHs)		1
23	27	G4121330	Stepper Motor - DC 7.8	W		1
23	29	G4121135	Guide:Tray:Electrical C	omponents:RI (RoHs)		1
23	29	G4121035	Tray Right Guide			1
23	30	G4125336	Harness:Inlet (RoHs)			1
23	30	G4125335	Inletharness			1
23	31	G4121084	Bracket:Inlet (RoHs)			1
23	31	G4121081	Inletbracket			1
23	32	G4121114	Inner Cover:Harness:S	W:AC (RoHs)		1
23	32	G4121024	Harness Cover			1
23	33	G4125346	Harness:Main Switch:N	l (RoHs)		1
23	33	G4125345	Main Switch Harness			1
23	34	G4121032	Shield:Cover:Rear:Sma	all (RoHs)		1
23	34	AA152354	Sponge Seal - 100x10x	(15mm		1
23	102	G4125620	Rocker Switch: AC250V	/:10A (RoHs)		
23	102	12042449	Rocker Switch - AC250	V 10A		
23	112	11500377	Power Supply Cord:250	DV:10A:EU (RoHs)		
23	112	11500352	Power Supply Cord			
32	*	G4125160	PCB:VIOB (RoHs)			1
31	*	G4125152	Video I/O Board			1
39	*	G4125097	PCB:SCU:ASS'Y (RoH	s)		1
39	*	G4125090	SCU Board			1

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Model: S-F1

S-F1 (H555)

Sec	Index	Parts No	Description	Qty
3	3	H5555058	Monitor Speaker:F1.5 (RoHs)	1
3	3	H5555055	Monitor Speaker	1
3	4	H5553636	Operation Panel - NA/ASIA:F1.5 (RoHs)	1
3	4	H5553631	Operation Panel - NA/ASIA	1
3	4	H55536337	Operation Panel - EU:F1.5 (RoHs)	1
3	4	H5553633	Operation Panel - EU	1
5	*	H5553695	Operation Panel - NA/ASIA:F1.5 (RoHs)	1
5	*	H5553638	Operation Panel - NA/ASIA:F1.5	1
5	*	H5553696	Operation Panel - EU:F1.5 (RoHs)	1
5	*	H5553639	Operation Panel - EU:F1.5	1
5	14	H5556030	PCB - Operation Panel (RoHs)	1
5	14	H5556030	PCB - Operation Panel	1
25	*	B0444028	Fusing Unit -230V (RoHs)	1
25	*	B0444027	Fusing Unit -230V Added MB6	1
29	2	AZ320162	Power Pack:BCT:CL (RoHs)	1
29	2	B0445790	Power Pack - BCT	1
29	17	AZ230205	Power Supply Unit:S-F1.5/2.5:200V (RoHs)	1
29	17	AZ230204	Power Supply Unit:S-F1.5/2.5:100V (RoHs)	1
29	18	B0465233	Harness - NCU	1

PS480 (B421)

Page	Index	Parts No	Description	Qty
3	6	AG070514	Magnet Catch (RoHs)	2
3	6	AG070014	Magnet Catch	2
3	9	B4215371	Tray Heater Harness (RoHs)	1
3	9	B4215370	Tray Heater Harness	1
3	10	B4217001	Tray Heater Ass'y (RoHs)	1
3	10	B4217000	Tray Heater Assembly	1
5	17	B4212608	Friction Pad (RoHs)	1
5	17	B4212607	X/O	
7	10	B4215311	Upper Interface Harness (RoHs)	1
7	10	B4215310	Upper Interface Harness	1
7	11	B4215321	Main Harness (RoHs)	1
7	11	B4215320	Main Harness	1
7	12	B4215150	Main Control Board (RoHs)	1
7	12	B4215100	Main Control Board	1
7	14	AX060225	DC Stepper Motor - DC24V 26.4W (RoHs)	1
7	14	AX060183	DC Stepper Motor - 26.4W	1
7	18	AX200302	Magnetic Clutch:Paper Feed:Z36 (RoHs)	1
7	18	AX200235	Paper Feed Clutch	1
7	21	B4212713	Paper End Sensor (RoHs)	1
7	21	B4212712	Paper End Sensor	1

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Page	Index	Parts No	Description	Qty
7	24	AW020156	Photointerruptor (RoHs)	1
7	24	AW020086	Photointerruptor	1
7	28	B4212785	Shoulder Screw (RoHs)	1
7	28	B4212784	Shoulder Screw Adde MB5	1

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Model: General

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No.: MGenM010a

Model: Sirius-SC1fn

Sirius-SC1fn (G422)

Page	Index	Parts No	Description	Qty
3	5	G4221561	Cover:Front:ADF (RoHs)	1
3	5	G4221560	Cover:Front:ADF	1
9	1	G4221903	Operation Sub-unit:NA:Ass'y (RoHs)	1
9	1	G4221901	Operation Sub-unit:NA:Ass'y	1
9	1	G4221904	Operation Sub-unit:EU:Ass'y (RoHs)	1
9	1	G4221902	Operation Sub-unit:EU:Ass'y	1
9	10	G4225111	Operation Panel Board (RoHs)	1
9	10	G4225110	Operation Panel Board	1
9	11	G4211492	LED (RoHs)	1
9	11	A2501490	LED	1
9	12	G4225591	LED Harness (RoHs)	1
9	12	G4225590	LED Harness	1
13	4	G4225541	Harness:Inlet (RoHs)	1
13	4	G4225540	Harness:Inlet	1
13	7	G4225566	Harness:FFC:Operation Sub-unit (RoHs)	1
13	7	G4225565	Harness:FFC:Operation Sub-unit	1
13	9	G4225101	PCB:Main Control (RoHs)	1
13	9	G4225100	PCB:Main Control	1
13	16	G4221161	Heat Shink (RoHs)	1
13	16	G4221160	Heat Shink	1
15	3	G4215721	USB Coard (RoHs)	1
15	3	G4215720	USB Coard	1
15	4	G4225701	Keyboard:USB (RoHs)	1
15	4	G4225700	Keyboard:USB	1

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Model: Stella-C2

Stella-C2b (B168)

Page	Index	Parts No	Description	Qty
7	2	B0441487	Shoulder Screw (RoHs)	7
7	2	B0441843	Shoulder Screw	7
9	20	B1295155	PCB OPU Basic Ass'y (RoHs)	1
9	20	B1295150	PCB OPU Basic Ass'y	1
11	3	B2592786	Shaft - Manual Release Lever (RoHs)	1
11	3	G0202786	Shaft - Manual Release Lever	1
13	6	AX200305	Registration Clutch (RoHs)	1
13	6	AX200267	Registration Clutch	1

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Model: J-P3

J-P3 (G106)

Page	Index	Parts No	Description	Qty
9	4	G1066712	Operation Panel:J-P3:CHN:Ass'y (RoHs)	1
9	4	G1066710	Operation Panel:J-P3:CHN:Ass'y	1
11	15	G1312457	Unit Detection Switch (RoHs)	1
11	15	G0602457	Unit Detection Switch	1
11	19	AG071012	Magnet Catch:Ass'y (RoHs)	2
11	19	AG071011	Magnet Catch	2
11	30	G1311280	Supporting Plate:Cover:Right Rear (RoHs)	1
11	30	G0601280	Supporting Plate - Right Rear Cover	1
13	1	G1061855	Imaging Unit (-69) (RoHs)	1
13	1	G1061853	Imaging Unit	1
13	1	G1061854	X/O	
13	2	AX060286	Polygon Mirror Motor (-69) (RoHs)	1
13	2	AX060278	Polygon Mirror Motor	1
13	4	B1325185	Pcb:Sync Detecotr Board:Side (RoHs)	4
13	4	G0605322	Sync Detector Board	4
13	6	AW100100	Thermistor:Imaging Unit (-69) (R0Hs)	2
13	6	AW100065	Thermistor - 103AT-4	2
13	10	G1065421	Harness:Imaging Unit (RoHs)	1
13	10	G1065420	Harness - Imaging Unit	1
13	14	G1065332	Harness:FFC:Y (-69) (RoHs)	1
13	14	B1015332	Harness - FFC Y	1
13	15	G1065333	Harness:FFC:K (-69) (RoHs)	1
13	15	B1015333	Harness - FFC K	1
13	16	G1065330	Harness:FFC:M (-69) (RoHs)	1
13	16	B1015330	Harness - FFC M	1
13	17	G1065331	Harness:FFC:C (-69) (RoHs)	1
13	17	B1015331	Harness - FFC C	1
13	25	B1805445	Polygon Mirror Motor Board (-69) (RoHs)	1
13	25	G1065445	Polygon Mirror Motor Control Board	1
15	1	B1802768	Paper Tray:No.1:A4:Ass'y (RoHs)	1
15	1	G0802768	Paper Tray:No.1:Ass'y	1
15	3	B1802782	Seal:Tray (RoHs)	1
15	3	G3132782	Shield	1
15	5	B1802972	Lever:Rise:Tray Bottom Plate (RoHs)	1
15	5	A2042972	Bottom Lift Lever	1
15	7	B1802779	Side Fence:Rear:Fix:Adhesion (RoHs)	1
15	7	G0802778	Side Fence:Rear:Fix:Adhesion	1
15	8	B1802793	Plate:Side Fence (RoHs)	2
15	8	G0802793	Plate:Side Fence	2
15	9	B1802794	Plate:Side Fence:Right (RoHs)	2
15	9	G0802794	Plate:Side Fence:Right	2

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15	13	B1802777	Side Fence:Front:Fix:Adhesion (RoHs)	1
15	13	G0802777	Side Fence:Front:Fix:Adhesion	1
17	1	B1802772	Paper Tray:NO.2:Ass'y (RoHs)	1
17	1	G0802772	Paper Tray:No.2:Ass'y	1
17	4	B1802972	Lever:Rise:Tray Bottom Plate (RoHs)	1
17	4	A2042972	Bottom Lift Lever	1
17	7	B1802782	Seal:Tray (RoHs)	1
17	7	G3132782	hield	
17	10	B1802782	Side Fence:Rear:Universal:Ass'y (RoHs)	1
17	10	G0802782	Side Fence:Rear:Universal:Ass'y	1
17	14	B1802790	Side Fence:Rear:Universal:Adhesion (RoHs)	1
17	14	G0802790	Side Fence:Rear:Universal:Adhesion	1
17	15	B1802795	Plate:Side Fence:F2 (RoHs)	2
17	15	G0802795	Plate:Side Fence:F2	2
17	16	B1802796	Plate:Side Fence:Right:F2 (RoHs)	2
17	16	G0802796	Plate:Side Fence:Right:F2	2
17	20	B1802781	Side Fence:Front:Universal:Ass'y (RoHs)	1
17	20	G0802781	Side Fence:Front:Universal:Ass'y	1
17	23	B1802789	Side Fence:Front:Universal:Adhesion (RoHs)	1
17	23	G0802789	Side Fence:Front:Universal:Adhesion	1
17	27	B1802798	Cover:Paper Size Sensor (RoHs)	1
17	27	G0772798	Cover:Paper Size Sensor	1
19	1	B1802700	Paper Feed Unit:No.1:Ass'y (RoHs)	1
19	1	G1062700	Paper Feed Unit:No.1:Ass'y	1
19	11	AW020145	Photointerruptor:Flat (RoHs)	2
19	11	AW020120	Photointerruptor - Flat	2
19	21	AA140783	Shaft:Separate:Drive (RoHs)	1
19	21	AA140656	Shaft - Gear	1
19	27	B1802721	Stay:Seaparate:No.1:Ass'y (RoHs)	1
19	27	B1802727	Stay:Seaparate:No.1:Ass'y	1
19	27	G0602727	X/O	
19	29	B1802900	Torque Limitter:40mn.m:mm18 (RoHs)	1
19	29	G0602900	Torque Limiter - 40mn ⋅ m 18mm	
21	2	B1802780	Stay:Feed (RoHs)	1
21	2	A2322780	Stay - Paper Feed	1
21	12	AW020145	Photointerruptor:Flat (RoHs)	2
21	12	AW020120	Photointerruptor - Flat	2
21	22	AA140783	Shaft:Separate:Drive (RoHs)	1
21	22	AA140656	Shaft - Gear	1
21	25	B1802722	Stay:Separate:No.2:Ass'y (RoHs)	1
21	25	G0602725	Stay - Paper Separation	1
21	30	B1802900	Torque Limiter:40mn.m:8mm (RoHs)	1
21	30	G0602900	Torque Limiter:40mn.m:8mm	
23	1	B1802669	Cover:Upper:Registration (RoHs)	1
23	1	G0602669	Cover - Upper Registration	1
23	2	B1802680	Bracket:Micro Switch (RoHs)	1
23	2	G0602680	Bracket - Micro Switch	1

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23	4	B1802686	Registration Roller:Driven:Ass'v (RoHs)	1
23	4	G0602686	Registration Driven Roller	1
23	11	B1802660	Side Plate:Paper Feed:Front:Ass'y (RoHs)	1
23	11	G0802660	Side Plate:Paper Feed:Front:Ass'y	1
23	12	B1802670	Hook:Vertical Transport:Upper:Peen (RoHs)	1
23	12	G0802670	Hook:Vertical Transport:Upper:Peen	1
23	14	B1802672	Hook:Vertical Transport:Lower (RoHs)	1
23	14	G0602672	Hook - Lower Vertical Transport	1
23	18	AW020151	Photointerruptor (RoHs)	1
23	18	AW020069	Photointerruptor	1
23	22	AF022159	Roller:Driven:3Xmm17 (RoHs)	1
23	22	AF023023	Driven Roller - M3xmm17	1
23	23	B1802645	Arm:Roller:Release (RoHs)	1
23	23	G0802645	Arm:Roller:Release	1
23	24	B1802644	DC Solenoid:Ass'v (RoHs)	1
23	24	G0802644	DC Solenoid:Ass'v	1
23	26	AF022158	Driven Roller - M2xmm17 (RoHs)	1
23	26	AF023022	Driven Roller - M2xmm17	1
23	27	B1802663	Side Plate:Paper Feed:Rear:Ass'y (RoHs)	1
23	27	G0602663	Side Plate:Paper Feed:Bear:Ass'v	1
23	28	B1802683	Hinge:Vertical Transport:Lower (RoHs)	1
23	28	G0602683	Lower Vertical Transport Hinge	1
23	29	B1802667	Hinge:Vertical Transport (BoHs)	1
23	29	G0602667	Hinge:Vertical Transport	1
25	1	B1802531	Transport Sub-unit'l engthwise Ass'v (-69) (BoHs)	1
25	1	G0802536	Transport Sub-unit:Lengthwise:Ass'v	1
25	1	G0802531	X/O	
25	14	B1802869	Paper Size Sensor (BoHs)	1
25	14	G0602869	Paper Size Sensor	1
27	5	B1802851	Manual Feed Unit:Ass'v (RoHs)	1
27	5	G0802851	Manual Feed Unit:Ass'v	1
27	8	B1802683	Shaft:Feed (BoHs)	1
27	8	G0802683	Shaft:Feed	1
27	9	B1802914	Guide Plate:Feed (RoHs)	1
27	9	G0602914	Stopper Plate	1
27	14	B1802937	DC Solenoid:Pickup:Sub-Ass'y (RoHs)	1
27	14	G0802937	DC Solenoid Pickup Ass'v	1
27	17	AX200288	Magnetic Clutch:245mn.m (RoHs)	1
27	17	AX200134	Magnetic Clutch:245mn.m	1
27	20	B1802652	Bracket:Link:Ass'v (RoHs)	1
27	20	G0802652	Bracket:Link:Ass'y	1
27	22	AA143800	Stepped Screw - M3 (RoHs)	1
27	22	AA143025	Stepped Screw - M3	1
27	26	AW020145	Photointerruptor:Flat (RoHs)	1
27	26	AW020120	Photointerruptor - Flat	1
27	30	B1802874	Guide Plate:Separator:Adhesion (RoHs)	1
27	30	G0602874	Guide Plate - Separator	1

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27	34	B1802871	Shaft:Separation:Driven:Ass'y (RoHs)	1
27	34	G0602871	Separation Driven Shaft	1
27	37	AA140768	Shaft:Separator:Drive (RoHs)	1
27	37	AA140728	Shaft:Separator:Drive	1
29	1	B1802684	Bushing:Registration:Front:Mm8 (RoHs)	1
29	1	G0802684	Bushing:Registration:Front:Mm8	1
29	3	B1802680	Bushing:Registration:Rear:M8 (RoHs)	1
29	3	G0802679	Bushing:Registration:Rear:MM8	1
29	3	G0802680	X/O	
29	6	AW010106	Paper Feed Sensor (RoHs)	1
29	6	AW010048	Photosensor - GP2A28N1	1
29	11	AW010107	Paper Feed Sensor (RoHs)	1
29	11	AW010098	Photointerrupter - GP2A231LRSA	1
29	16	AF022160	Roller:Driven:3XMM16 (RoHs)	1
29	16	AF022135	Driven Roller - M3x16	1
29	22	AA143590	Screw - M3X4 (RoHs)	1
29	22	A2596239	Screw - M3X4	1
31	11	B1803240	Valve (RoHs)	1
31	11	G0603240	Valve	1
31	12	AA143544	Screw - M3 (RoHs)	4
31	12	G0124617	Stepped Screw - M3	4
31	13	B1803301	Air Pump:Toner Supply:Ass'y (RoHs)	1
31	13	G0603301	Air Pump - Toner Supply	1
31	14	AW140013	Humidity Sensor:RHU-235 (RoHs)	1
31	14	AW140009	Humidity Sensor - RHU-232	1
31	22	AW020153	Toner End Sensor (RoHs)	3
31	22	AW020132	Optics Sensor:Toner End Sensor	3
31	26	B1803234	Stopper Pawl:Toner Cartridge:Connector (BoHs)	3
31	26	G0605599	Toner Cartridge Stopper	3
33	8	AW020153	Toner End Sensor (RoHs)	1
33	8	AW020132	Optics Sensor:Toner End Sensor	1
33	13	B1803234	Stopper Pawl:Toner Cartridge:Connector (RoHs)	1
33	13	G0605599	Toner Cartridge Stopper	1
37	19	AA080285	Bushing:MM6 (RoHs)	1
37	19	AA080248	Bushing - 6mm	1
37	20	GB010016	Gear - 23Z (-69) (RoHs)	1
37	20	AB010126	Gear - 28Z	1
41	25	G1073830	Encoder:Ass'y (-69) (RoHs)	1
41	25	B1013930	Encoder Ass'y	1
41	26	G1073895	Frame:Rear:Ass'y (-69) (RoHs)	1
41	26	G0803895	Frame:Rear:Ass'y	1
41	32	G1075370	Harness - Transfer Unit Drawer (-69) (RoHs)	1
41	32	B1015370	Harness - Transfer Unit Drawer	1
43	23	AZ320142	Power Pack:Tpacl:C1 (RoHs)	1
43	23	AZ320130	Power Pack:Tpacl:C1	1
45	6	G1064037	Stay:Fusing:Upper:Ass'y (RoHs)	1
45	6	G0804037	Stay:Fusing:Upper:Ass'y	1

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45	13	G1064046	Stay:Heat Roller:P3C:Ass'y (RoHs)	1
45	13	G1064045	Stay:Heat Roller:P3C:Ass'y	1
45	18	AE010062	Hot Roller:mm29:P3C (RoHs)	1
45	18	AE010048	Hot Roller Mm29	1
45	20	G1064010	Guide Plate Fusing Exit:Lower;Ass'y (RoHs)	1
45	20	B1494010	Fusing Exit Lower Guide Plate Ass'y	1
47	2	G1064179	Bracket:Fix:Pressure Roller (RoHs)	2
47	2	G0604179	Bracket:Fix:Pressure Roller	2
47	6	G1064012	Thermofuse:Ass'y (RoHs)	1
47	6	G0804012	Thermofuse:Ass'y	1
47	11	B1804187	Bracket:Gear:Idler (RoHs)	1
47	11	G1074187	Bracket:Gear:Idler	1
47	14	G1064070	Bracket:Thermistor (RoHs)	1
47	14	G0774070	Bracket:Thermistor	1
47	15	G1064078	Bracket:Stud:Rear:Peen (RoHs)	1
47	15	G0604078	Bracket:Stud:Rear:Peen	1
47	21	AE041010	Oil Metering Blade:Pressure Roller (RoHs)	1
47	21	AE041009	Oil Metering Blade: Pressure Roller	1
47	110	08010226	Screw:UNC:#6-32 (RoHs)	
47	110	08010153	Screw:UNC:#6-32	
49	3	AG070021	Magnet Catch:37n (RoHs)	2
49	3	AG070020	Magnet Catch:37n	2
49	9	B1804431	Side Plate:Exit:Rear:Peen (RoHs)	1
49	9	G0804431	Side Plate:Exit:Rear:Peen	1
49	14	AF040615	Roller:Driven:FU (RoHs)	1
49	14	AF040593	X/O	
49	15	AF040626	Transport Roller:Exit:Vertical Transport (RoHs)	1
49	15	AF040607	Transport Roller:Exit:Vertical Transport	1
49	18	B1804442	Gate Pawl:Exit (RoHs)	1
49	18	G0804442	Gate Pawl:Exit	1
49	19	AF040625	Exit Roller:FU (RoHs)	1
49	19	AF040592	Exit Roller:FU	1
49	21	AA143870	Stepped Screw (RoHs)	4
49	21	AA143716	Stepped Screw	4
49	33	AF040614	Roller:Driven:Connecting (RoHs)	1
49	33	AF040595	Roller:Driven:Connecting	1
51	2	B1805680	Guide Plate:Left Upper:Peen (RoHs)	1
51	2	G0775821	Guide Plate:Left Upper:Peen	1
51	4	G1064233	CLIP:MM11 (RoHs)	2
51	4	G0804233	Clip - M11	2
51	8	AW020145	Photointerruptor:Flat (RoHs)	1
51	8	AW020120	Photointerruptor - Flat	1
51	14	B1805450	Photo Reflection Sensor:TM (RoHs)	1
51	14	B1015450	ID Sensor	1
51	16	AA143590	Screw - M3X4 (RoHs)	1
51	16	A2596239	Screw - M3X4	1

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53	1	G0804471	DC Solenoid:Gate Pawl:Exit:Ass'y (RoHs)	1
53	1	G0804470	DC Solenoid:Gate Pawl:Exit:Ass'y	1
53	15	G1066021	Holder:Fusing Unit:Peen (RoHs)	1
53	15	G0806021	Holder:Fusing Unit:Peen	1
53	17	B2426012	Slide Rail:110mm (RoHs)	2
53	17	G0806012	Slide Rail:110mm	2
53	19	B1805682	Bracket:Safety Switch:PEEN (RoHs)	1
53	19	G0605822	Bracket - Safety Switch	1
55	1	B1804850	Bracket:Shaft:Stopper (RoHs)	1
55	1	G0604850	Stopper Shaft Bracket	1
55	2	B1805680	Guide Plate:Left Upper:Peen (RoHs)	1
55	2	G0774464	Bracket:Gear:Floppy Disk:Peen	1
55	11	AF040628	Exit Roller:Floppy Disk (RoHs)	1
55	11	AF040609	Exit Roller:Floppy Disk	1
55	12	B1804457	Bracket:Exit Roller:Floppy Disk (RoHs)	1
55	12	G0604457	Bracket - Exit Roller	1
55	21	AA143870	Stepped Screw (RoHs)	1
55	21	AA143716	Stepped Screw	1
57	7	AW020145	Photointerruptor:Flat (RoHs)	1
57	7	AW020120	Photointerruptor - Flat	1
57	11	AF040627	Transport Roller:Floppy Disk (RoHs)	1
57	11	AF040608	Transport Roller:Floppy Disk	1
57	16	AW020147	Photointerruptor:Feeler:Square (RoHs)	1
57	16	AW020121	Photointerruptor - Square	1
57	18	G1064270	DC Solenoid:Oil Supply:Ass'y (RoHs)	1
57	18	G0804270	DC Solenoid:Oil Supply:Ass'y	1
59	11	B1803788	Guide:Collection Bottle:Ass'y (RoHs)	1
59	11	B1013788	Guide:Collection Bottle:Ass'y	1
61	7	AW020145	Photointerruptor:Flat (RoHs)	2
61	7	AW020120	Photointerruptor - Flat	2
61	10	AX200273	Magnetic Clutch:Development:0.5N.M (RoHs)	1
61	10	AX200244	Magnetic Clutch - Development	1
63	8	B1804995	Bracket:Ling:Machine or Copier (RoHs)	1
63	8	G0604855	Link Bracket	1
65	4	B1801106	Tightener:Registration:Sub-Ass'y (RoHs)	1
65	4	G0601106	Registration Tightner	1
65	13	B1802801	Holder:Paper Tray (RoHs)	2
65	13	G0602801	Holder - Paper Tray	2
65	16	AZ230206	Power Supply Unit:SUB:DOM/NA:J-P4 (RoHs)	1
65	16	AZ230136	Sub Power Supply Unit DOM/NA	1
65	16	AZ230208	Power Supply Unit:Sub:EU/AA:J-P4 (RoHs)	1
65	16	AZ230137	Power Supply Unit - Sub EU/AA J-P3	1
65	16	AZ230210	Power Supply Unit:SUB:CHN:J-P3 (RoHs)	1
65	16	AZ230155	Power Supply Unit:SUB:CHN:J-P3	
67	4	AX200278	Magnetic Agentic Clutch:Registration (RoHs)	1
67	4	AX200220	Magnetic Clutch - Registration	1

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67	16	B1801172	Tightener:Paper Feed:1:Sub-Ass'y (RoHs)	1
67	16	G0771173	Tightener - Paper Feed 1	1
67	21	AX200279	Magnetic Clutch:Paper Feed:28z (RoHs)	2
67	21	AX200221	Magnetic Clutch - Paper Feed	2
67	31	AW020145	Photointerruptor:Flat (RoHs)	4
67	31	AW020120	Photointerruptor - Flat	4
69	2	AX640160	Fan:MM60:Axial (RoHs)	1
69	2	AX640146	Fan:MM60:Axial	1
69	9	G1315680	Guide Plate:Rack:Upper (RoHs)	1
69	9	G0775820	Guide Plate - Upper Rack	1
69	11	AZ320160	Power Pack:CB (RoHs)	1
69	11	AZ320126	Power Pack:CB	1
69	14	G1065130	PCB DRB (-69) (RoHs)	1
69	14	B1015130	PCB DRB	1
69	18	AZ230175	Power Supply Unit:Main:EU/AA/CHN:J-P3 (RoHs)	1
69	18	AZ230174	Power Supply Unit:Main:EU/AA/CHN:J-P3	1
69	18	AZ230133	X/O	
69	25	G1065327	Harness:Fusing:Main:AC:Ass'v (RoHs)	1
69	25	G0805513	Harness:Fusing:Machine Or Copier:AC	1
69	30	G1315647	BRACKET:CHOKE COIL:DOM/NA:ASS'Y (RoHs)	1
69	30	B1015647	Choke Coil Bracket - NA	1
69	30	G1316251	BRACKET:CHOKE COIL:EU/AA:ASS'Y (RoHs)	1
69	30	B1486251	CHOKE COIL BRACKET - EU/AA	1
69	32	G1065353	Harness:Leak Breaker:L:Ass'v (BoHs)	1
69	32	B1015353	Harness - Leak Breaker L	1
69	33	G1065354	Harness:Leak Breaker:N:Ass'v (BoHs)	1
69	33	B1015354	Harness - Leak Breaker N	1
69	35	G1065318	Harness:Main:Lower:Ass'y (BoHs)	1
69	35	G1065320	Harness - Main Lower	1
71	7	G1065733	PCB Type-JC-:CHN:ASS'Y (-69) (RoHs)	1
71	7	G1065731	PCB Type-JC Ass'v	1
71	9	B7125605	Grip:Application (RoHs)	1
71	9	G0605853	Grip - Application	1
71	16	G1065317	Harness:Main:Middle:Ass'y (RoHs)	1
71	16	B1015321	Harness - Middle Main	1
71	17	G1065318	Harness:Main:Lower:Ass'y (RoHs)	1
71	17	G1065320	Harness - Main Lower	1
71	18	G1495323	Harness:Main:Left:SV:Ass'v (RoHs)	1
71	18	B1495323	Harness - SV Left Main	1
71	21	G1066797	PCB:BCU:JP3C:CHN:Service (-69) (RoHs)	1
71	21	G1065059	X/O (-69) (RoHs)	1
71	21	G1065057	PCB:BCU:JP3C:Service	1
71	21	G1065055	X/O	
73	5	B1803640	Slide Rail:Left:Ass'y (RoHs)	1
73	5	AA071009	Slide Rail:Left:Ass'y	1
73	8	AW020147	Photointerruptor:Feeler:Square (RoHs)	1
73	8	AW020121	Photointerruptor - Square	1

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73	11	B1803641	Slide Rail:Right:Ass'y (RoHs)		1
73	11	AA071010	Slide Rail:Right:Ass'y			1
73	14	AX640160	Fan:MM60:Axial (RoHs	;)		1
73	14	AX640146	Fan:MM60:Axial			1
75	5	AA143544	Screw - M3 (RoHs)			1
75	5	G0124617	Stepped Screw - M3			1
75	12	B1802830	Positioning Plate:Uppe	r:Ass'y (RoHs)		1
75	12	G0602830	Upper Positioning Plate	9		1
75	14	B1801095	Vertical Transport Hing	e (RoHs)		1
75	14	G0601095	Vertical Transport Hing	е		1
75	16	AW020145	Photointerruptor:Flat (F	RoHs)		1
75	16	AW020120	Photointerruptor - Flat			1
77	9	AG071012	Magnet Catch:Ass'y (R	oHs)		1
77	9	AG071011	Magnet Catch			1
77	12	AW020164	Oil End Sensor (RoHs)			1
77	12	G0244740	Oil End Sensor			1
77	13	AW020189	Photointerruptor:Set Set	ensor (RoHs)		1
77	13	AW020136	Photointerruptor:Set Set	ensor		1
87	*	G1065733	PCB Type-JC-:CHN:As	s'y (-69) (RoHs)		1
87	*	G1065731	PCB Type-JC Ass'y			1
101	*	G1065059	PCB:BCU:JP3C:CHN:	Service (-69) (RoHs)		1
101	*	G1065057	PCB:BCU:JP3C:Servic	е		1
101	*	G1065055	X/O			
109	9	B6795100	Plug - IEEE1284 TYPE	C (RoHs)		1
109	9	G5885140	Plug - IEEE1284 TYPE	C		1

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3	5	AG071012	Magnet Catch:Ass'y (RoHs)	2
3	5	AG071010	Magnet Catch	2
3	7	AF022160	Roller:Driven:3XMM (RoHs)	2
3	7	AF022135	Driven Roller - M3x16	2
3	18	G3821063	Holder:Reverse:Ass'y (RoHs)	1
3	18	G5711063	Reverse Holder	1
5	2	AA143799	Full Dug Point Screw:M4:DIA2.4 (RoHs)	1
5	2	58874176	Screw	1
5	3	B1805403	Harness:Reverse Unit:Solenoid (RoHs)	1
5	3	G5715544	Harness - Reverse Unit/Solenoid	1
5	4	B1804803	Link:DC Solenoid:Ass'y (RoHs)	1
5	4	G5714811	Link - DC Solenoid	1
5	9	B1804818	Stay:Upper (RoHs)	1
5	9	G5714618	Upper Stay	1
5	11	B1805405	Harness:Reverse Unit:Sensor (RoHs)	1
5	11	G5715547	Harness - Reverse Unit/Sensor	1

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5	12	AW020147	Photointerruptor:Feeler:Square (RoHs)	1
5	12	AW020121	Photointerruptor - Square	1
5	16	AF022161	Roller:Driven:3XMM16 (RoHs)	2
5	16	AF022136	Driven Roller - 2xmm16	2
5	19	AF020619	Exit Roller:Reverse Unit:FU (RoHs)	1
5	19	AF020530	Exit Roller - Reverse Unit	1
5	20	AF020615	Reverse Roller:Duplex (RoHs)	1
5	20	AF020526	Duplex Reverse Roller	1
5	21	AF020617	Exit Roller:Duplex (RoHs)	1
5	21	AF020528	Duplex Exit Roller	1
7	11	AW020145	Photointerruptor:Flat (RoHs)	1
7	11	AW020120	Photointerruptor - Flat	1
7	16	AF020615	Reverse Roller:Duplex (RoHs)	1
7	16	AF020526	Duplex Reverse Roller	1
7	17	B1804736	Gate Pawl:Duplex (RoHs)	1
7	17	G5714671	Gate Pawl - Duplex	1
7	20	AF020618	Transport Roller:Reverse Unit:FU (RoHs)	1
7	20	AF020529	Transport Roller - Reverse Roller	1
7	22	AW020147	Photointerruptor:Feeler:Square (BoHs)	1
7	22	AW020121	Photointerruptor - Square	1
7	31	B1805404	Harness: Reverse Unit: Sensor 2 (BoHs)	1
7	31	G5715545	Harness - Beverse Unit/Sensor 2	1
9	4	G3825260	PCB [·] DCB (BoHs)	1
9	4	G3825150	PCB DCB	1
9	4	G3825150	X/O	
9	5	B1804805	Bracket:Base (BoHs)	1
9	5	G5714822	Bracket - Base	1
9	7	B1805402	Harness: Beverse Unit: Safety SW (BoHs)	1
9	7	G5715542	Harness - Beverse Unit/Safety SW	1
9	13	AF020617	Fxit Boller:Duplex (BoHs)	1
9	13	AF020528	Duplex Exit Boller	1
9	14	AF020616	Transport Boller:Duplex:Reverse (BoHs)	1
9	14	AF020527	Duplex Transport Boller	1
9	15	AF020615	Beverse Boller: Duplex (BoHs)	1
9	15	AF020526	Duplex Reverse Boller	1
9	17	AW010106	Paper Feed Sensor (BoHs)	1
9	17	AW010048	Photosensor - GP2A28N1	1
9	25	B1805401	Harness:Transport Unit:Sensor (BoHs)	1
9	25	G5715550	Sensor Harness - Transport Unit	1
9	26	B1804811	Side Plate:Front:Peen (BoHs)	1
9	26	G5714611	Side Plate:Front:Peen	1
9	27	B1804815	Side Plate:Rear:Peen (RoHs)	1
9	27	G5714615	Side Plate: Rear: Peen	1
11	3	AF020620	Rol:ler:Feed Paper Again:Duplex (RoHs)	1
11	3	AF020531	Duplex Feed Boller	1
11	5	AW020152	Photointerruptor (RoHs)	1
11	5	AW020125	Photointerruptor - Duplex	1
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Page	Index	Parts No	Description	Qty
<u>1</u> 1	14	B1804940	Stepper Motor:Transport:DC24V 16.8W (RoHs)	1
11	14	G5713870	Stepper Motor - Transport - DC 4.4W	1
11	15	B1805400	Harness:Transport Unit:Drawer (RoHs)	1
11	15	G5715540	Harness - Transport Unit/Drawer	1
11	16	G3483930	Grip:Transport Unit:Duplex	1
11	17	AF020617	Exit Roller:Duplex (RoHs)	2
<u>1</u> 1	17	AF020532	Duplex Transport Roller	2
<u>1</u> 1	21	AF022161	Roller:Driven:2XMM16 (RoHs)	1
11	21	AF022136	Driven Roller - 2xmm16	1
11	22	B1804951	Bracket:Duplex:Roller (RoHs)	1
11	22	G5713861	Bracket - Duplex Roller	1
11	24	AF022160	Roller:Driven:3XMM16 (RoHs)	1
11	24	AF022135	Driven Roller - M3x16	1
11	25	B1804950	Guide Plate:Transport:Lower (RoHs)	1
11	25	G5713900	Lower Guide Plate - Transport	1
11	27	AG070514	Magnet Catch (RoHs)	1
11	27	AG070014	Magnet Catch	1
11	28	B1804931	Plate:Magnet Catch (RoHs)	1
11	28	G5713854	Plate - Magnet Catch	1

SR770 (G565)

Page	Index	Parts No	Description	Qty
7	9	AG070512	MAGNET CATCH:ASS'Y(RoHs)	1
7	9	G0202630	Magnetic Catch	1
7	21	B5991340	STAY:RAIL:COUPLING:PAPER BANK:ASS'Y(RoHs)	1
7	21	G5651340	Paper Bank Rail Stay	1
7	24	B5991345	GUIDE:RAIL:SLIDE(RoHs)	1
7	24	G5651345	Slide Rail Guide	1
7	25	B5991302	CASTER:MM25:KD25NM(RoHs)	1
7	25	G5651302	Caster - KD25NM	1
7	26	B5991301	BRACKET:RAIL:COUPLING(RoHs)	1
7	26	G5651301	Coupling Rail	1
7	27	B5451130	CASTER:40KGF(RoHs)	4
7	27	G5651140	Caster - 40KGF	4
7	101	04543008Q	TAPPING SCREW:3X8(RoHs)	
7	101	08025277	Tapping Screw	
9	11	AA143788	PIN:GUIDE PLATE:PAPER FEED(RoHs)	4
9	11	54462824	Screw - Dupled Guide Plate	4
9	14	AW020156	PHOTOINTERRUPTOR:EE-SX4235A-P2(RoHs)	2
9	14	AW020086	Photointerruptor	2
9	22	AG070515	MAGNET CATCH:13N(RoHs)	1
9	22	A6801181	Magnetic Catch	1
9	24	AA021030	MAGNET CATCH(RoHs)	2
9	24	A0493371	Magnet	2
9	105	04543006Q	TAPPING SCREW - M3X6(RoHs)	
9	105	08025276	Tapping Screw With Washer - M3x6	

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11	2	B5457507	SCREW:PUNCH(RoHs)	1
11	2	B3527507	Punch Screw	1
11	7	B5992250	GUIDE PLATE:CONNECTING:ASS'Y(RoHs)	1
11	7	G5652250	Guide Plate - Connecting Ass'y	1
11	8	B7044121	TRANSPORT ROLLER:LOWER(RoHs)	1
11	8	B3522620	Lower Transport Roller	1
11	10	G8381151	BRACKET:TONER HOPPER(RoHs)	1
11	10	A6971151	Hopper Bracket	1
11	13	B5991205	SUPPORTER:INNER BACK(RoHs)	1
11	13	G5651205	Inner Back Supporter	1
11	21	B5991215	COVER:COUPLING:MACHINE OR COPIER(RoHs)	1
11	21	G5651215	Coupling Cover	1
11	25	AG070504	MAGNET CATCH:44.1N(RoHs)	1
11	25	AG070004	Magnetic Catch	1
11	26	B5991225	MAGNET CATCH:78.4N(RoHs)	1
11	26	G5651225	Magnet Catch - 78.4n	1
11	27	B5991200	SUPPORTER:FRONT(RoHs)	1
11	27	G5651200	Front Supporter	1
15	10	AG071012	MAGNET CATCH:ASS'Y(RoHs)	2
15	10	AG071010	Magnet Catch	2
15	13	G8382174	COMPRESSION SPRING(RoHs)	2
15	13	B3122174	Pressure Spring - 12mm	2
15	16	B7044121	TRANSPORT ROLLER:LOWER(RoHs)	2
15	16	B3522620	Lower Transport Roller	2
17	3	B5452084	POSITIONING ROLLER SOLENOID(RoHs)	1
17	3	B3522084	DC Solenoid Assembly	1
17	18	B5451661	COVER:SAFETY SWITCH(RoHs)	1
17	18	A8211661	Interlock Switch Cover	1
17	22	B5455217	HARNESS:SENSOR:ENTRANCE(RoHs)	1
17	22	B5455215	Harness:Sensor:Entrance	1
17	23	AW020169	PHOTOINTERRUPTOR - OS - 580213-703(RoHs)	1
17	23	AW020049	Photointerruptor - OS - 580213-703	1
17	28	B5452811	POSITIONING ROLLER ARM(RoHs)	1
17	28	A3792811	Positioning Roller Arm	1
19	10	AW020166	PHOTOINTERRUPTOR: PAPER FEED SENSOR(RoHs)	1
19	10	G0204429	Exit Sensor	1
19	12	AA143790	SCREW:CONTACT POINT(RoHs)	1
19	12	A6971125	Stepped Screw - Lever	1
19	13	AA062334	TENSION SPRING:4.9N(RoHs)	1
19	13	54424121	Spring - Oil Blade	1
19	14	B5454181	TIGHTENER(RoHs)	1
19	14	B5454183	Tightener	1
19	22	AX050244	STEPPER MOTOR:DC 24V 21W(RoHs)	1
19	22	AX050160	Stepper Motor - MM42 0.85A	1
19	23	AW020156	PHOTOINTERRUPTOR:EE-SX4235A-P2(RoHs)	1
19	23	AW020086	Photointerruptor	1
21	5	B7004107	SPRING:RETURN:STANDARD FENCE(RoHs)	1
21	5	A3003759	Spring	1

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21	10	AW010109	SPRING:RETURN:STANDARD FENCE(RoHs)	1
21	10	AW010093	Photo Reflection Sensor - Ps-17nd1	1
21	22	B5455232	HARNESS:STAPLER TRAY:UPPER(RoHs)	1
21	22	B5455230	Harness:Stapler Tray:Upper	1
21	24	B5455510	STEPPER MOTOR:EXIT:DC24V 40.8W(RoHs)	1
21	24	B3124121	Stepping Motor - DC6.069W	1
23	1	B5991235	BRACKET:RAIL:COUPLING(RoHs)	1
23	1	G5651235	Coupling Rail Bracket	1
23	7	AW020156	PHOTOINTERRUPTOR:EE-SX4235A-P2(RoHs)	1
23	7	AW020086	Photointerruptor	1
23	10	AA143790	SCREW:CONTACT POINT(RoHs)	1
23	10	A6971125	Stepped Screw - Lever	1
23	12	AA062334	TENSION SPRING:4.9N(RoHs)	1
23	12	54424121	Spring - Oil Blade	1
23	14	B5454150	SCREW:PIN:POSITIONING(RoHs)	4
23	14	A6974150	Stepped Screw - M5	4
25	11	AX050244	STEPPER MOTOR:DC 24V 21W(RoHs)	1
25	11	AX050160	Stepper Motor - MM42 0.85A	1
25	17	B5455237	HARNESS:STAPLER (RoHs)	1
25	17	B5455235	Harness - Stapler	1
27	12	AW020156	PHOTOINTERRUPTOR:EE-SX4235A-P2(RoHs)	2
27	12	AW020086	Photointerruptor	2
27	13	B5455222	HARNESS:SENSOR:PAPER SENSER(RoHs)	1
27	13	B5455220	Harness:Sensor:Paper Senser	1
27	19	AA143790	SCREW:CONTACT POINT(RoHs)	4
27	19	A6971125	Stepped Screw - Lever	4
27	21	AW020155	PHOTOINTERRUPTOR: PAPER SIZE SENSOR (RoHs)	1
27	21	AW020104	Photointerruptor	1
29	19	B5451582	TIGHTENER:ASS'Y(RoHs)	1
29	19	B5451533	Tightener	1
29	20	AA143790	SCREW:CONTACT POINT(RoHs)	1
29	20	A6971125	Stepped Screw - Lever	1
31	7	AA143788	PIN:GUIDE PLATE:PAPER FEED(RoHs)	2
31	7	54462824	Screw - Dupled Guide Plate	2
33	9	AW020141	PHOTOINTERRUPTOR(RoHs)	3
33	9	AW020075	Photointerruptor	3
33	16	AX050243	DC MOTOR:DC24V:7.2W (RoHs)	1
33	16	AX050161	DC Motor - DC24V 7.2W	1
33	17	B5455809	DC SOLENOID:POLARIZATION POWL:STAPLER(RoHs)	1
33	17	B3522090	DC Solenoid Assembly	1
33	18	AA062333	TENSION SPRING:2.16N(RoHs)	1
33	18	AA060092	Release Spring	1
33	106	04543008Q	TAPPING SCREW:3X8(RoHs)	
33	106	08025277	Tapping Screw	
33	109	04543006Q	TAPPING SCREW - M3X6(RoHs)	
33	109	08025276	Tapping Screw With Washer - M3x6	
35	7	AX210095	MAGNETIC CLUTCH:Z30(RoHs)	1
35	7	AX210069	Magnetic Clutch - Z30	1

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35	8	B5455275	HARNESS:CONNECTING:SHIFT TRAY:UPPER (RoHs)	1
35	8	B5453771	Upper Harness - Shift Tray	1
35	19	B5453594	TORQUE LIMITER:100MN.M (RoHs)	1
35	19	B3523594	Torque Limiter - 100mn	1
35	101	04543006Q	TAPPING SCREW - M3X6(RoHs)	
35	101	08025276	Tapping Screw With Washer - M3x6	
37	1	B5455515	STEPPER MOTOR:EXIT:ASS'Y(RoHs)	1
37	1	B3121550	Stepping Motor - DC 6.2W	1
37	8	AW010123	PHOTO REFIECTION SENSOR:PSR11D1-B(RoHs)	1
37	8	AW010070	Photosensor - PS-R11D1-B	1
39	12	B5455247	HARNESS:SHIFT TRAY:LOWER(RoHs)	1
39	12	B5455245	Harness:Shift Tray:Lower	1
39	19	B5455327	HARNESS:CONNECTING:PAPER SENSER(RoHs)	1
39	19	B5455325	Harness:Connecting:Paper Senser	1
39	20	AW020156	PHOTOINTERRUPTOR:EE-SX4235A-P2(RoHs)	2
39	20	AW020086	Photointerruptor	2
39	25	AA143823	TAPPING SCREW(RoHs)	1
39	25	A6664170	Stepped Screw - M3x6	1
41	9	B5993835	TRAY SHIFT SHAFT(RoHs)	2
41	9	B3523835	Trav Shift Shaft	2
41	16	G5653840	SLIDER:TRAY:PEEN(RoHs)	1
41	16	B5453840	Lower Tray Holder	1
43	9	AX040148	DC MOTOR:24V:2.2W:CW/CCW(RoHs)	1
43	9	AX040053	DC Motor - 24V/2.2W	1
43	11	AW020141	PHOTOINTERRUPTOR(RoHs)	2
43	11	AW020075	Photointerruptor	2
43	14	AX050230	DC MOTOR:DC24V 7.2W(RoHs)	1
43	14	AX050115	DC Motor - 24V 7.2W	1
43	15	B5455322	HARNESS:CONNECTING:SHIFT TRAY:LOWER(RoHs)	1
43	15	B5455320	Harness:Connecting:Shift Trav	1
43	21	B5455242	HARNESS:MOTOR:RISING TRAY(RoHs)	1
43	21	B5455240	Harness:Motor:Rising Trav	1
45	3	AA062333	TENSION SPRING:2.16N(RoHs)	3
45	3	AA060092	Release Spring	3
45	4	B7001501	TENSION SPRING - PRESSURE(RoHs)	2
45	4	A6971518	Spring - Oil Blade	2
45	5	AA143790	SCREW:CONTACT POINT(RoHs)	1
45	5	A6971125	Stepped Screw - Lever	1
45	11	AX040218	STEPPER MOTOR:DC 24V 12.5W(RoHs)	2
45	11	AX040121	Stepping Motor - DC 6.5W	2
45	12	C6835750	STEPPER MOTOR:DC 5.16V 6.2W(RoHs)	2
45	12	B3121515	Stepping Motor - DC 6.2W (-17/-27)	2
45	13	B5451612	BRACKET:STEPPER MOTOR (RoHs)	2
45	13	A6121612	Bracket - Motor	2
45	16	B7002552	TENSION SPRING:DC SOLENOID (RoHs)	3
45	16	A6972101	Tension Spring	3
45	18	B7003322	COMPRESSION SPRING - 10N(RoHs)	1
45	18	A3533113	Pressure Spring	1

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45	22	AX060305	DC MOTOR:NA4056D05:24V 22W(RoHs)	2
45	22	AX060211	DC Motor - NA4056D05	2
45	26	B5452106	Bracket:DC Solenoid:Gate Pawl:Duplex Stack (RoHs)	1
45	26	B3122106	Bracket - Pre-stack Gate Solenoid	1
45	111	04543008Q	TAPPING SCREW:3X8(RoHs)	
45	111	08025277	Tapping Screw	
47	3	B5455275	Harness:Connecting:Shift Tray:Upper:Ass'y (RoHs)	1
47	3	B5453771	Upper Harness - Shift Tray	1
47	5	B5995180	PRINTED CIRCUIT BOARD:MAIN ONTROL:ASS'Y(RoHs)	1
47	5	G5655530	Printed Circuit Board:Main Control:Ass'y	1
47	6	B5455222	HARNESS:SENSOR:PAPER SENSER (RoHs)	1
47	6	B5455220	Harness:Sensor:Paper Senser	1
47	7	B5455217	HARNESS:SENSOR:ENTRANCE(RoHs)	1
47	7	B5455215	Harness:Sensor:Entrance	1
47	11	G8385227	HARNESS:SENSOR:SHIFT TRAY(RoHs)	1
47	11	B5455225	Harness:Sensor:Shift Tray	1
47	12	G8383135	STAY: POSITIONING SENSOR (RoHs)	1
47	12	B5453135	Stay - Positioning Sensor	1
47	13	B5455232	HARNESS:STAPLER TRAY:UPPER(RoHs)	1
47	13	B5455230	Harness:Stapler Tray:Upper	1
47	14	B5455252	HARNESS:SHIFT TRAY:UPPER(RoHs)	1
47	14	B5455250	Harness:Shift Tray:Upper	1
47	15	B5455242	HARNESS:MOTOR:RISING TRAY(RoHs)	1
47	15	B5455240	Harness:Motor:Rising Tray	1
51	*	B5995180	PRINTED CIRCUIT BOARD: MAIN ONTROL: ASS'Y (RoHs)	1
51	*	G5655530	Printed Circuit Board:Main Control:Ass'y	1
51	2	G5655720	EPROM:MAIN CONTROL(RoHs)	1
51	2	G5655700	Eprom:Main Control	1
51	128	11071066	FUSE:ET-5A(RoHs)	
51	128	11070884	Fuse - 5a 250V	

Paper Feed Unit (G567 17/26/27/57/66/67 1Tray)

Page	Index	Parts No	Description	Qty
3	2	B5981286	STOPPER:LEFT(RoHs)	1
3	2	G5681286	Left Stopper	1
3	4	B6006161	STAND:REAR:ASS'Y(17/26/27)(RoHs)	1
3	4	G5696161	Rear Stand (17/26/27)	1
3	5	B5421067	STAY:UPPER:PROTECT(RoHs)	1
3	5	A6821067	Upper Middle Stay	1
3	6	B6006160	STAND:FRONT:ASS'Y (17/26/27)(RoHs)	1
3	6	G5696160	Front Stand (17/26/27)	1
3	7	B5985320	HARNESS:INTERFACE:ASS'Y(RoHs)	1
3	7	G5685320	Harness - Interface	1
3	8	B6001078	BRACKET:DRAWER (RoHs)	1
3	8	G5691078	Drawer Bracket	1
3	12	B5422559	STOPPER:LEVER:VERTICAL TRANSPORT(RoHs)	1
3	12	A6822559	Lever Stopper	1

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3	25	B6016310	BRACKET:COUPLING:PAPER BANK(RoHs)	1
3	25	G5676310	Bracket:Coupling:Paper Bank	1
3	26	B6016311	BRACKET:COUPLING:2 (RoHs)	1
3	26	G5676311	Bracket:Coupling:2	1
3	31	B5986560	HEAT SINK:HEATER(RoHs)	1
3	31	G5686560	Heater Sink Plate (17/26/27)	1
3	33	G5685350	HARNESS:HEATER:ASS'Y(BoHs)	1
3	33	G5685340	Heater Harness	1
3	36	B6006168	BBACKET'STAND'BEAB LEET(BoHs)	1
3	36	G5696168	Bear Left Stand Bracket	1
3	39	B6006169	BBACKET'STAND'BEAB BIGHT(BoHs)	1
3	39	G5696169	Bear Bight Stand Bracket	1
<u>2</u>	42	B6006170	BBACKET STAND(Bolles)	1
3	12	G5696170	Bracket - Stand	1
5	42 1	B5082053	PAPER TRAV.PAPER RANK.DOM.ASS'V(RoHe)	1
5	1	C5682052	Paper Tray - Paper Bank (17/26/27)	1
5	0	DE002332		4
5	2	C5692700	COVEN.FAFEN SIZE SENSON.FEEN(NORS)	- 1
5	2	DE002730		4
5	9	05690770		- 1
5	9	G3082770		4
0		B0982780	SIDE FENGE:REAR:ASS Y(ROHS)	
5	15	G5682786		4
5	24	B1802972	LEVER:RISE:TRAY BUITOM PLATE(ROHS)	
5	24	A2042972	Bottom Lift Lever	1
5	29	B5982788	CUSHION:BASE:2(RoHs)	1
5	29	G3132788	Cushion:Base:2	1
5	31	B5982758	PAPER STOPPER:SIDE FENCE (RoHs)	1
5	31	G5682758	Paper Stopper:Side Fence	1
7	*	B5982670	PAPER FEED UNIT:PAPER BANK:FLORIDA-B2:ASS'Y	1
			(17/26/27/58/68)(RoHs)	
7	*	G5682650	Paper Feed Unit (17/26/27)	1
7	*	B5982660	Paper feed Unit:Paper Bank:Ass'y (57/66/67) (RoHs)	1
7	*	G5682660	Paper Feed Unit Ass'y (57/66/67)	1
7	1	B0772781	BRACKET:SENSOR (RoHs)	1
7	1	A2322781	Sensor Bracket	1
7	2	AW020161	PHOTOINTERRUPTOR:VERTICAL TRANSPORT (RoHs)	1
7	2	AW020131	Photo-interruptor-vertical Transp.	1
7	12	AW020160	PAPER FEED SENSOR (RoHs)	2
7	12	AW020056	Photointerruptor - EE-SX4235A-P1	2
7	13	B5985370	HARNESS:PAPER FEED UNIT:ASS'Y (RoHs)	1
7	13	G5685370	Harness - Paper Feed Unit	1
7	14	AF020648	TRANSPORT ROLLER:DRIVE(RoHs)	1
7	14	AF020404	Transport Roller	1
7	15	B1802780	STAY:FEED (RoHs)	1
7	15	A2322780	Stay - Paper Feed	1
7	32	B5982689	SHAFT:SEPARATE:DRIVEN:BANK:ASS'Y (RoHs)	1
7	32	G5682689	Bank Separate Driven Shaft	1

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7	33	B1802900	TORQUE LIMITER:40M	IN.M:MM18(RoHs)		1
7	33	G0602900	Torque Limiter – 40mn.	m:mm18		1
7	35	B1802725	STAY:SEPARATE:NO.2	AY:SEPARATE:NO.2:ASS'Y(RoHs)		
7	35	G0602725	Stay - Paper Separatior	y - Paper Separation		
9	1	B5982881	MICRO SWITCH:ON O	FF DETECTOR:ASS'Y	(RoHs)	1
9	1	A2322881	Micro Switch - On-off De	etector		1
9	2	AW020160	PAPER FEED SENSOR	R(RoHs)		2
9	2	AW020056	Photointerruptor - EE-S	X4235A-P1		2
9	8	AX200279	MAGNETIC CLUTCH:P	APER FEED:28Z (Rol-	ls)	1
9	8	AX200221	Magnetic Clutch - Pape	r Feed		1
9	11	B6002846	DRUM STAY:FEED RC	LLER:UPPER(RoHs)		1
9	11	G5692846	Upper Drum Stay - Fee	d Roller		1
9	13	AX040211	DC MOTOR:RISE (Roh	ls)		1
9	13	AX040128	DC Motor - 2.16W			1
9	18	B5982703	STEPPER MOTOR:MM	56:BANK:ASS'Y(RoHe	5)	1
9	18	G5682702	Stepper Motor - DC4.42	W		1
9	19	B6015300	HARNESS:MAIN:ASS'Y	(RoHs)		1
9	19	G5675300	Harness - Main			1
9	20	B6015310	HARNESS:PAPER SIZ	E SENSOR:ASS'Y(Rol	Hs)	1
9	20	G5675310	Harness - Paper Size S	ensor		1
9	21	G5675116	PCB:BANK1:ASS'Y (Ro	Hs)		1
9	21	G5675115	X/O MB4			
9	22	G3761186	BRACKET:INTERFACE	BOARD (RoHs)		1
9	22	G5671186	Bracket - Interface Boar	d		1
9	24	B1802801	HOLDER:PAPER TRAY	(RoHs)		1
9	24	G0602801	Holder - Paper Tray			1
9	26	B5982830	BRACKET:STEPPER M	IOTOR:PEEN (RoHs)		1
9	26	G5682830	Bracket - Stepper Motor			1
9	27	B5982990	SUPPORTER:PAPER 1	TRAY:ASS'Y (RoHs)		1
9	27	G5682990	Paper Tray Supporter			1
11	*	G5675116	PCB:BANK1:ASS'Y(Ro	Hs)		1
11	*	G5675110	Interface Board			1
11	1	G5675550	IC - I/O Control(RoHs)			1
11	1	G5675510	IC - I/O Control			1
13	*	G5675116	PCB:BANK1:ASS'Y (Ro	iHs)		1
13	:	G5675115	PCB Ass'y			1
13	1	G5675550	MPU:I/O:MAJORCA:P3	(RoHs)		1
13	1	G5675540	MPU:I/O:MAJORCA:P3			1

Model: General

Modification Bulletin

Reissued: 4-Aug-06

Date: 31-July-06

No.: MGenM010a

Paper Feed Unit (G568 17/26/27/57/66/67 2Tray)

Page	Index	Parts No	Description	Qty
3	2	B5981283	Left Cover (RoHs)	1
3	2	G5681283	Left Cover	1
3	3	B5982510	Guide Plate - Vertical Transport (RoHs)	1
3	3	G5682510	Guide Plate - Vertical Transport	1
3	4	B5421067	Stay:Upper:Protect (RoHs)	2
3	4	A6821067	Upper Middle Stay	2
3	6	B5985320	Harness:Interface:Ass'y (RoHs)	1
3	6	G5685320	Harness - Interface	1
3	7	B6001078	Bracket:Drawer (RoHs)	1
3	7	G5691078	Drawer Bracket	1
3	9	B6006161	Stand:Rear:Ass'y (RoHs)	1
3	9	G5696161	Rear Stand (17/26/27)	1
3	10	B6002565	Guide Plate:Vertical Transport (RoHs)	1
3	10	G5692565	Guide Plate - Vertical Transport	1
3	11	B5422862	Roller:Driven:Ass'y (RoHs)	2
3	11	A2322862	Driven Roller	2
3	15	B5422559	Stopper:Lever:Vertical Transport (RoHs)	1
3	15	A6822559	Lever Stopper	1
3	18	B5982565	Stopper:Vertical Transport:Peen (RoHs)	1
3	18	A6822565	Stopper - Vertical Transport Cover	1
3	21	B6016310	Bracket:Coupling:Paper Bank (RoHs)	1
3	21	G5676310	Bracket:Coupling:Paper Bank	1
3	24	B6006160	Stamd:Front:Ass'y (RoHs)	1
3	24	G5696160	Front Stand (17/26/27)	1
3	28	B6006169	Bracket:Stand:Rear Right (RoHs)	1
3	28	G5696169	Rear Right Stand Bracket (17/26/27)	1
3	29	B6006168	Bracket:Stand:Rear Left (RoHs)	1
3	29	G5696168	Rear Left Stand Bracket (17/26/27)	1
3	31	B5986560	Heat Sink:Heater (RoHs)	1
3	31	G5686560	Heater Sink Plate (17/26/27)	1
3	33	G5685350	Harness:Heater:Ass'y (RoHs)	1
3	33	G5685340	Heater Harness	1
3	42	B6006170	Bracket:Stand (RoHs)	1
3	42	G5696170	Bracket - Stand (17/26/27)	1
5	1	B5982953	Paper Tray:Paper Bank:DOM:Ass'y (RoHs)	2
5	1	G5682952	Paper Tray - Paper Bank (17/26/27)	2
5	1	B5982953	Paper Tray:Paper Bank:DOM:Ass'y (RoHs)	2
5	1	G5682953	Paper Tray Paper Bank Ass'y (57/66/67)	2
5	2	B1802972	Lever:Rise:Tray Bottom Plate (RoHs)	1
5	2	A2042972	Bottom Lift Lever	1
5	3	B5982790	Cover:Paper Size Sensor:Peen (RoHs)	1
5	3	G5682790	Paper Size Sensor Cover	1
5	10	B5982770	Tray Bottom Plate:Hltr:Ass'y (RoHs)	1
5	10	G5682770	Tray Bottom Plate:Hltr:Ass'y	1
5	16	B5982786	Sisde Fence:Rear:Ass'y (RoHs)	1
5	16	G5682786	Side Fence:Rear:Ass'y	1

Modification Bulletin

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Model	: Genera	ıl	Date: 31-July-06 No.: MGenM01	
Page	Index	Parts No	Description	Qty
5	29	B5982788	Cushion:Base:2 (RoHs)	1
5	29	G3132788	Cushion:Base:2	1
5	31	B5982758	Paper Stopper:Side Fence (RoHs)	2
5	31	G5682758	Paper Stopper:Side Fence	2
7	*	B5982670	Paper Feed Unit:Paper Bank:Florida-B2:Ass'y (RoHs)	2
7	*	G5682650	Paper Feed Unit (17/26/27)	2
7	*	B5982670	Paper Feed Unit:Paper Bank:Florida-B2:Ass'y (RoHs)	1
7	*	G5682660	Paper Feed Unit Ass'y (57/66/67)	1
7	1	B1802780	Stay:Feed (RoHs)	2
7	1	A2322780	Stay - Paper Feed	2
7	2	AW020161	Photointerruptor:Vertical Transprt (RoHs)	2
7	2	AW020131	Photo-interruptor-vertical Transp.	2
7	3	B0772781	Bracket:Sensor (RoHs)	2
7	3	A2322781	Sensor Bracket	2
7	5	B6016311	Bracket:Coupling:2 (RoHs)	1
7	5	G5676311	Bracket:Coupling:2	1
7	7	B5982842	Drum Stay:Feed Roller (RoHs)	1
7	7	G5682842	Drum Stay - Feed Roller	1
7	9	B5982838	Timing Pulley:20T:Coupling:Press Fi (RoHs)	2
7	9	G5682838	Timing Pulley - 20T	2
7	12	B5982836	Gear:Z28:20T:Press Fit (RoHs)	2
7	12	G5682836	Gear - Z28/20T	2
7	13	B6002846	Drum Stav:Feed Roller:UPPER (RoHs)	1
7	13	G5692846	Upper Drum Stay - Feed Roller	1
7	15	B5985370	Harness:Paper Feed Unit:Ass'v (RoHs)	2
7	15	G5685370	Harness - Paper Feed Unit	2
7	18	AX200279	Magnetic Clutch:Paper Feed:28Z (RoHs)	2
7	18	AX200221	Magnetic Clutch - Paper Feed	2
7	20	AW020160	Paper feed Sensor (RoHs)	4
7	20	AW020056	Photointerruptor - EE-SX4235A-P1	4
9	13	B5982689	Shaft:Separate:Driven:Bank:Ass'v (RoHs)	2
9	13	G5682689	Bank Separate Driven Shaft	2
9	14	B1802900	Torque Limiter:40MN.M:MM18 (RoHs)	2
9	14	G0602900	Torque Limiter - 40mn · m 18mm	2
9	18	B1802725	Stav:Separate:NO 2:Ass'v (BoHs)	2
9	18	G0602725	Stay - Paper Separation	2
11	2	B5982881	Micro Switch:On off Detector:Ass'v (BoHs)	1
11	2	A2322881	Micro Switch - On-off Detector	1
11	5	B5982703	Stepper Motor: MM56:Bank:Ass'v (BoHs)	1
11	5	G5682702	Stepper Motor - DC4 42W	1
11	6	AX040211	DC Motor Bise (BoHs)	2
11	6	AX040128	DC Motor - 2 16W	2
11	7	B5985300	Harness:Main:Ass'y (BoHs)	1
11	7	G5685300	Harness - Main	1
11	9	B5985310	Harness:Paper Size Sensor:Ass'v (BoHs)	1
11	9	G5685310	Harness - Paper Size Sensor	1
11	10	G5685116	PCB:BANK2:Ass'v (BoHs)	1
11	10	G5685115	PCB Ass'v	1
••		0.0000110		

Modification Bulletin

Reissued: 4-Aug-06

Model: General Date: 31-July-06 N			No.: MGenM	1010a		
Page	Index	Parts No	Description			Qty
11	11	B5981187	Bracket:Interface Board	(RoHs)		1
11	11	G5681187	Bracket - Interface Boar	.d		1
11	14	AW020160	Paper Feed Sensor (Ro	Hs)		4
11	14	AW020056	Photointerruptor - EE-S.	X4235A-P1		4
11	15	B1802801	Holder:Paper Tray (Rol-	ls)		2
11	15	G0602801	Holder - Paper Tray			2
11	18	B5982830	Bracket:Stepper Motor:	PEEN (RoHs)		1
11	18	G5682830	Bracket - Stepper Motor	·		1
11	19	B5982990	Supporter:Paper Tray:A	ss'y (RoHs)		2
11	19	G5682990	Paper Tray Supporter			2
13	*	G5685116	PCB:BANK2:Ass'y (Rol	Hs)		1
13	*	G5685115	PCB Ass'y			1
13	1	G5685550	IC - I/O Control (RoHs)			1
13	1	G5685510	IC - I/O Control			1
15	*	G5685116	PCB:BANK2:Ass'y (Rol	Hs)		1
15	*	G5685115	PCB Ass'y			1
15	1	G5685550	MPU:I/O:FLORIDA-B:P.	3 (RoHs)		1
15	1	G5685540	MPU:I/O:FLORIDA-B:P	3		1

Paper Bank Type 2238 (G569)

	1			
Page	Index	Parts No	Description	Qty
3	4	B6002515	Stay:Upper:Protect (RoHs)	1
3	4	G5692515	Guide Plate - Vertical Transport	1
3	5	B5421067	Stay:Upper:Protect (RoHs)	2
3	5	A6821067	Upper Middle Stay	2
3	6	B6006160	Stamd:Front:Ass'y (RoHs)	1
3	6	G5696160	Front Stand (17/26/27)	1
3	7	B5985320	Harness:Interface:Ass'y (RoHs)	1
3	7	G5685320	Harness - Interface	1
3	8	G5691078	Bracket:Drawer (RoHs)	1
3	8	G5691078	Drawer Bracket	1
3	10	B6006161	Stand:Rear:Ass'y (RoHs)	1
3	10	G5696161	Rear Stand (17/26/27)	1
3	11	B6016310	Bracket:Coupling:Paper Bank (RoHs)	1
3	11	G5676310	Bracket:Coupling:Paper Bank	1
3	12	B6002565	Guide Plate:Vertical Transport (RoHs)	1
3	12	G5692565	Guide Plate - Vertical Transport	1
3	17	B5422862	Roller:Driven:Ass'y (RoHs)	1
3	17	A2322862	Driven Roller	1
3	18	B5422559	Stopper:Lever:Vertical Transport (RoHs)	1
3	18	A6822559	Lever Stopper	1
3	22	B5982565	Stopper:Vertical Transport:Peen (RoHs)	1
3	22	A6822565	Stopper - Vertical Transport Cover	1
3	28	B6006168	Bracket:Stand:Rear Left (RoHs)	1
3	28	G5696168	Rear Left Stand Bracket	1

Modification Bulletin

Mode	l: Genera		Date: 31-July-06 No.: MGenM	010a
Page	Index	Parts No	Description	Qty
3	29	B6006169	Bracket:Stand:Rear Right (RoHs)	1
3	29	G5696169	Rear Right Stand Bracket	1
5	*	B6002604	Tandem LCT:Ass'y (RoHs)	1
5	*	G5692601	Tandem LCT Ass'y	1
5	3	B6002680	Cover:Timing Belt:Tandem Tray (RoHs)	1
5	3	G5692680	Cover - Timing Belt	1
5	6	B6002715	Cover:Positioning Sensor (RoHs)	1
5	6	G5692715	Cover - Positioning Sensor	1
5	8	B6001175	Slide Rail:Right (RoHs)	1
5	8	G5691175	Right Slide Rail	1
5	9	AW020162	Photointerruptor:Paper Volume (RoHs)	2
5	9	G5695510	Photointerruptor - Paper Volume	2
5	10	B6002709	Bracket:Paper Volume Sensor (RoHs)	1
5	10	G5692709	Bracket - Paper Height Sensor - Tandem LCT	1
5	16	B6002655	Rear Side Fence (RoHs)	1
5	16	B6002650	X/O (RoHs)	
5	16	G5692650	Rear Side Fence	1
5	17	B6002645	Front Side Fence (RoHs)	1
5	17	B6002640	X/O (RoHs)	
5	17	G5692640	Front Side Fence	1
5	18	B6002705	Side Fence:Tandem Tray:Sub:Ass'y (RoHs)	1
5	18	G5692705	Side Fence Ass'v - Tandem Trav	1
5	20	B5986560	Heat Sink:Heater (RoHs)	1
5	20	G5686560	Heater Sink Plate	1
5	22	G5685350	Harness:Heater:Ass'v (BoHs)	1
5	22	G5685340	Heater Harness	1
7	*	B6002602	Large Capacity Tray:Ass'y (RoHs)	1
7	*	G5692602	Large Capacity Tray (17/26/27/66/67)	1
7	1	B6002667	Bracket:Oil Damper (BoHs)	1
7	1	G5692667	Bracket	1
7	8	B6002663	Stav:Timing Belt:Rear (RoHs)	1
7	8	G5692663	Rear Stay - Timing Belt	1
7	12	B6002669	Bracket:Roller:Plate (RoHs)	1
7	12	G5692669	Bracket - Roller	1
7	14	B6002662	Stay:Timing Belt:Front (RoHs)	1
7	14	G5692662	Front Stay - Timing Belt	1
9	5	AW020162	Photointerruptor:Paper Volume Sensor (RoHs)	1
9	5	G5695510	Photointerruptor - Paper Volume	1
9	6	B6005350	Harness:Tandem Tray:Ass'y (RoHs)	1
9	6	G5695350	Harness - Tandem Trav	1
9	11	B6002672	Stopper:Timing Belt:Slider (RoHs)	1
9	11	G5692672	Stopper - Timing Belt	1
9	14	B6002728	Bracket:Timing Pulley:Drive (RoHs)	1
9	14	A8622728	Timing Pulley Bracket	1
11	*	B6002513	Paper Tray:ARABIA:Ass'y (LT) (RoHs)	1
11	*	B6002511	Paper Tray:ARABIA:Ass'v (LT)	1
11	*	B6002512	Paper Tray:ARABIA:Ass'v (A4) (RoHs)	1
11	*	B6002510	Paper Tray:ARABIA:Ass'y (A4)	1

Modification Bulletin

Model	: General		Date: 31-July-06 No.: MGenM	010a
Page	Index	Parts No	Description	Qty
11	6	B6002846	Drum Stay:Feed Roller:UPPER (RoHs)	1
11	6	G5692846	Upper Drum Stay - Feed Roller	1
11	7	AW020161	Photointerruptor:Vertical Transprt (RoHs)	1
11	7	AW020131	Photo-interruptor-vertical Transp.	1
11	8	B5982881	Micro Switch:On off Detector:Ass'y (RoHs)	1
11	8	A2322781	Sensor Bracket	1
11	9	B6016311	Bracket:Coupling:2 (RoHs)	1
11	9	G5676311	Bracket:Coupling:2	1
11	10	B1802780	Stay:Feed (RoHs)	1
11	10	A2322780	Stay - Paper Feed	1
11	11	B5985370	Harness:Paper Feed Unit:Ass'y (RoHs)	1
11	11	G5685370	Harness - Paper Feed Unit	1
11	12	AW020160	Paper feed Sensor (RoHs)	2
11	12	AW020056	Photointerruptor - EE-SX4235A-P1	2
11	13	AX200279	Magnetic Clutch:Paper Feed:28Z (RoHs)	1
11	13	AX200221	Magnetic Clutch - Paper Feed	1
13	*	B5982665	Paper Feed Unit:Paper Bank:2:Ass'y (RoHs)	1
13	*	G5682665	Paper Feed Unit:Paper Bank:2:Ass'y	1
13	14	B1802725	Stay:Separate:NO.2:Ass'y (RoHs)	1
13	14	G0602725	Stay - Paper Separation	1
13	21	B5982689	Shaft:Separate:Driven:Bank:Ass'y (RoHs)	1
13	21	G5682689	Bank Separate Driven Shaft	2
15	1	B5982881	Micro Switch:On off Detector:Ass'y (RoHs)	1
15	1	A2322881	Micro Switch - On-Off Detector	1
15	5	B5982703	Stepper Motor:MM56:Bank:Ass'y (RoHs)	1
15	5	G5682702	Stepper Motor - DC4.42W	1
15	7	AX200276	Magnetic Clutch:0.8N M28Z (RoHs)	1
15	7	AX200158	Magnetic Clutch - 0.8n 28z	1
15	10	B6002826	Bracket:Magnetic Clutch (RoHs)	1
15	10	G5692826	Bracket - Magnetic Clutch	1
15	11	B6002825	Bracket:Joint (RoHs)	1
15	11	G5692825	Joint Bracket	1
15	12	B6002827	Drum Stay - Timing Belt (RoHs)	1
15	12	G5692827	Drum Stay - Timing Belt	1
15	16	B6001082	DRUM STAY:TIMING BELT(RoHs)	1
15	16	G6971082	Tray Holder	1
15	20	B6002881	Bracket:DC Motor:Rise:2 (RoHs)	1
15	20	G5692881	Bracket - DC Motor	1
15	21	AX040212	DC Motor:Rise:Large Capacity Tray (RoHs)	1
15	21	G5692900	DC Motor - 24W	1
15	23	B6005300	Harness:Main:Ass'y (RoHs)	1
15	23	G5695300	Harness - Main	1
15	24	G5695116	PCB:LCT:ASS'Y (RoHs)	1
15	24	G5695115	X/O MB9	
15	25	B5981187	Bracket:Interface Board (RoHs)	1
15	25	G5681187	Bracket - Interface Board	1
15	26	B6001085	Bracket:Drawer:ARABIA (RoHs)	1
15	26	G5691085	Drawer Bracket	1
Modification Bulletin

Reissued: 4-Aug-06

Model: General				Date: 31-July-06	No.: MGenM	010a
Page	Index	Parts No	Description			Qty
15	27	B6005310	Harness:Tandem Tray:/	Ass'y (RoHs)		1
15	27	G5695310	Harness - Connecting			1
15	28	B6001087	BRACKET:SAFETY(Ro	Hs)		1
15	28	G5691087	Bracket - Safety			1
15	29	AW020160	Paper Feed Sensor (Ro	Hs)		6
15	29	AW020056	Photointerrupter - EE-SX4235A-P1			6
15	31	B5982830	Bracket:Stepper Motor:	Bracket:Stepper Motor:PEEN (RoHs)		
15	31	G5682830	Bracket - Stepper Motor	r		1
17	*	G5695116	PCB:LCT:ASS'Y (RoHs	·)		1
17	*	G5695115	X/O MB9			
17	1	G5685550	IC:I/O Control:FLB/ARB	(RoHs)		1
17	1	G5685510	IC:I/O Control:FLB/ARB	}		1
19	*	G5695116	PCB:LCT:ASS'Y (RoHs	PCB:LCT:ASS'Y (RoHs)		
19	*	G5695115	X/O MB9			
19	1	G5685550	IC:I/O Control:Florida-B:P3 (RoHs)			1
19	1	G5685540	IC:I/O Control:Florida-B:P3			1

Punch Kit Type 1045 (B377)

Page	Index	Parts No	Description	Qty
3	1	B5457506	Screw:Bushing (RoHs)	4
3	1	B3527506	Screw	4
3	3	AX060307	Brushiless Motor:Drive:DC24V 5W (RoHs)	1
3	3	AX060258	Brushiless Motor:Drive	1
3	5	B3777111	Punch Unit:NA:2-3Hole:Ass'y (RoHs)	1
3	5	B3777117	Punch Unit - 2-3 Hole (17/57)	1
3	5	B3777112	Punch Unit:EU:2-4Hole:Ass'y (RoHs)	1
3	5	B3777127	Punch Unit - 2-4 Hole (27/67)	1
3	5	B3777113	Punch Unit:NE:4Hole:Ass'y (RoHs)	1
3	5	B3777131	Punch Unit - 4 Hole (31/68)	1
3	9	AX210096	Magnetic Spring Clutch:Z42 (RoHs)	1
3	9	AX210077	Magnetic Spring Clutch 42Z	1
3	10	B5457411	Spacer:2MM (RoHs)	1
3	10	A8127411	Spacer - 2mm	1
3	10	B5457412	Spacer:1MM (RoHs)	2
3	10	A8127412	Spacer - 1mm	2
3	14	AW010123	Photo Refrection Sensor:PSR11D1-B (RoHs)	1
3	14	AW010070	Photosensor - PS-R11D1-B	1
3	15	AA143790	Screw:Contact Point (RoHs)	1
3	15	A6971125	Stepped Screw - Lever	1
3	24	B3776112	Bracket:Guard:Brushless Motor (RoHs)	1
3	24	B3776111	Motor Guard Bracket	1
3	25	B3775366	Harness:Connecting:Punch Unit:2-3:NA (RoHs)	1
3	25	B3775361	Harness - Punch Unit 2-3 NA (17/57)	1

Reissued: 4-Aug-06

Model: General Date: 31-July-06 No.: MGenM0 ⁻
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Model: PL-P1

PL-P1 (G108)

Page	Index	Parts No	Description	Qty
17	7	V126788	Tr Cam Clutch 2PU (RoHs)	1
17	7	V126639	Tr Cam Clutch 3	1
19	4	G1085218	PCB:Pluto-p1:RAM:EXP (RoHs)	1
19	4	G1085217	x/o MB12	
19	12	G1085134	Knob Screw:Drum Stay:Lower (RoHs)	1
19	12	G1085104	Knob Screw - Drum Stay Lower	1
19	14	V1286679	Printer Controller RNE (G132) (RoHs)	1
19	14	V128638	x/o MB12	
21	3	V128676	Lv Power Supply (220 V) PU (RoHs)	1
21	3	V128453	Lv Power Supply (220 V) PU	1

Technical Bulletin

PAGE: 1/1

Model: General Da				Date: 22-Nov-06		No.: RGene022
Subject: SP5515-001 Default Setting Incorrect				Prepared by: A. Ishiyama		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	Troubleshooting	Part inf	orma	tion	Actior	n required
	🗌 Mechanical	Electric	al		🗌 Servic	ce manual revision
	Paper path	🗌 Transm	it/rec	eive	Retro	fit information
	Product Safety	🗌 Other ()	1	

Important Information Regarding the @Remote Feature

 The default value of Sp5515-001 (Enabling SC Call via @Remote) is incorrect on the affected products listed below.

Correct: 1 (Enable)

Incorrect: 0 (Disable)

[Affected Products]

- Model Ap-P1
- Model Mt-P2
- Model Ad-P4
- Model G-P2
- The solution is as follows:

Note: A separate firmware history RTB will be issued.

- 1. Firmware modification:
 - Model Ap-P1: From November 2006 production
 - Model Mt-P2: From December 2006 production
 - Model Ad-P4: From January 2007 production
 - Model G-P2: From January 2007 production
- 2. In the field:

Set Sp5515-001 to "1" when you register the machine with @Remote.

Important:Do this also when you install the modified firmware listed above. It is not an automatic change when you install the firmware.

Note: You can set change this SP setting remotely using the @Remote feature.

Technical Bulletin

Model: General Dat				te: 26-Dec-06		No.: RGene023
Subject: Importance of RFU via @Remote				Prepared by: A. Ishiyama		
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	Troubleshooting	Part inf	ormat	tion	Action	n required
	🗌 Mechanical	Electric	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	it information
	Product Safety	Other ()		

Important Information Regarding the @Remote Feature

1. Concerning remote firmware update (RFU) via @Remote:

the release notes of system firmware in some products listed states the following: *"SC819 occurs if the power is turned OFF/ON during a remote firmware update (RFU)."*

However, before performing the RFU via @Remote, <u>please perform any necessary</u> <u>objective system firmware updating first.</u> This avoids firmware update errors related to other firmware updating.

2. When a product is connected to an external RC Gate and when performing RFU via @Remote;

If the firmware size exceeds 16MB, the update may fail. Therefore, please do not select the objective firmware from the list.

[Reason]

The physical memory capacity of the external RC Gate is 16MB.

Firmware	Part No.	Product
LCDC	B2381491A, B2381492A, B2381457	Model At-C1
	B2381459, B2381493	
LCDC	B2231491A, B2231492A, B2231457	Model Ap-C1
	B2231459, B2231493A	
LCDC	B2345321, B2345322	Model B-C3
LCDC	B2461491, B2461492A	Model M-C3

[Objective Firmware and Product]

Notes:

- a. This is as of Dec 2006.
- b. The listed LCDC is for the products which have XVGA display.
- c. If XVGA display is used for future products, it will have the same limitation.
- d. If the product is connected to an embedded type RC Gate (Cumin), there is no size limit, as the HDD in the product is used for firmware download.
- e. If local RFU by ftp command is performed with the above firmware, there is no size limit, as the HDD in the product is used for firmware download.

Technical Bulletin

PAGE: 1/5

Model: GENERAL				Date: 30-Jan-07		No.: RGene024
Subject: New Daylight Savings Time (DST) for MFP & LP				Prepared	d by: S. T	omoe
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	Troubleshooting	Part inf	ormat	tion	Action	required
	Mechanical	Electric	al		Servic	e manual revision
1	Paper path	🗌 Transm	iit/rec	eive	Retrof	fit information
1	Product Safety	Other ()		

Necessary action for new DST compliance

• The U.S. law regarding DST (daylight savings time) was changed from 2007. Please take the action shown in the "Action Table" below (Action 1, Action 2 and/or Action 3).

Note: The action is different for each model, and also for new machines versus machines already in the field (MIF).

• This RTB only applies to **MFP** and **LP** products. (A separate RTB for fax products will be issued later).

GW CTL	Model	Modified	Web Smart	Action		
Ver.	Name	System/Copy firmware ver.	Effective from:	Device Monitor (Forest)	At machine installation	MIF
Before	K-C2	N/A	N/A	No	Action 2	Action 2
04A	S-C2	N/A	N/A	No	Action 2	Action 2
04A	V-C1	TBA	TBA	No	Action 1 or 2	Action 2
	J-C2	N/A	N/A	No	Action 2	Action 2
	TH-C1	TBA	TBA	No	Action 1 or 2	Action 2
	MT-C2.5	N/A	N/A	No	Action 2	Action 2
	D-C2	TBA	TBA	No	Action 1 or 2	Action 2
	G-P1	N/A	N/A	No	Action 2	Action 2
	AR-P2	TBA	TBA	No	Action 1 or 2	Action 2
	K-P4	TBA	TBA	No	Action 1 or 2	Action 2
	C-P2	TBA	TBA	No	Action 1 or 2	Action 2
	MT-P1	N/A	N/A	No	Action 2	Action 2
05S	J-P4	TBA	TBA	Yes	Action 1 or 2	Action 2 or 3
	A-C4	N/A	N/A	Yes	Action 2	Action 2 or 3
	R-C4	N/A	N/A	Yes	Action 2	Action 2 or 3

Action Table

Technical Bulletin

PAGE: 2/5

Model: C	BENERAL			Date: 30-Jan-07		No.: RGene024	
GW CTI	Model	Modified		Web Smart		Action	
Ver.	Name	System/Copy firmware ver.	Effective from:	Device Monitor (Forest)	(Forest) At machine		
05S	A-C4.5		From 1st mass production	Yes			
	R-C4.5	Ver 1.02 or later	Dec 18, '06	Yes	Action 1 or	2 Action 2 or 3	
05A	B-C3	TBA	TBA	Yes	Action 1 or	2 Action 2 or 3	
	MT-C3	TBA	TBA	Yes	Action 1 or	2 Action 2 or 3	
	AP-C1	TBA	TBA	Yes	Action 1 or	2 Action 2 or 3	
	AT-C1	TBA	TBA	Yes	Action 1 or	2 Action 2 or 3	
	PG-C1	TBA	TBA	Yes	Action 1 or	2 Action 2 or 3	
06S	MT-P2	TBA	TBA	Yes	Action 1 or	2 Action 2 or 3	
	AP-P1	TBA	TBA	Yes	Action 1 or	2 Action 2 or 3	
	A-P4	TBA	TBA	Yes	Action 1 or	2 Action 2 or 3	
	G-P2	TBA	TBA	Yes	Action 1 or	2 Action 2 or 3	
06A	K-C3	Ver 1.01 or later	Dec 20, '06	Yes	Action 1 or	2 Action 2 or 3	
	S-C3	Ver 1.01 or later	Dec 20, '06	Yes	Action 1 or	2 Action 2 or 3	
	PR-C1		From 1st mass production	Yes			
	N-C2		From 1st mass production	Yes			
	N-P1		From 1st mass production	Yes			
	S-P1		From 1st mass production	Yes			

RICOH
Model: GENERAL

Technical	B ulletin

Date: 30-Jan-07

Action

Check the "Action Table" above and then do one or more of the following.

Action 1: Firmware update

- 1. Update the System/Copy firmware to the version listed in the Action Table.
- 2. Do SP5-801-003 (SCS memory clr).

Note: This step is necessary to change the time and date settings of Sp5307. Updating the firmware only changes the default values.

Action 2: Changing the settings of SP5-307 manually

1. Set the following SP modes to the values shown.

SP mode	Set to this value:
SP5-307-003 (Start Date Set)	03200210
SP5-307-004 (End Date Set)	11100200

2. Turn the main switch off and on.

Action 3: Changing the date and time with Web Smart Device Monitor (Forest)

If the machine is connected to Forest, change the date and time as follows.

Note: The customer can also change these settings.

For models with the 05S GW controller or later, the customer can change the date and time with the following procedure.

1. Open Web Smart Device Monitor.



Model: GENERAL

Date: 30-Jan-07

No.: RGene024

2. Select the devices whose date and time settings you want to change, click the Printer tab, and then click Batch Configuration.

Directory 🕒	Printer M	<i>l</i> anagement	► Ac	ccess Log List 🕨	
▼ View by Filter	Mair	Group			
Printers with Errors					
Discovered Printers		Printers			
Registered Unconnected Printers	Edit -	Printer 🔹 Filter 💌	View	🔹 Sort by 👻 📄	
Transfer Log Set Printers	1-26	Batch Configuration			
 No Filters Filter Settings > > 	Printer	Firmware Update Transfer Log Settings		mber Floor Locat	
 View by Group 	🔽 🚰 Afic	Device Address List Settings User Management Settings Error Notification by Email Error Report		. 1078	
⊞ <mark>≪Main Group</mark>	🔲 🕼 ima			1063	
⊕	🔲 🕼 Afic			1027	
	🔲 🕼 Afic)001	
	🔲 🐨 Afic	Refresh Selected Device)163	

3. In the <Settings> area, click the Specify button for Date and time.

Web SmartDeviceMonitor					
Batch Configuration Make necessary batch configuration settings for the selected printers.					
Selected printers:	2 Details				
Batch configuration completion:	 Notify Notification Settings Do not notify 				
<settings></settings>					
🔳 General:	Specify				
Date and time:	Specify				
Protocol:	Specify				
TCP/IP:	Specify				
SNMP:	Specify				



Technical Bulletin

Model: GENERAL

Date: 30-Jan-07

No.: RGene024

4. Enter the time zone and Daylight Savings Time settings for your area, and then click OK.

Web SmartDe	Web SmartDeviceMonitor					
Batch Configuration Specify values for date and time setting items.						
<date and="" setting<="" th="" time=""><th>z></th></date>	z>					
Date:	Month: 🔽 Day: 💽 Year: Hour: 💌 Minute: 💟					
SNTP server settings: SNTP server address: Polling interval:	0.0.0.0 Every 60 min. (15-10080) Only on system startup					
<pre><time <="" daylight="" pre="" s="" zone=""> ✓ Time zone/Daylight sa Device time zone: DST: Offset time: Start date and time: End date and time:</time></pre>	xaving time settings> ving time settings: (GMT) 0 ♥: 00 ♥ ● On Off Hours: 1 ♥ Min.: 00 ♥ March ♥ The second ♥ Sunday ♥ Hour: 02 ♥ November ♥ The first ♥ Sunday ♥ Hour: 02 ♥					

Technical Bulletin

PAGE: 1/1

Model: General			Date: 29-Aug-07)7	No.: RGene025
Subject: Information for @Remote connceted devices			Preparedby: A. Ishiyama			
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	Troubleshooting	Part information		ation 🛛 Action required		required
	🔲 Mechanical	echanical Electrical		Service r		e manual revision
	Paper path	Transmit/rec		eive	Retrof	it information
	Product Safety	Other ()		

Important Information Regarding @Remote-connected Devices

- The following symptom was announced in the Release Notes for the System Firmware of each product. This RTB is a summary of these modified firmware versions, along with their part numbers and other information.
 - **Symptom:** A memory leak occurs on an RC Gate managed device when trying to obtain the managed counter data (closing counter and latest counter). As a result, the AD counter is captured but the managed counter data is sometimes missing.

Device	Applied from	Part No.	Version
A-C3V2	2005/12	B1385931H	V2.41
R-C3	2005/12	B0935931G	V1.05
J-C1	2005/11	B1015851P	V1.24
J-P3	Not applied		
P-P1	Not applied		
K-C2	Not applied		
S-C2	2006/04	B6835902F	V0.29.05
M-C2.5	2006/02	B1415211G	V1.20
J-C2	2005/12	B1805901H	V1.30
V-C1	2005/12	B1325750H	V1.19
TH-C1	2005/12	B1545550H	V1.10
D-C2	2006/02	B1885736C	V3.03
G-P1	2006/05	G1045243K	V1.11
M-P1	2006/05	G1265131D	V1.04
C-P2	2006/04	G1135430D	V1.05
K-P4	2006/04	G1165430E	V1.06
AR-P2	2006/11	G1395910C	V1.03
A-C4	2005/12	B2135931J	V1.31
R-C4	2005/12	B2155931K	V1.21
J-P4	2006/04	G1315860H	V1.12

• System firmware modified for the memory leak issue:

Technical Bulletin

Reissued:18-Sep-13

Date: 29-Aug-07

No.: RGene026a

RTB Reissue

Model: General

The items in bold italics were corrected or added.							
Subject: Service Manual Correction (SP5816-208)			Prepared by: A. Ishiyama				
From: 1st Tech Service Sect., MFP/P Tech Service Dept.							
Classification:	Troubleshooting	Troubleshooting		Action required			
	Mechanical Electrical			Service manual revision			
	Paper path Transmit/rece		eive	Retrofit information			
	Product Safety	Other ()	Tier 2			

Important Information Regarding Devices Connected to @Remote via Embedded RC Gate

The Service Manuals for the products listed below were changed as follows:

- Add error codes –12005 to –12008 as shown below.
- Add error codes –12009 and –12010 as shown below (bold italics).

5. Service Tables SP5816-208

SP5-816-xxx (Mode)

208	Error Code					
	Displays a number that describes the error code that was issued when either SP5816 204 or SP5816 207 was executed.					
	Cause	Code Meaning				
	Illegal Modem Parameter	-11001	Chat parameter error			
		-11002	Chat execution error			
		-11003	Unexpected error			
	Operation Error, Incorrect Setting	-12002	Inquiry, registration attempted without acquiring device status.			
		-12003	Attempted registration without execution of an inquiry and no previous registration.			
		-12004	Attempted setting with illegal entries for certification and ID2.			
		-12005	@Remote communication is prohibited. The device has an Embedded RC gate-related problem.			
		-12006	A confirmation request was made after the confirmation was already completed.			
		-12007	The request number used at registration was different from the one used at confirmation.			
		-12008	The certification could not be updated, as the device was in use.			

Technical Bulletin

Reissued:18-Sep-13

Model: General				Date: 29-Aug-07	No.: RGene026a
		-12009* The ID2 for the individual not match the device ID st NVRAM. To resolve this en must be re-registered with			certificate does ored in the ror, the RC Gate the Center.
		-12010*	Th to SF (re po	ne common certificate ha the device. To resolve to P5870-003 and then exec e-writing the certificate). ower OFF/ON.	as not been written his error, initialize eute SP5870-001 Lastly, turn the
	Error Caused by Response from GW URL	-2385	At int	tempted dial up overseas ernational prefix for the te	without the correct lephone number.
		-2387	No	ot supported at the Service	e Center
		-2389	Da	atabase out of service	
		-2390	Pr	ogram out of service	
		-2391	T٧	vo registrations for same d	evice
		-2392	Pa	arameter error	
		-2393	Ba	asil not managed	
		-2394	De	evice not managed	
		-2395	Bc	ox ID for Basil is illegal	
		-2396	De	evice ID for Basil is illegal	
		-2397	Inc	correct ID2 format	
		-2398	Inc	correct request number for	rmat

*: 09A and later models only

Affected Products

• 05S and later models

Technical Bulletin

Reissued: 28-Mar-08

Date: 12-Mar-08

No.: RGene027a

RTB Reissue

Model: General

Subject: New Wiress LAN Option			Prepared by: н.к.		
From: 1st Tech. S	Support Sec. Service Support I	Dept.			
Classification:	Troubleshooting Part informati		tion	Action required	
	🗌 Mechanical	Electrical		Service manual revision	
	Paper path	Transmit/rec	eive	Retrofit information	
	Product Safety	Other ()		

Important Information on the Release of a New Wireless LAN Option

Overview

- 1. Production of a new wireless LAN option, the IEEE 802.11b Interface Unit Type N, began in March 2008. This will replace the current wireless LAN options listed below, because the vendor discontinued production of a key part contained in these options.
- 2. Make sure to see below for the target models and action in the field, including the necessary firmware versions.

Details

1. Discontinued wireless LAN options:

Code	EDP	Description	Note
B736-06	412176	IEEE 802.11b Interface Unit Type E	discontinued in 1st 2007
G813-01	402345	802.11b Interface Unit Type F	discontinued in 1st 2007 due to country origin issue
G813-08	403019	802.11b Interface Unit Type F	change from EDP:402345
G813-04	402378	IEEE802.11b Interface Unit Type H	discontinued in 1st 2007 due to country origin issue
G813-07	403018	IEEE802.11b Interface Unit Type H	change from EDP:402378
G874-39	402631	IEEE802.11b Interface Unit Type I	discontinued in 1st 2007 due to country origin issue
G874-48	403017	IEEE802.11b Interface Unit Type I	change from EDP:402631

for EU and Asia

Code	EDP	Description	Note
B736-07	412177	IEEE 802.11b Interface Unit Type E	discontinued in 1st 2007
G813-02	402358	802.11b Interface Unit Type F	discontinued in 1st 2007 due to country origin issue
G813-10	403020	802.11b Interface Unit Type F	change from EDP:402358
G813-05	402379	IEEE802.11b Interface Unit Type H	discontinued in 1st 2006 due to RoHS
G813-45	412996	IEEE802.11b Interface Unit Type H	discontinued in 1st 2007 due to country origin issue
G813-09	414421	IEEE802.11b Interface Unit Type H	change from EDP:412996

2. Specifications of the new wireless LAN option:



Print_B7367059.pc

IEEE 802.11b Interface Unit Type N
B736-16
414525
All-in-one (PCB, LAN card, and cover are pre-assembled)
2412 MHz to 2462 MHz (11ch.)
1Mbps, 2Mbps, 5.5 Mbps, 11Mbps

Technical Bulletin

Reissued: 28-Mar-08 Model: General

RICOH

Date: 12-Mar-08



New Type (IEEE802.11b

New Type (IEEE802.11b Interface Unit Type N): Pre-assembled

Action in the Field

1. MFP Models

Update the firmware on the target MFP models to the necessary versions during the installation.

See "Target Models" below.

2. LP Models

Update the firmware on the target LP models to the necessary versions if the customer requests it. The following notice to customers (from the Operating Instructions) lists the firmware versions necessary to use the new wireless LAN option. If a firmware update is necessary, the customer contacts their sales or service representative. **See "Target Models" below.**



Notice to users (excerpt on the next page):

Reissued: 28-Mar-08

Model: General

Date: 12-Mar-08

No.: RGene027a

Excerpt from the Operating Instructions for LP models

Installing the Optional Wireless LAN Interface Unit

Important:

- Before handling the wireless LAN interface unit, ground yourself by touching something metal to discharge any static electricity. Static electricity can damage the wireless LAN interface unit.
- Do not subject the wireless LAN interface unit to physical shocks.
- 1. Turn off the power of the printer, and then unplug the power cable and the interface cable.
- 2. Remove the two screws from the interface unit's slot cover, and then remove the slot cover.

The removed cover is not used when installing the wireless LAN interface unit. Keep it for possible future use.

For details about the location of the interface unit slot, see the manual provided with your printer.

3. Attach the wireless LAN interface unit.



Insert the end of the wireless LAN interface unit into the slot. Slot types vary according to device. For details, see the manual provided with your printer.

4. Fasten the wireless LAN interface unit to the controller board with the two screws. Check the wireless LAN interface unit is connected firmly to be controller board.

Note

- Use a coin or similar object if the screws do not turn easily.
- After finishing installation, you can check the wireless LAN interface unit is properly installed: Print the configuration page from the [List / Test Print] menu. If it is installed properly, the name of wireless LAN interface unit will appear for "Device Connection" on the configuration page.
- If the wireless LAN interface unit is not installed properly, reinstall it following this procedure. If you cannot install it properly even after attempting reinstallation, contact your sales or service representative.
- You need to make settings with the control panel before using the wireless LAN interface unit. For more information, see the manual provided with your printer.

Technical Bulletin

Reissued: 28-Mar-08

Model: General Date: 12-Mar-08 No.: RGene027a

Checking the Connection

To check the connection, use the two lights on the optional wireless LAN interface unit.



- 1. The orange light indicates normal network connectivity.
- 2. The green light indicates that the optional wireless LAN interface unit is properly powered.

If both lights are lit, the wireless connection is fully operational.

Reissued: 28-Mar-08

Model: General	Date: 12-Mar-08	No.: RGene027a
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Target Models

MFP

	Model	System firmware	NCS firmware	Websys firmware	Applied to the production line
01.	Athena- C1/C1k	1.68	5.17	1.12	2008 February
02.	Apollon-C1	1.67	5.17	1.09	2008 February
03.	Pegasus-C1	(1.31)	(5.17)	(1.08)	2008 March
04.	Kir-C3(GW)	1.08	6.14	1.07	2008 March
05.	Stella- C3(GW)	1.05	6.14	1.06	2008 March
06.	Parisian- C1(GW)	1.02	6.14	1.03	2008 March
07.	Neptune-C2	(2.00)	(6.10)	(1.08)	2008 May
08.	Martini-C3.5	3.01	5.56	2.03	2008 April

Note:

- The old wireless LAN options can be used with both the old and new firmware.
- The following models only support the old wireless LAN options:
- Bellini-C3, Themis-C1, Adonis-C4.5, Russian-C4.5, Jupiter-C2, Martini-C2.5, Martini-C3

LP

	Model	System	NCS firmware	Websys	Applied to the production
		firmware		firmware	line
01.	Gaia-P2	(1.12)	T.B.D	T.B.D	2008 April
02.	Gaia-P2L	(1.01)	T.B.D	T.B.D	2008 April
03.	Apollon-P1d	1.07	6.05.7	1.03	2008 March
04.	Adonis-P4	(1.08)	T.B.D	T.B.D	2008 April
05.	Martini-P2	1.10	6.05.7	1.02	2008 April
06.	Sincere-P1	1.08*	6.10	1.03	2008 February
07.	Neptune-P1	1.02	6.10	1.03	2008 May

Note:

- The old wireless LAN options can be used with both the old and new firmware.
- The following models only support the old wireless LAN options: Kir-P4, Ares-P2, Jupiter-P4
- *: The notice to customers for Sincere-P1 mentions "version 1.07" for the System firmware, but 1.07 was not used for the production. The correct version is 1.08.

Modification Bulletin

PAGE: 1/1

Model: General	ate: 05-Jun-08		No.: MGenM011			
Modified Article:		Prepared by: M. Ishihara				
From: 1st Tech. Support Sec. Service Support Dept.						
Reason for	Parts catalog correction	Vendor	ch	ange	Other	
Modification:	To facilitate assembly	🗌 To impr	ove	e reliability	🗌 To mee	et standards
	Part standardization	Product	t Sa	afety	()

Old part	New part	Description	Q'ty	Int	Page	Index	Note
number	number						
B6456810	B6456820	SD-CARD:USB:WRITER:BN-	1-1	O/O	-	-	
		SDCGTY					

Change/Reason: Vendor change.

Technical Bulletin

Reissued: 10-Jun-08

Date: 12-Mar-08

No.: RGene027b

RTB Reissue

Model: General

The items in <i>bold italics</i> were corrected or added.					
Subject: New Wiress LAN Option				d by: H.K.	
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	
	Product Safety	🗌 Other ()	🛛 Tier 2	

Important Information on the Release of a New Wireless LAN Option

Overview

- 1. Production on a new wireless LAN option, the IEEE 802.11b Interface Unit Type N, began in March 2008. This will replace the current wireless LAN options listed below, as the vendor discontinued production on a key part contained in these options.
- 2. Make sure to see below for the target models and action in the field, including the necessary firmware versions.

Details

1. Discontinued wireless LAN options:

for US			
Code	EDP	Description	Note
B736-06	412176	IEEE 802.11b Interface Unit Type E	discontinued in 1st 2007
G813-01	402345	802.11b Interface Unit Type F	discontinued in 1st 2007 due to country origin issue
G813-08	403019	802.11b Interface Unit Type F	change from EDP:402345
G813-04	402378	IEEE802.11b Interface Unit Type H	discontinued in 1st 2007 due to country origin issue
G813-07	403018	IEEE802.11b Interface Unit Type H	change from EDP:402378
G874-39	402631	IEEE802.11b Interface Unit Type I	discontinued in 1st 2007 due to country origin issue
G874-48	403017	IEEE802.11b Interface Unit Type I	change from EDP:402631

for EU and Asia

Code	EDP	Description	Note
B736-07	412177	IEEE 802.11b Interface Unit Type E	discontinued in 1st 2007
G813-02	402358	802.11b Interface Unit Type F	discontinued in 1st 2007 due to country origin issue
G813-10	403020	802.11b Interface Unit Type F	change from EDP:402358
G813-05	402379	IEEE802.11b Interface Unit Type H	discontinued in 1st 2006 due to RoHS
G813-45	412996	IEEE802.11b Interface Unit Type H	discontinued in 1st 2007 due to country origin issue
G813-09	414421	IEEE802.11b Interface Unit Type H	change from EDP:412996

RICOH

Technical Bulletin

Reissued: 10-Jun-08 Model: General

Date: 12-Mar-08

No.: RGene027b

2. Specifications of the new wireless LAN option:



Specification Sheet: IEEE 802.11b Interface Unit Type N Model Name: Machine code: B736-16 EDP code: 414525 All-in-one (PCB, LAN card, and cover are pre-assembled) Package: Channel freq. range: 2412 MHz to 2462 MHz (11ch.) Transmission speed: 1Mbps, 2Mbps, 5.5 Mbps, 11Mbps

Technical Bulletin

Model: General

Date: 12-Mar-08

Pre-assembled



New Type (IEEE802.11b Interface Unit Type N):

Action in the Field

1. MFP Models

Update the firmware on the target MFP models to the necessary versions at the installation.

See "Target Models" below.

2. LP Models

Update the firmware on the target LP models to the necessary versions if the customer requests it. The following notice to customers (from the Operating Instructions) lists the firmware versions necessary to use the new wireless LAN option. If a firmware update is necessary, the customer contacts their sales or service representative. See "Target Models" below.

Notice to users (excerpt on next page):



RICOH Reissued: 10-Jun-08

Reissued: 10-Jun-08

Model: General

Date: 12-Mar-08

No.: RGene027b

Excerpt from the Operating Instructions for LP models

Installing the Optional Wireless LAN Interface Unit

Important:

- Before handling the wireless LAN interface unit, ground yourself by touching something metal to discharge any static electricity. Static electricity can damage the wireless LAN interface unit.
- Do not subject the wireless LAN interface unit to physical shocks.
- 1. Turn off the power of the printer, and then unplug the power cable and the interface cable.
- 2. Remove the two screws from the interface unit's slot cover, and then remove the slot cover.

The removed cover is not used when installing the wireless LAN interface unit. Keep it for possible future use.

For details about the location of the interface unit slot, see the manual provided with your printer.

3. Attach the wireless LAN interface unit.



Insert the end of the wireless LAN interface unit into the slot. Slot types vary according to device. For details, see the manual provided with your printer.

4. Fasten the wireless LAN interface unit to the controller board with the two screws. Check the wireless LAN interface unit is connected firmly to be controller board.

Note

- Use a coin or similar object if the screws do not turn easily.
- After finishing installation, you can check the wireless LAN interface unit is properly installed: Print the configuration page from the [List / Test Print] menu. If it is installed properly, the name of wireless LAN interface unit will appear for "Device Connection" on the configuration page.
- If the wireless LAN interface unit is not installed properly, reinstall it following this procedure. If you cannot install it properly even after attempting reinstallation, contact your sales or service representative.
- You need to make settings with the control panel before using the wireless LAN interface unit. For more information, see the manual provided with your printer.

Technical Bulletin

Reissued: 10-Jun-08

Model: General Date: 12-Mar-08 No.: RGene027b

Checking the Connection

To check the connection, use the two lights on the optional wireless LAN interface unit.



- 1. The orange light indicates normal network connectivity.
- 2. The green light indicates that the optional wireless LAN interface unit is properly powered.

If both lights are lit, the wireless connection is fully operational.

Reissued: 10-Jun-08

Model: General	Date: 12-Mar-08	No.: RGene027b
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Target Models

MFP

	Model	System firmware	NCS firmware	Websys firmware	Applied to the production line
01.	Athena- C1/C1k	1.68	5.17	1.12	2008 February
02.	Apollon-C1	1.67	5.17	1.09	2008 February
03.	Pegasus-C1	1.31	5.17	1.08	2008 March
04.	Kir-C3(GW)	1.08	6.14	1.07	2008 March
05.	Stella- C3(GW)	1.05	6.14	1.06	2008 March
06.	Parisian- C1(GW)	1.02	6.14	1.03	2008 March
07.	Neptune-C2	(2.00)	(6.10)	(1.08)	2008 May
08.	Martini-C3.5	3.01	5.56	2.03	2008 April

Note:

- The old wireless LAN options can be used with both the old and new firmware.
- The following models only support the old wireless LAN options:
- Bellini-C3, Themis-C1, Adonis-C4.5, Russian-C4.5, Jupiter-C2, Martini-C2.5, Martini-C3

LP

	Model	System firmware	NCS firmware	Websys firmware	Applied to the production line
01.	Gaia-P2	1.12	6.05.7	1.07	2008 April
02.	Gaia-P2L	1.01	6.05.7	1.07	2008 April
03.	Apollon-P1d	1.07	6.05.7	1.03	2008 March
04.	Adonis-P4	1.08	6.05.7	1.05	2008 April
05.	Martini-P2	1.10	6.05.7	1.02	2008 April
06.	Sincere-P1	1.08*	6.10	1.03	2008 February
07.	Neptune-P1	1.02	6.10	1.03	2008 May

Note:

- The old wireless LAN options can be used with both the old and new firmware.
- The following models only support the old wireless LAN options: Kir-P4, Ares-P2, Jupiter-P4
- *: The notice to customers for Sincere -P1 mentions "version 1.07" for the System firmware, but 1.07 was not used for the production. The correct version is 1.08.

Technical Bulletin

Reissued: 21-Aug-08

Date: 12-Mar-08

No.: RGene027c

RTB Reissue

Model: General

The items in bold italics were corrected or added.						
Subject: New Wiress LAN Option			Prepared by: н.к.			
From: 1st Tech. Support Sec. Service Support Dept.						
Classification:	Troubleshooting Mechanical Paper path Product Safety	Part informat Electrical Transmit/rec Other (ion eive	 Action required Service manual revision Retrofit information Tier 2 		

Important Information on the Release of a New Wireless LAN Option

Overview

- 1. Production on a new wireless LAN option, the **IEEE 802.11b Interface Unit Type N**, began in March 2008. This will replace the current wireless LAN options listed below, as the vendor discontinued production on a key part contained in these options.
- 2. Make sure to see below for the target models and action in the field, including the necessary firmware versions.

Details

1. Discontinued wireless LAN options:

for US			
Code	EDP	Description	Note
B736-06	412176	IEEE 802.11b Interface Unit Type E	discontinued in 1st 2007
G813-01	402345	802.11b Interface Unit Type F	discontinued in 1st 2007 due to country origin issue
G813-08	403019	802.11b Interface Unit Type F	change from EDP:402345
G813-04	402378	IEEE802.11b Interface Unit Type H	discontinued in 1st 2007 due to country origin issue
G813-07	403018	IEEE802.11b Interface Unit Type H	change from EDP:402378
G874-39	402631	IEEE802.11b Interface Unit Type I	discontinued in 1st 2007 due to country origin issue
G874-48	403017	IEEE802.11b Interface Unit Type I	change from EDP:402631

for EU and Asia

Code	EDP	Description	Note
B736-07	412177	IEEE 802.11b Interface Unit Type E	discontinued in 1st 2007
G813-02	402358	802.11b Interface Unit Type F	discontinued in 1st 2007 due to country origin issue
G813-10	403020	802.11b Interface Unit Type F	change from EDP:402358
G813-05	402379	IEEE802.11b Interface Unit Type H	discontinued in 1st 2006 due to RoHS
G813-45	412996	IEEE802.11b Interface Unit Type H	discontinued in 1st 2007 due to country origin issue
G813-09	414421	IEEE802.11b Interface Unit Type H	change from EDP:412996

RICOH

Technical Bulletin

Reissued: 21-Aug-08 Model: General

Date: 12-Mar-08 No.: RGene027c

2. Specifications of the new wireless LAN option:



Specification Sheet: Model Name: Machine code: EDP code: Package: Channel freq. range: Transmission speed:

IEEE 802.11b Interface Unit Type N B736-16 414525 All-in-one (PCB, LAN card, and cover are pre-assembled) 2412 MHz to 2462 MHz (11ch.) 1Mbps, 2Mbps, 5.5 Mbps, 11Mbps

Technical Bulletin

Model: General

Date: 12-Mar-08

Previous types: PCB, LAN card, and cover are separate

Action in the Field

1. MFP Models

Update the firmware on the target MFP models to the necessary versions at the installation.

See "Target Models" below.

2. LP Models

Update the firmware on the target LP models to the necessary versions if the customer requests it. The following notice to customers (from the Operating Instructions) lists the firmware versions necessary to use the new wireless LAN option. If a firmware update is necessary, the customer contacts their sales or service representative. **See "Target Models" below.**

Notice to users (excerpt on next page):





New Type (IEEE802.11b Interface Unit Type N): Pre-assembled



Reissued: 21-Aug-08

Model: General

Date: 12-Mar-08

No.: RGene027c

Excerpt from the Operating Instructions for LP models

Installing the Optional Wireless LAN Interface Unit

Important:

- Before handling the wireless LAN interface unit, ground yourself by touching something metal to discharge any static electricity. Static electricity can damage the wireless LAN interface unit.
- Do not subject the wireless LAN interface unit to physical shocks.
- 1. Turn off the power of the printer, and then unplug the power cable and the interface cable.
- 2. Remove the two screws from the interface unit's slot cover, and then remove the slot cover.

The removed cover is not used when installing the wireless LAN interface unit. Keep it for possible future use.

For details about the location of the interface unit slot, see the manual provided with your printer.

3. Attach the wireless LAN interface unit.



Insert the end of the wireless LAN interface unit into the slot. Slot types vary according to device. For details, see the manual provided with your printer.

4. Fasten the wireless LAN interface unit to the controller board with the two screws. Check the wireless LAN interface unit is connected firmly to be controller board.

Note

- Use a coin or similar object if the screws do not turn easily.
- After finishing installation, you can check the wireless LAN interface unit is properly installed: Print the configuration page from the [List / Test Print] menu. If it is installed properly, the name of wireless LAN interface unit will appear for "Device Connection" on the configuration page.
- If the wireless LAN interface unit is not installed properly, reinstall it following this procedure. If you cannot install it properly even after attempting reinstallation, contact your sales or service representative.
- You need to make settings with the control panel before using the wireless LAN interface unit. For more information, see the manual provided with your printer.

Technical Bulletin

Reissued: 21-Aug-08

Model: General Date: 12-Mar-08 No.: RGene027c

Checking the Connection

To check the connection, use the two lights on the optional wireless LAN interface unit.



- 1. The orange light indicates normal network connectivity.
- 2. The green light indicates that the optional wireless LAN interface unit is properly powered.

If both lights are lit, the wireless connection is fully operational.

Reissued: 21-Aug-08

Model: General	Date: 12-Mar-08	No.: RGene027c
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Target Models

MFP

	Model	System firmware	NCS firmware	Websys firmware	Applied to the production line
01.	Athena- C1/C1k	1.68	5.17	1.12	2008 February
02.	Apollon-C1	1.67	5.17	1.09	2008 February
03.	Pegasus-C1	1.31	5.17	1.08	2008 March
04.	Kir-C3(GW)	1.08	6.14	1.07	2008 March
05.	Stella- C3(GW)	1.05	6.14	1.06	2008 March
06.	Parisian- C1(GW)	1.02	6.14	1.03	2008 March
07.	Neptune-C2	2.00	6.10	1.08	2008 May
08.	Martini-C3.5	3.01	5.56	2.03	2008 April

Note:

- The old wireless LAN options can be used with both the old and new firmware.
- The following models only support the old wireless LAN options:
- Bellini-C3, Themis-C1, Adonis-C4.5, Russian-C4.5, Jupiter-C2, Martini-C2.5, Martini-C3

LP

	Model	System firmware	NCS firmware	Websys firmware	Applied to the production line
01.	Gaia-P2	1.12	6.05.7	1.07	2008 April
02.	Gaia-P2L	1.01	6.05.7	1.07	2008 April
03.	Apollon-P1d	1.07	6.05.7	1.03	2008 March
04.	Adonis-P4	1.08	6.05.7	1.05	2008 April
05.	Martini-P2	1.10	6.05.7	1.02	2008 April
06.	Sincere-P1	1.08*	6.10	1.03	2008 February
07.	Neptune-P1	1.02	6.10	1.03	2008 May

Note:

- The old wireless LAN options can be used with both the old and new firmware.
- The following models only support the old wireless LAN options: Kir-P4, Ares-P2, Jupiter-P4
- *: The notice to customers for Sincere -P1 mentions "version 1.07" for the System firmware, but 1.07 was not used for the production. The correct version is 1.08.

Technical Bulletin

Reissued: 24-Dec-08 Model: XG-SD1

Date: 08-Nov-11

No.: RGene028a

Subject: Release	e Note: GlobalScan NX	Prepared by: S. Tomoe		
From: 1st Tech.	Support Sec. Service Support I	Dept.		
Classification:	Troubleshooting	Part informat	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 **GlobalScan_NX**

Version	Program No.	Effective Date
1.1.2.0	D4205101B	December 2008 production
1.1.1.0	D4205101a	1st Mass production.

Version	Modified Points or Symptom Corrected					
1.1.2.0	Other Changes:					
	1. The RightFAX plugin is supported.					
	2. The Output plugin's StartPointPath can be edited.					
	3. Flash Player 10 is supported.					
1.1.1.0	1st Mass production.					

Reissued:19-May-09

Model: General

Date: 18-Nov-08

No.: RGene029b

RTB Reissue

The items in *bold italics* were added.

Subject: Card Au Activation Guide	thentication Package V1.1 Ins	Prepared by: H. Someya		
From: 2nd Tech Support Sec. Service Support Dept.				
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	Part informat Electrical Transmit/rec Other (iion eive)	 Action required Service manual revision Retrofit information Tier 2

This RTB has been issued to announce the Card Authentication Package V1.1 Installation / Activation Guide release information.



Installation

Overview

There are several combinations for using "Card Authentication Package" and "Enhanced Locked Print NX".

- **Embedded Type A:** This is for a customer who wants to use "Card Authentication Package" and "Enhance Locked Print NX".
- **Embedded Type B:** This is for a customer who wants to use only "Card Authentication Package".
- Server Type A: This is for a customer who wants to use "Card Authentication Package Enterprise Server" and "Enhance Locked Print NX".
- Server Type B: This is for a customer who wants to use only "Card Authentication Package Enterprise Server".

	Embedded Type A	Embedded Type B	Server Type A	Server Type B
CAP	Yes	Yes	Yes	Yes
CAP-ES	No	No	Yes	Yes
CRT	Yes	Yes	No	No
CRT-ES	No	No	Yes	Yes
ELP-NX	Yes	No	Yes	No

Here is the matrix of possible combinations.

- CAP: Card Authentication Package
- CAP-ES: Card Authentication Package Enterprise Server
- ELP-NX: Enhanced Locked Print NX (Application and Filter)
- CRT: Card Registration Tool for CAP
- CRT-ES: Card Registration Tool for CAP-ES

Confirmation Points before Installation

- Make sure that the firmware of the **target machine** is the latest version.
- Make sure that the firmware of the VM card is the latest version.
 Check the following SP settings;
- All bits of SP5401-162 (Extend Certification Detail) must be set to "0". Bit 0 of SP5401-230 (Customized Authentication) must be set to "0".

Installation of Card Authentication Package

There are two installation methods for the "Card Authentication Package". You can choose one of these installation methods;

- For installing in a small number of machines, "Installation Method 1" is recommended.
- For installing in a large number of machines, "Installation Method 2" is recommended.

Installation Method 1

"Working with the PC"

- 1. Prepare the applications related to the "Card Authentication Package" on your PC.
- 2. Copy the "Card Authentication Package" from the PC to the VM card.
 - Unzip the zip file of the "Card Authentication Package" on your PC.
 Note

The folder name of the unzipped file (Card Authentication Package) is "336724768".



- Copy the "336724768" folder to the "dist" folder (sdk/server/dist) of the VM card shown above.
- 3. Copy the "Enhanced Locked Print NX Application" from the PC to the VM card.

Unzip the zip file of the "Enhanced Locked Print NX Application" on your PC.
 Note

The folder name of the unzipped file (Enhanced Locked Print NX Application) is "336724752".



gl_i112

- Copy the "336724752" folder to the "dist" folder (sdk/dsdk/dist) of the VM card shown above.
- 4. Copy the "Enhanced Locked Print NX Filter" from the PC to the VM card.
 - Unzip the zip file of the "Enhanced Locked Print NX Filter" on your PC if the customer wants to use the "Secure Release" function.



 The "mips" and "x86" folders appear and each folder has "sdk" and "webinstaller" subfolders as shown above.

Note

Copy the correct application for each machine to the VM card. The following are examples of the application's availability for some machines.

- "100732416" in the mips folder is available for AL-C1 (D009/D011/D012/D013), R-C5 (D017/D018/D019/D020) or DI-C1 (D038/D041).
- "100732672" in the x86 folder is available for V-C2 (D014/D015), AP-C2 (D027/D029) or AT-C2 (D023/D025).



gl_i102

Copy the "100732416" or "100732672" folder to the "sdk" folder of the VM card shown above.

5. Copy the "Card Registration Tool for CAP" or "Card Registration Tool for CAP-ES" from the PC to the VM card.

U Note

Make sure that the correct application is installed in the VM card.

- For the "Card Authentication Package", "Card Registration Tool for CAP" should be installed in the VM card.
- For the "Card Authentication Package Enterprise Server", "Card Registration Tool for CAP-ES" should be installed in the VM card.
- Unzip the zip file of the "Card Registration Tool for CAP" or "Card Registration Tool for CAP-ES" on your PC.

U Note

- The folder name of the unzipped file (Card Registration Tool for CAP) is "336724784".
- The folder name of the unzipped file (Card Registration Tool for CAP-ES) is "336724800".



gl_i112

 Copy the "336724784" folder or "336724800" folder in the "dist" folder (sdk/dsdk/dist) to the VM card shown above.

"Working with the Machine"

- 6. Install a card reader device in a suitable location.
- 7. Connect the USB cable from the card reader device to the USB slot of the target machine.

U Note

• The position of the USB slot may vary depending on the machine.

8. Secure the cable clamp to the USB slot.
 Note

The procedure for the card reader installation depends on the machine. For details, see "USB Connection of the Card Reader" in the "Appendix" section.

- 9. Install the VM card in the service slot of the target machine.
- 10. Turn on the target machine.
- 11. Ask a machine administrator to login to the target machine with the login name and password of the machine's administrator.
| 🧇 Use | 🚸 User Tools / Counter / Inquiry Exit | | | | | |
|-------------------------|---------------------------------------|---------|--------------------------------------|----|------------------------|--|
| A | | ß | Copier / Document Server
Features | æ | Español | |
| System Settings | | ß | Facsimile Features | i | Inquiry | |
| | | <u></u> | Printer Features | | | |
| | | 6 | Scanner Features | | | |
| 123 | Counter | M | Extended Feature Settings | | | |
| Pleese call servi
83 | ice. | | System Status Job Li | st | JUL 17,2008
11:094M | |
| | | | | | gl i104 | |

12. Enter the "User Tools", and then press "Extended Feature Settings" on the LCD.



13. Press "Extended Feature Settings" on the LCD.

🛃 Extende	😤 Extended Feature Settings							
	Install	Uninstall Cha Alloc	nge Extended ation Feature Info	Administrator Tools				
Select a source med	lia, then selec	t extended feature(s) t	o install.					
Media	Туре	Extended Feature Name	Description	Version	Source			
SD Card	Type-J	ELP NX	http://[]P]:8080/lo.	1.0	SD Card Slot 2			
Wéb Server	Type-J	Card Authentica	http://[hostname]:8.	1.00	SD Card Slot 2			
	Type-J	Card Registrati	Card Registration U.	1.00	SD Card Slot 2			
	Type-J	Card Registrati	Card Registration U.	1.00	SD Card Slot 2			
	Type-J	Card Registrati	Card Registration U.	1.00	SD Card Slot 2			
			1.	/2 🔺 Prev	ous 🔻 Next			
			System Status Job List		JUL 17,2008 11:034M			
					al i106			

14. Press the "Install" tab, and then press "SD Card".

The following table shows the destination of the installed SDK application.

Application	Destination
Card Authentication Package	SD Card
Card Registration Tool for CAP	SD Card

Application	Destination
Card Registration Tool for CAP-ES	SD Card
Enhanced Locked Print NX Application	SD Card
Enhanced Locked Print NX Filter	HDD

15. Press the SDK application bar (except ELP NX-Filter) that you want to install.

Do not install the "Enhanced Locked Print NX-Filter" in the SD card. The ELP NX Filter must be installed in the HDD of the target machine. See step 20 for how to install it.

苦 Extend	ed Feature	Settings	Exit
Startup Setting	Install	Extended Feature Installation	Next
Select a source me Media	idia, then select e	►Install to	
SD Card	Type-J E Type-J C Type-J C	SD Card Stot 2 SD	Card Slot 3
	Type-J ()	Auto Start Do not Auto Start	
Please call service.		System Status Job List	JUL 17,2008 11:104M
			gl_i107

16. Press "SD Card Slot 2" and "Auto Select"

17. Press "Next" to continue this installation procedure.



18. Check if the displayed SDK application name is correct.

• If the displayed SDK application is not what you want to install, check the contents of the VM card and retry this installation.

19. Press "OK" to complete this installation.

Note

Install the following applications from the SD card in the service slot with the

Note

operation panel; exactly which applications to install will depend on the customer's circumstances.

- Card Authentication Package
- Enhanced Locked Print NX Application
- Card Registration Tool for CAP or Card Registration Tool for CAP-ES



20. Press the "Enhanced Locked Print NX Filter" bar in the display shown above.



21. Press "Machine HDD", and then press "Next".



22. Check if the displayed SDK application name is correct and "Machine HDD" is selected as the installation target.

Note

- If the displayed SDK application is not what you want to install, check the contents of the VM card and retry this installation.
- 23. Press "OK" to complete this installation.
- 24. Allocate the Function key (on the operation panel) for the Java VM applications if the customer wants to use a key other than "Other Functions" (default).
- 25. Enter the "Extended Features Settings".
 - "User Tools/Counter" > "Extended Features Settings" > "Extended Features Settings"

😤 Extended Feature Settings			Exit
Startup Setting Install Uninstall Allo	hange Extended Scation Feature Info	Administrator Tools	+
Select item(s) to set.			
Copy Extended Features			
Copy Card Save Data			
Web Installation Settings			
Heap / Stack Size Settings			
Toner Cartridge is almost empty. Yellow	System Status Job Lis	t	AUG 7,2008 8:05PM
			gl_i116

26. Press the "Administrator Tools" tab, and then press the "Heap/ Stack Size Settings" button.

🛃 Extended Feature	Settings			Exit
Startup Setting	Heap / Stack Size	Settings	Cancel	ОК
Select item(s) to set.	Specify size(s).			
Copy Extended Features	►Heap Size <2 I	MR to 16 MR>	e Defaults	
Copy Card Save Data	Stack Size <3	2 KB to 128 KB>	re Defaults	
Web Installation Settings	04		ie berdates	
Heap / Stack Size Settings				
		System Memory	Heap	
	Free	38,674,432	3,008,132	
	Total	203,923,456	8,388,608	
▲Toner Cartridge is almost empty. Yellow		System Status Job List	:	AUG 7,2008 8:02PM
				gl_i117

27. Press the "Change" button.

📰 Extended Feature	Settings			Exit
Startup Setting Install	Heap / Stack Si	ze Settings	Car	ОК
	Specify size(s).			
Select item(s) to set.	►Heap Size <2	<u>2 M</u> B to 16 MB>		
Copy Extended Features	10	IB Change Restor	e Defaults	Clear
	►Stack Size <	32 KB to 128 KB>		
Copy Card Save Data	64	KB Change Restor	e Defaults	#
Web Installation Settings				-
Heap / Stack Size Settings				
		System Memory	Heap	
	Free	38,674,432	3,008,200	
	Total	203,923,456	8,388,608	
▲ Toner Cartridge is almost empty. Yellow		System Status Job List		AUG 7,2008 8:05PM
				gl i118

28. Input an appropriate value (see the table below) with the numeric keys on the operation panel, and then press the "# (Enter)" key.

Required heap size for the "Copy Extended Feature" depends on a combination of installed applications. For details, refer to the table below.

ELP-NX	GlobalScan NX	Required Heap Size
-	-	8 MB
Yes	-	10 MB
Yes	Yes	16 MB
-	Yes	16 MB
	ELP-NX - Yes Yes -	ELP-NXGlobalScan NXYes-YesYes-Yes

- 29. Press the "OK" button to return to the previous screen.
- 30. Press the "User Tools/Counter" key to exit the UP mode.
- 31. Turn the target machine off and on.

"Working with the PC"

32. Activate the "Card Authentication Package" and "Enhanced Locked Print" (if it is installed) with the Remote Manager.

Note

• For details, see "DSDK Application Installation" in the "Embedded Software Remote Manager Installation/Activation Guide".

The following steps from 33 to 36 should be done by a machine administrator.

"Working with the PC"

33. Configure the card reader settings with the Card Authentication Package Web UI. 34. Turn the target machine off and on.

"Working with the Machine"

35. Enable "Java TM Platform" for each user with the Address Book Manager.

 "User Tools/Setting" > "System Settings" > Administrator Tools" > Address Book Management" > select a user icon > "Auth. Info" > "Other Functions" on the 4th page

C System Set	Exit			
Program / Change Address	ОК			
Names Auth.	Info Protection	Fax Dest. E-m	nail Folder	Add to Group
► Available Functions				
Printer	Colour / Black & White	Black & White	None	
Other Functions	Document Server	Facsimile	Scanner]
	JavaTM Platform			
				4/4
				Previous
		System Status	Job List	7:10PM

gl_i115

36. Check if the card reader works normally.

- Press the "Other Function" key for "SDK application" on the operation panel.
 Select "Card Registration Tool for CAP" or "Card Registration Tool for CAP-
 - ES".
- Press "Obtain Card ID" on the LCD. After the "Set the card to register" message appears, hold the card over the card reader.
- Check to see that the card ID is displayed on the LCD of the target machine. (If the card ID is not displayed, the card may not be available. In that case, register the card ID.)

Note

For details about steps from 33 to 36, see the operation instructions for "Setting Up the Card Reader".

The following step 37 should be done by a field service representative.

37. Uninstall the "Card Registration Tool" with the operation panel if the customer wants to delete it.

Installation Method 2

"Working with the PC"

- 1. Prepare the applications related to the "Card Authentication Package" on your PC.
- 2. Copy the "Enhanced Locked Print NX Filter" from the PC to the VM card.
 - Unzip the zip file of the "Enhanced Locked Print NX Filter" on your PC if the customer wants to use the "Secure Release" function.



The "mips" and "x86" folders appear and each folder has "sdk" and

"webinstaller" subfolders as shown above.

Note

Copy the correct application for the machine to the VM card. The following are examples of the application's availability for some machines.

- "100732416" in the mips folder is available for AL-C1 (D009/D011/D012/D013), R-C5 (D017/D018/D019/D020) or DI-C1 (D038/D041).
- "100732672" in the x86 folder is available for V-C2 (D014/D015), *AP-C2* (*D027/D029*) or *AT-C2* (*D023/D025*).



gl_i102

- Copy the "100732416" or "100732672" folder to the "sdk" folder of the VM card shown above.
- 3. Copy the "Card Registration Tool for CAP" or "Card Registration Tool for CAP-ES" from the PC to the VM card.

Note

Make sure that the correct application is installed in the VM card.

• For the "Card Authentication Package", "Card Registration Tool for CAP" should be installed in the VM card.

 For the "Card Authentication Package Enterprise Server", "Card Registration Tool for CAP-ES" should be installed in the VM card.

 Unzip the zip file of the "Card Registration Tool for CAP" or "Card Registration Tool for CAP-ES" on your PC.

Note

- The folder name of the unzipped file (Card Registration Tool for CAP) is "336724784".
- The folder name of the unzipped file (Card Registration Tool for CAP-ES) is "336724800".



gl_i112

 Copy the "336724784" folder or "336724800" folder to the "dist" folder (sdk/dsdk/dist) of the VM card shown above.

"Working with the Machine"

- 4. Install a card reader device in a suitable location.
- 5. Connect the USB cable from the card reader device to the USB slot of the target machine.

Note

• The position of the USB slot may vary depending on the machine.

6. Secure the cable clamp to the USB slot.

The procedure for the card reader installation depends on the machine. For details, see "USB Connection of the Card Reader" in the "Appendix" section.

- 7. Install the VM card in the service slot of the target machine.
- 8. Turn on the target machine.

"Working with the PC"

- 9. Install the following applications in the target machine with the Remote Manager; exactly which applications to install will depend on the customer's circumstances.
 - Card Authentication Package
 - Enhanced Locked Print NX Application
 Note
 - Use a zipped file as it is (do not unzip it) when installing an SDK application.
 - For details, see "DSDK Application Installation" in the "Embedded Software Remote Manager Installation/Activation Guide".

"Working with the Machine"

10. Ask a machine administrator to login to the target machine with the login name and password of the machine administrator.

🚸 Use	🚸 User Tools / Counter / Inquiry Exit					
æ		6	Copier / Document Server Features	æ	Español	
System Settings		6.	Facsimile Features	1	Inquiry	
		<u></u>	Printer Features			
		6	Scanner Features			
123	Counter	M	Extended Feature Settings			
Please call serv	ice.		Systen Status Job Li:	st	JUL 17,2008 11:054M	
					gl i104	

11. Enter the "User Tools", and then press "Extended Feature Settings" on the LCD.



12. Press "Extended Feature Settings" on the LCD.

🛃 Extende	😤 Extended Feature Settings							
Select a source me	Install Uninstall Change Extended Administrator Feature Info Administrator Tools							
Media	Туре	Extended Feature Name	Description	Version	Source			
SD Card	Type-J	ELP NX	http://[1P]:8080/lo.	1.0	SD Card Slot 2			
Web Server	Type-J	Card Authentica	. http://[hostname]:8.	1.00	SD Card Slot 2			
	Type-J	Card Registrati	Card Registration U.	1.00	SD Card Slot 2			
	Type-J	Card Registrati	. Card Registration U.	1.00	SD Card Slot 2			
	Type-J	Card Registrati	. Card Registration U.	1.00	SD Card Slot 2			
			1	/2 🔺 Prev	ious 🔻 Next			
			System Status Job List		JUL 17,2008 11:054M			
-11					gl_i106			

13. Press the "Install" tab, and then press "SD Card".

The following table shows the destination of the installed SDK application.

Application	Destination
Card Authentication Package	SD Card
Card Registration Tool for CAP	SD Card
Card Registration Tool for CAP-ES	SD Card
Enhanced Locked Print NX Application	SD Card
Enhanced Locked Print NX Filter	HDD

14. Press the SDK application bar (except ELP NX-Filter) that you want to install.

Do not install the "Enhanced Locked Print NX Filter" in the SD card. The ELP NX Filter must be installed in the HDD of the target machine. See step 19 for how to install it.



15. Press "SD Card Slot 2" and "Auto Select"

16. Press "Next" to continue this installation procedure.



gl_i108

- 17. Check if the displayed SDK application name is correct.
 - If the displayed SDK application is not what you want to install, check the contents of the VM card and retry this installation.

18. Press "OK" to complete this installation.

Note

Install the following applications from the SD card in the service slot with the operation panel; exactly which applications to install will depend on the customer's circumstances.

- Card Authentication Package
- Enhanced Locked Print NX Application
- Card Registration Tool for CAP or Card Registration Tool for CAP-ES

물 Extended	d Featur	e Settings			Exit
Startup Setting	nstall	Uninstall Cha Alloc	nge Extended ation Feature Info	Administrator Tools	
Select a source media	a, then selec	t extended feature(s) t	o install.		
Media	Туре	Extended Feature Name	Description	Version	Source
SD Card	Type-J	ELP NX	http://[1P]:8080/lo	. 1.0	SD Card Slot 2
Web Server	Type-J	Card Authentica	http://[hostname]:8	. 1.00	SD Card Slot 2
	Type-J	Card Registrati	Card Registration U	. 1.00	SD Card Slot 2
	Type-J	Card Registrati	Card Registration U	. 1.00	SD Card Slot 2
	Type-J	Card Registrati	Card Registration U	. 1.00	SD Card Slot 2
			1/	2 A Privi	ous ▼ Next
			System Status Job List		JUL 17,2008 11:054M
					gl_i109

19. Press the "Enhanced Locked Print NX Filter" bar in the display shown above.



20. Press "Machine HDD", and then press "Next".

🛃 Extended Fe	ature Setting	gs			Exit
Ready to Install			Cancel	Previc	OK
Confirm the information b	elow, then press [0	K) to start install	ation.		
Extended Feature Name	ELP NX Filter	Pro	duct ID:	100729600	
►Description:	ELP NK				
►Version:	1.0				
►Installation Target:	Machine HDD	-			
Allocated to:	Other Functions				
►Vendor:					
►Contact:	TEL: Fax: E-mail:				
		System	Status Job Li:	st	JUL 17,2008 11:12/M
					gl i111

21. Check if the displayed SDK application name is correct and "Machine HDD" is selected as the installation target.

Note

- If the displayed SDK application is not what you want to install, check the contents of the VM card and retry this installation.
- 22. Press "OK" to complete this installation.
- 23. Allocate the Function key (on the operation panel) for the Java VM applications if the customer wants to use a key other than "Other Functions" key (default).
- 24. Enter the "Extended Features Settings".
 - "User Tools/Counter" > "Extended Features Settings" > "Extended Features Settings"

🛃 Extended Feature Settings	Exit
Startup Setting Install Uninstall Change Extended Administrator Tools	←
Select item(s) to set.	
Copy Extended Features	
Copy Card Save Data	
Web Installation Settings	
Heap / Stack Size Settings	
unoner Cartridge is almost empty. System Status Job List Job List	AUG 7,2008 8:05PM
	gl i116

25. Press the "Administrator Tools" tab, and then press the "Heap/ Stack Size Settings" button.



26. Press the "Change" button.

苦 Extended Feature	Settings			Exit
Startup Setting Install	Heap / Stack Siz	ze Settings	Car	ОК
Select item(s) to set. Copy Extended Features Copy Card Save Data Web Installation Settings	Specify size(s). ►Heap Size <2 10 ►Stack Size < 64	MB to 16 MB> Change Res 32 KB to 128 KB> KB Change Res	store Defaults	Clear
Heap / Stack Size Settings	Free Total	System Memory 38,674,432 203,923,456	Heap 3,008,200 8,388,608	
Toner Cartridge is almost empty. Yellow		System Status Job L	.ist	AUG 7,2008 8:05PM
				gl i118

27. Input an appropriate value (see the table below) with the numeric keys on the operation panel, and then press the "# (Enter)" key.

Required heap size for the "Copy Extended Feature" depends on a combination of installed applications. For details, refer to the table below.

CAP	ELP-NX	GlobalScan NX	Required Heap Size
Yes	-	-	8 MB
Yes	Yes	-	10 MB
Yes	Yes	Yes	16 MB
Yes	-	Yes	16 MB

- 28. Press the "OK" button to return to the previous screen.
- 29. Press the "User Tools/Counter" key to exit the UP mode.
- 30. Turn the target machine off and on.

"Working with the PC"

31. Activate the "Card Authentication Package" with the Remote Manager.

For details, see "Product Activation" in the "Embedded Software Remote Manager Installation/Activation Guide".

The following steps from 32 to 35 should be done by a machine administrator.

"Working with the PC"

32. Configure the card reader settings with the Card Authentication Package Web UI.

33. Turn the target machine off and on.

"Working with the Machine"

- 34. Enable "Java TM Platform" for each user with the Address Book Manager.
 - "User Tools/Setting" > "System Settings" > Administrator Tools" > Address Book Management" > select a user button > "Auth. Info" > "Other Functions" on the 4th page.

🔯 System Se	ettings			Exit		
Program / Change Addres	Program / Change Address Book					
Names Auth	n. Info Protection	Fax Dest. E-m	ail Folder	Add to Group		
► Available Functions						
Printer	Colour / Black & White	Black & White	None			
Other Functions	Document Server	Facsimile	Scanner]		
	JavaTM Platform			4/4		
				A Previous		
				V Next		
		System Status J	ob List	AUG 7,2008 7:10PM		
				gl_i115		

35. Check if the card reader works normally.

- Press the "SDK application" key on the operation panel.
- Select "Card Registration Tool for CAP" or "Card Registration Tool for CAP-ES".
- Press "Obtain Card ID" on the LCD. After the "Set the card to register" message appears, hold the card over the card reader.
- Check to see that the card ID is displayed on the LCD of the target machine. (If the card ID is not displayed, the card may not be available. In that case, register the card ID.)

Note

For details about steps from 32 to 35, see the operation instructions for "Setting Up the Card Reader".

The following step 36 should be done by a field service representative.

36. Uninstall the "Card Registration Tool" with the operation panel if the customer wants to delete it.

Uninstallation

Uninstalling Card Authentication Package

- 1. Turn on the target machine.
- Deactivate "Card Authentication Package" and "Enhanced Locked Print-NX Application" with the Remote Manager. For details, see "Deactivation" in the "Embedded Software Remote Manager Installation/Activation Guide".
 Important

• Before uninstalling activated SDK applications, deactivation must be done. Otherwise, the product key will be wasted.

 Enter the User Tools, and then select "Off" in the "Enhanced Authentication Management" (Administrator Tools > Enhanced Authentication).
 Note

• If the SDK applications are uninstalled from the target machine with "Enhanced Authentication" turned on, SC636 is issued. In that case, enter the SP mode and change the bit 0 setting of SP5401-160 (**SSP**: Super Service Program) to "0".

- 4. Uninstall the SDK applications which you want to remove, except for the Java VM application, with the operation panel.
- 5. Turn the target machine off and on.
- 6. Uninstall the Java VM application with the operation panel.
- 7. Change the following SP settings.
 - All bits of SP5401-162 (Extend Certification Detail) must be set to "0".
 - Bit 0 of SP5401-230 (Customized Authentication) must be set to "0".
- 8. Turn off the target machine, and then remove the VM card from the target machine.

Appendix

Matrix of Available Installation/Activation Tools

	Installation Destination	Action	WIM	Remote Manager	SD Card
CAR	Target	Installation	Yes	Yes	Yes
UAF	Machine	Activation	No	Yes	No
	Soriyor	Installation	No	No	No
CAF-ES	Server	Activation	No	No	No
ELP-NX	Target	Installation	Yes	Yes	Yes
APP	Machine	Activation	No	Yes	No
ELP-NX	Target	Installation	Yes	No	Yes
Filter	Machine	Activation	-	-	-
CPT	Target	Installation	Yes	No	Yes
	Machine	Activation	-	-	_

• CAP: Card Authentication Package Embedded Type

- CAP-ES: Card Authentication Package Server Type
- ELP-NX APP: Enhanced Locked Print NX Application
- ELP-NX Filter: Enhanced Locked Print NX Filter
- CRT: Card Registration Tool
- WIM: Web Image Monitor
- -: Not necessary

Installation File Types

SD Card

Unzipped folder of each application

Remote Manager

• Zip file of each application

Web Image Monitor

- All applications except ELP-NX Filter: Zip file (same as RM)
- ELP-NX Filter: Unzipped folder in the /sdk/webinstaller folder.

USB Connection of the Card Reader

USB logo certification requires fixing a USB cable to a USB slot of the copier so that no other device can be connected to the USB slot of the copier.

For AL-C1 (D009/D011/D012/D013)



gl_i119

- 1. Remove the cap [A] of the USB slot [B] on the controller left bracket
- 2. Remove the screw [C] on the controller bracket.
- 3. Insert the USB cable [D] into the USB slot [B].
- 4. Attach the clamp [E] to the USB cable, and then attach the clamp to the controller left cover (x 1: This is the screw removed in step 2).

Recommended clamp: P/N: 11050323

R-C5 (D017/D018/D019/D020)



- 1. Cut off the piece [A] of the controller plastic cover.
- 2. Insert the USB cable [B] into the USB slot [C].
- 3. Attach the clamp [D] to the USB cable, and then attach the clamp to the plastic cover (x 1).

Note

Recommended clamp; P/N: 11050323 Recommended screw; P/N: 04503008N

V-C2 (D014/D015)



- 1. Remove the USB slot cover [A] (🖗 x 1).
- 2. Turn the USB slot cover 180 degrees, and then reattach it to the controller unit.
- 3. Insert the USB cable [B] into the USB slot [C].
- 4. Attach the clamp [D] to the USB cable, and then attach the clamp to the controller unit (*x* 1: This is the screw removed in step 1).

U Note

Recommended clamp: P/N: 11050323

RICOH

Technical Bulletin

PAGE: 1/2

Model: VM Option TypeB			Date: 26-Nov-08		-08	No.: RB782005
Subject: HDD format procedure with DSDK application			Prepared	d by: к. м	Noriizumi	
From: 1st Tech. S	Support Sec. Service Support D	Dept.				
Classification:	Troubleshooting	Part info	ormat	tion	Action	n required
	🗌 Mechanical	Electric:	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	fit information
	Product Safety	Other ()	🛛 Tier 2	

Do the following to format the HDD when a DSDK application is installed:

- 1. Check the VM type.
 - For the following VM types, do **Procedure 1** on the next page.
 - Type A (ver.1.x)
 - Type B (ver.1.x)
 - Type C (before ver.2.14)
 - Type D (before ver.2.14)
 - Type F (ver.4.0x)
 - Type G (ver.4.0x)
 - Type H (before ver.4.13)
 - Type I (before ver.4.13)
 - Type J (before ver.5.01)
 - For the following VM types, do **Procedure 2** on the next page.
 - Type C (after ver.2.15)
 - Type D (after ver.2.15)
 - Type H (after ver.4.14)
 - Type I (after ver.4.14)
 - Type J (after ver.5.02)
- 2. Check the installation location of the DSDK application.
 - If the DSDK application is installed on the HDD, do **Procedure 1** on the next page.

Model: VM Option TypeB

Date: 26-Nov-08

Procedure 1:

- 1. Back up any settings and data that the DSDK application has stored on the HDD.
- 2. Disable and uninstall all DSDK applications.
- 3. Turn off the machine main power.
- 4. Remove the Java VM card from the service slot (Slot 2 on most machines).
- 5. Turn on the machine main power.
- 6. Format the HDD with **SP5-832-001.**
- 7. Turn off the machine main power.
- 8. Reinsert the Java VM card into the service slot.
- 9. Turn on the machine main power.
- 10. Install the DSDK application and restore the settings and data backed up in Step 1 to the HDD.

Procedure 2:

- 1. Back up any settings and data that the DSDK application has stored on the HDD.
- 2. Disable all DSDK applications.
- 3. Format the HDD with SP5-832-001.
- 4. Turn the machine main power off/on.
- 5. Restore the settings and data backed up in Step 1 to the HDD.

RICOH

Technical Bulletin

PAGE: 1/2

Model: VM Option TypeB			Date: 26-Nov-08		-08	No.: RB782006
Subject: Main frame firmware updating procedure				Prepared	d by: ĸ. ĸ	Noriizumi
From: 1st Tech. S	Support Sec. Service Support	Dept.				
Classification:	☐ Troubleshooting	Part info	ormat	tion	Action	n required
	🗌 Mechanical	Electric	al		Servic	e manual revision
	Paper path	Transm	it/rec	eive	Retrof	fit information
	Product Safety	Other ()	🛛 Tier 2	

Do the following to update the firmware if a DSDK application is installed.

Note: You do not need to uninstall the DSDK application in order to update the firmware.

Check the SDK application.

- When the DSDK application is Card Authentication Package, do **Procedure 1**.
- When the DSDK application is not Card Authentication Package, do **Procedure 2**.

Procedure 1:

- 1. Turn off "Enhanced Authentication Management".
- 2. Turn off the machine main power.
- 3. Remove the Java VM card from the service slot (Slot 2 on many models).
- 4. Insert the SD card containing the firmware into the service slot.
- 5. Turn on the machine main power.

Note: The firmware will automatically be updated as the machine boots up.

- 6. Turn off the machine main power.
- 7. Remove the SD card from the service slot.
- 8. Reinsert the Java VM card into the service slot.
- 9. Turn on the machine main power.
- 10. Turn on "Enhanced Authentication Management".

Procedure 2:

- 1. Turn off the machine main power.
- 2. Remove the Java VM card from the service slot (Slot 2 on many models).
- 3. Insert the SD card containing the firmware into the service slot.
- 4. Turn on the machine main power.

Technical Bulletin

PAGE: 2/2

Model: VM Option TypeB Date: 26-Nov-08

No.: RB782006

Note: The firmware will automatically be updated as the machine boots up.

5. Turn off the machine main power.

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- 6. Remove the SD card from the service slot.
- 7. Reinsert the Java VM card into the service slot.
- 8. Turn on the machine main power.

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Technical Bulletin

PAGE:	1/5
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Model: GENERAL			Date: 27-Nov-08		-08	No.: RGenM002
Subject: GlobalScan NX (L) version 1.1.1.0 (Lapnet edition) Installation Guide			Prepared	d by: H. S	Someya	
From: 2nd Tech S	Support Sec. Service Support D	ept.				
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	Part info Electric Transm	ormat al it/rec	tion eive)	Action C Servic Retrof Tier 2	n required se manual revision fit information

This RTB has been issued to announce the GlobalScan NX (L) version 1.1.1.0 (Lapnet edition) Installation Guide release information.

GlobalScan NX (L) version 1.1.1.0 (Lapnet edition) is a copy-protected VM card containing a pre-installed copy of the GlobalScan NX version 1.1.1.0 SDK application. When the VM card is inserted into a MFP, Java VM and the GlobalScan NX (L) SDK application will be installed and started-up automatically.

Installation

Confirmation Points before Installation

- Make sure that the system firmware of the **target machine** is the latest version.
- Make sure that the firmware of the VM card is the latest version.

Installation of GlobalScan NX (L) Ver. 1.1.1.0

- 1. Turn off the target machine.
- 2. Install the VM card in the service slot of the target machine.
- 3. Turn on the target machine.
- 4. Ask a machine administrator to login to the target machine with the login name and password of the machine's administrator.



5. Enter the "User Tools", and then press "Extended Feature Settings" on the LCD.



- 6. Press "Extended Feature Settings" on the LCD.
- 7. Allocate the Function key (on the operation panel) for the Java VM applications if the customer wants to use a key other than "Other Functions" (default).
- 8. Enter the "Extended Features Settings".
 - "User Tools/Counter" > "Extended Features Settings" > "Extended Features Settings"

🚼 Extended Feature Settings	Exit
Startup Setting Install Uninstall Change Extended Administrator Tools	+
Select item(s) to set.	
Copy Extended Features	
Copy Card Save Data	
Web Installation Settings	
Heap / Stack Size Settings	
unoner Cartridge is almost empty. ∑Yellow Job List	AUG 7,2008 8:05PM
	al i116

9. Press the "Administrator Tools" tab, and then press the "Heap/Stack Size Settings" button.

\overline 🔄 Extended Feature	Settings			Exit
Startup Install	Heap / Stack Size :	Settings	Cancel	OK
Select item(s) to set	Specify size(s).			
	Heap Size <2 M	R to 16 MR>	- Defeulte	
Copy Extended Features	O V		e Detaults	
Copy Card Save Data	64 K	KB to 128 KB> B Change Rest	ore Defaults	
Web Installation Settings				
Heap / Stack Size Settings	-			
	Free	System Memory	Heap	
	Total	203,923,456	8,388,608	
uner Cartridge is almost empty. کا کا Yellow		System Status Job Lis	t	8:02PM
10 Press the "Chan	ne" huttor	n		gi_1117
Evtended Feature	Settings	I.		Evit
	Jerrings			
Startup Setting Install	Heap / Stack Size S	Settings	Car	ОК
Select item(s) to set.	Specity size(s).	B to 16 MB>		
	10	B Change Rest	ore Defaults	Clear
Copy Extended Features	►Stack Size <32	KB to 128 KB>		
Copy Card Save Data	64 KE	3 Change Restr	ore Defaults	#
Web Installation Settings				
Heap 7 Stack Size Settings		System Memory	Heap	
	Free	38,674,432	3,008,200	
	Total	203,923,456	8,388,608	
ŭ Toner Cartridge is almost empty.		System Status	+	AUG 7,2008
Yellow		- John Julius - John Lis		al i118

11. Input an appropriate value (see the table below) with the numeric keys on the operation

panel, and then press the "# (Enter)" key.

Required heap size for the "Heap/Stack Size Settings" depends on the combination of installed applications. For details, refer to the table below.

GlobalScan NX	CAP	ELP-NX	Required Heap Size
Yes	-	- Default Set	
Yes	Yes	-	16 MB
Yes	Yes	Yes	16 MB

12. Press the "OK" button to return to the previous screen.

13. Press the "User Tools/Counter" key to exit the UP mode.

14. Turn the target machine off and on.

Uninstalling

Uninstalling GlobalScan NX (L) Ver. 1.1.1.0

- 1. Turn on the target machine.
- 2. Enter the "User Tools", and then press "Extended Feature Settings" on the LCD.
- 3. Uninstall the GlobalScan NX (L) application with the operation panel.
- 4. Turn the target machine off and on.
- 5. Uninstall the Java VM application with the operation panel.
- 6. Turn off the target machine, and then remove the VM card from the target machine.

RICOH

Reissued:05-Feb-09

Model: General

Date: 17-Dec-08

No.: RGene030a

RTB Reissue

The items in *bold italics* were added.

Subject: Card Authentication Package Lapnet Version V1.1 Installation Guide		Prepared by: H. Someya		
From: 2nd Tech §	Support Sec. Service Support I	Dept.		
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	Part informat Electrical Transmit/rect Other (ion eive)	 Action required Service manual revision Retrofit information Tier 2

This RTB has been issued to announce the Card Authentication Package Lapnet Version V1.1 Installation Guide release information.

Installation

Overview

There are several combinations for using "Card Authentication Package" and "Enhanced Locked Print NX".

- **Embedded Type A:** This is for a customer who wants to use "Card Authentication Package" and "Enhance Locked Print NX".
- **Embedded Type B:** This is for a customer who wants to use only "Card Authentication Package".
- Server Type A: This is for a customer who wants to use "Card Authentication Package Enterprise Server" and "Enhance Locked Print NX".
- Server Type B: This is for a customer who wants to use only "Card Authentication Package Enterprise Server".

	Embedded Type A	Embedded Type B	Server Type A	Server Type B
CAP	Yes	Yes	Yes	Yes
CAP-ES	No	No	Yes	Yes
CRT	Yes	Yes	No	No
CRT-ES	No	No	Yes	Yes
ELP-NX	Yes	No	Yes	No

Here is the matrix of possible combinations.

- CAP: Card Authentication Package
- CAP-ES: Card Authentication Package Enterprise Server
- ELP-NX: Enhanced Locked Print NX (Application and Filter)
- CRT: Card Registration Tool for CAP
- CRT-ES: Card Registration Tool for CAP-ES

Confirmation Points before Installation

- Make sure that the firmware of the **target machine** is the latest version.
- Make sure that the firmware of the VM card is the latest version.
 Check the following SP settings;
- All bits of SP5401-162 (Extend Certification Detail) must be set to "0". Bit 0 of SP5401-230 (Customized Authentication) must be set to "0".

Installation of Card Authentication Package

"Working with the Machine"

- 1. Install a card reader device in a suitable location.
- 2. Connect the USB cable from the card reader device to the USB slot of the target machine.

Note

• The position of the USB slot may vary depending on the machine.

3. Secure the cable clamp to the USB slot.

Note

The procedure for the card reader installation depends on the machine. For details, see "USB Connection of the Card Reader" in the "Appendix" section.

- 4. Install the VM card in the service slot of the target machine.
- 5. Turn on the target machine.
- 6. Ask a machine administrator to login to the target machine with the login name and password of the machine's administrator.



7. Enter the "User Tools", and then press "Extended Feature Settings" on the LCD.



8. Press "Extended Feature Settings" on the LCD.

🛃 Extend	ed Featur	e Settings			Exit
	Install	Uninstall Ch Allo	ange Extended cation Feature Info	Administrator Tools	
Select a source me	edia, then selec	t extended feature(s) f	to install.		
Media	Туре	Extended Feature Name	Description	Version	Source
SD Card	Type-J	ELP NX	http://[]P]:8080/lo.	1.0	SD Card Slot 2
Web Server	Type-J	Card Authentica	http://[hostname]:8.	1.00	SD Card Slot 2
	Type-J	Card Registrati	Card Registration U.	1.00	SD Card Slot 2
	Type-J	Card Registrati	Card Registration U.	1.00	SD Card Slot 2
	Type-J	Card Registrati	Card Registration U.	1.00	SD Card Slot 2
			1	1/2 🔺 Pre	ious 🔻 Next
			System Status Job Lis	t	JUL 17,2008 11:054M
					gl_i106

9. Press the "Install" tab, and then press "SD Card".

The following table shows the destination of the installed SDK application.

Application	Destination
Card Authentication Package	SD Card
Card Registration Tool for CAP	SD Card
Card Registration Tool for CAP-ES	SD Card
Enhanced Locked Print NX Application	SD Card
Enhanced Locked Print NX Filter	HDD

10. Press the SDK application bar (except ELP NX-Filter) that you want to install.

Do not install the "Enhanced Locked Print NX-Filter" in the SD card. The ELP NX Filter must be installed in the HDD of the target machine. See step 15 for how to install it.

😤 Extended Featur	re Settings	Exit
Startup Setting Install Select a source media, then select Media Type-J Type-J Type-J Type-J Type-J Type-J	Extended Feature Installation C Select installation target and startup method. Install to Machine HDD SD Card Stort 2 C Startup Method Auto Start Do not Auto Start	SD Card Slot 3
Please call service.	System Status Job List	JUL 17,2008 11:1044

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11. Press "SD Card Slot 2" and "Auto Start"

12. Press "Next" to continue this installation procedure.

😤 Extended Feature Settings				
Ready to Install		Cancel	Pr	OK
Confirm the information b	elow, then press [OK] to sta	rt installation.		
Extended Feature Name:	Card Authenticati	►Product ID:	336724768	
►Description:	http://[hostname]:8080/	/cap/		
►Version:	1.00	►Auto Start:	Auto Start	
►Installation Target:	SD Card Slot 2			
► Vendor:				
►Contact:	TEL:			
	Fax: E-mail:			
		System Status Job Lis	t	JUL 17,2108 11:1004

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13. Check if the displayed SDK application name is correct.

• Note

• If the displayed SDK application is not what you want to install, check the contents of the VM card and retry this installation.

14. Press "OK" to complete this installation.

Note

Install the following applications from the SD card in the service slot with the operation panel; exactly which applications to install will depend on the customer's circumstances.

- Card Authentication Package
- Enhanced Locked Print NX Application
- Card Registration Tool for CAP or Card Registration Tool for CAP-ES



15. Press the "Enhanced Locked Print NX Filter" bar in the display shown above.

Note Install the correct type of "Enhanced Locked Print NX Filter"; exactly which type to install will depend on the target machine. • ELP Filter (mips) for AL-C1 (D009/D011/D012/D013), R-C5 (D017/D018/D019/D020) or DI-C1 (D038/D041). • ELP Filter (x86) for V-C2 (D014/D015), AP-C2 (D027/D029) or AT-C2

(D023/D025).

😤 Extended Feature	Settings	Exit
Startup Setting Install Select a source media, then select e Media Type SD Card Type-C J Web Server Type-C E	Extended Feature Installation Select installation target and startup method. Machine HDD SD Card Slot 1 SD Card Slot 2	Card Slot 3
ඟීWaste Toner Battle is elmost full. ඔ	System Status Job List	JUL 17,2008 11:12/4 aL i113

16. Press "Machine HDD", and then press "Next".



17. Check if the displayed SDK application name is correct and "Machine HDD" is selected as the installation target.

U Note

• If the displayed SDK application is not what you want to install, check the contents of the VM card and retry this installation.

- 18. Press "OK" to complete this installation.
- 19. Allocate the Function key (on the operation panel) for the Java VM applications if the customer wants to use a key other than "Other Functions" (default).
- 20. Enter the "Extended Features Settings".
 - "User Tools/Counter" > "Extended Features Settings" > "Extended Features Settings"

🛃 Extended Feature Settings	Exit
Startup Setting Install Uninstall Change Extended Allocation Feature Info	←
Select item(s) to set.	,
Copy Extended Features	
Copy Card Save Data	
Web Installation Settings	
Heap / Stack Size Settings	
Liner Cartridge is almost empty. System Status Job List	AUG 7,2008 8:05PM
	gl_i116

21. Press the "Administrator Tools" tab, and then press the "Heap/ Stack Size Settings" button.

🛃 Extended Feature	Settings				Exit
Startup Setting Install	Heap / Stack Size	Settings		Cancel	ОК
	Specify size(s).				
Select item(s) to set.	►Heap Size <2 N	AB to 16 MR>			
Consul Extended Footures	8	Mt Change	e [Defaults	
Copy Extended Features	►Stack Size <32	2 KB to 128 KB>			
Copy Card Save Data	64	/P Change	Destare) of out to	
Web Installation Settings	04		Restore L	Deraults	
Heap / Stack Size Settings					
		System Memo	ry	Heap	
	Free	38,674,432		3,008,132	
	Total	203,923,456		8,388,608	
Toner Cartridge is almost empty. Yellow		System Status	Job List		AUG 7,2008 8:02PM

22. Press the "Change" button.

gl_i117



23. Input an appropriate value (see the table below) with the numeric keys on the operation panel, and then press the "# (Enter)" key.

Required heap size for the "Copy Extended Feature" depends on a combination of installed applications. For details, refer to the table below.

CAP	ELP-NX	GlobalScan NX	Required Heap Size	
Yes	-	-	8 MB	
Yes	Yes	-	10 MB	
Yes	Yes	Yes	16 MB	

CAP	ELP-NX	GlobalScan NX	Required Heap Size
Yes	-	Yes	16 MB

- 24. Press the "OK" button to return to the previous screen.
- 25. Press the "User Tools/Counter" key to exit the UP mode.
- 26. Turn the target machine off and on.

The following steps from 27 to 30 should be done by a machine administrator.

"Working with the PC"

27. Configure the card reader settings with the Card Authentication Package Web UI. 28. Turn the target machine off and on.

"Working with the Machine"

29. Enable "Java TM Platform" for each user with the Address Book Manager.

 "User Tools/Setting" > "System Settings" > Administrator Tools" > Address Book Management" > select a user icon > "Auth. Info" > "Other Functions" on the 4th page



30. Check if the card reader works normally.

- Press the "Other Function" key for "SDK application" on the operation panel.
- Select "Card Registration Tool for CAP" or "Card Registration Tool for CAP-ES".
- Press "Obtain Card ID" on the LCD. After the "Set the card to register" message appears, hold the card over the card reader.
- Check to see that the card ID is displayed on the LCD of the target machine. (If the card ID is not displayed, the card may not be available. In that case, register the card ID.)

Note

For details about steps from 33 to 36, see the operation instructions for "Setting Up the Card Reader".

The following step 31 should be done by a field service representative.

31. Uninstall the "Card Registration Tool" with the operation panel if the customer wants to delete it.

Uninstallation

Uninstalling Card Authentication Package

- 1. Turn on the target machine.
- Enter the User Tools, and then select "Off" in the "Enhanced Authentication Management" (Administrator Tools > Enhanced Authentication).
 Note

• If the SDK applications are uninstalled from the target machine with "Enhanced Authentication" turned on, SC636 is issued. In that case, enter the SP mode and change the bit 0 setting of SP5401-160 (**SSP**: Super Service Program) to "0".

- 3. Uninstall the SDK applications which you want to remove, except for the Java VM application, with the operation panel.
- 4. Turn the target machine off and on.
- 5. Uninstall the Java VM application with the operation panel.
- 6. Change the following SP settings.
 - All bits of SP5401-162 (Extend Certification Detail) must be set to "0".
 - Bit 0 of SP5401-230 (Customized Authentication) must be set to "0".
- 7. Turn off the target machine, and then remove the VM card from the target machine.
Appendix

USB Connection of the Card Reader

USB logo certification requires fixing a USB cable to a USB slot of the copier so that no other device can be connected to the USB slot of the copier.

For AL-C1 (D009/D011/D012/D013)



gl_i119

- 1. Remove the cap [A] of the USB slot [B] on the controller left bracket
- 2. Remove the screw [C] on the controller bracket.
- 3. Insert the USB cable [D] into the USB slot [B].
- 4. Attach the clamp [E] to the USB cable, and then attach the clamp to the controller left cover (x 1: This is the screw removed in step 2).

Note

Recommended clamp: P/N: 11050323

R-C5 (D017/D018/D019/D020)



- 1. Cut off the piece [A] of the controller plastic cover.
- 2. Insert the USB cable [B] into the USB slot [C].
- 3. Attach the clamp [D] to the USB cable, and then attach the clamp to the plastic cover (*x* 1).

Note

Recommended clamp; P/N: 11050323 Recommended screw; P/N: 04503008N

V-C2 (D014/D015)



- 1. Remove the USB slot cover [A] ($\mathscr{F} \times 1$).
- 2. Turn the USB slot cover 180 degrees, and then reattach it to the controller unit.
- 3. Insert the USB cable [B] into the USB slot [C].
- Attach the clamp [D] to the USB cable, and then attach the clamp to the controller unit (𝔅 x 1: This is the screw removed in step 1).

Recommended clamp: P/N: 11050323

Technical Bulletin

PAGE: 1/11

Model: General			Date: 26-Dec-08		-08	No.: RGene031
Subject: GlobalScan NX Installation/Uninstallation Guide				Prepared	d by: S. T	omoe
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	Troubleshooting	Part info	ormat	tion	Action	n required
	🗌 Mechanical	Electric	al		Servic	e manual revision
	Paper path	Transm	it/rec	eive	Retrof	fit information
	Product Safety	🛛 Other ()	🛛 Tier 2	

This RTB has been issued to announce the GlobalScan NX SDK Applicaton Installation / Uninstalltion Guide release information.



GlobalScan NX Installation/Uninstallation Guide

Dec, 2008 Subject to change Ricoh Company LTD

Installation

Confirmation Points before Installation

- Make sure that the System firmware of the **target machine** is the latest version.
- Make sure that the version of Java VM installed to the card is the latest version. (See the "Appendix" regarding the System firmware and Java VM version requirements.)
- When using GlobalScan NX version 1.1.1.x and 1.1.2.x, only the Card Authentication Package (CAP) version 1.1 and Enhanced Locked Print NX (ELP NX) version 1.1 SDK applications are supported for use with the GlobalScan NX SDK application. Other Type C or Type J SDK applications are not supported.
- GlobalScan NX requires that the device's Auto Off Timer and Energy Saver Timer be set to 5 minutes or longer.
- To use GlobalScan NX with the following models, please have the customer purchase memory modules to expand the available system (MFP) memory:
- AL-C1, R-C5 (monochrome scanner models): Needs to be expanded to 768MB (max.).
- DI-C1: Needs to be expanded to 1024MB (max.).
- For AL-C1 and R-C5, the IPDS option and Global Scan NX (Java VM) cannot be used at the same time.

Installation of GlobalScan NX SDK Application

There are two installation methods for the "GlobalScan NX SDK Application". You can choose one of these installation methods;

- For installing in a small number of machines, "Installation Method 1" is recommended.
- For installing in a large number of machines, "Installation Method 2" is recommended.

Installation Method 1

- 1. Prepare the GlobalScan NX SDK application (D4205101.zip) on your PC. Note: File name of the zip file is subject to change.
- 2. Unzip the D4205101 zip file to create the "336920832" folder and "package.xml" file.
- 3. Insert a VM card to a Panasonic SD Card Reader/Writer that is connected to the PC. Access the VM card, and verify that the following folders exist. Copy the "336920832" folder to the "dist" folder (sdk/dsdk/dist) of the VM card, as shown below.



- 4. Remove the VM card from the Panasonic SD Card Reader Writer.
- 5. Go to the target machine and insert the VM card into the service slot when it is turned off.
- 6. Turn on the target machine, and Java VM will install itself on the target machine.
- 7. Ask the machine's administrator to login to the target machine as an administrator.
- 8. Press the "User Tools" key, and then push the "Extended Feature Settings" button on the operation panel.

🚸 Us	Iser Tools / Counter / Inquiry					
R	Curter Cuttier	Copier / Document Se Features	erver	Français		
System Settings		Facsimile Feature	s i	Inquiry		
		Printer Features				
		Scanner Features				
123	Counter	Extended Feature Set	tings			
		System Status	Job List	5 AUG 2008 14:13		

9. Next, select "Extended Feature Settings".

🛃 Extended Feature Setting Men	U			Exit
Extended Feature Settings		JavaTM Pla	atform]
	System Status	Job List	5 AUG 14:16	2008

🛃 Extende	d Featur	e Settings				Exit
Startup Setting	Install	Uninstall Ch Allo	ange Ext cation Feat	ended ure Info	ministrator Tools	
Select a source med	ia, then selec	t extended feature(s) ·	to install.			
Media	Туре	Extended Feature Name	Descrip	tion	Version	Source
SD Card	Type-J	GlobalScan NX			1.00	SD Card Slot 2
Web Server	Туре-С	JavaTM Platform	Extended Fea	ture(Ja	4.07	SD Card Slot 2
			Custum Chatan	lah 1 ian		5 AUG 2008

10. Select the "Install" tab, followed by "SD Card".

11. Select GlobalScan NX, and select the service slot (the actual slot will vary depending on the machine) and "Auto Start". By selecting "Auto Start", the GlobalScan NX service will automatically start-up after completing the activation process and rebooting the machine. Press "Next" to continue this installation procedure.

\overline 🔄 Extende	d Feature	Settings Exit
Startup Setting Select a source med	Install	Extended Feature Installation Cancel Next Select installation target and startup method.
Media SD Card Web Server	Type Type-J G Type-C J	►Install to Machine HDD SD Card Slot 1 SD Card Slot 2 SD Card Slot 3
		Startup Method Auto Start Do not Auto Start E AVE 2000
		System Status Job List 5 AUC 2008 14:28

Note

- Do not install "GlobalScan NX" to the HDD of the target machine.
- Switching GlobalScan NX manually between "Stop" and "Starting-up" on the operation panel might cause the device to run out of memory. So, we recommend using Auto Start.

12. Verify that the displayed SDK application name and version number are correct.

📰 Extended F	eature Settings				Exit
Ready to Install			Cancel	Previous	ОК
Confirm the information	below, then press [OK] t	o start installa	tion.		
►Extended Feature Nam	ne: GlobalScan NX	►Prod	uct ID:	336920832	
►Description:					
►Version:	1.00	►Auto) Start:	Auto Start	
▶Installation Target:	SD Card Slot 2				
►Vendor:					
►Contact:	TEL: Fax: E-mail:				
		System St	tatus 🛛 Job Li:	st	5 AUG 2008 14:29
Note					
If the displa contents of	yed SDK app the VM card	lication are corr	is not w ect and	hat you wa retry this i	ant to ins nstallatio

- 13. Press "OK" to complete this installation.
- 14. Java VM applications use the "Other Functions" key by default. If the user wants reassign the key used to access GlobalScan NX, please use the "Change Allocation" tab, located on the "Extended Feature Settings" screen.

🚼 Extended Feature Settings						Ex
Startup Setting	Install	Uninstall	Change Allocation	Extended Feature Info	Administrator Tools	
Select an extended feature to change key allocation.						
Stati	us Extended F	eature Name	Description	Version	Allo	cated Key

15. Press the "Administrator Tools" tab, and then press the "Heap/ Stack Size Settings" button.

🛃 Extended Feature Settings	Exit
Startup Setting Install Uninstall Change Extended Administrator Allocation Feature Info	←
Select item(s) to set.	
Copy Extended Features	
Copy Card Save Data	
Web Installation Settings	
Heap / Stack Size Settings	
Dioner Cartridge is almost envolv. System Status Job List	NUG 7,2008 8:05PM
	gl_i116

16. Press the "Change" button.

Extended Feature	Settings			Exit
Startup Setting Install	Heap / Stack Size S	Settings	Cancel	ОК
Select item(s) to set.	Specify size(s). ►Heap Size <2 M	R to 16 MR>		
Copy Extended Features	8 M	Change	e Defaults	
Copy Card Save Data	Stack Size <32	KB to 128 KB> Change Rest	ore Defaults	
Web Installation Settings				
Heap / Stack Size Settings		System Memory	Heap	
	Free	38,674,432	3,008,132	
	Total	203,923,456	8,388,608	
Toner Cartridge is almost empty. Yellow		System Status Job Lis	t	AUG 7,2008 8:02PM
				gl_i117

17. Input the appropriate value using the numeric keys on the operation panel and then press the "# (Enter)" key. The required heap size depends on the combination of installed applications. For

details, refer to the table below:

GlobalScan NX	CAP	ELP-NX	Required Heap Size
Yes	-	-	Default Setting
Yes	Yes	-	16 MB
Yes	Yes	Yes	16 MB



18. Press the "OK" button to return to the previous screen.

- 19. Press the "User Tools" key to exit the UP mode.
- 20. Turn the target machine off and on.
- 21. Activate "GlobalScan NX" using Remote Manager.
 - 1 🕓 Note
 - For details, see "Product Activation" in the "Embedded Software Remote Manager Operation Guide".
- 22. Reboot the MFP. If using Auto Start (as recommended), GlobalScan NX will start up after activation and rebooting the MFP.
 - U Note

1. Both Web Image Monitor and the MFP's Extended Feature Settings screen may display the status of GlobalScan NX as "Suspend". This is equivalent to "Starting Up" and is normal behavior.

Installation Method 2

1. Install the GlobalScan NX SDK application (D4205101.zip) to the target machine using Remote Manager.

Note

- File name of the zip file is subject to change.
- Use the zipped file as it is (do not unzip it).
- For the correct procedure, see the "Installation and Activation" section in the "Embedded Software Remote Manager Operation Guide".
- 2. "Activate "GlobalScan NX" using Remote Manager.

1. For details, see "Product Activation" in the "Embedded Software Remote Manager Operation Guide".

3. Go to the target machine and access the "Extended Feature Info" tab on the "Extended Feature Settings" screen.

🛃 Extended Feature Settings						Exit
Startup Setting	Install	Uninstall	Change Allocation	Extended Feature Info	Administrator Tools	
Select an extended f	eature to ch	eck.				
Status	Туре	Extended Feature Na	ame	Description	Version	Startup Location
Stop	Type-J	GlobalScan NX			1.1.1.0	SD Card Slot 2
Starting Up	Type-C	JavaTM Platfor	m Extend	ed Feature(Ja.	4.13	SD Card Slot 2

4. Make sure Auto Start is set to "On". (Default: On)

苦 Extended F	Exit						
Extended Feature Info		Exit					
The following extended	The following extended feature has been installed.						
►Extended Feature Nam	►Extended Feature Name: GlobalScan NX ►Product ID: 336920832						
►Description:	▶Description:						
►Version:	1.1.1.0	►Auto Start:	On	Off			
►Installation Target:	SD Card Slot 2						
►Vendor:							
►Contact:	TEL:						
	Fax: E-mail:						

5. Reboot the MFP. With Auto Start set to "On", once GlobalScan NX has been activated it will start up automatically after rebooting the MFP.
 Note

S	Note
	 Both Web Image Monitor and the MFP's Extended Feature Settings screen
	may display the status of GlobalScan NX as "Suspend". This is equivalent to
	"Starting Up" and is normal behavior.

6. If required, change the "Heap/ Stack Size Settings". Please refer to Steps 15-20 above.

Uninstallation

Uninstallation of GlobalScan NX SDK application

- 1. Turn on the target machine.
- Deactivate the "GlobalScan NX" application using Remote Manager. For details, see "Deactivation" in the "Embedded Software Remote Manager Operation Guide".
 Important

• Before uninstalling activated SDK applications, deactivation must be done. Otherwise, the product key will become unusable.

- 3. Uninstall the GlobalScan NX SDK application, but not the Java VM application, using the operation panel or Remote Manager.
- 4. Reboot the target machine.
- 5. Uninstall the Java VM application using the operation panel.
- 6. Turn off the target machine, and then remove the VM card from the target machine.

Appendix

Firmware (System)/Java VM Requirements as of Dec. 2008.

Model Name	Product Code	Firmware (System)	Java VM	MFP Memory
AT-C1	B230/B237	V1.69	V2.14	1,024MB (Standard and Max)
AP-C1	B222/B224	V1.68	V2.14	1,024MB (Standard and Max)
MT-C3	B246/B248/B249	V3.02	V2.14	512MB (Standard and Max)
MT-C3.5	D052/D053/D054	V3.02	V2.14	512MB (Standard and Max)
R-C5	D018/D020 Note 1	V1.13	V4.08	768MB (Standard and Max)
R-C5	D017/D019 (Monochrome scanner model) Note 1	V1.13	V4.08	512MB (Standard) Note 2 Need to expand to 768MB (Max)
AL-C1	D011/D013 Note 1	V1.06	V4.08	768MB (Standard and Max)
AL-C1	D009/D012 (Monochrome scanner model) Note 1	V1.06	V4.08	512MB (Standard) Note 2 Need to expand to 768MB (Max)
V-C2	D014/D015	V1.07	V4.08	1,512MB (Standard and Max)
DI-C1	D038/D041	V1.12	V4.13	768MB (Standard) Note 2 Need to expand to 1,024MB (Max)
AT-C2	D023/D025	V1.13	V4.13	1GB (Standard)
AP-C2	D027/D029	V1.13	V4.13	1GB (Standard)

• Note 1:

For AL-C1 and R-C5, the IPDS option and Global Scan NX (Java VM) cannot be used at the same time.

• Note 2:

For AL-C1 (monochrome scanner model), R-C5 (monochrome scanner model), and DI-C1 expand the system memory on the MFP to maximum. Otherwise, an out of memory error may occur.



Reissued: 10-Apr-09

Model: CAP	Date: 19-Nov-08	No.: RD489001a
RTB Reissue The items in bold italics have been corrected.		
	Propored by: C	Tomoo

Subject. Release Note. CAP			Frepared by. S. Tombe	
From: 2nd Tech. Support Sec. Service Support Dept.				
Classification:	Troubleshooting	Part informat	ation Action required	
	🗌 Mechanical	Electrical	Service manual revision	
	Paper path	Transmit/rec	ceive Retrofit information	
	Other ()			

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

Version	Program No.	Effective Date
1.2.0.0-01	D4890001B	April 2009 production
1.10a	D4890001A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.2.0.0-01	 Other changes: 1. Users can login to all Device User Authentication types (Basic, Windows, LDAP authentication) without entering a password. 2. The use of a proxy or regular username can be configured for various authentication types. This will apply to both: Login at the operation panel Submission of print jobs 3. A single sign-on can be used for CAP and Global Scan NX.
1.10a	1st Mass production.



Reissued: 10-Apr-09

Model: ELP NX

Date: 19-Nov-08

No.: RD490001a

Subject: Release Note: ELP NX			Prepared	by: S. Tomoe
From: 2nd Tech.	Support Sec. Service Support	Dept.		
Classification:	Troubleshooting	Part informat	tion	Action required
	🗌 Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	🛛 Other ()			

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

Version	Program No.	Effective Date
1.2.0.0-01	D4900001B	April 2009 production
1.10a	D4900001A	1st Mass production.

Version	Modified Points or Symptom Corrected	
1.2.0.0-01	Other changes:	
	1. Follow Me Printing is newly supported.	
1.10a	1st Mass production.	

Technical Bulletin

Reissued: 06-Jan-09 Model: XG-SD1

Date: 08-Nov-11

No.: RGene028b

Subject: Release Note: GlobalScan NX			Prepared	d by: S.Tomoe
From: 2nd Tech. Support Sec. Service Support Dept.				
Classification:	Troubleshooting	Part informat	ion	Action required
	🗌 Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🛛 Other ()	🖂 Tier 2

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

Version	Program No.	Effective Date
1.1.3.0	D4205101C	January 2009 production
1.1.2.0	D4205101B	December 2008 production
1.1.1.0	D4205101a	1st Mass production.

Version	Modified Points or Symptom Corrected	
1.1.3.0	Fixed: SC997 occurs during the operation of MFP applications (Copy, Print,	
	etc). (Reported by Tech Mail No.: TS081556)	
1.1.2.0	Other Changes:	
	 The RightFAX plugin is supported. 	
	The Output plugin's StartPointPath can be edited.	
	3. Flash Player 10 is supported.	
1.1.1.0	1st Mass production.	

Technical Bulletin

PAGE: 1/2

Model: Diana-C1			Dat	e: 05-Feb-	.09	No.: RGenM003
Subject: On/Star	dby decal attachment notice			Prepared	d by: Mas	sato Saiki
From: 1st Tech. S	Support Sec. Service Support	Dept.				
Classification:	Troubleshooting	Part info	orma	tion	Action	required
	🗌 Mechanical	Electric	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	fit information
	Product Safety	🛛 Other ()	Tier 2	

Important Information Regarding Heaters

• To comply with safety regulations, if you install an Anti-Condensation Heater, Tray Heater (Mainframe), or Tray Heaters (Optional Unit) in the field, make sure to remove the "On/Off" decal next to the main power switch and attach the "On/Standby" decal [A] in its place.

See the P/N list below.



• Note that the "On/Standby" decal for the N.A. market uses words and symbols, while the decal for the EU market uses only symbols.

Model	: Diana-C1

Date: 05-Feb-09

No.: RGenM003

P/N for the "On/Standby" decal by product:

	P/N	P/N
Product Name	Decal: NA	Decal: EU
Diana-C1/C1L	D0111252	D0111253
Atena-C2	B2371372	B2371355
Apollon-C2	B2371372	B2371355
Alex-C1/P1	D0111252	D0111253
Russian-C5	D0107450	D0107451
Gaia-P3	GA001041 (same as the EU decal)	GA001041
Parisian-C1	D0107450	D0107451
Apollon-P2	B2371372	B2371355

Technical Bulletin

Reissued 5-Aug-09

Model: General

Date: 24-Apr-09

No.: RGene032b

RTB Reissue

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

Subject: NVRAM uploading/downloading		Prepared by: Masato Saiki		
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	Troubleshooting	🛛 Part informat	ion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🛛 Other ()	Tier 2

Important Information Regarding NVRAM Data Upload (SP5824)

Target models: AL-P1, R-C5, MT-C4, B-C4, AP-P2, DI-C1

Target models: A-C4.5, A-P4, AL-C1, AL-P1, AP-P2, B-C3, B-C4, B-P1, BE-C1, DI-C1, MT-C3, MT-C4, MT-P2, MT-P3, PR-C1, R-C4.5, R-C5, *V-C2*

- On the models listed above, the following data stored in the NVRAM will not be saved to the SD card when you perform an NVRAM data upload (SP5824).
 - Total counter value
 - C/O, P/O counter values
 - > Duplex, A3/DLT/Over 420mm, Stapler, and Scanner counter values
 - > Engine SP data
- Therefore, whenever you perform an NVRAM upload/download, make sure to print out the SP Data List before you perform SP5801-001 (Memory Clear: All Clear) or SP5801-002 (Memory Clear: Engine).

NVRAM Upload/Download Procedure:

- 1) Print out the SP Data List from SP5990-002.
- 2) Perform the NVRAM data upload (to the SD card)according to the procedure in the Service Manual.
- 3) Perform the memory clear (\$P5801-001 or -002).
- 4) Perform the NVRAM data download (from the SD card)according to the procedure in the Service Manual.
- 5) Input the data listed above manually.

Technical Bulletin

PAGE: 1/2

Model: General		Date: 30-Jun-09		09	No.: RGene033	
Subject: Card Re Package	eader is not recognized by Card	Authentica	ition	Prepared	d by: S. T	omoe
From: 2nd Tech S	Support Sec. Service Support De	ept.				
Classification:	Troubleshooting [Part info	orma	tion	Action	n required
	Mechanical	Electric:	al		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	fit information
	Product Safety	Other ()	🛛 Tier 2	

Problem

After a card reader is installed on the MFP, the card reader will not respond when a card is swiped over it.

Cause

The card reader is not among the list of card readers in the Card Authentication Package Web UI. This could occur because card reader was released after the Card Authentication Package. Card readers of the same model but different batches (ie. firmware upgrade) might have different release numbers.

Solution

Add the card reader manually. This can be done as described on pages 26 and 27 of the CAP administrator's guide.

Step 1) Obtaining card reader variables:

In order to register a card, the card reader's Vendor ID, Product ID and Device Release Number are needed.

1) Open Device Manager.

2) Select [Human Interface Devices] (if there is more than 1 device, determine which is the card reader by unplugging it and plugging it in again).

3) Open the card reader's properties.

- 4) Select [Hardware IDs] in the [Property] drop down list.
- 5) The needed variables are displayed.
- Example:

and the second station for the President	11 2
10 Series Scheller Nachonson Kenzell (Series Nachonson Series Scheller Image: Series Scheller Nachonson Series Scheller Series Scheller Nachonson Series Scheller	

Vendor ID: 0c27 Product ID: 3bfa Device Release Number: 0582

Step 2) Manual registration of the card reader:

Up to 20 card readers can be registered in the [Card Reader Settings].

1) Open the CAP web configuration tool.

2) In the [Configuration] menu, click [Card Reader Settings]. The [Card Reader Settings] screen appears.

3) In [Card Reader Type], select [Keystroke Reader].

4) The [Card Device List] screen appears.

- 5) Click [Add Card Reader].
- 6) The [Add Card Reader] screen appears.
- 7) Enter the device variables collected in the earlier half of this document.

[Device Name]: Enter up to 64 characters.

[Vendor ID]: Enter up to 4 hexadecimal digits.

[Product ID]: Enter up to 4 hexadecimal digits.

[Device Release Number]: Enter up to 4 hexadecimal digits.

8) Click [OK] to save the settings and return to the [Card Reader Settings] screen.



PAGE: 1/1

Model: ELP NX

Date: 06-Jul-09

No.: RD490002

Subject: Release Note: ELP NX		Prepared by: S. Tomoe		
From: 2nd Tech.	Support Sec. Service Support	Dept.		
Classification:	Troubleshooting	Part informat	tion	Action required
	🗌 Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	⊠ Other ()			

This RTB has been issued to announce the firmware release information for the **ELP NX** (for 4-line LCD models).

Version	Program No.	Effective Date
1.3.0.0-01	D4901401	1st Mass production

Modified Points or Symptom Corrected
1st Mass production
- S-C4 (D067/D068/D069/D072)



PAGE: 1/1

Model: ELP NX

Date: 06-Jul-09

No.: RD490003

Subject: Release Note: ELP NX		Prepared by: S. Tomoe		
From: 2nd Tech.	Support Sec. Service Support	Dept.		
Classification:	Troubleshooting	Part informat	tion	Action required
	🗌 Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	🛛 Other ()			

This RTB has been issued to announce the firmware release information for the **ELP NX** (for **Printer models**).

Version	Program No.	Effective Date
1.3.0.0-01	D4901701	1st Mass production

Version	Modified Points or Symptom Corrected
1.3.0.0-01	1st Mass production
	Affected Models
	- AI-P1 (G179)
	- AP-P2 (G188/G189)
	- G-P3 (G190)



Reissued: 20-Aug-09

Model: CAP	Date: 19-Nov-08	No.: RD489001b
RTB Reissue		
The items in bold italics have been corrected.		

Subject: Release	e Note: CAP		Prepared	d by: S. Tomoe
From: 2nd Tech.	Support 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 CAP.

Version	Program No.	Effective Date
1.3.0.0-01	D4890001C	July 2009 production
1.2.0.0-01	D4890001B	April 2009 production
1.10a	D4890001A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.3.0.0-01	Other changes:
	1. Model AL-P1 / Model G-P3 / Model AP-P2 / Model S-C4 are now
	supported.
	2. CAP now supports ELP-NX FS.
	3. CAP now supports the LDAP V3 protocol.
	4. CAP can now search all sub-trees in any LDAP environment.
	5. CAP now supports the use of Kerberos with multiple domains.
1.2.0.0-01	Other changes:
	1. Users can login to all Device User Authentication types (Basic, Windows,
	LDAP authentication) without entering a password.
	2. The use of a proxy or regular username can be configured for various
	authentication types. This will apply to both:
	 Login at the operation panel
	 Submission of print jobs
	A single sign-on can be used for CAP and Global Scan NX.
	4. Model AT-C2 / Model AP-C2 / Model DI-C1 / Model MT-C4 are now
	supported.
1.10a	1st Mass production
	Other changes:
	1. Model R-C5 / Model AL-C1 / Model V-C2 are supported.



Reissued: 20-Aug-09

Model: ELP NX	Date: 19-Nov-08	No.: RD490001b

RTB Reissue

The items in bold italics have been corrected.

Subject: Release Note: ELP NX		Prepared by: S. Tomoe		
From: 2nd Tech.	Support Sec. Service Support	Dept.		
Classification:	 Troubleshooting Mechanical Paper path Other () 	Part informat Electrical Transmit/rec	tion eive	 Action required Service manual revision Retrofit information

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

Version	Program No.	Effective Date
1.3.0.0-01	D4900001C	July 2009 production
1.2.0.0-01	D4900001B	April 2009 production
1.10a	D4900001A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.3.0.0-01	 Other changes: 1. Model AL-P1 / Model G-P3 / Model AP-P2 / Model S-C4 are now supported. 2. ELP-NX now supports ELP-NX FS. 3. The Card Authentication Package is now optional if using ELP-NX. 4. The PS driver can now send Locked Print jobs to ELP-NX.
1.2.0.0-01	Other changes: 1. Follow Me Printing is newly supported.
1.10a	1st Mass production

Technical Bulletin

Reissued: 25-Aug-09

Model: ELP NX	Date: 19-Nov-08	No.: RD490001c

RTB Reissue

The items in bold italics have been corrected.

Subject: Release Note: ELP NX		Prepared by: S. Tomoe		
From: 2nd Tech.	Support Sec. Service Support	Dept.		
Classification:	 Troubleshooting Mechanical Paper path Other () 	Part informat Electrical Transmit/rec	tion eive	 Action required Service manual revision Retrofit information

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

Version	Program No.	Effective Date
1.3.1.0-01	D4900001D	August 2009 production
1.3.0.0-01	D4900001C	July 2009 production
1.2.0.0-01	D4900001B	April 2009 production
1.10a	D4900001A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.3.1.0-01	Symptom corrected: 1. The "Non Locked Print Jobs" setting is returned to the default value (disable) after the power cycles, though this setting was changed to enable.
1.3.0.0-01	 Other changes: Model AL-P1 / Model G-P3 / Model AP-P2 / Model S-C4 are now supported. ELP-NX now supports ELP-NX FS. The Card Authentication Package is now optional if using ELP-NX. The PS driver can now send Locked Print jobs to ELP-NX.
1.2.0.0-01	Other changes: 1. Follow Me Printing is newly supported.
1.10a	1st Mass production



Reissued: 25-Aug-09

Model: ELP NX

Date: 06-Jul-09

No.: RD490002a

RTB Reissue

The items in bold italics have been corrected.

Subject: Release Note: ELP NX			Prepared by: S. Tomoe		
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 ()	🛛 Tier 2	

This RTB has been issued to announce the firmware release information for the **ELP NX** (for 4 line LCD models).

Version	Program No.	Effective Date	
1.3.1.0-01	D4901401a	August 2009 production	
1.3.0.0-01	D4901401	1st Mass production	

Version	Modified Points or Symptom Corrected
1.3.1.0-01	Symptom corrected: 1. The "Non Locked Print Jobs" setting is returned to the default value (disable) after the power cycles, though this setting is changed to enable.
1.3.0.0-01	1st Mass production Effected Models - S-C4 (D067/D068/D069/D072)

Technical Bulletin

Reissued: 25-Aug-09

Model: ELP NX

Date: 06-Jul-09

No.: RD490003a

RTB Reissue

The items in bold italics have been corrected.

Subject: Release Note: ELP NX			Prepared by: S. Tomoe		
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 ()	🛛 Tier 2	

This RTB has been issued to announce the firmware release information for the **ELP NX** (for Printer models).

Version	Program No.	Effective Date
1.3.1.0-01	D4901701a	August 2009 production
1.3.0.0-01	D4901701	1st Mass production

Version	Modified Points or Symptom Corrected
1.3.1.0-01	Symptom corrected: 1. The "Non Locked Print Jobs" setting is returned to the default value (disable) after the power cycles, though this setting is changed to enable.
1.3.0.0-01	1st Mass production Effected Models - AI-P1 (G179) - AP-P2 (G188/G189) - G-P3 (G190)

Technical Bulletin

PAGE: 1/2

Model: General RTB			Date: 24-Aug-09		.09	No.: RGene034
Subject: SP5-894-001 (External Charge Unit Setting)			Prepared by: T. Toriumi			
From: 2nd Tech Support Sec. Service Support Dept.						
Classification:	Troubleshooting	Part info	ormat	tion	Action	n required
	Mechanical	Electrical			Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retrof	fit information
	Product Safety	Other ()	Tier 2	

This RTB applies to the following models: AT-C2, AP-C2, DI-C1/C1L, V-C2

The following settings (Pattern.1 and 2) were added to SP5-894-001 for the Optional Counter Interface Unit Type A (20pin).

5894	[External Charge Unit Setting]		
	-		
001	Switch Charge Mode	[0 to 2/ 0 /1/step]	

Pattern.0 (SP5-894-001=0: Default setting)

This is the default pattern which allows separate counter for print, FAX (reception), B/W copy, and Full-color copy.

Job Type:
Printer (printing out)
Fax (reception)
B/W copy
Full-color copy

Pattern.1 (SP5-894-001=1: New feature)

Separate counter for B/W and color is available under this pattern. However, it is not possible to distinguish between Copier and Printer outputs.

Job Type:
-
Fax (reception)
B/W copy / print
Full-color copy / print



Т	achn	ical	Rull	latin
	ecini	ICal	Dui	letin

Model: General RTB

Date: 24-Aug-09

No.: RGene034

Pattern.2 (SP5-894-001=2: New feature)

With this setting, it is possible to distinguish between B/W and color outputs for both the Copier and Printer. However, it is not possible to manage fax reception documents.

Job Type:
B/W print
Full-color print
B/W copy
Full-color copy

NOTICE:

To apply this change on the AT-C2/AP-C2/V-C2, System/Copy and Engine firmware must be updated to the versions shown below. (There is no need to update the firmware on the DI-C1/C1L).

<u>AT-C2</u>

Firmware	Version	Program No.
System/Copy	1.15 or newer	D0255562K or newer
Engine	1.52:09 or newer	D0255117F or newer

NOTE:

In updating firmware on AT-C2, please refer to the related RTB#RD025002 and #RD025012.

<u>AP-C2</u>

Firmware	Version	Program No.
System/Copy	1.15 or newer	D0295562K or newer
Engine	1.53:08 or newer	D0295117G or newer

NOTE:

In updating firmware on AP-C2, please refer to the related RTB#RD029002 and #RD029003.

<u>V-C2</u>

Firmware	Version	Program No.
System/Copy	1.09 or newer	D0145761K or newer
Engine	1.50:01 or newer	D0145402J or newer
NATE		

NOTE:

In updating firmware on V-C2, please refer to the related RTB#RD014076c.

Technical Bulletin

Model: General RTB			Dat	Date: 28-Aug-09		No.: RGene035
Subject: Release Note: Remote Manager EXP			Prepared by: C. Tsuji			
From: 2nd Tech. Support Sec. Service Support Dept.						
Classification:	Troubleshooting	Part informat		tion	Action	n required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path	🗌 Transm	iit/rec	eive	Retrof	it information
	Product Safety	🛛 Other ()	🛛 Tier 2	

This RTB has been issued to announce the firmware release information for the **Remote Manager EXP.**

Version	Program No.	Effective Date
2.4.2	D4815100c	August 2009
2.3.0	D4815100a	1st Mass production

Version	Modified Points or Symptom Corrected		
2.4.2	1. Added:		
	(1) Multi-thread Support		
	Remote manager ver. 2.4 now supports multi-inread processing.		
	A maximum of 5 threads will be used to perform the following functions.		
	- Application Installation.		
	- Application Update.		
	- Application Uninstallation.		
	- Store a license on a device.		
	- Deactivate a license on a device.		
	(2) "Access to Latest Support Info." added to Help menu.		
	Clicking "Access to Latest Support Info." opens the web site where the		
	latest version of the operation guide and the video guide are located.		
	Operators may view or download these guides as necessary.		
	(3) Licenses can now be reissued for GlobalScan NX, Card Authentication Package, and ELP NX.		
	The Activation Server can reissue a license code as long as the Lock Code		
	(i.e., the device is the same) and the product key are the same as when the license code was issued the first time.		
	Please review the "Reissue License" section of the Remote Manager		
	Operation Guide for more information.		
	(4) A CSV Template file is now available in the "template" folder included in		
	the Remote Manager zip archive.		
	Please use the CSV Template file as a guide when preparing a device		
	list that is to be imported into Remote Manager.		
	(5) Troubleshooting information has been added to the Remote Manager		



Model: Ge	eneral RTB	Date: 28-Aug-09	No.: RGene035
Version	Modified Points or S	ymptom Corrected	
	Operation Guide.		
	2. Removed: A message asking users to restart a dev application has been removed. The mes restart devices even though the restart	vice after installing/un sage was causing op is not necessary.	installing an erators to
2.3.0	1st Mass production		

Technical Bulletin

Reissued:31-Aug-09

Model: General RTB

Date: 19-May-09

No.: Gene029c

RTB Reissue

The items in *bold italics* were added.

Subject: Card Authentication Package V1.3 Installation / Activation Guide			Prepared by: H. Taguchi	
From: 2nd Tech Support Sec. Service Support Dept.				
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	 Part information Electrical Transmit/rec Other (ion eive)	 Action required Service manual revision Retrofit information Tier 2

This RTB has been issued to announce the Card Authentication Package V1.3 Installation / Activation Guide release information.

Installation

Overview

There are several combinations for using "Card Authentication Package" and "Enhanced Locked Print NX".

- **Embedded Type A:** This is for a customer who wants to use "Card Authentication Package" and "Enhance Locked Print NX".
- **Embedded Type B:** This is for a customer who wants to use only "Card Authentication Package".
- Server Type A: This is for a customer who wants to use "Card Authentication Package Enterprise Server" and "Enhance Locked Print NX".
- Server Type B: This is for a customer who wants to use only "Card Authentication Package Enterprise Server".

	Embedded Type A	Embedded Type B	Server Type A	Server Type B
CAP	Yes	Yes	Yes	Yes
CAP-ES	No	No	Yes	Yes
CRT	Yes	Yes	Yes	Yes
ELP-NX	Yes	No	Yes	No

Here is the matrix of possible combinations.

CAP: Card Authentication Package

- CAP-ES: Card Authentication Package Enterprise Server
- ELP-NX: Enhanced Locked Print NX (Application and Filter)
- CRT: Card Registration Tool for CAP

Confirmation Points before Installation

- Make sure that the firmware of the **target machine** is the latest version.
- Make sure that the firmware of the **VM card** is the latest version.
- Check the following SP settings; All bits of SP5401-162 (Extend Certification Detail) must be set to "0". Bit 0 of SP5401-230 (Customized Authentication) must be set to "0".

Installation of Card Authentication Package

There were two installation methods for the "Card Authentication Package" for V1.1 and V1.2. However, There is only one installation method for V1.3.

"Working with the PC"

- 1. Prepare the applications related to the "Card Authentication Package" on your PC.
- 2. Copy the "Card Authentication Package" from the PC to the VM card.
 - Unzip the zip file of the "Card Authentication Package" on your PC.
 - Please refer to the following device list and select the folder.

Model Name	Product Code	Application Folder
Model R-C5	D017/D018/D019/D020	/01_mfp/sd_image/
Model AI-C1	D009/D011/D012/D013	
Model Di-C1	D037/D038/D040/D041	
Model AT-C2	D023/D025	
Model AP-C2	D027/D029	
Model V-C2	D014/D015/D078/D079	

U Note

The above folders include "/sdk" folder that is application image for copying to VM card.



• Overwrite the sdk folder onto the root directory of the VM card shown above.
- 3. Copy the "Enhanced Locked Print NX" from the PC to the VM card.
 - Unzip the zip file of the "Enhanced Locked Print NX" on your PC.
 - Please refer to the following device list and select the folder.

Model Name	Product Code	Application Folder
Model R-C5	D017/D018/D019/D020	/01_mips/01_mfp/sd_image/
Model Al-C1	D009/D011/D012/D013	
Model Di-C1	D037/D038/D040/D041	
Model AT-C2	D023/D025	/02_x86/01_mfp/sd_image/
Model AP-C2	D027/D029	
Model V-C2	D014/D015/D078/D079	

Note

The above folders include "/sdk" folder that is application image for copying to VM card.



• Overwrite the sdk folder onto the root directory of the VM card shown above.

"Working with the Machine"

- 4. Install a card reader device in a suitable location.
- 5. Connect the USB cable from the card reader device to the USB slot of the target machine.

Note

• The position of the USB slot may vary depending on the machine.

6. Secure the cable clamp to the USB slot.

Note

The procedure for the card reader installation depends on the machine. For details, see "USB Connection of the Card Reader" in the "Appendix" section.

- 7. Install the VM card in the service slot of the target machine.
- 8. Turn on the target machine.
- 9. Ask a machine administrator to login to the target machine with the login name and password of the machine's administrator.



10. Enter the "User Tools", and then press "Extended Feature Settings" on the LCD.



11. Press "Extended Feature Settings" on the LCD.

🚼 Extend	ed Featur	e Settings			Exit
	Install	Uninstall Ch Allo	ange Extended cation Feature Info	Administrator Tools	
Select a source me	edia, then selec	t extended feature(s)	to install.		
Media	Туре	Extended Feature Name	Description	Version	Source
SD Card	Type-J	ELP NX	http://[1P]:8080/lo.	1.0	SD Card Slot 2
Web Server	Type-J	Card Authentica	. http://[hostname]:8.	1.00	SD Card Slot 2
	Type-J	Card Registrati	. Card Registration U.	1.00	SD Card Slot 2
	Type-J	Card Registrati	. Card Registration U.	1.00	SD Card Slot 2
	Type-J	Card Registrati	Card Registration U.	1.00	SD Card Slot 2
			1	/2 🔺 Previ	ous 🔍 Next
			System Status 🛛 Job List		JUL 17,2008 11:054M
					gl_i106

12. Press the "Install" tab, and then press "SD Card".

The following table shows the destination of the installed SDK application.

Application	Destination
Card Authentication Package	SD Card
Card Registration Tool for CAP	SD Card
Enhanced Locked Print NX Application	SD Card
Enhanced Locked Print NX Filter	HDD

13. Press the SDK application bar (except ELP NX-Filter) that you want to install.

Do not install the "Enhanced Locked Print NX-Filter" in the SD card. The ELP NX Filter must be installed in the HDD of the target machine. See step 18 for how to install it.

🛃 Extende	d Feature	Settings	Exit
Startup Setting Select a source medi Media SD Card Web Server	Install a, then select e Type=J E Type=J C Type=J C	Extended Feature Installation C Select installation target and startup method. Install to Machine HDD SD Card Start 2 SD Card Stot 2 SD Card	D Card Slot 3
Please call service.	Туре-Ј (С Тур	Startup Method Auto Start Do not Auto Start Status State Auto Start Auto	JUL 17,2108

gl_i107

14. Press "SD Card Slot 2" and "Auto Select"

15. Press "Next" to continue this installation procedure.

🛃 Extended Feature Settings					
Ready to Install Cancel Pr					
Confirm the information b	elow, then press [OK] to sta	rt installation.			
Extended Feature Name	Card Authenticati	▶Product ID:	336724768		
►Description:	http://[hostname]:8080/	/cap/			
►Version:	1.00	►Auto Start:	Auto Start		
►Installation Target:	SD Card Slot 2				
► Vendor:					
►Contact:	TEL:				
	Fax: E-mail:				
		System Status Job List		JUL 17,2008 11:104M	

gl_i108

- 16. Check if the displayed SDK application name is correct.
 - Note

If the displayed SDK application is not what you want to install, check the contents of the VM card and retry this installation.

17. Press "OK" to complete this installation.

Note

Install the following applications from the SD card in the service slot with the operation panel; exactly which applications to install will depend on the customer's circumstances.

- Card Authentication Package
- Enhanced Locked Print NX Application
- Card Registration Tool for CAP

😤 Extended	d Featur	e Settings			Exit	
Startup Setting Install Uninstall Change Extended Administrator Allocation Feature Info Tools						
Select a source medi	a, then selec	t extended feature(s) t	o install.			
Media	Туре	Extended Feature Name	Description	Version	Source	
SD Card	Type-J	ELP NX	http://[]P]:8080/lo	. 1.0	SD Card Slot 2	
Web Server	Type-J	Card Authentica	http://[hostname]:8	. 1.00	SD Card Slot 2	
	Type-J	Card Registrati	Card Registration U	. 1.00	SD Card Slot 2	
	Type-J	Card Registrati	Card Registration U	. 1.00	SD Card Slot 2	
	Type-J	Card Registrati	Card Registration U	. 1.00	SD Card Slot 2	
			1/	2 A Previ	∞s ▼ Next	
		1	System Status Job List		JUL 17,2008 11:054M	
					al i109	

18. Press the "Enhanced Locked Print NX Filter" bar in the display shown above.

😤 Extended Feature	Settings		Exit
Startup Setting Install Select a source media, then select e Media Type SD Card Type-C [J Web Server Type-C E	Extended Feature Installation Select installation target and startup method. Machine HDD SD Card Slot 1 SD Card Slot 2	a 🖬	Next
∰Weste Toner Bottle is elnnost full. ⊠	System Status Job List		JUL 17,2108 11:12/4 ol i113

19. Press "Machine HDD", and then press "Next".



20. Check if the displayed SDK application name is correct and "Machine HDD" is selected as the installation target.

Note

If the displayed SDK application is not what you want to install, check the contents of the VM card and retry this installation.

21. Press "OK" to complete this installation.

- 22. Allocate the Function key (on the operation panel) for the Java VM applications if the customer wants to use a key other than "Other Functions" (default).
- 23. Enter the "Extended Features Settings".
 - "User Tools/Counter" > "Extended Features Settings" > "Extended Features Settings"

🛃 Extended Feature Settings	Exit
Startup Install Uninstall Change Extended Administrator Setting Install Uninstall Allocation Feature Info	←
Select item(s) to set.	
Copy Extended Features	
Copy Card Save Data	
Web Installation Settings	
Heap / Stack Size Settings	
orer Cartridge is almost empty. System Status Job List	AUG 7,2008 8:05PM
	gl_i116

24. Press the "Administrator Tools" tab, and then press the "Heap/ Stack Size Settings" button.



gl_i117

25. Press the "Change" button.

🔄 Extended Feature	Settings			Exit
Startup Setting Install	Heap / Stack Siz	re Settings	Car	ОК
Select item(s) to set.	Specify size(s). ►Heap Size <2	MB to 16 MB>	ro Dofaulte	
Copy Extended Features	►Stack Size <	32 KB to 128 KB>		Clear
Copy Card Save Data	64	KB Change Resto	re Defaults	#
Heap / Stack Size Settings	I ——			
		System Memory	Heap	
	Free	38,674,432	3,008,200	
	Total	203,923,456	8,388,608	
ظToner Cartridge is almost empty. Yellow		System Status Job List	:	AUG 7,2008 8:05PM
				gl i118

26. Input an appropriate value (see the table below) with the numeric keys on the operation panel, and then press the "# (Enter)" key.

Required heap size for the "Copy Extended Feature" depends on a combination of installed applications. For details, refer to the table below.

CAP	ELP-NX	GlobalScan NX	Required Heap Size
Yes	-	-	8 MB
Yes	Yes	-	16 MB
Yes	Yes	Yes	16 MB
Yes	-	Yes	16 MB

27. Press the "OK" button to return to the previous screen.

28. Press the "User Tools/Counter" key to exit the UP mode.

29. Turn the target machine off and on.

"Working with the PC"

30. Activate the "Card Authentication Package" and "Enhanced Locked Print" (if it is installed) with the Remote Manager.

Note

• For details, see "DSDK Application Installation" in the "Embedded Software Remote Manager Installation/Activation Guide".

The following steps from 31 to 34 should be done by a machine administrator.

31. Configure the card reader settings with the Card Authentication Package Web UI.

32. Turn the target machine off and on.

"Working with the Machine"

33. Enable "Java TM Platform" for each user with the Address Book Manager.

 "User Tools/Setting" > "System Settings" > Administrator Tools" > Address Book Management" > select a user icon > "Auth. Info" > "Other Functions" on the 4th page

	Jugo				
🔞 System Se	Exit				
Program / Change Addres	Program / Change Address Book				
Names Auth	. Info Protection	Fax Dest. E-ma	ail Folder	Add to Group	
► Available Functions					
Printer	Colour / Black & White	Black & White	None		
Other Functions	Document Server	Facsimile	Scanner		
	JavaTM Platform				
		_		4/4	
				Novt	
		System Status 🛛 J	ob List	AUG 7,2008 7:10PM	
				gl_i115	

34. Check if the card reader works normally.

- Press the "Other Function" key for "SDK application" on the operation panel.
- Select "Card Registration Tool for CAP"
- Press "Obtain Card ID" on the LCD. After the "Set the card to register" message appears, hold the card over the card reader.
- Check to see that the card ID is displayed on the LCD of the target machine. (If the card ID is not displayed, the card may not be available. In that case, register the card ID.)

Note

For details about steps from 31 to 34, see the operation instructions for "Setting Up the Card Reader".

The following step 35 should be done by a field service representative.

35. Uninstall the "Card Registration Tool" with the operation panel if the customer wants to delete it.

Uninstallation

Uninstalling Card Authentication Package

- 1. Turn on the target machine.
- 2. Deactivate "Card Authentication Package" and "Enhanced Locked Print-NX Application" with the Remote Manager. For details, see "Deactivation" in the "Embedded Software Remote Manager Installation/Activation Guide".

😪 Important

Before uninstalling activated SDK applications, deactivation must be done. Otherwise, the product key will be wasted.

Enter the User Tools, and then select "Off" in the "Enhanced Authentication Management" (Administrator Tools > Enhanced Authentication).
 Note

If the SDK applications are uninstalled from the target machine with "Enhanced Authentication" turned on, SC636 is issued. In that case, enter the SP mode and change the bit 0 setting of SP5401-160 (**SSP**: Super Service Program) to "0".

- 4. Uninstall the SDK applications which you want to remove, except for the Java VM application, with the operation panel or Web Image Monitor.
- 5. Turn the target machine off and on.
- 6. Uninstall the Java VM application with the operation panel or Web Image Monitor..
- 7. Change the following SP settings.
 - All bits of SP5401-162 (Extend Certification Detail) must be set to "0".
 - Bit 0 of SP5401-230 (Customized Authentication) must be set to "0".
- 8. Turn off the target machine, and then remove the VM card from the target machine.

Remote Updating Procedure

Updating Card Authentication Package

Important)

First update the Java VM Platform if the Java VM Platform and Card Authentication Package are supposed to be updated at the same time.

1. Ask a machine administrator to disable the Card Authentication Package with the operation panel.

Note

- Disable other Card Authentication Packages if they have been installed in the machine.
- You can also disable the Card Authentication Package with the web image monitor.
- 2. Launch the Remote Manager.
- 3. Add a Card Authentication Package for updating in the Remote Manager

See the "Adding a Card Authentication Package in the "Remote Manager" sub section of the "Card Authentication Package Installation" section of the Remote Manager Operation Guide.

4. Install the Card Authentication Package for updating in the target machine **Note**

See the "Installing the Card Authentication Package in the Target Machine" sub section of the "Card Authentication Package Installation" section of the Remote Manager Operation Guide.

- 5. Turn off and on the target machine.
- Ask a machine administrator to check if the version of the Card Authentication Package is updated and if the installed Card Authentication Package is "Starting Up"

Updating Enhanced Locked Print NX Application and Filter

Enhanced Locked Print NX Application

The following file should be required.

Model Type	Product Code	Application Folder	File Name
Model R-C5	D017/D018/D019/D020	/01_mips/01_mfp/web_image/	elpnx_install.zip
Model AI-C1	D009/D011/D012/D013		
Model Di-C1	D037/D038/D040/D041		
Model AT-C2	D023/D025	/02_x86/01_mfp/web_image/	elpnx_install.zip
Model AP-C2	D027/D029		
Model V-C2	D014/D015/D078/D079		

- 1. Ask a machine administrator to disable the ELP NX application using Web Image Monitor.
- 2. Login to the ELP Administrative Tool.
- 3. Export the system configuration file.

See the "Exporting/Importing the System Configuration File" section of the "ELP Administrator's Guide."

- 4. Uninstall the ELP NX Filter using the Remote Manager.
- 5. Install the new version (the update) of the ELP NX Filter using Remote Manager.
- 6. Reissue the product license using Remote Manager.
- 7. Store the obtained product license in the target machine using Remote Manager.

For details about steps from 4 to 7, see the "Uninstallation Procedure" section of the "Remote Manager Operation Guide."

8. Import the system configuration file.

See the "Exporting/Importing the System Configuration File" section of the "ELP Administrator's Guide."

- 9. Turn the main power of the target machine OFF/ON.
- 10. Ask a machine administrator to confirm that the ELP NX application has been successfully updated to the target version, and that this application is operating normally.

Enhanced Locked Print NX Filter

- 1. From the machine operation panel, uninstall the ELP NX Filter from the target machine.
- 2. Remove the VM card from the target machine.
- 3. Delete the "336724752" folder from the VM card as shown below.



- 4. Do the following in order to copy Enhanced Locked Print NX from the PC to the VM card:
 - Unzip the "Enhanced Locked Print NX" zip file on the PC.
 - Select the folder according to the device list on page 4 of this document.
 - Overwrite the "sdk" folder on the VM card by copying the folder from the PC to the root directory of the VM card (see page 4 of this document).
- 5. Do Step 4 of the "Installation of the Card Authentication Package, which is on page 5 of this document.

Note

Make sure that the Heap Size setting.

Appendix

	Installation Destination	Action	WIM	Remote Manager	SD Card
		Installation	Yes	Yes	Yes
CAR	Target	Activation	No	Yes	No
CAF	Machine	Version Up	Yes	Yes	Yes
		Activation	-	-	-
	Sorvor	Installation	No	No	No
CAP-ES	Server	Activation	No	No	No
		Installation	Yes	Yes	Yes
ELP-NX	Target	Activation	No	Yes	No
APP	Machine	Version Up	Yes	Yes	Yes
		Activation	No	Yes	No
	Torgot	Installation	Yes	No	Yes
ELP-INA Filtor	Machino	Activation	-	-	-
Гшег	Machine	Version Up	Yes	No	Yes
		Activation	-	-	-
CBT	Target	Installation	Yes	No	Yes
	Machine	Activation	-	-	-

CAP: Card Authentication Package Embedded Type

CAP-ES: Card Authentication Package Server Type

ELP-NX APP: Enhanced Locked Print - NX Application

ELP-NX Filter: Enhanced Locked Print - NX Filter

- CRT: Card Registration Tool
- WIM: Web Image Monitor
- -: Not necessary

Installation File Types

SD Card

Unzipped folder of each application

Remote Manager

Zip file of each application

Web Image Monitor

- All applications except ELP-NX Filter: Zip file (same as RM)
- ELP-NX Filter: Unzipped folder in the /sdk/webinstaller folder.

USB Connection of the Card Reader

USB logo certification requires fixing a USB cable to a USB slot of the copier so that no other device can be connected to the USB slot of the copier.

For AL-C1 (D009/D011/D012/D013)



- gl_i119
- 1. Remove the cap [A] of the USB slot [B] on the controller left bracket
- 2. Remove the screw [C] on the controller bracket.
- 3. Insert the USB cable [D] into the USB slot [B].
- 4. Attach the clamp [E] to the USB cable, and then attach the clamp to the controller left cover (x 1: This is the screw removed in step 2).

Note

Recommended clamp: P/N: 11050323

For R-C5 (D017/D018/D019/D020)



- 5. Cut off the piece [A] of the controller plastic cover.
- 6. Insert the USB cable [B] into the USB slot [C].
- 7. Attach the clamp [D] to the USB cable, and then attach the clamp to the plastic cover ($\mathscr{F} \times 1$).

Note

Recommended clamp; P/N: 11050323 Recommended screw; P/N: 04503008N

For V-C2 (D014/D015)



- 8. Remove the USB slot cover [A] ($\mathscr{F} \times 1$).
- 9. Turn the USB slot cover 180 degrees, and then reattach it to the controller unit.
- 10. Insert the USB cable [B] into the USB slot [C].
- 11. Attach the clamp [D] to the USB cable, and then attach the clamp to the controller unit ($\mathscr{F} \times 1$: This is the screw removed in step 1).

O	Note
- All	

Recommended clamp: P/N: 11050323



Model: General RTB Date: 31-Aug-09 N

No.: RGene029d

RTB Reissue

The chapter "Installation of Card Authentication Package " and "Updating Enhanced Locked Print NX Application and Filter" have been modified.

Subject: Card Authentication Package V1.3 Installation / Activation Guide			Prepared by: H. Taguchi	
From: 1st Tech. Support Sec. Service Support Dept.				
Classification:	Troubleshooting	Part informat	ion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🛛 Other ()	🛛 Tier 2

This RTB has been issued to announce the Card Authentication Package V1.3 Installation / Activation Guide release information.

Installation

Overview

There are several combinations for using "Card Authentication Package" and "Enhanced Locked Print NX".

- **Embedded Type A:** This is for a customer who wants to use "Card Authentication Package" and "Enhance Locked Print NX".
- **Embedded Type B:** This is for a customer who wants to use only "Card Authentication Package".
- Server Type A: This is for a customer who wants to use "Card Authentication Package Enterprise Server" and "Enhance Locked Print NX".
- Server Type B: This is for a customer who wants to use only "Card Authentication Package Enterprise Server".

	Embedded Type A	Embedded Type B	Server Type A	Server Type B
CAP	Yes	Yes	Yes	Yes
CAP-ES	No	No	Yes	Yes
CRT	Yes	Yes	Yes	Yes
ELP-NX	Yes	No	Yes	No

Here is the matrix of possible combinations.

CAP: Card Authentication Package

- CAP-ES: Card Authentication Package Enterprise Server
- ELP-NX: Enhanced Locked Print NX (Application and Filter)
- CRT: Card Registration Tool for CAP

Confirmation Points before Installation

- Make sure that the firmware of the **target machine** is the latest version.
- Make sure that the firmware of the VM card is the latest version.
- Check the following SP settings; Bit 0 of SP5401-160 (SSP: Super Service Program) must be set to "0". All bits of SP5401-162 (Extend Certification Detail) must be set to "0". Bit 0 of SP5401-230 (Customized Authentication) must be set to "0".

Installation of Card Authentication Package

There were two installation methods for the "Card Authentication Package" for V1.1 and V1.2. However, There is only one installation method for V1.3.

"Working with the PC"

- 1. Prepare the applications related to the "Card Authentication Package" on your PC.
- 2. Unzip the zip file of the "D4890001.zip" on your PC.
- 3. Open the "readme.html" from the unzipped file.





4. Click the "sd image" of the target machine



5. Copy the sdk folder onto the root directory of the VM card.

Please refer to the following for the location of the application folder

Model Name	Product Code	Application Folder
Model R-C5	D017/D018/D019/D020	/01_mfp/sd_image/
Model AI-C1	D009/D011/D012/D013	
Model Di-C1	D037/D038/D040/D041	
Model AT-C2	D023/D025	
Model AP-C2	D027/D029	
Model V-C2	D014/D015/D078/D079	

Note

The above folders include "/sdk" folder that is application image for copying to VM card.



- 6. Unzip the zip file of the "D4900001.zip" on your PC.
- 7. Open the "readme.html" from the unzipped file.

RICOH: SD Image Remote Install Image Device Name Aficio MP 2550 / 2550B / 3350 / 3350B Aficio MP 4000 / 4000B / 5000 / 5000B sd image staller remote Aficio MP C2050 / C2550 🔁 sd image ファイル(E) 編集(E) 表示(V) お気に入り(A) ツール(T) ヘルプ(H) Aficio MP C6000 / C7500 🕝 戻る - 🜔 - 🏂 🔎 検索 🌔 フォルダ 💷・ Aficio MP C2800 / C3300 sd image remote ドレス ① 🛅 D:¥000_Greenland¥00_リリース物¥v1.3.1¥090727_F版リリース¥CD¥ELPNX¥Embedd 💌 🛃 移動 Aficio MP C4000 / C5000 Aficio MP 6001 / 7001 / 8001 / 9001 0 ファイルとフォルダのタスク \$ sdk 📁 新しいフォルダを作成する Aficio MP 171 sd remote 🥝 このフォルダを Web (こ公開 する Aficio SP 8200DN 😂 このフォルダを共有する sd i remote Aficio SP C420DN その他 \$ Aficio SP C820DN / C821DN sd image ○ 01_mfp○ マイドキ マイドキュメント
 共有ドキュメント

8. Click the "sd image" of the target machine

😂 sd_image		
ファイル(E) 編集(E) 表示(V) お気に入り(A) ツール() ヘルプ(出) 🥂	
🕝 戻る - 🕥 - 🏂 🔎 検索 🍋 フォノレダ		
アドレス(D) 🛅 D:¥000_Greenland¥00_リリース物¥v1.3.1¥0907;	27_F版リリース¥CD¥ELPNX¥Embedde 💙 ラ 移動	
ファイルとフォルダのタスク 💲 🍎		
G.	😂 APPL COMM1 (H:)	
90 20 20 20 20 20 20 20 20 20 20 20 20 20	ファイル(E) 編集(E) 表示(V) お気に入り(A) ツール(T) ヘルブ(H)	A
	🚱 戻る 🔹 🕥 🕤 🏂 🔎 検索 🎼 フォルダ 💷 -	
その他 🌣	アドレス(D) → H¥	🖌 🄁 移動
🛅 01_mfp	フォルダ 名前	サイズ
 □ マイドキュメント □ 共有ドキュメント □ マイコンピュータ 	GPS マイドキュメント マイドキュメント マインピュータ マインピュータ S ス インチ FD (A) S ス インチ FD (A)	
	B → D → DJ/ F + 7.2 f (C) B → D → DJ/ F + 7.2 f (C) B → D → DJ + 7.4 f (C) B → D + 7.4 f + 7.4 (G) B → D + D + 7.4 f + 7.4 (G) B → D + D + 0.0 MM1 (H) C GPS	
	🕞 gwinita 🗸 🗸	>

- 9. Copy the sdk folder onto the root directory of the VM card.
 - Please refer to the following for the location of the application folder.

Model Name	Product Code	Application Folder
Model R-C5	D017/D018/D019/D020	/01_mips/01_mfp/sd_image/
Model Al-C1	D009/D011/D012/D013	
Model Di-C1	D037/D038/D040/D041	
Model AT-C2	D023/D025	/02_x86/01_mfp/sd_image/
Model AP-C2	D027/D029	
Model V-C2	D014/D015/D078/D079	

Note

The above folders include "/sdk" folder that is application image for copying to VM card.



"Working with the Machine"

- 10. Install a card reader device in a suitable location.
- 11. Connect the USB cable from the card reader device to the USB slot of the target machine.

Note

• The position of the USB slot may vary depending on the machine.

12. Secure the cable clamp to the USB slot.

U Note

The procedure for the card reader installation depends on the machine. For details, see "USB Connection of the Card Reader" in the "Appendix" section.

- 13. Install the VM card in the service slot of the target machine.
- 14. Turn on the target machine.
- 15. Ask a machine administrator to login to the target machine with the login name and password of the machine's administrator.



16. Enter the "User Tools", and then press "Extended Feature Settings" on the LCD.



17. Press "Extended Feature Settings" on the LCD.

🛃 Extend	ed Featur	e Settings			Exit
	Install	Uninstall Ch Allo	ange Extended cation Feature Info	Administrator Tools	
Select a source me	edia, then selec	t extended feature(s)	to install.		
Media	Туре	Extended Feature Name	Description	Version	Source
SD Card	Type-J	ELP NX	http://[1P]:8080/lo.	1.0	SD Card Slot 2
Web Server	Type-J	Card Authentica	. http://[hostname]:8.	1.00	SD Card Slot 2
	Type-J	Card Registrati	. Card Registration U.	1.00	SD Card Slot 2
	Type-J	Card Registrati	. Card Registration U.	1.00	SD Card Slot 2
	Type-J	Card Registrati	Card Registration U.	1.00	SD Card Slot 2
			1	/2 🔺 Previ	ous 🔍 Next
			System Status 🛛 Job List		JUL 17,2008 11:054M
					gl_i106

18. Press the "Install" tab, and then press "SD Card".

The following table shows the destination of the installed SDK application.

Application	Destination
Card Authentication Package	SD Card
Card Registration Tool for CAP	SD Card
Enhanced Locked Print NX Application	SD Card
Enhanced Locked Print NX Filter	HDD

19. Press the SDK application bar (except ELP NX-Filter) that you want to install.

Do not install the "Enhanced Locked Print NX-Filter" in the SD card. The ELP NX Filter must be installed in the HDD of the target machine. See step 24 for how to install it.

苦 Extended Featur	re Settings	Exit
Startup Setting Install Select a source media, then select Media Type-J Type-J Type-J Type-J Type-J Type-J Type-J	Extended Feature Installation C Select installation target and startup method. Install to Machine HDD SD Card Slot 2 Startup Method Auto Start Do not Auto Start	SD Card Slot 3
Please call service.	System Status Job List	JUL 17,2008 11:1044

gl_i107

20. Press "SD Card Slot 2" and "Auto Select"

21. Press "Next" to continue this installation procedure.

🛃 Extended Feature Settings						
Ready to Install	Ready to Install Cancel Pr					
Confirm the information b	elow, then press [OK] to sta	rt installation.				
Extended Feature Name	: Card Authenticati	▶Product ID:	336724768			
►Description:	http://[hostname]:8080/	/cap/				
►Version:	1.00	►Auto Start:	Auto Start			
►Installation Target:	SD Card Slot 2					
►Vendor:						
►Contact:	TEL:					
	Fax: E-mail:					
		System Status Job List		JUL 17,2008 11:1044		

gl_i108

22. Check if the displayed SDK application name is correct.

Note

If the displayed SDK application is not what you want to install, check the contents of the VM card and retry this installation.

23. Press "OK" to complete this installation.

Note

Install the following applications from the SD card in the service slot with the operation panel; exactly which applications to install will depend on the customer's circumstances.

- Card Authentication Package
- Enhanced Locked Print NX Application
- Card Registration Tool for CAP

🔀 Extende	d Featur	e Settings			Exit
Startup Setting	Install	Uninstall Cha Alloc	nge Extended ation Feature Info	Administrator Tools	
Select a source medi	ia, then selec	t extended feature(s) to	o install.		
Media	Туре	Extended Feature Name	Description	Version	Source
SD Card	Type-J	ELP NX	http://[]P]:8080/lo	. 1.0	SD Card Slot 2
Web Server	Type-J	Card Authentica	http://[hostname]:8	. 1.00	SD Card Slot 2
	Type-J	Card Registrati	Card Registration U	. 1.00	SD Card Slot 2
	Type-J	Card Registrati	Card Registration U	. 1.00	SD Card Slot 2
	Type-J	Card Registrati	Card Registration U	. 1.00	SD Card Slot 2
			1/	2 🔺 Previ	∞s ▼ Next
			System Status Job List		JUL 17,2008 11:054M
					al i100

24. Press the "Enhanced Locked Print NX Filter" bar in the display shown above.

😤 Extended Feature	Settings		Exit
Startup Setting Install Select a source media, then select e Media Type SD Card Type-C U Web Serves Type-C E	Extended Feature Installation Select installation target and startup method. Machine HDD SD Card Slot 1 SD Card Slot 2	a 🖬	Next
ඟී∀aste Toner Battle is elmost full. ස	System Status Job List		JUL 17,2108 11:1204 al i113

25. Press "Machine HDD", and then press "Next".



26. Check if the displayed SDK application name is correct and "Machine HDD" is selected as the installation target.

Note

If the displayed SDK application is not what you want to install, check the contents of the VM card and retry this installation.

27. Press "OK" to complete this installation.

- 28. Allocate the Function key (on the operation panel) for the Java VM applications if the customer wants to use a key other than "Other Functions" (default).
- 29. Enter the "Extended Features Settings".
 - "User Tools/Counter" > "Extended Features Settings" > "Extended Features Settings"

🚼 Extended Feature Settings	Exit
Startup Install Uninstall Change Extended Administrator Tools	←
Select item(s) to set.	
Copy Extended Features	
Copy Card Save Data	
Web Installation Settings	
Heap / Stack Size Settings	
toner Cartridge is almost empty. System Status Job List	AUG 7,2008 8:05PM
	gl_i116

30. Press the "Administrator Tools" tab, and then press the "Heap/ Stack Size Settings" button.



gl_i117

31. Press the "Change" button.

苦 Extended Feature	Settings			Exit
Startup Setting Install	Heap / Stack Size	e Settings	Car	ОК
Select item(s) to set.	Specify size(s). Heap Size <2	MB to 16 MB>		
Copy Extended Features	10	IB Change Restore	e Defaults	Clear
Copy Card Save Data	Stack Size <	62 KB to 128 KB> KB Change Restore	e Defaults	#
Web Installation Settings Heap / Stack Size Settings				
		System Memory	Heap	
	Free	38,674,432	3,008,200	
	Total	203,923,456	8,388,608	
≝ ≝Toner Cartridge is almost empty. Yellow		System Status Job List		AUG 7,2008 8:05PM
				gl i118

32. Input an appropriate value (see the table below) with the numeric keys on the operation panel, and then press the "# (Enter)" key.

Required heap size for the "Copy Extended Feature" depends on a combination of installed applications. For details, refer to the table below.

CAP	ELP-NX	GlobalScan NX	Required Heap Size
Yes	-	-	8 MB
Yes	Yes	-	16 MB
Yes	Yes	Yes	16 MB
Yes	-	Yes	16 MB

33. Press the "OK" button to return to the previous screen.

- 34. Press the "User Tools/Counter" key to exit the UP mode.
- 35. Turn the target machine off and on.

"Working with the PC"

36. Activate the "Card Authentication Package" and "Enhanced Locked Print" (if it is installed) with the Remote Manager.

Note

• For details, see "DSDK Application Installation" in the "Embedded Software Remote Manager Installation/Activation Guide".

The following steps from 37 to 40 should be done by a machine administrator.

37. Configure the card reader settings with the Card Authentication Package Web UI. 38. Turn the target machine off and on.

"Working with the Machine"

39. Enable "Java TM Platform" for each user with the Address Book Manager.

 "User Tools/Setting" > "System Settings" > Administrator Tools" > Address Book Management" > select a user icon > "Auth. Info" > "Other Functions" on the 4th page

	Jugo			
C System Se	ettings			Exit
Program / Change Addre	ss Book		Ca	ОК
Names Auth	n. Info Protection	Fax Dest. E-m	ail Folder	Add to Group
► Available Functions				
Printer	Colour / Black & White	Black & White	None	
Other Functions	Document Server	Facsimile	Scanner]
	JavaTM Platform			4/4
				47 4
				▼ Next
		System Status J	ob List	AUG 7,2008 7:10PM
				gl_i115

40. Check if the card reader works normally.

- Press the "Other Function" key for "SDK application" on the operation panel.
- Select "Card Registration Tool for CAP"
- Press "Obtain Card ID" on the LCD. After the "Set the card to register" message appears, hold the card over the card reader.
- Check to see that the card ID is displayed on the LCD of the target machine. (If the card ID is not displayed, the card may not be available. In that case, register the card ID.)

Note

For details about steps from 37 to 40, see the operation instructions for "Setting Up the Card Reader".

The following step 41 should be done by a field service representative.

41. Uninstall the "Card Registration Tool" with the operation panel if the customer wants to delete it.

Uninstallation

Uninstalling Card Authentication Package

- 1. Turn on the target machine.
- 2. Deactivate "Card Authentication Package" and "Enhanced Locked Print-NX Application" with the Remote Manager. For details, see "Deactivation" in the "Embedded Software Remote Manager Installation/Activation Guide".

😪 Important

Before uninstalling activated SDK applications, deactivation must be done. Otherwise, the product key will be wasted.

Enter the User Tools, and then select "Off" in the "Enhanced Authentication Management" (Administrator Tools > Enhanced Authentication).
 Note

If the SDK applications are uninstalled from the target machine with "Enhanced Authentication" turned on, SC636 is issued. In that case, enter the SP mode and change the bit 0 setting of SP5401-160 (**SSP**: Super Service Program) to "0".

- 4. Uninstall the SDK applications which you want to remove, except for the Java VM application, with the operation panel or Web Image Monitor.
- 5. Turn the target machine off and on.
- 6. Uninstall the Java VM application with the operation panel or Web Image Monitor..
- 7. Change the following SP settings.
 - Bit 0 of SP5401-160 (SSP: Super Service Program) must be set to "0".
 - All bits of SP5401-162 (Extend Certification Detail) must be set to "0".
 - Bit 0 of SP5401-230 (Customized Authentication) must be set to "0".
- 8. Turn off the target machine, and then remove the VM card from the target machine.

Remote Updating Procedure

Updating Card Authentication Package

Important)

First update the Java VM Platform if the Java VM Platform and Card Authentication Package are supposed to be updated at the same time.

1. Ask a machine administrator to disable the Card Authentication Package with the operation panel.

Note

- Disable other Card Authentication Packages if they have been installed in the machine.
- You can also disable the Card Authentication Package with the web image monitor.
- 2. Launch the Remote Manager.
- 3. Add a Card Authentication Package for updating in the Remote Manager

See the "Adding a Card Authentication Package in the "Remote Manager" sub section of the "Card Authentication Package Installation" section of the Remote Manager Operation Guide.

4. Install the Card Authentication Package for updating in the target machine **Note**

See the "Installing the Card Authentication Package in the Target Machine" sub section of the "Card Authentication Package Installation" section of the Remote Manager Operation Guide.

- 5. Turn off and on the target machine.
- Ask a machine administrator to check if the version of the Card Authentication Package is updated and if the installed Card Authentication Package is "Starting Up"

Updating Enhanced Locked Print NX Application and Filter

Enhanced Locked Print NX Application

- 1. Prepare the applications related to the "Enhanced Locked Print NX Package" on your PC.
- 2. Unzip the zip file of the "D4900001.zip" on your PC.
- 3. Open the "readme.html" from the unzipped file.

Device Name	SD Image	Remote Install I	mage	
Aficio MP 2550 / 2550B / 3350 / 3350B Aficio MP 4000 / 4000B / 5000 / 5000B Aficio MP C2050 / C2550	<u>sd image</u>	remote installer	■ belog studie: # Strand Strand Strand Strand ● yet (a) ■ Strand Stra	
Aficio MP C6000 / C7500 Aficio MP C2800 / C3300 Aficio MP C4000 / C5000 Aficio MP 6001 / 7001 / 8001 / 9001	<u>sd image</u>	remote installer		
Aficio MP 171	<u>sd image</u>	remote 1 ler	9 (ri 2):42-9 9 (ri 2):42-9	
Aficio SP 8200DN Aficio SP C420DN	<u>sd image</u>	remote insta.	Addition consultation of the second states of the s	
Aficio SP C820DN / C821DN	sd image	remote installer		

- 4. Click the "remote installer" of the target machine
- 5. Copy the zip file on your PC.

Please refer to the following for the location of the application folder

Model Type	Product Code	Application Folder	File Name
Model R-C5	D017/D018/D019/D020	/01_mips/01_mfp/web_image/	elpnx_install.zip
Model AI-C1	D009/D011/D012/D013		
Model Di-C1	D037/D038/D040/D041		
Model AT-C2	D023/D025	/02_x86/01_mfp/web_image/	elpnx_install.zip
Model AP-C2	D027/D029		
Model V-C2	D014/D015/D078/D079		

- 7. Ask a machine administrator to disable the ELP NX application using Web Image Monitor.
- 8. Login to the ELP Administrative Tool.
- 9. Export the system configuration file.

See the "Exporting/Importing the System Configuration File" section of the "ELP Administrator's Guide."

- 10. Uninstall the ELP NX Filter using the Remote Manager.
- 11. Install the new version (the update) of the ELP NX Filter using Remote Manager.
- 12. Reissue the product license using Remote Manager.
- 13. Store the obtained product license in the target machine using Remote Manager.

For details about steps from 4 to 7, see the "Uninstallation Procedure" section of the "Remote Manager Operation Guide."

14. Import the system configuration file.

Note

See the "Exporting/Importing the System Configuration File" section of the "ELP Administrator's Guide."

- 15. Turn the main power of the target machine OFF/ON.
- 16. Ask a machine administrator to confirm that the ELP NX application has been successfully updated to the target version, and that this application is operating normally.

Enhanced Locked Print NX Filter

- 1. From the machine operation panel, uninstall the ELP NX Filter from the target machine.
- 2. Remove the VM card from the target machine.
- 3. Delete the "336724752" folder from the VM card as shown below.



- 4. Do the following in order to copy Enhanced Locked Print NX from the PC to the VM card:
 - Unzip the "Enhanced Locked Print NX" zip file on the PC.
 - Select the folder according to the device list on page 4 of this document.
 - Overwrite the "sdk" folder on the VM card by copying the folder from the PC to the root directory of the VM card (see page 4 of this document).
- 5. Do Step 4 of the "Installation of the Card Authentication Package, which is on page 5 of this document.

Note

Make sure that the Heap Size setting.

Appendix

IVIALITY OF AVAILADIE INSTALLATION/ACTIVATION TOOIS	Matrix	of A	vailable	Installation/Activation	Tools
---	--------	------	----------	-------------------------	-------

	Installation Destination	Action	WIM	Remote Manager	SD Card
		Installation	Yes	Yes	Yes
CAR	Target	Activation	No	Yes	No
CAF	Machine	Version Up	Yes	Yes	Yes
		Activation	-	-	-
	Sorvor	Installation	No	No	No
CAF-ES	Server	Activation	No	No	No
		Installation	Yes	Yes	Yes
ELP-NX	Target	Activation	No	Yes	No
APP	Machine	Version Up	Yes	Yes	Yes
		Activation	No	Yes	No
	Torgot	Installation	Yes	No	Yes
ELP-INA Filtor	Machino	Activation	-	-	-
FILLEI	Machine	Version Up	Yes	No	Yes
		Activation	-	-	-
CPT	Target	Installation	Yes	No	Yes
	Machine	Activation	-	-	-

CAP: Card Authentication Package Embedded Type

CAP-ES: Card Authentication Package Server Type

ELP-NX APP: Enhanced Locked Print - NX Application

ELP-NX Filter: Enhanced Locked Print - NX Filter

- CRT: Card Registration Tool
- WIM: Web Image Monitor
- -: Not necessary

Installation File Types

SD Card

Unzipped folder of each application

Remote Manager

Zip file of each application

Web Image Monitor

- All applications except ELP-NX Filter: Zip file (same as RM)
- ELP-NX Filter: Unzipped folder in the /sdk/webinstaller folder.

USB Connection of the Card Reader

USB logo certification requires fixing a USB cable to a USB slot of the copier so that no other device can be connected to the USB slot of the copier.

For AL-C1 (D009/D011/D012/D013)



gl_i119

- 1. Remove the cap [A] of the USB slot [B] on the controller left bracket
- 2. Remove the screw [C] on the controller bracket.
- 3. Insert the USB cable [D] into the USB slot [B].
- 4. Attach the clamp [E] to the USB cable, and then attach the clamp to the controller left cover (x 1: This is the screw removed in step 2).

U Note

Recommended clamp: P/N: 11050323

For R-C5 (D017/D018/D019/D020)



- 5. Cut off the piece [A] of the controller plastic cover.
- 6. Insert the USB cable [B] into the USB slot [C].
- 7. Attach the clamp [D] to the USB cable, and then attach the clamp to the plastic cover (ℰ x 1).

Note

Recommended clamp; P/N: 11050323 Recommended screw; P/N: 04503008N

For V-C2 (D014/D015)



- 8. Remove the USB slot cover [A] ($\mathscr{F} \times 1$).
- 9. Turn the USB slot cover 180 degrees, and then reattach it to the controller unit.
- 10. Insert the USB cable [B] into the USB slot [C].
- 11. Attach the clamp [D] to the USB cable, and then attach the clamp to the controller unit ($\mathscr{F} \times 1$: This is the screw removed in step 1).

O	Note
- All	

Recommended clamp: P/N: 11050323



Technical Bulletin

Reissued: 15-Oct-09

Model: CAP	Date: 19-Nov-08	No.: RD489001c
RTB Reissue The items in hold italics have been corrected		
Subject: Belease Note: CAP	Prenared by: S	Tomoe

Oubject. Helease	Note. OAI	ricparca by. S. Tombe	
From: 2nd Tech.	Support Sec. Service Support		
Classification:	Troubleshooting	🗌 Part informat	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 CAP.

Version	Program No.	Effective Date
1.3.0.0-01	D4890001C	July 2009 production
1.2.0.0-01	D4890001B	April 2009 production
1.10a	D4890001A	1st Mass production.

Version		Modified Points or Symptom Corrected					
1.3.0.0-01	 Other changes: Model AL-P1 / Model G-P3 / Model AP-P2 / Model S-C4 are now supported. CAP now supports ELP-NX FS. CAP now supports the LDAP V3 protocol. CAP can now search all sub-trees in any LDAP environment. CAP now supports the use of Kerberos with multiple domains. Note: Requires the following Java VM firmware versions (or later):						
		GW Ver.	Model name	VM version			
		07A	D017/D018/D019/D020	4.16.07 or later			
			D009/D011/D012/D013	4.16.07 or later			
			D014/D015	4.16.07 or later			
			G179	4.16.07 or later			
		08S	D023/D025	4.16.07 or later			
			D027/D029	4.16.07 or later			
			D037/D038/D040/D041	4.16.07 or later			
			G190	4.16.07 or later			
		08A	D062/D063/D065/D066	5.05.01 or later			
			G188/G189	5.05.01 or later			
		<i>09S</i>	D067/D068/D069/D072	6.02.04 or later			
					•		


Reissued: 15-Oct-09

Model: CAP	Ddel: CAP Date: 19-Nov-08 No.: RD489					
1.2.0.0-01	 Other changes: Users can login to all Device User LDAP authentication) without enter The use of a proxy or regular userr authentication types. This will apply Login at the operation pan Submission of print jobs A single sign-on can be used for C Model AT-C2 / Model AP-C2 / Mode supported. 	Authentication types (B ring a password. name can be configured y to both: lel AP and Global Scan N) lel DI-C1 / Model MT-Co	asic, Windows, d for various K. 4 are now			
1.10a	1st Mass production Other changes: 1. Model R-C5 / Model AL-C1 / Model V-C2 are supported.					

Technical Bulletin

Reissued: 15-Oct-09

Model: ELP NX

Date: 06-Jul-09

No.: RD490003b

RTB Reissue

The items in bold italics have been corrected.

Subject: Release	Note: ELP NX	Prepared by: S. Tomoe		
From: 2nd Tech.	Support Sec. Service Support			
Classification:	Troubleshooting	Part informat	tion	Action required
	🗌 Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🛛 Other ()	🛛 Tier 2

This RTB has been issued to announce the firmware release information for the **ELP NX** (for **Printer models**).

Version	Program No.	Effective Date
1.3.1.0-01	D4901701a	August 2009 production
1.3.0.0-01	D4901701	1st Mass production

Version	Modified Points or Symptom Corrected										
1.3.1.0-01	 Symptom corrected: 1. The "Non Locked Print Jobs" setting is returned default value (disable) after the power cycles though this setting is changed to enable. Note: Requires the following Java VM firmware versions (or later): 										
	GV	GW Ver. Model name VM version									
	07/	A	D017/D018/D019/D020	4.16.07 or later							
		D009/D011/D012/D013 4.16.07 or later									
			D014/D015	4.16.07 or later							
			G179	4.16.07 or later							
	085	s	D023/D025	4.16.07 or later							
			D027/D029	4.16.07 or later							
			D037/D038/D040/D041	4.16.07 or later							
			G190	4.16.07 or later							
	08A D062/D063/D065/D066 5.05.01 or later										
			G188/G189	5.05.01 or later							
	095	09S D067/D068/D069/D072 6.02.04 or later									



Technical Bulletin

Reissued: 15-Oct-09

Model: ELP N	IX	Date: 06-Jul-09	No.: RD490003b
1.3.0.0-01	1st Mass production Effected Models - AI-P1 (G179) - AP-P2 (G188/G189) - G-P3 (G190)		

Technical Bulletin

Reissued:21-Oct-09

Model: General

Date: 26-Dec-08

No.: RGene031a

RTB Reissue

An illustration was added as shown below.

Subject: GlobalScan NX Installation/Uninstallation/Update Guide			Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.				
Troubleshooting	Part informat	ion	Action required	
Vechanical	Electrical		Service manual revision	
Paper path Transmit/rec			Retrofit information	
Product Safety)	🛛 Tier 2		
	ort Sec. Service Support I roubleshooting Mechanical Paper path Product Safety	ort Sec. Service Support Dept. roubleshooting Part informat Mechanical Electrical Paper path Transmit/recomment Product Safety Other (ort Sec. Service Support Dept. Troubleshooting Part information Mechanical Electrical Paper path Transmit/receive Product Safety Other ()	

This RTB has been issued to announce the GlobalScan NX SDK Application Installation / Uninstalltion / Update Guide release information.

The Remote Update Procedure was added.

GlobalScan NX Installation/Uninstallation/Update Guide

September, 2009 Subject to change Ricoh Company LTD

Installation

Confirmation Points before Installation

- Make sure that the System firmware of the target machine is the latest version.
- Make sure that the version of Java VM installed to the card is the latest version. (See the "Release Note of GlobalScan NX SDK Application" regarding the System firmware and Java VM version requirements.)
- Only the Card Authentication Package (CAP) and Enhanced Locked Print NX (ELP NX) SDK applications are supported for use with the GlobalScan NX SDK application. Other Type C or Type J SDK applications are not supported.
- GlobalScan NX requires that the device's Auto Off Timer be set to 5 minutes or longer.
- To use GlobalScan NX with the following models, please have the customer purchase memory modules to expand the available system (MFP) memory:
- AL-C1, R-C5 (monochrome scanner models): Needs to be expanded to 768MB (max.).
- DI-C1: Needs to be expanded to 1024MB (max.).
- For AL-C1 and R-C5, the IPDS option and Global Scan NX (Java VM) cannot be used at the same time.

Installation of GlobalScan NX SDK Application

There are two installation methods for the "GlobalScan NX SDK Application". You can choose one of these installation methods;

- For installing in a small number of machines, "Installation Method 1" is recommended.
- For installing in a large number of machines, "Installation Method 2" is recommended.

Installation Method 1

- 1. Prepare the GlobalScan NX SDK application (D4205101.zip) on your PC. Note: File name of the zip file is subject to change.
- 2. Unzip the D4205101 zip file to create the "336920832" folder and "package.xml" file.
 - 🔮 package.xml
- 3. Insert a VM card to a Panasonic SD Card Reader/Writer that is connected to the PC. Access the VM card, and verify that the following folders exist. Copy the "336920832" folder to the "dist" folder (sdk/dsdk/dist) of the VM card, as shown below.



- 4. Remove the VM card from the Panasonic SD Card Reader Writer.
- 5. Go to the target machine and insert the VM card into the service slot when it is turned off.
- 6. Turn on the target machine, and Java VM will install itself on the target machine.
- 7. Ask the machine's administrator to login to the target machine as an administrator.
- 8. Press the "User Tools" key, and then push the "Extended Feature Settings" button on the operation panel.

🚸 Us	ser Tools / Cou	nter / Inquiry	Exit
		Copier / Document Server Features	F rançais
System Settings		Facsimile Features	
		Printer Features	
		Scanner Features	
123	Counter	Extended Feature Settings	
		System Status Job List	5 AUG 2008 14:13

9. Next, select "Extended Feature Settings".

😤 Extended Feature Setting Menu	Exit
Extended Feature Settings JavaTM Platform	
System Status Job List	5 AUG 2008 14:16

🗄 Extende	d Featur	e Settings			Exit
Startup Setting	Install	Uninstall Ch Allo	ange Extend cation Feature	ed Administrator Info Tools	
Select a source med	ia, then selec	t extended feature(s) ·	to install.		
Media	Туре	Extended Feature Name	Description	n Version	Source
SD Card	Type-J	GlobalScan NX		1.00	SD Card Slot 2
Web Server	Type-C	JavaTM Platform	Extended Featur	e(Ja 4.07	SD Card Slot 2
			Curton Ctatur	ah list	5 AUG 2008

10. Select the "Install" tab, followed by "SD Card".

11. Select GlobalScan NX, and select the service slot (the actual slot will vary depending on the machine) and "Auto Start". By selecting "Auto Start", the GlobalScan NX service will automatically start-up after completing the activation process and rebooting the machine. Press "Next" to continue this installation procedure.

\overline 🔄 Extende	d Feature	Settings Exit
Startup Setting Select a source med	Install	Extended Feature Installation Cancel Next Select installation target and startup method.
Media SD Card Web Server	Type Type-J G Type-C J	►Install to Machine HDD SD Card Slot 1 SD Card Slot 2 SD Card Slot 3
		Startup Method Do not Auto Start S AUG 2008
		System Status Job List 14:28

Note

- Do not install "GlobalScan NX" to the HDD of the target machine.
- Switching GlobalScan NX manually between "Stop" and "Starting-up" on the operation panel might cause the device to run out of memory. So, we recommend using Auto Start.

12. Verify that the displayed SDK application name and version number are correct.

📰 Extended F	eature Settings				Exit
Ready to Install			Cancel	Previous	ОК
Confirm the information	below, then press [OK] t	o start installa	tion.		
►Extended Feature Nam	ne: GlobalScan NX	►Prod	uct ID:	336920832	
►Description:					
►Version:	1.00	►Auto) Start:	Auto Start	
▶Installation Target:	SD Card Slot 2				
►Vendor:					
►Contact:	TEL: Fax: E-mail:				
		System St	tatus 🛛 Job Li:	st	5 AUG 2008 14:29
Note					
If the displa contents of	yed SDK app the VM card	lication are corr	is not w ect and	hat you wa retry this i	ant to ins nstallatio

- 13. Press "OK" to complete this installation.
- 14. Java VM applications use the "Other Functions" key by default. If the user wants reassign the key used to access GlobalScan NX, please use the "Change Allocation" tab, located on the "Extended Feature Settings" screen.

🚼 Extended Feature Settings								
Startu Settin	p d	Install	Uninstall	Change Allocation	Extended Feature Info	Administrator Tools		
Select an extended feature to change key allocation.								
	Status	Extended Fe	eature Name	Description	Version	Allocated Key		

15. Press the "Administrator Tools" tab, and then press the "Heap/ Stack Size Settings" button.

🛃 Extended Feature Settings	
Startup Install Uninstall Change Extended Administrator Setting	
Select item(s) to set.	
Copy Extended Features	
Copy Card Save Data	
Web Installation Settings	
Heap / Stack Size Settings	
Librorer Cartridge is almost empty. System Status Job List 8:05PM	18
gl_i	116

16. Press the "Change" button.

🛃 Extended Feature	Settings				Exit
Startup Setting Install	Heap / Stack Size S	ettings	[Cancel	ОК
Select item(s) to set.	Specify size(s).	to 16 MR>		Defeithe	
Copy Extended Features	0 M ►Stack Size <32	KB to 128 KB>	e	Detaults	
Copy Card Save Data	64 KB	Change	Restore	Defaults	
Heap / Stack Size Settings	·				
		System Memory	/	Heap	
	Free	38,674,432		3,008,132	
	Total	203,923,456		8,388,608	
utoner Cartridge is almost empty. Yellow		System Status 🛛 J	lob List		AUG 7,2008 8:02PM
					gl_i117

17. Input the appropriate value using the numeric keys on the operation panel and then press the "# (Enter)" key. The required heap size depends on the combination of installed applications. For

details, refer to the table below:

GlobalScan NX	CAP	ELP-NX	Required Heap Size
Yes	-	-	Default Setting
Yes	Yes	-	16 MB
Yes	Yes	Yes	16 MB



18. Press the "OK" button to return to the previous screen.

- 19. Press the "User Tools" key to exit the UP mode.
- 20. Turn the target machine off and on.
- 21. Activate "GlobalScan NX" using Remote Manager.
 - 1 Vote
 - For details, see "Product Activation" in the "Embedded Software Remote Manager Operation Guide".
- 22. Reboot the MFP. If using Auto Start (as recommended), GlobalScan NX will start up after activation and rebooting the MFP.
 - U Note

1. Both Web Image Monitor and the MFP's Extended Feature Settings screen may display the status of GlobalScan NX as "Suspend". This is equivalent to "Starting Up" and is normal behavior.

Installation Method 2

1. Install the GlobalScan NX SDK application (D4205101.zip) to the target machine using Remote Manager.

Note

- File name of the zip file is subject to change.
- Use the zipped file as it is (do not unzip it).
- For the correct procedure, see the "Installation and Activation" section in the "Embedded Software Remote Manager Operation Guide".
- 2. "Activate "GlobalScan NX" using Remote Manager.

1. For details, see "Product Activation" in the "Embedded Software Remote Manager Operation Guide". 3. Go to the target machine and access the "Extended Feature Info" tab on the "Extended Feature Settings" screen.

🚼 Extende	d Featur	e Settings				Exit
Startup Setting	Install	Uninstall	Change Allocation	Extended Feature Info	Administrator Tools	
Select an extended f	eature to ch	eck.				
Status	Туре	Extended Feature Na	ame	Description	Version	Startup Location
Stop	Type-J	GlobalScan NX			1.1.1.0	SD Card Slot 2
Starting Up	Type-C	JavaTM Platfor	m Extend	ed Feature(Ja.	4.13	SD Card Slot 2

4. Make sure Auto Start is set to "On". (Default: On)

\overline 🗄 Extended F	eature Settings	5		Exit
Extended Feature Info			(Exit
The following extended	feature has been install	ed.		
►Extended Feature Nam	e: GlobalScan NX	►Product ID:	336920832	
►Description:				
►Version:	1.1.1.0	►Auto Start:	On	Off
►Installation Target:	SD Card Slot 2			
► Vendor:				
►Contact:	TEL: Fax:			
	E-mail:			

5. Reboot the MFP. With Auto Start set to "On", once GlobalScan NX has been activated it will start up automatically after rebooting the MFP.
 Note

S	Note
	 Both Web Image Monitor and the MFP's Extended Feature Settings screen
	may display the status of GlobalScan NX as "Suspend". This is equivalent to
	"Starting Up" and is normal behavior.

6. If required, change the "Heap/ Stack Size Settings". Please refer to Steps 15-20 above.

Uninstallation

Uninstallation of GlobalScan NX SDK application

- 1. Turn on the target machine.
- Deactivate the "GlobalScan NX" application using Remote Manager. For details, see "Deactivation" in the "Embedded Software Remote Manager Operation Guide".
 Important

• Before uninstalling activated SDK applications, deactivation must be done. Otherwise, the product key will become unusable.

- 3. Uninstall the GlobalScan NX SDK application, but not the Java VM application, using the operation panel or Remote Manager.
- 4. Reboot the target machine.
- 5. Uninstall the Java VM application using the operation panel.
- 6. Turn off the target machine, and then remove the VM card from the target machine.

Remote Updating Procedure

Updating of GlobalScan NX SDK application

🔂 Important

First update the Java VM Platform if the Java VM Platform and GlobalScan NX SDK Application are supposed to be updated at the same time.

1. Ask a machine administrator to stop the GlobalScan NX SDK Application with the operation panel (the procedure for stopping a GlobalScan NX SDK application is described below for reference).

Note

- Stop other SDK Applications if they have been installed in the machine.
- You can also stop the GlobalScan NX SDK Application with the web image monitor (the procedure for stopping a GlobalScan NX SDK application is described below for reference).
- 2. Launch the Remote Manager.
- 3. Add a GlobalScan NX SDK Application (D4205171 Zip) for updating in the Remote Manager
 - Note
 - File name of the zip file is subject to change.
 - See the "Adding a DSDK Application in the Remote Manager" sub section of the "DSDK Application Installation" section of the "Embedded Software Remote Manager Operation Guide".
- 4. Install the GlobalScan NX SDK Application for updating in the target machine **Note**

See the "Installing the DSDK Application in the Target Machine" sub section of the "DSDK Application Installation" section of the "Embedded Software Remote Manager Operation Guide".

- 5. Turn off and on the target machine.
- Ask a machine administrator to check if the version of the GlobalScan NX SDK Application is updated and if the installed GlobalScan NX SDK Application is "Starting Up".

To stop a GlobalScan NX SDK application with Operation Panel

- 1. Press User Tools/Counter key on the machine's operation panel.
- 2. Log in the "User Tools" using a machine administrator account (user name and password).

🧇 User T	ools / Count	ter / In	quiry		Exit
Frank Suret	rum Catting	6	Copier / Document Server Features	æ	Español
	ern sectings	ß	Facsimile Features	i	Inquiry
		<u></u>	Printer Features		
В М	aintenance	6	Scanner Features		
123	Counter		Extended Feature Settings		
			System Status Job Li:	st	FEB 27,2008 11:48PM

cav2i063

- The screen shown above is displayed.
 Press "Extended Features Settings".

Extended Feature Setting Me	nu	Exit
Extended Feature Settings	JavaTM Platform	
		cav2i064

- 5. The screen shown above is displayed.
- 6. Press "Extended Features Settings".

苦 Extende	d Featur	e Settings			Exit
Startup Setting	Install	Uninstall Ch Allo	ange cation Feature Info	Administrator Tools	
Select extended fea	iture(s) to sta	art or stop.			
Priority Status	Type	Extended Feature Name	Description	Version	Startup Location
Priority Suspend	Type-J	GlobalScan NX		1.00	SD Card Slot 3
Starting Up	Type-C	JavaTM Platform	PRE02 Extended Feat.	2.13	SD Card Slot 3
				_	WW 43 0000
ŠI.			System Status Job List	:	6:26PM
					cav2i093

7. Press a bar of the GlobalScan NX SDK application to stop.

苦 Extended	l Featur	e Settings			Exit
Startup Setting Ir	nstall	Uninstall Char Alloca	nge Extended ation Feature Info	Administrator Tools	
Select extended featu	ure(s) to st	art or stop.			
Priority Status	Туре	Extended Feature Name	Description	Version	Startup Location
Priority Stop	Type-J	GlobalScan NX		1.00	SD Card Slot 3
Starting Up	Type-C	JavaTM Platform	PRE02 Extended Feat.	2.13	SD Card Slot 3
	^		System Status 🛛 Job List	t	MAY 13,2008 6:36PM

cav2i094

8. "Stop" is displayed in the Status column and a GlobalScan NX SDK application bar turns white if the GlobalScan NX SDK application is stopped.

To stop a GlobalScan NX SDK application with Web Image Monitor



- 1. Access the "Web Image Monitor" of the target machine using your web browser.
- 2. Click the "Login" button.

RICOH	
	Web Image Monitor
Login User Name : Login Password : Login	
Cancel	

3. Login the target machine using a machine administrator name and password.

Home	Home			
Document Server	Statue	lavice Info Counter Inquinz		
Fax Received File	J States	evice nuo counter inquiry		
Printer: Print Jobs	Device Name	e : RICOH Aficio MP C3500		
Job	Comment			
Configuration	Host Name	: RNPA90FD5		Martin
				A
	Status			A
	Status System	Call Service		E L
	Status System Printer	Call Service	>>> Printer:	
	Status System Printer Copier	Call Service Toner Almost Empty Toner Almost Empty	Printer: No Paper: Tr No Paper: Tr	ay 1 ay 2
	Status System Printer Copier Fax	Call Service Call Service Toner Almost Empty Toner Almost Empty	Printer: No Paper: Tr No Paper: Tr Dow Yellow Panel Off M	ay 1 ay 2 Torver de
	Status System Printer Copier Fax Scanner	Call Service Call Service Toner Almost Empty Alext Lack Alext Energy Saver Mode	Printer: No Paper: Tr No Paper: Tr No Paper: Tr No Paper: If Mo	ay 1 ay 2 Toner de

4. Click the "Configuration".



5. Click the "Startup Setting" in the "Extended Feature Settings".

Startap	Secure						
Bac	k						
Start	Up/Stop	incel					
	Total Applications:2						
Selection	Extended Feature Name		Priority	Туре	Status	Description	Version
Selection C	Extended Feature Name GlobalScan NX		Priority	Туре Ј	Status Starting Up	Description	Version 1.00

cav2i091

6. Check the radio button of a GlobalScan NX SDK application to be updated, and then click the "Start Up/Stop".

stortop .	Netting						
	Joennig						
Back							
E G 1/1	Jp/Stop 🕅 Priority/Ce	ancel					
	Total Applications:2			_			
Selection	Extended Feature Name		Priority	Туре	Status	Description	Version
С	GlobalScan NX			J	Stop	-	1.00
0	JavaTM Platform			с	Starting Up	PRE02 Extended Feature(JavaTM Platform)	2.13

7. "Stop" is displayed in the Status column if a GlobalScan NX SDK application is stopped.

Technical Bulletin

PAGE: 1/9

Model: S-C4, K-C3, PR-C	1, R-C5, Al-C1, Di-C1, AT-C2,	, AP-C2	Dat	e: 18-Nov	-09	No.: RGene036
Subject: Recomr East/Africa only)	nended Eco Mode setting (for	Europe/Mid	dle	Prepare	d by: F.N	oguchi
From: 2nd Overs	eas Tech Support Sec., 2nd Pe	QM Dept.				
Classification:	Troubleshooting	Part inf	orma	tion	Action	n required
	🗌 Mechanical	Electric	al		Servic	e manual revision
	Paper path	Transm	it/rec	eive	Retrof	fit information
	Product Safety	🛛 Other ()	Tier 2	

1. Recommended Ricoh Eco Mode settings

Ricoh products are designed to help our customers to reduce their power consumption. The following table shows Ricoh recommended setting values for Panel off timer, Energy saver timer and Auto off timer for energy saving.

		Panel Off Tin	ner	Energy Saver	Timer	Auto Off	Timer	Reduction
	Model	Recommend Setting (10 sec ~ 240 min)	Recovery time	Recommend Setting (1 ~ 240 min)	Recovery time	Recommend setting (1 ~ 240 min)	Recovery time	ratio for power consumption
	S-C4	-	-	1 min	10 sec		10sec (C4/C4SPF) 7 sec (C4F)	77%~86%
≥	K-C3	-	-	(Factory default)	10 sec	1 min	10 sec	74%~85%
B&	PR-C1	-	-		10 sec	(Factory default)	10 sec	83%
	R-C5	1 min	0 sec	-	-		10 sec	72%~81%
	Al-C1	(Factory default)	0 sec	-	-		10 sec	66%
	Di-C1	 1 min Level2 (Factory default) 	5.9 sec	-	-	20min(Di-C1a/C1La) 30min(Di-C1c/C1Lc) (Factory default)	25 sec (C1a/C1La/C1Lc) 26 sec(C1c)	38%~42%
B2C	AT-C2	 1 min (Factory default) Change from Level1 (default) to Level2 See Note 	7sec	15 min (Factory default)	17sec	30 min (Factory default)	24 sec	35%~37%
	AP-C2	1 minLevel1(Factory default)	5.4 sec	Change from 15 min (default) to 1 min See Note	5.5 sec	45 min (Factory default)	31 sec(C1c) 49 sec(C1d)	24%

Note: We cannot change the default settings to be the recommended settings, because we already took the Energy Star certification with the default settings.



RICOH	Technical E	Bulletin	PAGE: 2/9
Model: S-C4, K-C3, PR-C1, R-C5,	Al-C1, Di-C1, AT-C2, AP-C2	Date: 18-Nov-09	No.: RGene036
2. Eco Mode setting proce	dure		

2.1 B/W models

Model S-C4, K-C3, PR-C1

Timer Setting Procedure:

1) Check the current setting on Auto Off timer setting.

2) If Auto Off Timer is not set to 1 minute, change the setting to 1 minute (as default setting).

User Tools/Counter → System Settings → Timer Settings → Auto Off Timer1 min. (Default)



Model R-C5

- Timer Setting Procedure:
 - 1) Check the current setting on Auto Off timer setting.
 - 2) If Auto Off Timer is not set to 1 minute, change the setting to 1 minute (as default setting).

User Tools/Counter \rightarrow System Settings \rightarrow Timer Settings \rightarrow Auto Off Timer1 min. (Default)

🧇 U:	ser Tools / Cou	unter / E	nquiry		Exit	1	🗿 System Settings				Exit
		6	Copier / Document Server Features	æ	Français		General Features Settings	Timer Settings Settin	ce File gs Transfer	Administrato Tools	x
10	System Settings						Auto Off Timer	1 minute(s)	Set Dat	2	25/11/2009
		분	Printer Features	1	Enquiry		Panel Off Timer	1 minute(s)	Set Tim	e	11:37:47
		1					System Auto Reset Timer	180 second(s)	Auto Logout	Timer	6 O second(s)
		6	Scanner Features				Copier / Document Server Auto Reset Timer	6 O second(s)			
B	Martin						Facsimile Auto Reset Timer	3 O second(s)			
	Maintenance						Printer Auto Reset Timer	60 second(s)			
123	Counter]					Scanner Auto Reset Timer	6 O second(s)			
	Counter	J									
133.139.16	6.44		System Status Job Li	st	OCT 26,2009			2	vstem Status Job Lis		25 NOV 2009



Technical Bulletin

Model:

S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2

Date: 18-Nov-09

Model AL-C1

- Timer Setting Procedure:
 - 1) Check the current setting on Auto Off timer setting.
 - 2) If Auto Off Timer is not set to 1 minute, change the setting to 1 minute (as default setting).

User Tools/Counter \rightarrow System Settings \rightarrow Timer Settings \rightarrow Auto Off Timer1 min. (Default)

ە	Jser Tools / Cou	nter / E	nquiry		Exit	🔯 System Settings			Exit
		B	Copier / Document Server Features	æ	Français	General Features Settings	Timer Settings Settin	ace File Administrato ngs Transfer Tools	<u>`</u>
ſO	System Settings	ED.				Auto Off Timer	1 min.	Scanner Auto Reset Timer	6 O second(s)
			Printer Features	1	Enquiry	Energy Saver Timer	1 min.	Set Date	08/21/2009
		1				Panel Off Timer	1 min.	Set Time	09:57:59AM
		6	Scanner Features			System Auto Reset Timer	999 second(s)	Auto Logout Timer	180 second(s)
Co.						Copier / Document Server Auto Reset Timer	60 second(s)		
P	Maintenance					Facsimile Auto Reset Timer	30 second(s)		
123	Counter					Printer Auto Reset Timer	60 second(s)		
133.139.1	66.44		System Status Job L	ist	OCT 26,2009 1:00AM	Please cell service. E0120444444	2	iysten Status 🛛 Job List	AUG 21,2009 9:50AM



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Model:

S-C4, K-C3, PR-C1, R-C5, Al-C1, Di-C1, AT-C2, AP-C2

Date: 18-Nov-09

2.2 Color models

RICOH

Model Di-C1

Timer Setting Procedure:

User Tools/Counter \rightarrow System Settings \rightarrow Timer Settings

- 1) Check the current setting on Panel Off and Auto Off timer setting.
- 2) If these settings are not at the default settings, return them to their default settings. (Refer to table on page 1/9)

Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.

🚸 ι	Jser Tools / Cou	nter / E	nquiry			Exit	🔞 System Settings					Exit
		ß	Copier / Document Serve Features	er [.	Français	General Features Settings	Timer Inter Settings Sett	face ings 1	File Ad	ministrator Tools	
C	System Settings				-		Auto Off Timer	2 O minute(s)		Set Date		21/08/2009
		ē.	Printer Features	l	1	Enquiry	Panel Off Timer	1 minute(s)		Set Time		09:21:51
		1					System Auto Reset Timer	999 second(s)	A	uto Logout Tim	er	500 second(s)
		6	Scanner Features				Copier / Document Server Auto Reset Timer	6 O second(s)				
ß	Malatanaa						Facsimile Auto Reset Timer	30 second(s)				
	Maintenance						Printer Auto Reset Timer	6 O second(s)				
123	Counter						Scanner Auto Reset Timer	6 O second(s)				
133.139.1	86.44		System Status	Job List		OCT 26,2009	133.139.166.103		System Status	.kob List		21 AUG 2009

■ Panel Off timer (Energy Saver Level) on setting Procedure:

User Tools/Counter \rightarrow System Settings \rightarrow Administrator Tools \rightarrow Energy Saver Level

- 1) Check the current setting.
- 2) If it is not Level 2, change the setting to Level 2 (factory default setting).

General Features Settings	Timer Inter Settings Sett	face File Administrator Transfer Tools
		Service Test Call
		Notify Machine Status
Program / Change / D	elete LDAP Server	
LDAP Search	On	Firmware Version
Program / Change /	Delete Realm	Network Security Level
AOF (Always On)	On	
Energy Saver Level	Level 2	

Technical **B**ulletin

Model:

S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2

Date: 18-Nov-09

Model Di-C1L

RICOH

Timer Setting Procedure:

User Tools/Counter → System Settings → Timer Settings

- 1) Check the current setting on Panel Off and Auto Off timer setting.
- 2) If these settings are not at the default settings, return them to their default settings.

Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.



Panel Off timer (Energy Saver Level) on setting Procedure:

User Tools/Counter \rightarrow System Settings \rightarrow Administrator Tools \rightarrow Energy Saver Level

- 1) Check the current setting.
- 2) If it is not Level 2, change the setting to Level 2.





Model AT-C2

Timer Setting Procedure:

User Tools/Counter \rightarrow System Settings \rightarrow Timer Settings

- 1) Check the current setting on Panel Off, Energy Saver and Auto Off timer setting.
- 2) If these settings are not at the recommended settings, return them to their recommended settings. (Refer to the table on page 1/9)

Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.

🧇 User Tools / 🤇	Counter /	Enquiry		Exit		🔞 System Settings			Exit
	ß	Copier / Document Server Features	æ	Français		General Tray Paper Features Settings	Timer Settings Settin	ace File Administrat 195 Transfer Tools	tor
System Settings	ngs					Auto Off Timer	30 min.	Scanner Auto Reset Timer	6 O second(s)
		Printer Features		Enquiry		Energy Saver Timer	15 min.	Set Date	08/21/2009
	1	Connex East was				Panel Off Timer	1 min.	Set Time	09:57:59AM
	6	Scamer reatures	1			System Auto Reset Timer	999 second(s)	Auto Logout Timer	180 second(s)
Maintenance						Copier / Document Server Auto Reset Timer	60 second(s)		
						Facsimile Auto Reset Timer	30 second(s)		
123 Counter						Printer Auto Reset Timer	6 O second(s)		
133.139.166.44		System Status Job Li	st	OCT 26,2009 1:00AM	. ,	Yellow 250120444444		öystem Status Job List	AUG 21,2009 10:014M

■ Panel Off timer (Energy Saver Level) on setting Procedure:

User Tools/Counter \rightarrow System Settings \rightarrow Administrator Tools \rightarrow Energy Saver Level

- 1) Check the current setting.
- 2) If it is not Level 2, change the setting to Level 2.

General \ Tray Paper \	Timer \ Inter	face File	Administrator	
Features Settings	Settings Sett	ings 🛛 Transfer	Tools	
Program / Change / Dele	ete LDAP Server		Firmware Version	
	Contract of Contra			
LDAP Search	On	Network Se	curity Level	
LDAP Search AOF (Always On)	On On	Network Se	curity Level	
LDAP Search AOF (Always On) Energy Saver Level	On On Level 2	Network Se	curity Level	
LDAP Search AOF (Always On) Energy Saver Level	On On Level 2	Network Se	curity Level Delete All Logs	



Technical Bulletin

Model:

S-C4, K-C3, PR-C1, R-C5, AI-C1, Di-C1, AT-C2, AP-C2

Date: 18-Nov-09

Model AP-C2

Timer Setting Procedure:

User Tools/Counter \rightarrow System Settings \rightarrow Timer Settings

- 1) Check the current setting on Panel Off, Energy Saver and Auto Off timer setting.
- 2) If these settings are not the recommended settings, return them to their recommended settings. (Refer to the table on page 1/9)

Note: If the user requests the Auto Off Timer setting be changed, please change to a value between 60 to 120 minutes.

🚸 User Tools / Cou	nter / Enquiry	Exit	🔯 System Settings			Exit
-	Copier / Document Server Features	Français	General Features Settings	Timer Settings Settin	ace File Administrator ngs Transfer Tools	
System Settings	Printer Features	Franiry	Auto Off Timer	45 min.	Scanner Auto Reset Timer	6 O second(s)
-			Energy Saver Timer	1 min.	Set Date	08/21/2009
	1 construction		Panel Off Timer	1 min.	Set Time	09:57:59AM
	Scamer reatures		System Auto Reset Timer	999 second(s)	Auto Logout Timer	180 second(s)
B Minterne			Copier / Document Server Auto Reset Timer	6 O second(s)		
Maintenance			Facsimile Auto Reset Timer	30 second(s)		
123 Counter			Printer Auto Reset Timer	6 O second(s)		
133.139.166.44	System Status Job Li	OCT 26,2009 1:004M		2	System Status Job List	AUG 21,2009 10:00M

■ Panel Off timer (Energy Saver Level) on setting Procedure:

User Tools/Counter \rightarrow System Settings \rightarrow Administrator Tools \rightarrow Energy Saver Level

- 1) Check the current setting.
- 2) If it is not Level 1, change the setting to Level 1 (factory default setting).

General Tray F Features Sett	Paper ings	Timer Settings	Interface Settings	File Transfer	Administrator Tools	
Program / Chang	ge / Delete	LDAP Server		Fi	rmware Version	
LDAP Search	1	On		Network Securi	ty Level	
	Dn)	On				
AOF (Always (210					
AOF (Always (Energy Saver Le	vel	Level 1				
AOF (Always (Energy Saver Le	vel	Level 1				

Technical Bulletin

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Model:

S-C4, K-C3, PR-C1, R-C5, Al-C1, Di-C1, AT-C2, AP-C2

Date: 18-Nov-09

No.: RGene036

3. Power consumption

	F	Panel Off 1	Timer	Ene	rgy Saver	Timer	A	uto Off Tir	mer	
Model	Default	Setting	Recomme ndation	Default	Setting	Recom mendati on	Default	Setting	Recom mendati on	Reduction ratio for Power
Name	Time (m)	Power consu mption (W)	Time (W)	Time (m)	Power consu mption (W)	Time (W)	Time (m)	Power consu mption (W)	Time (W)	*See Note1
S-C4				1	21.6		1	0.6		86
S-C4 F				1	30.2		1	4.8		77
S-C4 SPF				1	25.5	Keep	1	5.0		77
K-C3a				1	40	Factory	1	1.0		85
K-C3b				1	40	Delaun	1	1.0		85
K-C3cd				1	40		1	0.7	Keep Factory	74
PR-C1				1	34.3		1	0.7	Default	83
R-C5b CS	1	161					1	5.6		77
R-C5c CS	1	161	Keep				1	5.6		72
R-C5b	1	154	Factory				1	1.1		81
R-C5c	1	154	Derault				1	1.1		76
Al-C1b	1	143					1	5.7		66

		Pannel Off Timer				Ene	ergy saver	Timer	A	uto Off Ti	mer	Reduc
Model	De	efault Setti	ing	Recom	mendation	Default	Setting	Recom mendati on	Default	Setting	Recomme ndation	ratio for Power
Name	Lavel	Time (min)	Power consu mption (W)	Level	Time (min)	Time (min)	Power consu mption (W)	Time (min)	Time (min)	Power consu mption (W)	Time (min)	consu mption (%) *See Note1
Di-C1La	2	1	126						20	4.7		40
Di-C1Lc	2	1	126	Keep	Factory				30	4.7	Keep Factory	38
Di-C1a	2	1	131	De	etault				20	5.2	Default	42
Di-C1c	2	1	131						30	5.2		41

AT-

C2b

1

1

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Technical **B**ulletin

Date: 18-Nov-09

Default

30

4.3

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tion

ratio

for

(%)

*See

35

37

Default

No.: RGene036

Model: S-C4, K-C3, PR-C1, R-C5, Al-C1, Di-C1, AT-C2, AP-C2

Chang

e to

Level2

Panel Off Timer Auto Off Timer **Energy Saver Timer** Reduc Reco Reco **Default Setting** Recommendation **Default Setting** mmen **Default Setting** mmen dation dation Power Model consu Name Power Power Power Power mption consum consu consum consum Time Time Time Time Time Time Level Level ption mption ption ption (min) (min) (min) (min) (min) (min) (W) (W) (W) (W) Note1 Chang AT-1 1 210 173 15 106 30 4.3 e to C2a Keep Factor Level2 Keep Factory Keep Factory y Default

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		Panel Off Timer				Energ	v Saver Tim	er	Δ	uto Off Time	er.	
Model	De	fault Set	ting	Recom	mendation	endation Default Setting Reco dation		Reco mmen dation	Default Setting		Reco mmen dation	Reduction ratio for Power consumpti
Name	Level	Time (min)	Power consu mption (W)	Level	Time (min)	Time (min)	Power consum ption (W)	Time (min)	Time (min)	Power consum ption (W)	Time (min)	on (%) *See Note1
AP- C2c	1	1	141	Keep Factory	Keep Factory	15	135	Chang e to 1	45	2.9	Keep Factory	24
AP- C2d	1	1	141	Default	Default	15	135	min	45	2.9	Default	24

15

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Note 1: Percentage reduction in power consumption when using the recommended settings, compared with the maximum setting of 240 minutes.

The actual reduction in power consumption will vary depending on the customer's usage conditions (e.g. ACV, P/J, option configuration, etc.) and installation environment (e.g. temperature and humidity conditions).

Technical Bulletin

Reissued:11-Dec-09 Model: General RTB

Date: 24-Apr-09

No.: RGene032c

RTB Reissue

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

Subject: NVRAN	I uploading/downloading	Prepared by: Masato Saiki		
From: 2nd Overs	seas Tech Support Sec., 2nd F			
Classification:	Troubleshooting	Part informat	tion	Action required
	🗌 Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🛛 Other ()	Tier 2

Important Information Regarding NVRAM Data Upload (SP5824)

Target models: AL-P1, R-C5, MT-C4, B-C4, AP-P2, DI-C1

Target models: A-C4.5, A-P4, AL-C1, AL-P1, AP-P2, B-C3, B-C4, B-P1, BE-C1, DI-C1, MT-C3, MT-C4, MT-P2, MT-P3, PR-C1, R-C4.5, R-C5, V-C2

Target models: A-C4.5, A-P4, AL-C1, AL-P1, AP-P2, B-C3, B-C4, B-P1, BE-C1, MT-C3, MT-C4, MT-P2, MT-P3, PR-C1, R-C4.5, R-C5, V-C2

- On the models listed above, the following data stored in the NVRAM will not be saved to the SD card when you perform an NVRAM data upload (SP5824).
 - > Total counter value
 - > C/O, P/O counter values
 - > Duplex, A3/DLT/Over 420mm, Stapler, and Scanner counter values
 - > Engine SP data
- Therefore, whenever you perform an NVRAM upload/download, make sure to print out the SP Data List before you perform SP5801-001 (Memory Clear: All Clear) or SP5801-002 (Memory Clear: Engine).

NVRAM Upload/Download Procedure:

- 1) Print out the SP Data List from SP5990-002.
- 2) Perform the NVRAM data upload (to the SD card) according to the procedure in the Service Manual.
- 3) Perform the memory clear (SP5801-001 or -002).
- 4) Perform the NVRAM data download (from the SD card) according to the procedure in the Service Manual.
- 5) Input the data listed above manually.

Reissued:11-Dec-09

Model: General RTB Date: 24-Apr-09 No.: RGene032c

The following machines are supporting Engine SP data backup by performing an NVRAM data upload (SP5824).

Model	Requirement
DI-C1	System/Copy Firmware Version 1.15 or later is installed
DI-C1L	System/Copy Firmware Version 1.03 or later is Installed

Technical Bulletin

PAGE: 1/1

Model: Embedded RC Gate Date: 19-Feb-10					No.: RGene037
Subject: Embedd	Prepar	ed by: A. Ishiyama			
From: 2nd Overse	eas Tech Support Sec., 2nd PQN	/I Dept.			
Classification:	Troubleshooting [] Part in	formation	Action required	
	Mechanical [Electrical		Service manual revision	
	Paper path		nit/receive	Retro	ofit information
	Other ()				

Symptom

The Embedded RC Gate cannot be registered.

Note: If this occurs due to one of the causes mentioned below, SP5816-201 to -208 will show abnormal values (e.g. "No Response") on the LCD and SMC printout.

Affected models:

All models launched from 2007 onward.

Cause

- The LAN cable is not connected, or
- The Wireless LAN has not finished negotiating with the access point, or
- A network connection has been established but the IP addresses have not yet been distributed

Action

- 1. Make sure that the DHCP setting and Onboard NIC setting are both set to "Enable".
- 2. Make sure that the DHCP sever is distributing IP addresses correctly.

Technical Bulletin

Reissued:02-Apr-10

Model: General RTB

Date: 31-Aug-09 No.

No.: RGene029e

RTB Reissue

The chapter "Confirmation Points before Installation" has been modified.

Subject: Card Au Activation Guide	thentication Package V1.3 Ins	Prepared	d by: S. Tomoe	
From: 1st Overse	as Tech Support Sec., 1st PQ	M Dept.		
Classification:	Troubleshooting	Part informat	ion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🛛 Other ()	🛛 Tier 2

This RTB has been issued to announce the Card Authentication Package V1.3 Installation / Activation Guide release information.

Installation Procedure

for

"Card Authentication Package" and "Enhanced Locked Print NX". Version 1.3

> Date: Re-issued: 2010/4/1 Issued: 2009/08/21

Installation

Overview

There are several combinations for using "Card Authentication Package" and "Enhanced Locked Print NX".

- **Embedded Type A:** This is for a customer who wants to use "Card Authentication Package" and "Enhance Locked Print NX".
- **Embedded Type B:** This is for a customer who wants to use only "Card Authentication Package".
- Server Type A: This is for a customer who wants to use "Card Authentication Package Enterprise Server" and "Enhance Locked Print NX".
- Server Type B: This is for a customer who wants to use only "Card Authentication Package Enterprise Server".

	Embedded Type A	Embedded Type B	Server Type A	Server Type B
CAP	Yes	Yes	Yes	Yes
CAP-ES	No	No	Yes	Yes
CRT	Yes	Yes	Yes	Yes
ELP-NX	Yes	No	Yes	No

Here is the matrix of possible combinations.

CAP: Card Authentication Package

- CAP-ES: Card Authentication Package Enterprise Server
- ELP-NX: Enhanced Locked Print NX (Application and Filter)
- CRT: Card Registration Tool for CAP

Confirmation Points before Installation

- Make sure that the firmware of the **target machine** is the latest version.
- Make sure that the firmware of the VM card is the latest version.
- Check the following SP settings; Bit 0 of SP5401-160 (SSP: Super Service Program) must be set to "0". All bits of SP5401-162 (Extend Certification Detail) must be set to "0". Bit 0 of SP5401-230 (Customized Authentication) must be set to "0".
- CAP and ELP require that the device's Auto Off Timer be set to 5 minutes or longer. This is because the device might not work correctly if it enters Sleep Mode before the VM, CAP, and ELP applications finish starting up.

Installation of Card Authentication Package

There were two installation methods for the "Card Authentication Package" for V1.1 and V1.2. However, There is only one installation method for V1.3.

"Working with the PC"

- 1. Prepare the applications related to the "Card Authentication Package" on your PC.
- 2. Unzip the zip file of the "D4890001.zip" on your PC.
- 3. Open the "readme.html" from the unzipped file.





4. Click the "sd image" of the target machine



5. Copy the sdk folder onto the root directory of the VM card.

Please refer to the following for the location of the application folder

Model Name	Product Code	Application Folder
Model R-C5	D017/D018/D019/D020	/01_mfp/sd_image/
Model AI-C1	D009/D011/D012/D013	
Model Di-C1	D037/D038/D040/D041	
Model AT-C2	D023/D025	
Model AP-C2	D027/D029	
Model V-C2	D014/D015/D078/D079	

Note

The above folders include "/sdk" folder that is application image for copying to VM card.



- 6. Unzip the zip file of the "D4900001.zip" on your PC.
- 7. Open the "readme.html" from the unzipped file.

RICOH: SD Image Remote Install Image Device Name Aficio MP 2550 / 2550B / 3350 / 3350B Aficio MP 4000 / 4000B / 5000 / 5000B sd image staller remote Aficio MP C2050 / C2550 🔁 sd image ファイル(E) 編集(E) 表示(V) お気に入り(A) ツール(T) ヘルプ(H) Aficio MP C6000 / C7500 🕝 हरु - 📀 - 🏂 🔎 検索 防 フォルタ 🛄-Aficio MP C2800 / C3300 sd image remote *ドレス① 🛅 D:¥000_Greenland¥00_リリース物¥v1.3.1¥090727_F版リリース¥CD¥ELPNX¥Embeddk 🚽 🛃 移動 Aficio MP C4000 / C5000 Aficio MP 6001 / 7001 / 8001 / 9001 ファイルとフォルダのタスク 📁 新しいフォルダを作成する sdk Aficio MP 171 sd remote 🔕 このフォルダを Web (こ公開 する Aficio SP 8200DN 😂 このフォルダを共有する sd i remote Aficio SP C420DN その他 ۲ Aficio SP C820DN / C821DN sd image Chi_mfp
Chi_mfp
Chi マイ ド* マイドキュメント
 共有ドキュメント

8. Click the "sd image" of the target machine

😂 sd_image		
ファイル(E) 編集(E) 表示(<u>V</u>) お気に入り(<u>A</u>) ツール(
🕝 戻る 🔹 🐑 🍃 🏂 🔎 検索 🎼 フォルダ	· · · ·	
アドレス(D) 🛅 D:¥000_Greenland¥00_リリース物¥v1.3.1¥0907	27_F版リリース¥CD¥ELPNX¥Embedde 💙 🛃 移動	
ファイルとフォルダのタスク 新しいフォルダを作成する Solver Sol		
	😂 APPL COMM1 (H:)	
■ する このフォルダを共有する	ファイル(E) 編集(E) 表示(V) お気に入り(A) ツール(T) ヘルプ(H)	A
	🔇 戻る 🔹 🕥 - 🎓 🔎 検索 🎼 フォノレヌ 💷・	
その他 📀	アドレス(型) → H¥	🖌 🄁 移動
🛅 01_mfp	フォルダ × 名前 ▲	サイズ
 □ マイドキュメント □ 共有ドキュメント □ マイコンピュータ 		
	$\begin{array}{c} \blacksquare & \square - j_{1} \downarrow \ \overrightarrow{r} \cdot 7 \lambda j \ (c) \\ \blacksquare & \square - j_{2} \downarrow \ \overrightarrow{r} \cdot 7 \lambda j \ (c) \\ \blacksquare & \square - j_{2} \downarrow \ \overrightarrow{r} \cdot 7 \lambda j \ (c) \\ \blacksquare & \square \ OVD + F \cdot 7 \ (c) \\ \blacksquare & \square \ DVD - RW \ F - 5 \cdot 7 \ (c) \\ \blacksquare & \square \ DVD - RW \ F - 5 \cdot 7 \ (c) \\ \blacksquare & \square \ DVD - RW \ F - 5 \cdot 7 \ (c) \\ \blacksquare & \square \ DVD - RW \ F - 5 \cdot 7 \ (c) \\ \blacksquare & \square \ DVD - RW \ F - 5 \cdot 7 \ (c) \\ \blacksquare & \square \ DVD - RW \ F - 5 \cdot 7 \ (c) \\ \blacksquare & \square \ DVD - RW \ F - 5 \cdot 7 \ (c) \\ \blacksquare & \square \ DVD - RW \ F - 5 \cdot 7 \ (c) \\ \blacksquare & \square \ DVD - RW \ F - 5 \cdot 7 \ (c) \\ \blacksquare & \square \ DVD - RW \ F - 5 \cdot 7 \ (c) \\ \blacksquare & \square \ DVD - RW \ F - 5 \cdot 7 \ (c) \\ \blacksquare & \square \ DVD - RW \ F - 5 \cdot 7 \ (c) \\ \blacksquare & \square \ DVD - RW \ F - 5 \cdot 7 \ (c) \\ \blacksquare & \square \ DVD - RW \ F - 5 \cdot 7 \ (c) \\ \blacksquare & \square \ DVD - RW \ F - 5 \cdot 7 \ (c) \\ \blacksquare & \square \ DVD - RW \ F - 5 \cdot 7 \ (c) \\ \blacksquare & \square \ DVD - RW \ F - 5 \cdot 7 \ (c) \\ \blacksquare & \square \ DVD - RW \ F - 5 \cdot 7 \ (c) \\ \blacksquare & \square \ DVD - RW \ F - 7 \cdot 7 \ (c) \\ \blacksquare \ DVD - RW \ F - 7 \cdot 7 \ (c) \\ \blacksquare \ DVD - RW \ F - 7 \cdot 7 \ (c) \\ \blacksquare \ DVD - RW \ F - 7 \cdot 7 \ (c) \\ \blacksquare \ DVD - RW \ F - 7 \cdot 7 \ (c) \\ \blacksquare \ DVD - RW \ F - 7 \cdot 7 \ (c) \\ \blacksquare \ DVD - RW \ F - 7 \cdot 7 \ (c) \\ \blacksquare \ DVD - RW \ F - 7 \cdot 7 \ (c) \\ \blacksquare \ DVD - RW \ F - 7 \cdot 7 \ (c) \\ \blacksquare \ DVD - RW \ F - 7 \cdot 7 \ (c) \\ \blacksquare \ DVD - RW \ F - 7 \cdot 7 \ (c) \\ \blacksquare \ DVD - RW \ F - 7 \cdot 7 \ (c) \\ \blacksquare \ DVD - RW \ F - 7 \cdot 7 \ (c) \ (c)$	

- 9. Copy the sdk folder onto the root directory of the VM card.
 - Please refer to the following for the location of the application folder.

Model Name	Product Code	Application Folder
Model R-C5	D017/D018/D019/D020	/01_mips/01_mfp/sd_image/
Model Al-C1	D009/D011/D012/D013	
Model Di-C1	D037/D038/D040/D041	
Model AT-C2	D023/D025	/02_x86/01_mfp/sd_image/
Model AP-C2	D027/D029	
Model V-C2	D014/D015/D078/D079	

Note

The above folders include "/sdk" folder that is application image for copying to VM card.


"Working with the Machine"

- 10. Install a card reader device in a suitable location.
- 11. Connect the USB cable from the card reader device to the USB slot of the target machine.

U Note

- The position of the USB slot may vary depending on the machine.
- 12. Secure the cable clamp to the USB slot.

Note

The procedure for the card reader installation depends on the machine. For details, see "USB Connection of the Card Reader" in the "Appendix" section.

- 13. Install the VM card in the service slot of the target machine.
- 14. Turn on the target machine.
- 15. Ask a machine administrator to login to the target machine with the login name and password of the machine's administrator.



16. Enter the "User Tools", and then press "Extended Feature Settings" on the LCD.



17. Press "Extended Feature Settings" on the LCD.

🛃 Extend	ed Featur	e Settings			Exit
	install	Uninstall Ch Allo	ange Extended Feature Info	Administrator Tools	
Select a source me	dia, then selec	t extended feature(s) t	to install.		
Media	Туре	Extended Feature Name	Description	Version	Source
SD Card	Type-J	ELP NX	http://[1P]:8080/lo.	1.0	SD Card Slot 2
Web Servic	Type-J	Card Authentica	http://[hostname]:8.	1.00	SD Card Slot 2
	Type-J	Card Registrati	Card Registration U.		SD Card Slot 2
	Type-J	Card Registrati	Card Registration U.	1.00	SD Card Slot 2
	Type-J	Card Registrati	Card Registration U.		SD Card Slot 2
			1.	/2 🔺 Pre	💉 🔽 Next
			System Status Job List		JUL 17,2808 11:03/44
					gl_i106

18. Press the "Install" tab, and then press "SD Card".

The following table shows the destination of the installed SDK application.

Application	Destination
Card Authentication Package	SD Card
Card Registration Tool for CAP	SD Card
Enhanced Locked Print NX Application	SD Card
Enhanced Locked Print NX Filter	HDD

19. Press the SDK application bar (except ELP NX-Filter) that you want to install.

Do not install the "Enhanced Locked Print NX-Filter" in the SD card. The ELP NX Filter must be installed in the HDD of the target machine. See step 24 for how to install it.

🔠 Exten	ded Featur	e Settings		Exit
Startup	Install	Extended Feature Installation	C	Next
Select a source n Media	nedia, then selec Type Type-J Type-J	Select installation target and startup meth Install to Machine HDD SD Card Stot	2 50 G	rd Slot 3
Planse call service.	Type-J Type-J Typ	Starture Method Auto Start Do not Auto S Sector State bh Lie	tart	JL 17,2101

gl_i107

20. Press "SD Card Slot 2" and "Auto Select"

21. Press "Next" to continue this installation procedure.

				
Ready to Install		Cancel	Pr	OK
Confirm the information b	elow, then press [OK] to sta	rt installation.		
Extended Feature Name:	Card Authenticati	Product ID:	336724768	
Description:	http://[hostname]:8080	/cap/		
Version:	1.00	Auto Start:	Auto Start	
►Installation Target:	SD Card Slot 2			
►Vendor:				
Contact:	TEL:			
	Fax:			
	E-mail:		_	
		System Status Job L	ist	JUL 17,2008 11:1048
				gl i108

22. Check if the displayed SDK application name is correct.

Note

If the displayed SDK application is not what you want to install, check the contents of the VM card and retry this installation.

23. Press "OK" to complete this installation.

Note

Install the following applications from the SD card in the service slot with the operation panel; exactly which applications to install will depend on the customer's circumstances.

- Card Authentication Package
- Enhanced Locked Print NX Application
- Card Registration Tool for CAP

🚼 Extend	ed Featur	re Settings			Exit
Startup Setting	Install	Uninstall Chang Allocat	e Extended Feature Info	Administrator Tools	
Select a source me	dia, then sele	ct extended feature(s) to	install.		
Media	Туре	Extended Feature Name	Description	Version	Source
SD Card	Type-J	ELP NK h	ttp://[]P]:8080/lo.	1.0	SD Card Slot 2
	Type-J	Card Authentica h	ttp://[hostname]:8.	1.00	SD Card Slot 2
	Type-J	Card Registrati	ard Registration U.	1.00	SD Card Slot 2
	Type-J	Card Registrati	ard Registration U.	1.00	SD Card Slot 2
	Type-J	Card RegistratiC	ard Registration U.	1.00	SD Card Slot 2
			1	/2 🔺 🕅	Next
		s	ysten Status 🦳 Job List		JUL 17,2008
					al i100

24. Press the "Enhanced Locked Print NX Filter" bar in the display shown above.

🖀 Extended Feature	Settings	Exit
Startup Setting Select a source media, then select a Media SD Card Type-C Type-C E	Extended Feature Installation Co	Next
Weste Toner Battle is almost full.	System Status Job List	JUL 17,2001 11:1244

25. Press "Machine HDD", and then press "Next".



26. Check if the displayed SDK application name is correct and "Machine HDD" is selected as the installation target.

Note

If the displayed SDK application is not what you want to install, check the contents of the VM card and retry this installation.

27. Press "OK" to complete this installation.

- 28. Allocate the Function key (on the operation panel) for the Java VM applications if the customer wants to use a key other than "Other Functions" (default).
- 29. Enter the "Extended Features Settings".
 - "User Tools/Counter" > "Extended Features Settings" > "Extended Features Settings"

😤 Extended Featu	re Settings	5		a	Exit
Startup Setting Install	Uninstall	Change Allocation	Extended Feature Info	Administrator Tools	←
Select item(s) to set.					
Copy Extended Features					
Copy Card Save Data					
Web Installation Settings					
Heap / Stack Size Settings					
a staToner Cartridae is almost empty					AUG 7,2008
Yellow		System St	tatus 📔 Job Lis	t	8:05PM
					gl i116

30. Press the "Administrator Tools" tab, and then press the "Heap/ Stack Size Settings" button.



gl_i117

31. Press the "Change" button.

苦 Extended Feature	Settings				Exit
Startup Setting	Heap / Stack Siz	re Settings	(Car	ОК
Select item(s) to set.	Specify size(s). Heap Size <2	MB to 16 MB>			
Copy Extended Features	10	B Change	Restore	Defaults	Clear
Carl Carl See Dille	Stack Size <	KB Change	Restore	Defaults	(#
Web Installation Settings Heap / Stack Size Settings					
		System Men	nory	Heap	
	Free	38,674,432		3,008,200)
	Total	203,923,45	6	8,388,608	1
∎Toner Cartridge is almost empty. Yellow		System Status	Job List		AUG 7,2008 8:05PM
					gl i11

32. Input an appropriate value (see the table below) with the numeric keys on the operation panel, and then press the "# (Enter)" key.

Required heap size for the "Copy Extended Feature" depends on a combination of installed applications. For details, refer to the table below.

CAP	ELP-NX	GlobalScan NX	Required Heap Size
Yes	-	-	8 MB
Yes	Yes	-	16 MB
Yes	Yes	Yes	16 MB
Yes	-	Yes	16 MB

33. Press the "OK" button to return to the previous screen.

- 34. Press the "User Tools/Counter" key to exit the UP mode.
- 35. Turn the target machine off and on.

"Working with the PC"

36. Activate the "Card Authentication Package" and "Enhanced Locked Print" (if it is installed) with the Remote Manager.

Note

• For details, see "DSDK Application Installation" in the "Embedded Software Remote Manager Installation/Activation Guide".

The following steps from 37 to 40 should be done by a machine administrator.

37. Configure the card reader settings with the Card Authentication Package Web UI. 38. Turn the target machine off and on.

"Working with the Machine"

39. Enable "Java TM Platform" for each user with the Address Book Manager.

 "User Tools/Setting" > "System Settings" > Administrator Tools" > Address Book Management" > select a user icon > "Auth. Info" > "Other Functions" on the 4th page

System Se	ettings			Exit
rogram / Change Addre	iss Book		Ca	ОК
Names Aut	h. Info Protection	Fax Dest. E-mail	Folder	Add to Group
•Available Functions				
Printer	Colour / Black & White	Black & White	None	
Other Functions	Document Server	Facsimile	Scanner	
	JavaTM Platform			2010.0
				4/4
		Sectors States 104	1244	AUG 7,2008
		Sizen status Job	LISL	al i115

- 40. Check if the card reader works normally.
 - Press the "Other Function" key for "SDK application" on the operation panel.
 - Select "Card Registration Tool for CAP"
 - Press "Obtain Card ID" on the LCD. After the "Set the card to register" message appears, hold the card over the card reader.
 - Check to see that the card ID is displayed on the LCD of the target machine. (If the card ID is not displayed, the card may not be available. In that case, register the card ID.)

Note

For details about steps from 37 to 40, see the operation instructions for "Setting Up the Card Reader".

The following step 41 should be done by a field service representative.

41. Uninstall the "Card Registration Tool" with the operation panel if the customer wants to delete it.

Uninstallation

Uninstalling Card Authentication Package

- 1. Turn on the target machine.
- 2. Deactivate "Card Authentication Package" and "Enhanced Locked Print-NX Application" with the Remote Manager. For details, see "Deactivation" in the "Embedded Software Remote Manager Installation/Activation Guide".

🚼 Important

Before uninstalling activated SDK applications, deactivation must be done. Otherwise, the product key will be wasted.

Enter the User Tools, and then select "Off" in the "Enhanced Authentication Management" (Administrator Tools > Enhanced Authentication).
 Note

If the SDK applications are uninstalled from the target machine with "Enhanced Authentication" turned on, SC636 is issued. In that case, enter the SP mode and change the bit 0 setting of SP5401-160 (**SSP**: Super Service Program) to "0".

- 4. Uninstall the SDK applications which you want to remove, except for the Java VM application, with the operation panel or Web Image Monitor.
- 5. Turn the target machine off and on.
- 6. Uninstall the Java VM application with the operation panel or Web Image Monitor..
- 7. Change the following SP settings.
 - Bit 0 of SP5401-160 (SSP: Super Service Program) must be set to "0".
 - All bits of SP5401-162 (Extend Certification Detail) must be set to "0".
 - Bit 0 of SP5401-230 (Customized Authentication) must be set to "0".
- 8. Turn off the target machine, and then remove the VM card from the target machine.

Remote Updating Procedure

Updating Card Authentication Package

Important)

First update the Java VM Platform if the Java VM Platform and Card Authentication Package are supposed to be updated at the same time.

1. Ask a machine administrator to disable the Card Authentication Package with the operation panel.

Note

- Disable other Card Authentication Packages if they have been installed in the machine.
- You can also disable the Card Authentication Package with the web image monitor.
- 2. Launch the Remote Manager.
- 3. Add a Card Authentication Package for updating in the Remote Manager

See the "Adding a Card Authentication Package in the "Remote Manager" sub section of the "Card Authentication Package Installation" section of the Remote Manager Operation Guide.

4. Install the Card Authentication Package for updating in the target machine **Note**

See the "Installing the Card Authentication Package in the Target Machine" sub section of the "Card Authentication Package Installation" section of the Remote Manager Operation Guide.

- 5. Turn off and on the target machine.
- Ask a machine administrator to check if the version of the Card Authentication Package is updated and if the installed Card Authentication Package is "Starting Up"

Updating Enhanced Locked Print NX Application and Filter

Enhanced Locked Print NX Application

- 1. Prepare the applications related to the "Enhanced Locked Print NX Package" on your PC.
- 2. Unzip the zip file of the "D4900001.zip" on your PC.
- 3. Open the "readme.html" from the unzipped file.

Aficio MP 2550 / 2550B / 3350 / 3350B Aficio MP 2000 / 4000B / 5000 / 50000B Aficio MP C2050 / C2550 Aficio MP C2000 / C7500 Aficio MP C2000 / C3300 Aficio MP C4000 / C5000 Aficio SP 8200DN Aficio SP 8200DN Aficio SP 8200DN Aficio SP C820DN / C821DN Sd image remote installer remote installer	Device Name	SD Image	Remote Install I	mage	
Africio MP C6000 / C7500 sd image remote installer Africio MP C2800 / C3300 sd image remote installer Africio MP C2800 / C3300 ad image remote installer Africio MP C1000 / C5000 ad image remote installer Africio SP S200DN ad image remote installer Africio SP C420DN / C821DN sd image remote installer	Aficio MP 2550 / 2550B / 3350 / 3350B Aficio MP 4000 / 4000B / 5000 / 5000B Aficio MP C2050 / C2550	<u>sd image</u>	remote installer	Peter bullet + Record Bullet Univer Peter bullet + Record Functions (Delater Peter Bullet + Delater Peter Bulle	lenovo t
Aficio MP 171 sd image remote a tabler Aficio SP 8200DN Aficio SP C420DN sd image remote instan Aficio SP C420DN / C821DN sd image remote instan	Aficio MP C6000 / C7500 Aficio MP C2800 / C3300 Aficio MP C4000 / C5000 Aficio MP 6001 / 7001 / 8001 / 9001	<u>sd image</u>	remote installer	Print An and All	
Aficio SP 8200DN sd_image remote instan remote instance Aficio SP C420DN sd_image remote instance Aficio SP C820DN / C821DN sd_image remote installer	Aficio MP 171	sd image	remote 1 ler	W H 240-H	
Aficio SP C820DN / C821DN sd image remote installer	Aficio SP 8200DN Aficio SP C420DN	<u>sd image</u>	remote insta.	The Constant of Co	
	Aficio SP C820DN / C821DN	sd image	remote installer		

- 4. Click the "remote installer" of the target machine
- 5. Copy the zip file on your PC.

Please refer to the following for the location of the application folder

Model Type	Product Code	Application Folder	File Name
Model R-C5	D017/D018/D019/D020	/01_mips/01_mfp/web_image/	elpnx_install.zip
Model AI-C1	D009/D011/D012/D013		
Model Di-C1	D037/D038/D040/D041		
Model AT-C2	D023/D025	/02_x86/01_mfp/web_image/	elpnx_install.zip
Model AP-C2	D027/D029		
Model V-C2	D014/D015/D078/D079		

- 7. Ask a machine administrator to disable the ELP NX application using Web Image Monitor.
- 8. Login to the ELP Administrative Tool.
- 9. Export the system configuration file.

See the "Exporting/Importing the System Configuration File" section of the "ELP Administrator's Guide."

- 10. Uninstall the ELP NX Filter using the Remote Manager.
- 11. Install the new version (the update) of the ELP NX Filter using Remote Manager.
- 12. Reissue the product license using Remote Manager.
- 13. Store the obtained product license in the target machine using Remote Manager.

For details about steps from 4 to 7, see the "Uninstallation Procedure" section of the "Remote Manager Operation Guide."

14. Import the system configuration file.

Note

See the "Exporting/Importing the System Configuration File" section of the "ELP Administrator's Guide."

- 15. Turn the main power of the target machine OFF/ON.
- 16. Ask a machine administrator to confirm that the ELP NX application has been successfully updated to the target version, and that this application is operating normally.

Enhanced Locked Print NX Filter

- 1. From the machine operation panel, uninstall the ELP NX Filter from the target machine.
- 2. Remove the VM card from the target machine.
- 3. Delete the "336724752" folder from the VM card as shown below.



- 4. Do the following in order to copy Enhanced Locked Print NX from the PC to the VM card:
 - Unzip the "Enhanced Locked Print NX" zip file on the PC.
 - Select the folder according to the device list on page 4 of this document.
 - Overwrite the "sdk" folder on the VM card by copying the folder from the PC to the root directory of the VM card (see page 4 of this document).
- 5. Do Step 4 of the "Installation of the Card Authentication Package, which is on page 5 of this document.

Note

Make sure that the Heap Size setting.

Appendix

Matrix of Available Installation/Activation T	Tools
---	-------

	Installation Destination	Action	WIM	Remote Manager	SD Card
		Installation	Yes	Yes	Yes
CAP	Target	Activation	No	Yes	No
UAF	Machine	Version Up	Yes	Yes	Yes
		Activation	-	-	-
	Sorvor	Installation	No	No	No
CAP-LS	Server	Activation	No	No	No
		Installation	Yes	Yes	Yes
ELP-NX	Target	Activation	No	Yes	No
APP	Machine	Version Up	Yes	Yes	Yes
		Activation	No	Yes	No
			Yes	No	Yes
ELF-INA Filtor	Machino	Activation	-	-	-
	Machine	Version Up	Yes	No	Yes
		Activation	-	-	-
CBT	Target	Installation	Yes	No	Yes
	Machine	Activation	-	-	-

CAP: Card Authentication Package Embedded Type

CAP-ES: Card Authentication Package Server Type

ELP-NX APP: Enhanced Locked Print - NX Application

ELP-NX Filter: Enhanced Locked Print - NX Filter

- CRT: Card Registration Tool
- WIM: Web Image Monitor
- -: Not necessary

Installation File Types

SD Card

Unzipped folder of each application

Remote Manager

Zip file of each application

Web Image Monitor

- All applications except ELP-NX Filter: Zip file (same as RM)
- ELP-NX Filter: Unzipped folder in the /sdk/webinstaller folder.

USB Connection of the Card Reader

USB logo certification requires fixing a USB cable to a USB slot of the copier so that no other device can be connected to the USB slot of the copier.

For AL-C1 (D009/D011/D012/D013)



- gl_i119
- 1. Remove the cap [A] of the USB slot [B] on the controller left bracket
- 2. Remove the screw [C] on the controller bracket.
- 3. Insert the USB cable [D] into the USB slot [B].
- 4. Attach the clamp [E] to the USB cable, and then attach the clamp to the controller left cover (x 1: This is the screw removed in step 2).

Note

Recommended clamp: P/N: 11050323

For R-C5 (D017/D018/D019/D020)



- 5. Cut off the piece [A] of the controller plastic cover.
- 6. Insert the USB cable [B] into the USB slot [C].
- 7. Attach the clamp [D] to the USB cable, and then attach the clamp to the plastic cover (ℰ x 1).

Note

Recommended clamp; P/N: 11050323 Recommended screw; P/N: 04503008N

For V-C2 (D014/D015)



- 8. Remove the USB slot cover [A] ($\hat{P} \times 1$).
- 9. Turn the USB slot cover 180 degrees, and then reattach it to the controller unit.
- 10. Insert the USB cable [B] into the USB slot [C].
- 11. Attach the clamp [D] to the USB cable, and then attach the clamp to the controller unit ($\mathscr{F} \times 1$: This is the screw removed in step 1).

🕒 Note

Recommended clamp: P/N: 11050323

RICOH

Technical Bulletin

Reissued:02-Apr-10

	Model: General	Date: 26-Dec-08	No.: RGene031b
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RTB Reissue

The chapters "Confirmation Points before Installation" and "Installation Method 2" have been modified.

Subject: Globals Guide	Scan NX Installation/Uninstalla	Prepared	d by: S. Tomoe	
From: 1st Overs	eas Tech Support Sec., 1st PC			
Classification:	ation: Troubleshooting Part informa			Action required
	🗌 Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🛛 Other ()	🔀 Tier 2

This RTB has been issued to announce the GlobalScan NX SDK Application Installation / Uninstalltion / Update Guide release information.

PAGE: 2/17

GlobalScan NX Installation/Uninstallation/Update Guide

April, 2010 Subject to change Ricoh Company LTD

Installation

Confirmation Points before Installation

- Make sure that the System firmware of the **target machine** is the latest version.
- Make sure that the version of Java VM installed to the card is the latest version. (See the "Release Note of GlobalScan NX SDK Application" regarding the System firmware and Java VM version requirements.)
- Only the Card Authentication Package (CAP) and Enhanced Locked Print NX (ELP NX) SDK applications are supported for use with the GlobalScan NX SDK application. Other Type C or Type J SDK applications are not supported.
- Please confirm the version compatibility between GlobalScan NX and CAP. For details, refer to the following table:

GlobalScan NX	CAP	Compatibility
V1.3.3.0	V1.3.0.0	OK
V1.3.3.0	V1.2.0.0	OK

- GlobalScan NX requires that the device's Auto Off Timer be set to 5 minutes or longer. *This is because the device might not work correctly if it enters Sleep Mode before the VM, GlobalScan NX applications finish starting up.*
- To use GlobalScan NX with the following models, please have the customer purchase memory modules to expand the available system (MFP) memory:
 - AL-C1, R-C5 (monochrome scanner models): Needs to be expanded to 768MB (max.).
 - DI-C1: Needs to be expanded to 1024MB (max.).
- For AL-C1 and R-C5, the IPDS option and Global Scan NX (Java VM) cannot be used at the same time.

Installation of GlobalScan NX SDK Application

There are two installation methods for the "GlobalScan NX SDK Application". You can choose one of these installation methods;

- For installing in a small number of machines, "Installation Method 1" is recommended.
- For installing in a large number of machines, "Installation Method 2" is recommended.

Installation Method 1

Note

This method is not usable with the S-C4 due to the limited display capabilities

of the S-C4's 4-line LCD panel.

- 1. Prepare the GlobalScan NX SDK application (D4205101.zip) on your PC. Note: File name of the zip file is subject to change.
- 2. Unzip the D4205101 zip file to create the "336920832" folder and "package.xml" file.



3. Insert a VM card to a Panasonic SD Card Reader/Writer that is connected to the PC. Access the VM card, and verify that the following folders exist. Copy the "336920832" folder to the "dist" folder (sdk/dsdk/dist) of the VM card, as shown below.



- 4. Remove the VM card from the Panasonic SD Card Reader Writer.
- 5. Go to the target machine and insert the VM card into the service slot when it is turned off.
- 6. Turn on the target machine, and Java VM will install itself on the target machine.
- 7. Ask the machine's administrator to login to the target machine as an administrator.
- 8. Press the "User Tools" key, and then push the "Extended Feature Settings" button on the operation panel.



9. Next, select "Extended Feature Settings".

😤 Extended Feature Setting Menu	Exit
Extended Feature Settings JavaTM Platform	
System Status Job List	5 AUG 2008 14:16

10. Select the "Install" tab, followed by "SD Card".

\overline 🗄 Extended	Exit				
Startup Setting	nstall	Uninstall Cha Alloo	ange Extended cation Feature Info	Administrator Tools	
Select a source medi	a, then selec	t extended feature(s) t	to install.		
Media	Туре	Extended Feature Name	Description	Version	Source
SD Card	Type-J	GlobalScan NX		1.00	SD Card Slot 2
Web Server	Type-C	JavaTM Platform	Extended Feature(Ja.	4.07	SD Card Slot 2
			System Status 🛛 Job List		5 AUG 2008 14:26

11. Select GlobalScan NX, and select the service slot (the actual slot will vary depending on the machine) and "Auto Start". By selecting "Auto Start", the GlobalScan NX service will automatically start-up after completing the activation process and rebooting the machine. Press "Next" to continue this installation procedure.

📰 Extende	d Feature	Settings			Exit
Startup Setting Select a source med	Install	Extended Feature Installation Select installation target ar	n (nd startup method.	Cancel .	Next
Media SD Card Web Server	Type Type-J G Type-C J	►Install to Machine HDD SD Card Slot 1	SD Card Slot 2	SD Car	d Slot 3
		►Startup Method Auto Start	Do not Auto Star	t	5 AUG 2008
		System Sta	atus 🛛 Job List		5 AUG 2008 14:28

Note

• Do not install "GlobalScan NX" to the HDD of the target machine.

 Switching GlobalScan NX manually between "Stop" and "Starting-up" on the operation panel might cause the device to run out of memory. So, we recommend using Auto Start.

12. Verify that the displayed SDK application name and version number are correct.



 If the displayed SDK application is not what you want to install, verify that the contents of the VM card are correct and retry this installation.

- 13. Press "OK" to complete this installation.
- 14. Java VM applications use the "Other Functions" key by default. If the user wants reassign the key used to access GlobalScan NX, please use the "Change Allocation" tab, located on the "Extended Feature Settings" screen.

🛃 Extended Feature Settings							Ex
Startup Setting		stall	Uninstall	Change Allocation	Extended Feature Info	Administrator Tools	
Select an extended feature to change key allocation.							
Sta	atus	Extended Fe	ature Name	Description	Version	Allo	cated Key

15. Press the "Administrator Tools" tab, and then press the "Heap/ Stack Size Settings" button.

🛃 Extended F	eature Se	ttings				Exit
Startup Setting Inst	all Unin	stall A	Change Illocation	Extended Feature Info	Administrator Tools	←
Select item(s) to set.						
Copy Extended Fea	itures					
Copy Card Save 1	Data					
Web Installation Se	ettings					
Heap / Stack Size S	ettings	-				
Toper Cartridge is almost em	etv					AUG 7,2008
Yellow			System St	itus 🦳 Job Lis	t	8:05PM
						gl_i116

16. Press the "Change" button.

苦 Extended Feature	e Settings			Exit
Startup Setting Install Select item(s) to set.	Heap / Stack Siz Specify size(s). ▶Heap Size <2	e Settings MR to 16 MR>	Cancel	ОК
Copy Extended Features	8 ►Stack Size <3 64	MI Change 52 KB to 128 KB> KB Change Res	e Defaults	
Heap / Stack Size Settings	Free Total	System Memory 38,674,432 203,923,456	Heap 3,008,132 8,388,608	
Toner Cartridge is almost empty. Yellow		System Status Job L	ist	AUG 7.2008 8:02PM gl_i117

17. Input the appropriate value using the numeric keys on the operation panel and then press the "# (Enter)" key. The required heap size depends on the combination of installed applications. For

details, refer to the table below:

GlobalScan NX	CAP	ELP-NX	Required Heap Size
Yes	-	-	Default Setting
Yes	Yes	-	16 MB
Yes	Yes	Yes	16 MB



18. Press the "OK" button to return to the previous screen.

- 19. Press the "User Tools" key to exit the UP mode.
- 20. Turn the target machine off and on.
- 21. Activate "GlobalScan NX" using Remote Manager.
 - 1 🕓 Note
 - For details, see "Product Activation" in the "Embedded Software Remote Manager Operation Guide".
- 22. Reboot the MFP. If using Auto Start (as recommended), GlobalScan NX will start up after activation and rebooting the MFP.

U Note

1. Both Web Image Monitor and the MFP's Extended Feature Settings screen may display the status of GlobalScan NX as "Suspend". This is equivalent to "Starting Up" and is normal behavior.

Installation Method 2

1. Install the GlobalScan NX SDK application (D4205101.zip) to the target machine using Remote Manager.

Note

- File name of the zip file is subject to change.
- Use the zipped file as it is (do not unzip it).
- For the correct procedure, see the "Installation and Activation" section in the "Embedded Software Remote Manager Operation Guide".
- 2. "Activate "GlobalScan NX" using Remote Manager.

1. For details, see "Product Activation" in the "Embedded Software Remote Manager Operation Guide".

- 3. Access the target machine's Web Image Monitor.
- 4. Login to the target machine using a machine administrator name and password.
- 5. Click the "Configuration" button.
- 6. Click "Extended Feature Info".
- 7. Click the "Details" icon for "GlobalScan NX" (see below).

RICOH Aficio	MP	C3300	Web	Image Moni	tor
Extended Feature	Info				
Back					
() () 1/1 () ()	Tak	al Analia			
Extended Feature Name		Priority	Type	Status	Description
GlobalScan NX			J	Starting Up	
JavaTM Platform			С	Starting Up	Extended Feature(JavaTM Platform)

8. Make sure that Auto Start is set to "On". (Default: On)

RICOH Afici	o MP C3300	Neb Image Monitor
Extended Feature	Info	
Back		
Extended Feature Na	ame : GlobalScan NX	
Description	:	
Version	: 1.3.3.0	
Product ID	: 336920832	
Startup Location	: SD Card Slot 2	
Vendor	:	
Contact		
TEL	:	
Fax	:	
E-mail		
Auto Start	: On	

9. Reboot the MFP using the "Reset Device" button located on the Web Image Monitor main page. As long as Auto Start set to "On", GlobalScan NX will start up automatically after activation and the MFP has been rebooted.

PAGE: 10/17

		e (?
RICOH A	ficio MP C3300 Web Image Monitor	≞ V £
Home Document Server Printer: Print Jobs Job Address Book	Home Status Device Info Counter Inquiry Device Name : RICOH Aficio MP C3300 Location : Comment : Host Name : RNPFB821B	English
Configuration	Reset Device Reset Printer Job	
Note		

Note

 Both Web Image Monitor and the MFP's Extended Feature Settings screen may display the status of GlobalScan NX as "Suspend". This is equivalent to "Starting Up" and is normal behavior.

10. If required, change the "Heap/ Stack Size Settings" using Web Image Monitor. Heap/Stack Size can be set on the screen accessed by Configuration > Extended Feature Settings > Administrator Tools

Apply Back		
Appry		
Web Installation Settings		
Web Installation Settings	: 🔿 On 💿 Off	
HTTP Proxy	: 🔿 On 💿 Off	
Server	:	
Port	:	
User Name	:	
Password	: Change	
URL	:	
URL	:	
Heap / Stack Size Settings		
Heap Size	: 12	MB (2 - 16 MB)
Stack Size	. 64	VP (22 64 VP)

Note

• The required heap size depends on the combination of installed applications. For details, refer to the table below:

GlobalScan NX	CAP	ELP-NX	Required Heap Size
Yes	-	-	Default Setting
Yes	Yes	-	16 MB
Yes	Yes	Yes	16 MB

Uninstallation

Uninstallation of GlobalScan NX SDK application

- 1. Turn on the target machine.
- Deactivate the "GlobalScan NX" application using Remote Manager. For details, see "Deactivation" in the "Embedded Software Remote Manager Operation Guide".
 Important

- Before uninstalling activated SDK applications, deactivation must be done. Otherwise, the product key will become unusable.

3. Uninstall the GlobalScan NX SDK application, but not the Java VM application, using the operation panel or Remote Manager.

Note

 Please use Web Image Monitor or Remote Manager if the target MFP is a S-C4.

- 4. Reboot the target machine.
- 5. Uninstall the Java VM application using the operation panel or Web Image Monitor.
- 6. Turn off the target machine, and then remove the VM card from the target machine.

Remote Updating Procedure

Updating of GlobalScan NX SDK application

Important)

First update the Java VM Platform if the Java VM Platform and GlobalScan NX SDK Application are supposed to be updated at the same time.

1. Ask a machine administrator to stop the GlobalScan NX SDK Application with the operation panel (the procedure for stopping a GlobalScan NX SDK application is described below for reference).

Note

- Stop other SDK Applications if they have been installed in the machine.
- You can also stop the GlobalScan NX SDK Application with the web image monitor (the procedure for stopping a GlobalScan NX SDK application is described below for reference).
- 2. Launch the Remote Manager.
- 3. Add a GlobalScan NX SDK Application (D4205171 Zip) for updating in the Remote Manager
 - Note
 - File name of the zip file is subject to change.
 - See the "Adding a DSDK Application in the Remote Manager" sub section of the "DSDK Application Installation" section of the "Embedded Software Remote Manager Operation Guide".
- 4. Install the GlobalScan NX SDK Application for updating in the target machine **Note**

See the "Installing the DSDK Application in the Target Machine" sub section of the "DSDK Application Installation" section of the "Embedded Software Remote Manager Operation Guide".

- 5. Turn off and on the target machine.
- 6. Ask a machine administrator to check if the version of the GlobalScan NX SDK Application is updated and if the installed GlobalScan NX SDK Application is "Starting Up".

To stop a GlobalScan NX SDK application with Operation Panel

- 1. Press User Tools/Counter key on the machine's operation panel.
- 2. Log in the "User Tools" using a machine administrator account (user name and password).

🚸 Us	er Tools / Cou	nter / Inquiry	Exit
R	Curtam Catting	Copier / Document Server Features	Español
	System Settings	Facsimile Features	i Inquiry
		Printer Features	
ß	Maintenance	Scanner Features	
123	Counter	Extended Feature Settings	
		System Status Job List	FEB 27,2008 11:48PM

cav2i063

- The screen shown above is displayed.
 Press "Extended Features Settings".

2	Extended Feature Setting Me	nu	1	Exit
	Extended Feature Settings		JavaTM Platform	
				cav2i064

- 5. The screen shown above is displayed.
- 6. Press "Extended Features Settings".

Setting elect extended fea	Install iture(s) to st	Uninstall Alloo	cation Feature Info	Tools	
riority Status	Type	Extended Feature Name	Description	Version	Startup Location
riority Suspend	Type-J	GlobalScan NX		1.00	SD Card Slot 3
Starting Up	Туре-С	JavaTM Platform	PRE02 Extended Feat	2.13	SD Card Slot 3
Starting Up	Туре-С	JavaTM Platform	PRE02 Extended Feat	2.13	SD Card Slot

7. Press the GlobalScan NX SDK application bar to stop the application.

🛃 Extended	l Featur	e Settings			Exit
Startup Setting Ir	nstall	Uninstall Ch Allo	ange cation Feature Info	Administrator Tools	
Select extended featu	re(s) to st	art or stop.			
Priority Status	Туре	Extended Feature Name	Description	Version	Startup Location
Priority Stop	Type-J	GlobalScan NX		1.00	SD Card Slot 3
Starting Up	Type-C	JavaTM Platform	PRE02 Extended Feat	. 2.13	SD Card Slot 3
			System Status 🛛 Job List		MAY 13,2008 6:36PM

cav2i094

8. "Stop" is displayed in the Status column and the GlobalScan NX SDK application bar turns white when the GlobalScan NX SDK application is stopped.

To stop a GlobalScan NX SDK application with Web Image Monitor



- 1. Access the target machine's Web Image Monitor.
- 2. Click the "Login" button.

RICOH	
	Web Image Monitor
Login User Name : Login Password : Login	
Cancel	

3. Login to the target machine using a machine administrator name and password.

Home	Home			
Document Server	Statur	Daning Jufa Countar Jaconing		
Fax Received File	Jointo	Device must comment industy		
Printer: Print Jobs	Device Naz	me : RICOH Aficio MP C3500		
Job	Comment			Contraction of the local division of the loc
Configuration	Host Name	RNPA90FD5	A A	
				n V
	Status			ΠV
	Status System	Call Service		n P
	Status System Printer	😭 Call Service 🔀 Toner Almost Empty	>>> Printer.	n V ×
	Status System Printer Copier	Call Service Coll Service Constraints Empty Constraints Cons	Printer. No Paper: Tray 1 No Paper: Tray 2	
	Status System Printer Copier Fax	Call Service Call Service Toner Almost Empty Toner Almost Empty	Printer: No Paper: Tray 1 No Paper: Tray 2 Low: Vellow Toner Panel Off Mode	
	Status System Printer Copier Fax Scanner	Call Service Call Service Toner Almost Empty Coner Almost Empty Call Alert Energy Sever Mode	Printer No Paper: Tray 1 No Paper: Tray 2 Low: Yellow Toner Panel Off Mode	

4. Click "Configuration".



5. Click "Startup Setting" in the "Extended Feature Settings" section.

otartap	betting					
Bac	k					
3 🕤 1	Total Applications 2					
Selection	Total Applications 2 Extended Feature Name	Priority	Туре	Status	Description	Versio
Selection	Total Applications 2 Extended Feature Name GlobalScan NX	Priority	Туре Ј	Status Starting Up	Description	Versio 1.00

Check the radio button of a GlobalScan NX SDK application to be updated, and then click the "Start Up/Stop".

Back	¢						
e ti	1 Deficitions 2	incel					
Selection	Extended Feature Name		Priority	Type	Status	Description	Version
C	GlobalScan NX		1	J	Stop		1.00
0	JavaTM Platform			с	Starting Up	PRE02 Extended Feature(JavaTM Platform)	2.13

^{cav2i092} 7. "Stop" is displayed in the Status column if the GlobalScan NX SDK application is stopped.



Technical Bulletin

Reissued: 14-Apr-10

Model: ELP NX

Date: 06-Jul-09 No

No.: RD490002b

RTB Reissue

The items in bold italics have been corrected.

Subject: Release Note: ELP NX				Prepared by: S. Tomoe	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.					
Classification:	Troubleshooting	Part informat	ion	Action required	
	🗌 Mechanical	Electrical		Service manual revision	
	Paper path	Transmit/rec	eive	Retrofit information	
	Product Safety	Other (Firmw	vare)	🛛 Tier 2	

This RTB has been issued to announce the firmware release information for the **ELP NX** (for 4 line LCD models).

Version	Program No.	Effective Date
1.4.0.0-01	D4901401B	April 2010 production
1.3.1.0-01	D4901401A	August 2009 production
1.3.0.0-01	D4901401	1st Mass production

Version	Modified Points or Symptom Corrected							
1.4.0.0-01	Other changes: 1. Support for Normal Print Jobs. 2. Capital or lower case conversion can be selected. 3. Up to 3 ELP-NX FS can be registered with 1 ELP-NX. Note: Requires the following Java VM firmware versions (or later):							
	GW Ver.	Model name	VM version					
		D017/D018/D019/D020	4.16.07 or later					
	07A	D009/D011/D012/D013	4.16.07 or later					
		D014/D015	4.16.07 or later					
		G179	4.16.07 or later					
		D084/D085	4.18 or later					
		D091/D092	4.18 or later					
	08S	D023/D025	4.16.07 or later					
		D027/D029	4.16.07 or later					
		D037/D038/D040/D041	4.16.07 or later					
		G190	4.16.07 or later					
	08A	D062/D063/D065/D066	5.05.01 or later					
		G188/G189	5.05.01 or later					
	095	D067/D068/D069/D072	6.02.04 or later					
		M047	5.07 or later					
	09A	D081/D082	7.01 or later					



Technical Bulletin

Reissued: 14-Apr-10

Model: ELP N	١X	Date: 06-Jul-09	No.: RD490002b
1.3.1.0-01	Symptom corrected: 1. The "Non Locked Print Jobs" setti the power cycles though this setting	ng is returned default v is changed to enable.	alue (disable) after
1.3.0.0-01	1st Mass production Effected Models - S-C4 (D067/D068/D069/D072	2)	

RICOH

Technical Bulletin

Reissued: 26-Apr-10

Model: ELP NX

Date: 19-Nov-08

No.: RD490001d

RTB Reissue

he items in bold italics have been corrected.							
Subject: Release	e Note: ELP NX	Prepared	by: S. Tomoe				
From: 1st Overseas Tech Support Sec., 1st PQM Dept.							
Classification:	Troubleshooting	🗌 Part informa	tion	Action required			
	Mechanical	Electrical		Service manual revision			
	Paper path	Transmit/rec	eive	Retrofit information			
	Product Safety	🛛 Other (Firmv	vare)	🖂 Tier 2			

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

Version	Program No.	Effective Date
1.4.0.0-01	D4900001E	April 2010 production
1.3.1.0-01	D4900001D	August 2009 production
1.3.0.0-01	D4900001C	July 2009 production
1.2.0.0-01	D4900001B	April 2009 production
1.10a	D4900001A	1st Mass production

Version		Modified Point	s or Symptom Cor	rected		
1.4.0.0-01	 Other changes: 1. Model R-C5.5 (D084/D085) / Model AL-C1.5 (D091/D092) / Model V-C3 (D081/D082) / Model Kr-P2 (M047) are now supported. 2. Support for Normal Print Jobs. 3. Capital or lower case conversion can be selected. 4. Up to 3 ELP-NX FS can be registered with 1 ELP-NX. Note: Requires the following Java VM firmware versions (or later): 					
	GW Ver.	Model name	VM version			
		D017/D018/D019/D020	4.16.07 or later			
	074	D009/D011/D012/D013	4.16.07 or later			
	0/A	D014/D015	4.16.07 or later			
		G179	4.16.07 or later			
		D084/D085	4.18 or later			
		D091/D092	4.18 or later			
		D023/D025	4.16.07 or later			
	08S	D027/D029	4.16.07 or later			
		D037/D038/D040/D041	4.16.07 or later			
		G190	4.16.07 or later			
	08A	D062/D063/D065/D066	5.05.01 or later			
		G188/G189	5.05.01 or later			
	095	D067/D068/D069/D072	6.02.04 or later			
	093	M047	5.07 or later			
	09A	D081/D082	7.01 or later			



Reissued: 26-Apr-10

Model: ELP NX Date: 19-Nov-08			No.: RD490001d				
1.3.1.0-01	 Symptom corrected: 1. The "Non Locked Print Jobs" setting is returned default value (disable) after the power cycles though this setting is changed to enable. 						
1.3.0.0-01	 Other changes: Model AL-P1 / Model G-P3 / Model AP-P2 / Model S-C4 are now supported. ELP-NX now supports ELP-NX FS. The Card Authentication Package is now optional if using ELP-NX. The PS driver can now send Locked Print jobs to ELP-NX. 						
1.2.0.0-01	 Other changes: 1. Model AT-C2 / Model AP-C2 / Model DI-C1 / Model MT-C4 are now supported. 2. Follow Me Printing is newly supported. 						
1.10a	Other changes: 1. Model R-C5 / Model AL-C1 / Mode 2. 1st Mass production	I V-C2 are supported.					
Technical Bulletin

Reissued: 26-Apr-10

Model: ELP NX

Date: 06-Jul-09

No.: RD490003c

RTB Reissue

The items in bold italics have been corrected.

Subject: Release Note: ELP NX				Prepared by: S. Tomoe	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.					
Classification:	Troubleshooting	Part informat	tion	Action required	
	Mechanical	Electrical		Service manual revision	
	Paper path	Transmit/rec	eive	Retrofit information	
	Product Safety	Other (Firmw	vare)	🖂 Tier 2	

This RTB has been issued to announce the firmware release information for the **ELP NX** (for Printer models).

Version	Program No.	Effective Date
1.4.0.0-01	D4901701B	April 2010 production
1.3.1.0-01	D4901701A	August 2009 production
1.3.0.0-01	D4901701	1st Mass production

Version		Modified Poin	ts or Symptom Co	rrected			
1.4.0.0-01	Other ch 1. Mode 2. Supp 3. Capi 4. Up to Note: Rec	her changes: Model Kr-P2 (M047) is now supported. Support for Normal Print Jobs. Capital or lower case conversion can be selected. Up to 3 ELP-NX FS can be registered with 1 ELP-NX. te: Requires the following Java VM firmware versions (or later):					
	GW Ver.	Model name	VM version				
		D017/D018/D019/D020	4.16.07 or later				
	074	D009/D011/D012/D013	4.16.07 or later				
	0/4	D014/D015	4.16.07 or later				
		G179	4.16.07 or later				
	D084/D085 4.18 or later						
		D091/D092 4.18 or later					
	D023/D025 4.16.07 or later						
	08S D027/D029 4.16.07 or later						
		D037/D038/D040/D041	4.16.07 or later				
	G190 4.16.07 or later						
	08A	D062/D063/D065/D066	5.05.01 or later				
		G188/G189	5.05.01 or later				
	<i>09S</i>	D067/D068/D069/D072	6.02.04 or later				
		M047	5.07 or later				
	09A	D081/D082	7.01 or later				



Reissued: 26-Apr-10

Model: ELP NX			Date: 06-Jul-09	No.: RD490003c		
1.3.1.0-01	 0-01 Symptom corrected: 1. The "Non Locked Print Jobs" setting is returned default value (disable) after the power cycles though this setting is changed to enable. Note: Requires the following Java VM firmware versions (or later): 					
	GW Ver.	Model name	VM version			
		D017/D018/D019/D020	4.16.07 or later			
	07A	D009/D011/D012/D013	4.16.07 or later			
	0///	D014/D015	4.16.07 or later			
		G179	4.16.07 or later			
	D023/D025 4.16.07 or later					
	08S	D027/D029	4.16.07 or later			
		D037/D038/D040/D041	4.16.07 or later			
		G190	4.16.07 or later			
	08A	D062/D063/D065/D066	5.05.01 or later			
		G188/G189	5.05.01 or later			
	095	D067/D068/D069/D072	6.02.04 or later			
1.3.0.0-01	1st Mass production Effected Models - AI-P1 (G179) - AP-P2 (G188/G189) - G-P3 (G190) Other changes: - ELP-NX now supports ELP-NX FS. - The Card Authentication Package is now optional if using ELP-NX. - The PS driver can now send Locked Print jobs to ELP-NX.					



Technical Bulletin

Reissued: 28-Apr-10

The items in bold italics have been corrected.		
RTB Reissue		
Model: CAP	Date: 19-Nov-08	No.: RD489001d

Subject: Release	e Note: CAP	Prepared by: S. Tomoe		
From: 1st Overse	eas Tech Support Sec., 1st PC			
Classification:	Troubleshooting	Part informat	tion 🗌 Action	n required
	🗌 Mechanical	Electrical	Servio	ce manual revision
	Paper path	Transmit/rec	eive 🗌 Retro	fit information
	⊠ Other ()			

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

Version	Program No.	Effective Date
1.4.0.0-01	D4890001D	April 2010 production
1.3.0.0-01	D4890001C	July 2009 production
1.2.0.0-01	D4890001B	April 2009 production
1.10a	D4890001A	1st Mass production

Version		Μ	odified Points or Sympto	om Corrected
1.4.0.0-01	 Other changes: Model R-C5.5 / Model AL-C1.5 / Model V-C3 / Model Kr-P2 are now supported. CAP supports up to 1,000 individual user accounts. Device Authentication in CAP supports only Basic Authentication. Saved password is supported with CAP. Capital or lower case conversion can be selected Note: Requires the following Java VM firmware versions (or later): 			
		GW Ver	Model name	VM version
		074	D017/D018/D019/D020	4 16 07 or later
		<i>U7A</i>	D009/D011/D012/D013	4 16 07 or later
			D014/D015	4.16.07 or later
			G179	4.16.07 or later
			D084/D085	4 18 or later
			D091/D092	4.18 or later
		085	D023/D025	4.16.07 or later
		000	D027/D029	4.16.07 or later
			D037/D038/D040/D041	4.16.07 or later
			G190	4.16.07 or later
		08A	D062/D063/D065/D066	5.05.01 or later
			G188/G189	5.05.01 or later
		095	D067/D068/D069/D072	6.02.04 or later
			M047	5.07 or later
		09A	D081/D082	7.01 or later



Reissued: 28-Apr-10

Model: CAP		Date: 19-Nov-08 No.: RD489001d				
Version		Modified Points or	Symptom Corrected			
1.3.0.0-01	 Other changes: Model AL-P1 / Model G-P3 / Model AP-P2 / Model S-C4 are now supported. CAP now supports ELP-NX FS. CAP now supports the LDAP V3 protocol. CAP can now search all sub-trees in any LDAP environment. CAP now supports the use of Kerberos with multiple domains. Note: Requires the following Java VM firmware versions (or later): 					
	GW Ver	. Model name	VM version			
	07A	D017/D018/D019/	D020 4.16.07 or la	ter		
		D009/D011/D012/	D013 4.16.07 or la	ter		
		D014/D015	4.16.07 or la	ter		
	G179 4.16.07 or later					
	08S	D023/D025	4.16.07 or la	ter		
		D027/D029	4.16.07 or la	ter		
		D037/D038/D040/	D041 4.16.07 or la	ter		
		4.16.07 or la	ter			
	08A D062/D063/D065/D066 5.05.01 or later					
		G188/G189	5.05.01 or la	ter		
	09S	D067/D068/D069/	D072 6.02.04 or la	ter		
1 2 0 0-01	Other changes:					
1.2.0.0-01	 Users can login LDAP authentic The use of a pr authentication t Login a Submis A single sign-or Model AT-C2 / supported. 	to all Device User cation) without enter oxy or regular user ypes. This will appl at the operation par ssion of print jobs n can be used for C Model AP-C2 / Mod	Authentication types (E ring a password. name can be configured y to both: nel AP and Global Scan Ni lel DI-C1 / Model MT-C	Basic, Windows, d for various X. 4 are now		
1.10a	1st Mass productio Other changes: 1. Model R-C5 / Mo	n odel AL-C1 / Model	V-C2 are supported.			

Technical Bulletin

Model: General RTB			Dat	Date: 08-Nov-10		No.: RGene038
Subject: Auto off timer setting for using VM card				Prepared by: K. Hamada		
From: 1st Overseas Tech Support Sec., 1st PQM Dept.						
Classification:	Troubleshooting	Part info	orma	tion	Action	n required
	Mechanical Electrical		al	I Service manu		e manual revision
	Paper path Transmit/reg		it/rec	eive	Retro	fit information
	Product Safety	🛛 Other ()	Tier 2	

VM Card Modification: Auto Off Timer Setting Can Be Set to One Minute

Overview

From the VM card versions listed below, it is possible to set the Auto Off Timer setting to 1 minute, even when App2Me is not the only SDK application installed. It does not need to be set to 5 minutes or longer.

Details

Previously, the Auto Off Timer setting had to be set to 5 minutes or longer when using the VM card. This is because with a shorter setting, the SDK application would not boot up or an SC error would occur if there were other SDK applications installed. From the versions listed below, the machine is prohibited from switching to Sleep Mode until the SDK application has booted up.

Season	Models	VM version BEFORE	VM version AFTER the
		the modification	modification
07A	V-C2, AL-C1, R-C5, Be-C1	V4.20.04	V4.21.05
			(RM413001b)
08S	AT-C2, AP-C2, DI-C1	V4.20.04	V4.21.05
			(RM413001b)
08A	MT-C4, Katana-C2	V5.09.04	V5.10.04
			(RM354A01b)
-	AL-C1.5, R-C5.5	V4.20.04	V4.21.05
			(RM413001b)
09A	V-C3	V7.03.09	V7.06.04
			(RD081039)
	S-C4	V6.04	V6.05.08
			(RD467001c)

IMPORTANT:

- If a VM card containing this modification is installed: Depending on which Embedded Software Architecture application is installed, the machine may take longer than indicated to enter Sleep Mode.
- If a VM card from before the modification is installed: If App2Me is the only SDK application in use on the machine, the Auto Off Timer can still be set to 1 minute. However, if there are other SDK applications installed in addition to App2Me, make sure to set the timer to 5 minutes or longer.

Model: General RTB

Date: 25-Nov-10

No.: RGene039

Subject: Security unit (Data overwrite and HDD encryption) Installation/Merge/Troubleshooting			Prepared	d by: T.Kiyohara
From: 1st Overseas Tech Support Sec., 1st PQM Dept.				
Classification:	☐ Troubleshooting	Part informat	tion	Action required
	🗌 Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🗌 Other ()	🖂 Tier 2

This RTB has been issued to announce the Security unit (Data overwrite and HDD encryption) Installation / Application Merge / Troubleshooting Guide release information.

Important

E

- The machine contains the Security SD Card (Security and Encryption Unit) in Slot 1 (upper) when shipped. Enable the function, if necessary
- Immediately after encryption is enabled, the encryption setting process will take several minutes to complete before you can begin using the machine.
 - If encryption is enabled after data has been stored on the disk, or if the encryption key is changed, this process can take up to three and a half hours or more.
- \diamond The machine cannot be operated while data is being encrypted.
- ♦ Once the encryption process begins, it cannot be stopped.
- ♦ Make sure that the machine's main power is not turned off while the encryption process is in progress.
- ♦ If the machine's main power is turned off while the encryption process is in progress, the hard disk will be damaged and all data on it will be unusable.
- Print it Encryption Key, and keep the Encryption Key (which is printed as a paper sheet)
- Keep the Encryption Key in a safe place. If the Encryption Key is lost and it is needed, the controller board, hard disk, NVRAM and this SD Card must all be replaced at the same time.

NOTE:

- 1. "NVRAM" mentioned in this RTB means the NVRAM on the Controller Board.
- 2. The "NVRAM" or EEPROM on the Engine Board (BCU, BICU, VBCU etc.,) has nothing to do with this RTB.

Installation

- The machine contains the Security SD Card (Security and Encryption Unit) in Slot 1 (upper) when shipped. It has already been installed in the factory.
- See Operating Instructions > Security Reference > 5. Securing Information Sent over the Network or Stored on Hard Disk > Encrypting Data on the Hard Disk
- ♦ If you are installing a new machine, it is recommended to activate the Security Unit by selecting "Format All Data".
 - Note: This method is recommended because there is no user data on the hard drive yet (Address Book data, image data, etc.).
- ♦ If the customer wishes to activate the Security Unit on a machine that is already running, it is recommended to activate the unit by selecting "All Data".
 - > **IMPORTANT:** Selecting "All Data" will preserve the data that has already been saved to the hard drive. (If "Format All Data" is selected, all user data saved to the hard drive up to that point will be erased).

🔞 System Settings		Exit			
General Tray Paper	Machine Data Encryption Settings: Carry Ove	r / Format Exit			
	Carry over all data or file system data only (without formatting), or format a data.				
Fixed USB Port	All Data File Syst	tem Data Only Format All Data			
Program / Change / Dele					
Machine Data Encryption					
Losant in: Mechine Administrator	System Status	27 MAV 2010 Job List 21:19			

Merge

♦ Different SD card option for each model. See each model's RTB or FSM

Troubleshooting

- ♦ The following pages explain troubleshooting for the following symptoms:
 - > SC 861 to 865 (defective HDD)
 - > Any SC that indicates a defective controller board
 - 'Please wait' remains on display
- 1. Test the machine using this flow chart, to determine which parts are causing the problem: [D086/D087/D088/D089 copier; which is working without HDD]



Determine which parts are causing the problem:

2. Test the machine using this flow chart, to determine which parts are causing the problem: [M022/M024/M026M028 copiers, D104/D106 copiers which cannot work without HDD]



Determine which parts are causing the problem

3. The following table shows what to do in each case: For example, if only the controller and HDD were found to be defective, then it is case 4 in the table below.

		•			
CTL	HDD	NVRAM	SD Card	Action	No
Х	Х	Х	Х	Replace CTL/ HDD/ SDCARD / NVRAM	1
Х	Х	Х	(X)	Replace CTL/ HDD/ SDCARD / NVRAM	2
Х	Х	(X)	Х	Replace CTL/ HDD/ SDCARD / NVRAM	3
Х	Х	0	0	Replace CTL/ HDD	4
Х	0	Х	Х	Replace CTL/ SDCARD/ NVRAM	5
Х	0	Х	(X)	Replace CTL/ SDCARD/ NVRAM	6
Х	0	(X)	X	Replace CTL/ SDCARD/ NVRAM	7
Х	0	0	0	Replace CTL	8
0	Х	Х	Х	Replace CTL/ SDCARD/ NVRAM	9
0	Х	Х	(X)	Replace CTL/ SDCARD/ NVRAM	10
0	Х	(X)	X	Replace CTL/ SDCARD/ NVRAM	11
0	Х	0	0	Replace HDD	12
0	0	Х	Х	Replace SDCARD/ NVRAM	13
0	0	X	(X)	Replace SDCARD/ NVRAM	14
0	0	(X)	Х	Replace SDCARD/ NVRAM	15

Encryption OFF:

Encryption ON:

CTL	HDD	NVRAM	SD Card	Action	No
Х	Х	Х	Х	Replace CTL/ HDD/ SDCARD / NVRAM	1
Х	Х	Х	(X)	Replace CTL/ HDD/ SDCARD / NVRAM	
Х	Х	(X)	X	Replace CTL/ HDD/ SDCARD / NVRAM	3
Х	0	0	0	Replace CTL/ HDD	4
Х	0	Х	Х	Replace CTL/ SDCARD/NVRAM, then	5
				the HDD is automatically formatted	
Х	0	Х	(X)	Replace CTL/ SDCARD/NVRAM, then	6
				the HDD is automatically formatted	
Х	0	(X)	Х	Replace CTL, then restore the old	7
				encryption key, then replace	
				SDCARD/NVRAM.	
Х	Х	0	0	Replace CTL, then restore the old	
				encryption key.	
0	Х	Х	Х	Replace HDD/ SDCARD/NVRAM	9
0	Х	Х	(X)	Replace HDD/ SDCARD/NVRAM	10
0	Х	(X)	Х	Replace HDD/ SDCARD/NVRAM	11
0	Х	0	0	Replace HDD	12
0	0	Х	Х	Replace SDCARD/NVRAM	13
0	0	Х	(X)	Replace SDCARD/NVRAM	14
0	0	(X)	Х	Replace SDCARD/NVRAM	15

O: Not defective parts

X: Defective parts, must replace

(X): Not defective parts but must be replaced

If the SD card is replaced, the NVRAM must be replaced.

If the NVRAM is replaced, the SD card must be replaced.

If the SD card and NVRAM are replaced, the HDD encryption unit and the Data Overwrite Security unit must both be re-installed after you complete the actions in the above table. See the procedures below

Please use the following procedures when the Data overwrite and HDD encryption must be reinstalled

Data Overwrite

Before You Begin the Procedure

- 1. Confirm that the Data Overwrite Security unit SD card is the correct type for the machine..
- 2. 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.
- 3. 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.

4. 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.

Installation Procedure

CAUTION:

Unplug the main machine power cord before you do the following procedure.

You must install the Security Unit in SD Card slot 1 (upper Slot) . However, the Postscript option and others are also installed in SD Card slot 1 (upper). You must do the "SD Card Appli Move" procedure first if you want to install the Security unit SD card.

1. Turn off the main power switch if the machine is turned on.

2. Disconnect the network cable if it is connected.



- 3. Remove the slot cover [A] for SD cards .
- 4. Turn the SD-card label face [B] to the rear of the machine. Then push it slowly into slot 1 until you hear a click.
- 5. Connect the network cable if it needs to be connected.
- 6. Turn on the main power switch.
- 7. Go into the SP mode and push "EXECUTE" with SP5-878-001.
- 8. Exit the SP mode and turn off the operation switch. Then turn off the main power switch.
- 9. Turn on the machine power.
- 10. Do SP5990-005 (SP print mode Diagnostic Report).
- 11. Go into the User Tools mode, and select System Settings> Administrator Tools> Auto Erase Memory Setting> On.
- I
- 12. Exit the User Tools mode.

' Enlarge	A3→A4 A4→A5	A4→A3 A5→A4	93%	100%		
sided 1 sided*Comb 2 orig 1 sided*Comb 4 orig 1^{2}_{2} 1^{2}_{2} 1^{2}_{34} Create Margin						
taple	L.B.	B:B	R) R)	Punch		
(Slip Shee	t Edit/	Colour D	up./Combine/S	eries Reduce / Enlarge		
	ystem Status	Job List		3 JUN 2010 16:16		

8	Dirty	This icon is lit when there is temporary data to be overwritten, and blinks during overwriting.
8	Clear	This icon is lit when there is no temporary data to be overwritten.

13. Check the display and make sure that the overwrite erase icon [1] shows.

- 14. Check the overwrite erase icon.
 - The icon [2]: This icon is lit when there is temporary data to be overwritten, and blinks during overwriting.
 - The icon [3]: This icon is lit when there is no temporary data to be overwritten.

HDD Encryption

Before You Begin the Procedure

- 1. Make sure that the following settings are not at the factory default settings:
 - Supervisor login password
 - Administrator login name
 - Administrator login password

😪 Important

These settings must be set up by the customer before the HDD Encryption unit can be installed.

- Confirm that "Admin. Authentication" is on: [User Tools] > "System Settings"> "Administrator Tools"> "Administrator Authentication Management"> "Admin. Authentication"> "On" If this setting is "Off", tell the customer that this setting must be "On" before you can do the installation procedure.
 Confirm that "Administrator Tools" is colocted and applied:
- Confirm that "Administrator Tools" is selected and enabled: [User Tools]> "System Settings"> "Administrator Tools"> "Administrator Authentication Management"> "Available Settings"
 Note

"Available Settings" is not displayed until Step 2 is done.

If this setting is not selected, tell the customer that this setting must be selected before you can do the installation procedure.

Installation Procedure



- 4. Remove the SD card slot cover [A] .
- 5. Turn the SD-card label [B] to face the rear of the machine. Then push it slowly into slot 2 until you hear a click.
- 6. Turn on the main power switch, and then enter the SP mode.
- 7. Select SP5878-002, and then press "Execute" on the LCD.
- 8. Exit the SP mode after "Completed" is displayed on the LCD.
- 9. Turn off the main power switch.
- 10. Remove the SD card from slot 2.
- 11. Attach the SD card slot cover [A] .

Enable Encryption Setting

- 1 Press the [User Tools/Counter] key.
- 2 Press [System Settings].
- 3 Press [Administrator Tools].
- 4 Press [Machine Data Encryption Settings]. If this item is not visible, press [Next] to display more settings.
- 5 Press [Encrypt].

Settings							
y Paper	Machine Data Encryption Settings						
	The current data in the machine is not encrypted.						
Port	Encrypt						
Change / Dele							
ata Encryption							

6 Select the data to be carried over to the hard disk and not be reset.

To carry all of the data over to the hard disk, select [All Data]. To carry over only the machine settings data, select [File System Data Only]. To reset all of the data, select [Format All Data].



8 The encryption key for backup data is printed.

System Status Job List

27 MAY 20:24



- 9 Press [OK].
- 10 Press [Exit].
- 11 Press [Exit].
- 12 Press the [User Tools/Counter] key. Select the data to be carried over to the hard disk and not be reset.
- 13 Turn off the power and the main power switch, and then turn the main power switch back

Use the following procedure to print the key again if it has been lost or misplaced.

- 1 Press the [User Tools/Counter] key.
- 2 Press [System Settings].
- 3 Press [Administrator Tools].
- 4 Press [Machine Data Encryption Settings].

If this item is not visible, press [Next] to display more settings.

5 Press [Print Encryption Key].

		Exit
ta Encryption Se	ttings	Exit
data in the mac n.	hine has been encrypted.	
icryption Key	Cancel Encryption	Print Encryption Key

6 Press the [Start] key.



7 The encryption key for retrieving backup data is printed.8 Press [Exit].

Encryption key example

This is an encryp n the machine. It is essential tha	tion key which allows you to protect confidential data stored the safekeeping and destruction of this encryption key be
address book cor f this machine b	responsibility. programmed on the machine (documents, image data, setting values tents etc.) can be encrypted/decrypted with this encryption key. eaks down, saved and programmed data in the machine can only using this exercision key.
Please note that breakdown cases	it may not be possible to restore data in certain machine)
This machine dat not cancelled or	, a encryption key will remain valid as long as the encryption is he encryption key is not changed.
After changing or destroy confident	cancelling the encryption key, please shred this document to al data.
Output Date/T	ime:September 03,2010 08:55:25 AM
Machine Type	:Aficio MP C400SR
Machine ID:S	7500717004
Machine Data	Encryption Key:

The Encryption Key is printed out on a sheet of paper like the example shown above. Please instruct the customer to keep it in a safe place.

Technical Bulletin

Model: Embedded RC Gate Da				e: 26-Nov-10 No.: RGene040		
Subject: Procedu NVRAM, or Both o	ər,	Prepared	d by: T. T	Fakahashi		
From: 1st Innovation Planning Sec. SS Innovation Dep.						
Classification:	☐ Troubleshooting	Part info	orma	tion	Action	n required
	Mechanical	Electric	al	Service n		e manual revision
	Paper path Transmit/rec		eceive 🗌 Retrofit informatio		fit information	
	Product Safety	Other ()	🛛 Tier 2	

Procedures Required After Replacing the Controller, NVRAM, or Both on Embedded RC Gate-installed Machines

Overview

This RTB explains what you need to do after replacing the GW controller, NVRAM, or both on machines with Embedded RC Gate installed. There are three scenarios:

- 1) You have replaced only the controller
- 2) You have replaced both the controller and NVRAM, or only the NVRAM
- 3) You have replaced the controller, and then a certain error occurs (see below)

Procedures

1) If you have replaced only the controller

Autumn 2009 (09A) models or newer:

1. If **SC652** is displayed after you replace the controller, do the procedure on the next page for "**Spring 2009 (09S) models or older**".

Note: SC652 occurs when the controller board is replaced with one that was registered via an Embedded RC Gate on a different device. This SC means that the individual certificate (SP5-816-089) is different from the device ID2 (SP5-811-003).

- 2. If SC652 is **not displayed** after you replace the controller, do the following three steps:
 - 1) Initialize the common certificate (SP5-870-003).
 - 2) Rewrite the common certificate (SP5-870-001).
 - 3) Turn the power switch of the device OFF/ON.
 - **Note:** Beginning from Autumn 2009 (**09A**) models, whenever the GW controller and/or NV-RAM is replaced on MFP/LP devices containing the Embedded RC Gate, the original "individual certificate" is automatically restored by the device. Previously, it was necessary to use an "AuthKey Change Call" to restore the original certificate.

Model: Embedded RC Gate

Date: 26-Nov-10

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Spring 2009 (09S) models or older:

- 1. Check the individual certificate (SP5-816-089) and the device serial number on the rating plate.
- 2. If they are **not** the same, do the following:
 - 1. Initialize the common certificate (SP5-870-003).
 - 2. Rewrite the common certificate (SP5-870-001).
 - 3. Turn the power switch of the device OFF/ON.
- 3. If they **are** the same, do the following:
 - 1. Confirm that the device serial number (SP5-811-001) is correct.
 - Program the device ID2 from the Center GUI by using a dummy RC Gate.
 Note: For details, see Section 7-6 in the @Remote Center GUI Operational Manual and Section 15 in the @Remote Basic Training Manual (@Remote Core Manual).
 - 3. Ask the center GUI operator to perform an "A to A replacement". **Note:** The center GUI operator needs to create an Appliance Replacement Request.
 - 4. After the replacement procedure has been completed, make sure that the Embedded RC Gate is registered at the center. Do this by checking the installation flag in SP5-816-201.

2) If you have replaced the controller AND the NVRAM, or only the NVRAM

- **Note:** When you replace the controller and NVRAM or only the NVRAM, SC653 will be triggered. When this happens, you need to rewrite the common certificate and re-register the Embedded RC Gate. This SC means that the ID2 is invalid (e.g. not 17 digits long, all spaces, invalid characters).
 - 1. Clear the installation flag (SP5-816-209).
 - 2. Initialize the common certificate (SP5-870-003).
 - 3. Rewrite the common certificate (SP5-870-001).
 - 4. Turn the power switch of the device OFF/ON.
 - 5. Check the device serial number (SP5-811-001).

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odel: Embedded RC Gate		Date: 26-Nov-10	No.: RGene040	

6. Ask the center GUI operator to perform an "A to A replacement".

Note: The center GUI operator needs to create an Appliance Replacement Request.

- 7. Confirm the request number (SP5-816-203).
- 8. Perform manual polling (SP5-816-200).
- 9. Make sure that the results in SP5-816-204 show a value of "9" ("processing").
- 10. Ask the center GUI operator to execute a certificate update in the Call List menu.
- 11. After the certificate update has been completed at the center GUI, perform manual polling again (SP5-816-200).
- 12. Make sure that the results in SP5-816-204 show a value of "0".
- 13. After the replacement procedure has been completed, make sure that the Embedded RC Gate is registered at the center. Do this by checking the installation flag in SP5-816-201.

3) If you have replaced the controller board, and then "@Remote Certificate Updating" is displayed on the operation panel, or SP5-816-208 shows a value of 12009" or "12010"

Note: This can happen if the controller board is replaced after @Remote registration is completed but before actual connection with the center begins. In such cases, the installation flag in SP5-816-201 shows a value of "1".

If the "@Remote Certificate Updating" error is displayed:

- 1. Check the ID2 (SP5-811-003) and the device serial number on the rating plate.
- 2. If the ID2 (SP5-811-003) is correct, do the following:
 - 1) Initialize the common certificate (SP5-870-003).
 - 2) Rewrite the common certificate (SP5-870-001).
 - 3) Turn the power switch of the device OFF/ON.
 - 4) Perform the regular registration procedure.
- 3. If the ID2 (SP5-811-003) is wrong, take the following actions.
 - 1) Clear Installation Flag. (SP5-816-209)
 - 2) Initialize the common certificate (SP5-870-003).
 - 3) Rewrite the common certificate (SP5-870-001).
 - 4) Turn the power switch of the device OFF/ON.

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- 5) Confirm that the correct device serial number (which is the same as the number on the rating plate) is programmed in SP5-811-001.
- 6) Do the regular registration procedure.
- 7) Confirm the request number (SP5-816-203).
- 8) Perform manual polling (SP5-816-200).
- 9) Make sure that the results in SP5-816-204 show a value of "9" ("processing").
- 10) Ask the center GUI operator to execute a certificate update in the Call List menu.
- 11)After the certificate update has been completed at the center GUI, perform manual polling again (SP5-816-200).
- 12) Make sure that the results in SP5-816-204 show a value of "0".
- 13) After the replacement procedure has been completed, make sure that the Embedded RC Gate is registered at the center. Do this by checking the installation flag in SP5-816-201.

If SP5-816-208 shows a value of 12009" or "12010":

- 1. Initialize the common certificate (SP5-870-003).
- 2. Rewrite the common certificate (SP5-870-001).
- 3. Turn the power switch of the device OFF/ON.
- 4. Do the regular registration procedure.

Technical Bulletin

Model: General RTB Da			Dat	e: 14-Dec	-10	No.: RGene041
Subject: Important Information about Stabilizers for the Optional Paper Feed Unit				Prepared by: M.Saiki		
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.						
Classification:	Troubleshooting	Part info	orma	ation Action required		
	Mechanical Electrical		Service manual revisior		ce manual revision	
	Paper path Transmit/rec		ceive Retrofit information		fit information	
	Product Safety Other ())	Tier 2	

Important Information about Stabilizers for the Optional Paper Feed Unit

When you install machines that will be used with the optional paper feed unit, **DO NOT remove the stabilizers** (marked by the red arrows below).



Note:

- The photo above shows the Z-C1. On this model, the stabilizers are comprised of a stand cover [A] and caster stand [B].
- The purpose of these stabilizers, which are included as machine accessories, is to ensure that products satisfy Ricoh safety standards. The stabilizers are effective in keeping the machine from tipping over.
- These stabilizers, however, are not attached for the purpose of guaranteeing that the machine will never tip over under any conditions.
- For the attachment procedure, please see the Service Manual for the mainframe model in question.

Important:

- Before you attach the stabilizers, install the mainframe on a flat and level surface, and allow enough space for the stabilizers.
- If you need to remove the stabilizers when relocating the machine, make sure to reattach them when you re-install the machine at its new location.

Model: General RTB

RICOH

Date: 14-Dec-10

No.: RGene041

For cases in which the stabilizers cannot be attached due to unavoidable circumstances:

- If this is due to an objection from the customer, explain the purpose of these stabilizers, as described above.
- If the situation still cannot be avoided, make sure to **leave the stabilizers at the customer site**.

Technical Bulletin

PAGE: 1/6

Model: General Dat			e: 11-Jan-	11	No.: RGene042	
Subject: RoHS Compliance Issue (Stapler)			Prepared by: T. Nihei			
From: 1st Overseas Tech Support Sec., 1st PQM Dept.						
Classification:	Troubleshooting	Part info	ormat	tion	Action	n required
	Mechanical	Electric	al		Servic	ce manual revision
	Paper path	🗌 Transm	it/rec	eive	Retro	fit information
	Product Safety	Other ()	Tier 2	

NOTE: This bulletin is for NA, EU, and China regions only.

SYMPTOM

Some parts of the stapler unit (black resin parts shown below) contained PBDE material in excess of the limits set by the RoHS Directive.



Front Cover

CAUSE

The vendor of these parts used irregular materials during the manufacturing process. Production period: June to September 2010 (refer to the S/N table below)

SOLUTION

Production line

The vendor of these parts will ensure that only approved materials are used on their production lines.

Applied from:

EU / NA / AP

	S/N
SR790(B40850)	J1008104158 \sim
SR3000(B79317)	L4408100558 \sim
SR3050(D37217)	M7808103426 \sim
SR3020(B80457)	L9508100626 \sim
SR3030(B80557)	L9608101420 \sim
SR4010(D37417)	M8508103010 \sim
SR4020(D37317)	M8408100550 \sim
SR4030(D37457)	M8508102853~



Technical Bulletin

Model: General

Date: 11-Jan-11

No.: RGene042

SR4040(D37357)	M8408100365 \sim
SR3010(B79257)	TBA
C2550(D42917)	TBA

China

	S/N
SR790(B40821)	J1008207477 \sim
SR3000(B79317N)	L4408280001 \sim
SR3050(D37217N)	M7808280001 \sim
SR3020(B80457N)	L9508180015 \sim
SR3030(B80557N)	L9608380001 \sim
SR970(B70121)	K6208300001 \sim
SR4030(D37461)	M8408100563 \sim
SR4040(D37361)	M8508104280 \sim

In the field (Action to be taken)

Replace the stapler unit.

-Affected finishers-

The serial numbers of the affected finishers are listed at the end of this RTB.

Important: Stapler units on some of these affected finishers have already been replaced with the normal ones. If there is a **red dot** on the stapler unit's label (see the photo below), you **do not need to replace** these units.





Technical Bulletin

Model: General

Date: 11-Jan-11

No.: RGene042

-Replacement parts-

New stapler units have been made available for replacement.

Replace the affected stapler units with the following part numbers for the intended models

Finisher	Stapler unit P/N
SR790	B408 9910
SR3000	B793 9901
SR3050	D372 9901
SR3020*(see note2)	B805 9901
SR3030	
SR4020*(see note2)	
SR4030	
SR4040*(see note2)	
SR3010	B792 9901
Internal Finisher Type C2550	D429 9910

Note:

1. These parts contain staplers and Mylars but not cartridges.

2. Stapler units for corner stapling on the affected finishers with the parts that were registered specifically for this issue (also listed below). So, this issue does not apply to booklet stapler units (B7007852), so you do not need to replace these.

The affected stapler unit is shown in the illustration below (Index #24):



Replacement procedure

Please refer to each product's Service Manual.

RI	СОН

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achnical		lin
echnical	Dulle	

Model: General

Date: 11-Jan-11

No.: RGene042

Service parts

Part numbers will not change, RoHS compliance parts were shipped from Sep.24, 2010 production, from lot number 240910.

Note: "24": day, "09": month, "10": year.

Affected finishers and supported MFPs

	Produ	RICOH	Nashuatec	Gestetner	SAVIN	LANIER
	ct Code		Rex-Rotary			
	Ouc					
SR790	D084	Aficio MP 2851	MP 2851	MP 2851	9228	MP 2851 LD528
	D085	Aficio MP 3351	MP3351	MP3351	9233	MP3351 LD533
	D027	Aficio MP C4000	MP C4000	MP C4000	C4040	MP C4000
	D029	Aficio MP C5000	MP C5000	MP C5000	C5050	LD540c
						MO C5000 LD550c
	D023	Aficio MP C2800	MP C2800	MP C2800	C2828	MP C2800
	D025	Aficio MP C3300	MP C3300	MP C3300	C3333	LD528c
						MP C3300 LD533c
SR3050	D084	Aficio MP 2851	MP 2851	MP 2851	9228	MP 2851 LD528
	D085	Aficio MP 3351	MP3351	MP3351	9233	MP3351 LD533
	D023	Aficio MP C2800	MP C2800	MP C2800	C2828	MP C2800
	D025	Aficio MP C3300	MP C3300	MP C3300	C3333	LD528c
						MP C3300 LD533c
SR3000	D084	Aficio MP 2851	MP 2851	MP 2851	9228	MP 2851 LD528
	D085	Aficio MP 3351	MP3351	MP3351	9233	MP3351 LD533
	D023	Aficio MP C2800	MP C2800	MP C2800	C2828	MP C2800
	D025	Aficio MP C3300	MP C3300	MP C3300	C3333	LD528C
						MP C3300 LD533c
	D027	Aficio MP C4000	MP C4000	MP C4000	C4040	MP C4000
	D029	Aficio MP C5000	MP C5000	MP C5000	C5050	LD540c
						MO C5000 LD550c
SR3020	D027	Aficio MP C4000	MP C4000	MP C4000	C4040	MP C4000
SR3030	D029	Aficio MP C5000	MP C5000	MP C5000	C5050	LD540c
						MO C5000 LD550c
	G188	Aficio SP C820DN	SP C820DN	SP C820 DN	CLP340D	SP C820DN
	G189	Aficio SP C821DN	SP C821DN	C8140nD	CLP350D	LP540c
				DP C821DN C8150nD		SP C821DN LP550c
	D091	Aficio MP 4001	MP 4001	MP 4001	9240	MP 4001 LD140
	D092	Aficio MP 5001	MP 5001	MP 5001	9250	MP 5001 LD150

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PAGE: 5/6

Model:	General				Date: 1	1-Jan-11	No.: RGene042
	G179	Aficio SP 8200DN	SP 8200DN	SP 8	200DN	MLP150DN	LP150dn SP 8200DN
SR4010	D014	Aficio MP C6000	MP C6000	MP	C6000	C6055	MP C6000
3R4020	D015	Aficio MP C7500	MP C7500	MP	C7500	C7570	
	D078	Pro C550EX		Pro (C550EX	Pro C550EX	LD275c
	D079	Pro C700EX		Pro (C700EX	Pro C700EX	Pro C550EX
							Pro C700EX
SR4030	D062	Aficio MP 6001	MP 6001	MP	6001	9060	MP 6001 LD360
SR4040	D063	Aficio MP 7001	MP 7001	MP	7001	9070	MP 7001 LD370
	D065	Aficio MP 8001	MP 8001	MP	8001	9080	MP 8001 LD380
	Do66	Aficio MP 9001	MP 9001	MP	9001	9090	MP 9001 LD390
	D081	Aficio MP	MP C6501SP	MP C	6501SP	C9065	MP C7501SP
	D082	C65015P	MP C7501SP	MP C	7501SP	C9075	
		Aficio MP C7501SP					MP C7501SP
							LD375C
SR3010	D010	Aficio MP 2500	MP 2500	MP	2500 m625	7025	MP2500 LD125
	D043	Aficio MP 2580			2590		
		Aficio MP 2500LN		IVIE	2300		
C2550	D037	Aficio MP C2030	MP C2030	MP	C2030	C9020L	MP C2030
	D038	Aficio MP C2050	MP C2050	MP	C2050	C9020	
							MP C2050 LD520c

S/N of affected finishers

The following are the finishers affected by this issue.

EU

	From		То
SR790(B40850)	J1007805822	~	J1008104157
SR3000(B79317)	L4407800852	~	L4408100553
SR3050(D37217)	M7807802655	~	M7808103425
SR3020(B80457)	L9507801005	~	L9508100625
SR3030(B80557)	L9607801524	2	L9608101419
SR4020(D37317)	M8408000001	2	M8408000010
SR4030(D37457)	M8507802256	2	M8508102852
SR4040(D37357)	M8407900028	2	M8408100364
SR3010(B79257)	L4309000001	2	L4309200385
C2550(D42917)	V2908900643	~	V2909300382

Technical	B ulletin

Model: General

Date: 11-Jan-11

No.: RGene042

NA

	From		То
SR790(B40850)	J1007805700	~	J1008102757
SR3000(B79317)	L4407800851	~	L4408100557
SR3050(D37217)	M7807802578	~	M7808102405
SR3020(B80457)	L9507801000	~	L9508100452
SR3030(B80557)	L9607801298	~	L9608101121
SR4010(D37417)	M8507904285	~	M8508003009
SR4020(D37317)	M8407800559	2	M8408100549
SR4030(D37457)	M8507802257	2	M8508102765
SR4040(D37357)	M8407800482	2	M8408100304
SR3010(B79257)	L4309000001	~	L4309200385
C2550(D42917)	V2908900643	~	V2909300382

China (MIF only)

	From		То
SR790(B40821)	J1007807229	~	J1008106806
SR3000(B79317N)	L4407880001	~	L4408080011
SR3050(D37217N)	M7807880001	2	M7808180003
SR3020(B80457N)	L9507880001	۲	L9508180014
SR3030(B80557N)	L9608180001	۲	L9608180004
SR970(B70121)	K6207800001		
SR4030(D37461)	M8507802874	~	M8508104279
SR4040(D37361)	M8407800565	~	M8408100562

Technical Bulletin

PAGE: 1/1

Model: General			Dat	e: 15-Feb	-11	No.: RGene043
Subject: Discontinue SD Card writer					d by: K. Y	/amamoto
From: 1st Overse	eas Tech Support Sec., 1st PQN	M Dept.				
Classification:	☐ Troubleshooting	Part inf	ormat	tion	Action	n required
	Mechanical	Electric	al		Servic	ce manual revision
	Paper path	Transm	it/rec	eive	Retro	fit information
	Product Safety	Other ()	Tier 2	

Old #	New #	Description	Qty	Int	Page	Index
B6456830	-	SD-CARD:USB:WRITER:BN-SDCGTY	1	-	-	
B6456705	-	SD-CARD:ADAPTER:BN-SDAG2: ASS'Y	1	-	-	

Change: The SD card reader/writer was discontinued.

Reason: SD card reader/writers are now readily available in the field.

Note: Before this deletion, the part number for the reader/writer was changed from P/N B6456820 to P/N B6456830.

Reissued:07-Mar-11 Model: General RTB

Date: 25-Nov-10

No.: RGene039b

RTB Reissue

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

Subject: Security unit (Data overwrite and HDD encryption) Installation/Merge/Troubleshooting				d by: T.Kiyohara
From: 1st Overseas Tech Support Sec., 1st PQM Dept.				
Classification:	☐ Troubleshooting	Part informat	tion	Action required
	🗌 Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	Other ()	🛛 Tier 2

This RTB has been issued to announce the Security unit (Data overwrite and HDD encryption) Installation / Application Merge / Troubleshooting Guide release information.

Important

- The machine contains the Security SD Card (Security and Encryption Unit) in Slot 1 (upper), when shipped. Enable the function, if necessary
- Immediately after encryption is enabled, the encryption setting process will take several minutes to complete before you can begin using the machine.
 - If encryption is enabled after data has been stored on the disk, or if the encryption key is changed, this process can take up to three and a half hours or more.
- ♦ The machine cannot be operated while data is being encrypted.
- ♦ Once the encryption process begins, it cannot be stopped.
- Make sure that the machine's main power is not turned off while the encryption process is in progress.
- ♦ If the machine's main power is turned off while the encryption process is in progress, the hard disk will be damaged and all data on it will be unusable.
- Print the Encryption Key and keep the Encryption Key (which is printed as a paper sheet)
- Keep the Encryption Key in a safe place. If the Encryption Key is lost and it is needed, the controller board, hard disk, NVRAM and this SD Card must all be replaced at the same time.

NOTE:

- 1. "NVRAM" mentioned in this RTB means the NVRAM on the Controller Board.
- 2. The "NVRAM" or EEPROM on the Engine Board (BCU, BICU, VBCU etc.,) has nothing to do with this RTB.

Installation

- The machine contains the Security SD Card (Security and Encryption Unit) in Slot 1 (upper) when shipped. It has already been installed in the factory.
- See Operating Instructions > Security Reference > 5. Securing Information Sent over the Network or Stored on Hard Disk > Encrypting Data on the Hard Disk
- ♦ If you are installing a new machine, it is recommended to activate the Security Unit by selecting "Format All Data".
 - Note: This method is recommended because there is no user data on the hard drive yet (Address Book data, image data, etc.).
- ♦ If the customer wishes to activate the Security Unit on a machine that is already running, it is recommended to activate the unit by selecting "All Data".
 - > **IMPORTANT:** Selecting "All Data" will preserve the data that has already been saved to the hard drive. (If "Format All Data" is selected, all user data saved to the hard drive up to that point will be erased).

🔞 System Settings			Exit
General Tray Paper	Machine Data Encryption Settings: Carry I	Exit	
	Carry over all data or file system data.	t formatting), or format all	
Fixed USB Port	All Data File S	vstem Data Only	Format All Data
Program / Change / Dele			
Machine Data Encryption			
Lossed in: Mechine Administrator	System Status	Job List	27 MAV 2010 21:19

Merge

♦ Different SD card option for each model. See each model's RTB or FSM

Trouble Shooting

- ♦ The following pages explain troubleshooting for the following symptoms:
 - > SC 861(HDD reboot error) to 865 (HDD access error)
 - > Any SC that indicates a defective controller board
 - 'Please wait' remains on display
- 1. Test the machine using this flow chart, to determine which parts are causing the problem: [*This flow chart is effective for all models.*]



Determine which parts are causing the problem:

The following table shows what to do in each case: For example, if only the controller and HDD were found to be defective, then it is case 4 in the table below.

	Jperen				1
CTL	HDD	NVRAM	SD Card	Action	No
Х	Х	Х	Х	Replace CTL/ HDD/ SDCARD / NVRAM	1
Х	Х	Х	(X) NOTE2	Replace CTL/ HDD/ SDCARD / NVRAM	2
Х	Х	0	Х	Replace CTL/ HDD/ SDCARD (NOTE4)	3
Х	Х	0	0	Replace CTL/ HDD	4
Х	0	Х	Х	Replace CTL/ SDCARD/ NVRAM	5
Х	0	Х	(X) NOTE2	Replace CTL/ SDCARD/ NVRAM	6
Х	0	0	Х	Replace CTL/ SDCARD (NOTE4)	7
Х	0	0	0	Replace CTL	8
0	Х	Х	Х	Replace HDD/ SDCARD/ NVRAM	9
0	Х	Х	(X) NOTE2	Replace HDD/ SDCARD/ NVRAM	10
0	Х	0	Х	Replace HDD/ SDCARD (NOTE4)	11
0	Х	0	0	Replace HDD	12
0	0	Х	Х	Replace SDCARD/ NVRAM	13
0	0	Х	(X) NOTE2	Replace SDCARD/ NVRAM	14
0	0	0	Х	Replace SDCARD (NOTE4)	15

HDD Encryption OFF: (NOTE 1)

HDD Encryption ON: (NOTE 1)

CTL	HDD	NVRAM	SD Card	Action	No
Х	Х	Х	Х	Replace CTL/ HDD/ SDCARD / NVRAM	1
Х	Х	Х	(X) NOTE2	Replace CTL/ HDD/ SDCARD / NVRAM	2
Х	Х	0	X	Replace CTL/ HDD/ SDCARD (NOTE4)	3
Х	X	0	0	Replace CTL/ HDD	4
Х	0	Х	Х	Replace CTL/ SDCARD/NVRAM, then	5
				the HDD is automatically formatted	
Х	0	Х	(X) NOTE2	Replace CTL/ SDCARD/NVRAM, then	6
				the HDD is automatically formatted	
Х	0	0	Х	Replace CTL, then restore the old	7
				encryption key, then replace the	
				SDCARD (NOTE4)	
Х	0	0	0	Replace CTL, then restore the old	8
				encryption key.	
0	Х	Х	Х	Replace HDD/ SDCARD/NVRAM	9
0	Х	Х	(X) NOTE2	Replace HDD/ SDCARD/NVRAM	10
0	Х	0	Х	Replace HDD/ SDCARD (NOTE4)	11
0	Х	0	0	Replace HDD	12
0	0	X	Х	Replace SDCARD/NVRAM	13
0	0	Х	(X) NOTE2	Replace SDCARD/NVRAM	14
0	0	0	X	Replace SDCARD (NOTE4)	15

O: Not defective parts

X: Defective parts, must replace

(X): Not defective parts but must be replaced

NOTE 1: Data Overwrite Security Unit (ON/OFF) does not affect the combination table.

NOTE 2: If the Security SD Card program is merged to the PostScript3 SD card, unmerge the Security SD Card program from the PostScript3 SD Card first. Then the PostScript3 SD card can be used again.

NOTE 3: If both SD card and NVRAM are replaced, the HDD encryption unit and the Data Overwrite Security unit must both be re-installed after you complete the actions in the above table. See the procedures starting from the next page.

NOTE 4: The HDD encryption unit should NOT be re-installed after the SD card replacement, because the HDD encryption install identification has been already stored in NVRAM. If you re-install the HDD encryption unit by mistake, "FAILED" will appear when you try to execute SP5878-002 (Option Setup: HDD Encryption) during the installation procedure (see page 8/15 in this RTB). Even in this condition, HDD encryption can be used.

If the SD card and NVRAM are replaced, the HDD encryption unit and the Data Overwrite Security unit must both be re-installed after you complete the actions in the above table. See the procedures below.
Please use the following procedures when Data overwrite and HDD encryption must be reinstalled

Data Overwrite

Before You Begin the Procedure

- 1. Confirm that the Data Overwrite Security unit SD card is the correct type for the machine.
- 2. 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.
- 3. 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.

4. 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.

Installation Procedure

▲CAUTION:

Unplug the main machine power cord before you do the following procedure.

You must install the Security Unit in SD Card slot 1 (upper Slot) . However, the Postscript option and others are also installed in SD Card slot 1 (upper). You must do the "SD Card Appli Move" procedure first if you want to install the Security unit SD card.

1. Turn off the main power switch if the machine is turned on.

2. Disconnect the network cable if it is connected.



- 3. Remove the slot cover [A] for SD cards.
- 4. Turn the SD-card label face [B] to the rear of the machine. Then push it slowly into slot 1 until you hear a click.
- 5. Connect the network cable if it needs to be connected.
- 6. Turn on the main power switch.
- 7. Go into the SP mode and push "EXECUTE" with SP5-878-001.
- 8. Exit the SP mode and turn off the operation switch. Then turn off the main power switch.
- 9. Turn on the machine power.
- 10. Do SP5990-005 (SP print mode Diagnostic Report).
- 11. Go into the User Tools mode, and select System Settings> Administrator Tools> Auto Erase Memory Setting> On.

. Exit the	User To	ols mode	Э.	
' Enlarge	A3→A4 A4→A5	A4→A3 A5→A4	93%	100%
sided 1 sid	ed [*] Comb 2 orig 2 → 1 2 	1 sided → Comb 4	Create	Margin Punch
'Slip Shee	t Edit /	Colour D	up./Combine/S	eries Reduce / Enlarge
2	ystem Status	Job List	:	3 JUN 2010 16:16
-				

8	Dirty	This icon is lit when there is temporary data to be overwritten, and blinks during overwriting.
8	Clear	This icon is lit when there is no temporary data to be overwritten.

13. Check the display and make sure that the overwrite erase icon [1] shows.

- 14. Check the overwrite erase icon.
 - The icon [2]: This icon is lit when there is temporary data to be overwritten, and blinks during overwriting.
 - The icon [3]: This icon is lit when there is no temporary data to be overwritten.

HDD Encryption

Before You Begin the Procedure

- 1. Make sure that the following settings are not at the factory default settings:
 - Supervisor login password
 - Administrator login name
 - Administrator login password

😭 Important

These settings must be set up by the customer before the HDD Encryption unit can be installed.

- Confirm that "Admin. Authentication" is on: [User Tools] > "System Settings"> "Administrator Tools"> "Administrator Authentication Management"> "Admin. Authentication"> "On" If this setting is "Off", tell the customer that this setting must be "On" before you can do the installation procedure.
 Confirm that "Administrator Tools" is colocted and analyzed:
- Confirm that "Administrator Tools" is selected and enabled: [User Tools]> "System Settings"> "Administrator Tools"> "Administrator Authentication Management"> "Available Settings"
 Note

"Available Settings" is not displayed until Step 2 is done.

If this setting is not selected, tell the customer that this setting must be selected before you can do the installation procedure.

Installation Procedure



- 4. Remove the SD card slot cover [A].
- 5. Turn the SD-card label [B] to face the rear of the machine. Then push it slowly into slot 2 until you hear a click.
- 6. Turn on the main power switch, and then enter the SP mode.
- 7. Select SP5878-002, and then press "Execute" on the LCD.
- 8. Exit the SP mode after "Completed" is displayed on the LCD.
- 9. Turn off the main power switch.
- 10. Remove the SD card from slot 2.
- 11. Attach the SD card slot cover [A] .

Enable Encryption Setting

- 1 Press the [User Tools/Counter] key.
- 2 Press [System Settings].
- 3 Press [Administrator Tools].
- 4 Press [Machine Data Encryption Settings]. If this item is not visible, press [Next] to display more settings.
- 5 Press [Encrypt].

Settings	
y Paper ttings	Machine Data Encryption Settings The current data in the machine is not encrypted.
Port	Encrypt
Change / Dele	
ata Encryption	

6 Select the data to be carried over to the hard disk and not be reset. To carry all of the data over to the hard disk, select [All Data]. To carry over only the machine settings data, select [File System Data Only]. To reset all of the data, select [Format All Data].

🔞 System Settings			Exit	
General Tray Paper Features Settings	Machine Data Encryption Setting Carry over all data or file data.	da Encryption Settings: Carry Over / Format Exit er all data or file system data only (without formatting), or form		
Fixed USB Port Program / Change / Dele Machine Data Encryption	All Data	File System Data Only	Format All Data	
Logged in: Machine Administrator	System	Status Job List	27 MAY 2010 20:19	

7 Press the [Start] key.



8 The encryption key for backup data is printed.

9 Press [Exit].



10 Press [Exit].

11 Press the [User Tools/Counter] key.

Important: After #11, the machine returns to the following initial operation display. But, encryption is not yet done.

			Store File	Check Modes
ہ 🎸	Ready <full colour=""></full>		Original 0	Quantity Copy 1
Auto Colour Select		u.		
Full Colour	A4 A4 A4	Bypass		
Black & White				
Text Photo	Full Size Auto Reduce / Enlarge	A4→A5 B5→B6 B6→B5	93%	100%
Text / Photo 🔔	1 sided+2 sided:TtoT 2 sided+2 sided 1 sided+	Comb 2 orig 1 sided*Comb	b 4 orig	٦
Others			Greate Marg	in
Auto Density	Sort			
A42 Coriginal Setting	Finishing Cover/Slip Sheet	Edit / Colour	Dup./Combine/Series	Reduce / Enlarge
	Syst	tem Status 🛛 Job Li:	st	29 MAR 2011 18:57

12 Turn off the power and the main power switch, and then turn the main power switch back on.

13 The display shows "Memory Conversion complete. Turn the main power switch off" Again, turn off the power and the main power switch, and then turn the main power switch back on.





Confirmation of the Encryption Setting

- 1. Press the [User Tools/Counter] key.
- 2. Press [System Settings].
- 3. Press [Administer Tools].
- 4. Press [Machine Data Encryption Settings].

🔯 System Settings			Exit
General Tray Paper Timer Inte Features Settings Settings	erface ttings Ti	File Adr ransfer	ninistrator Tools
	_		
Fixed USB Port Off			
Program / Change / Delete Realm			
Machine Data Encryption Settings			
		4/4	A Previous Next
Logged in: Machine Administrator	System Status	Job List	29 MAR 2011 19:06

5. Please check whether the encryption has been completed or not on this display

C System Settings	Exit
General Tray Paper Machine Data Encryption Settings	Exit
The current data in the machine has been encrypted. Select item.	
Fixed USB Port Update Encryption Key Cancel Encryption Print	t Encryption Key
Program / Change / Dele	
Machine Data Encryption	
System Status Job List	29 MAR 2011 19:04

Print the Encryption key

Use the following procedure to print the key again if it has been lost or misplaced.

- 1 Press the [User Tools/Counter] key.
- 2 Press [System Settings].
- 3 Press [Administrator Tools].
- 4 Press [Machine Data Encryption Settings].
- If this item is not visible, press [Next] to display more settings.
- 5 Press [Print Encryption Key].

Encryption key example

Machine Data Encryption Key
This is an encryption key which allows you to protect confidential data stored in the machine
It is essential that the safekeeping and destruction of this encryption key be under your direct responsibility.
Data saved and programmed on the machine (documents, image data, setting values, address book contents etc.) can be encrypted/decrypted with this encryption key. If this machine breaks down, saved and programmed data in the machine can only
be restored by entering this encryption key.
(rease note that it may not be possible to restore data in certain machine breakdown cases.)
This machine data encryption key will remain valid as long as the encryption is not cancelled or the encryption key is not changed.
After changing or cancelling the encryption key, please shred this document to destroy confidential data.
Output Date/Time:September 03,2010 08:55:25 AM
Machine Type:Aficio MP C400SR
Machine ID:S7500717004
Machine Data Encryption Key:
6pF!FFGH#EBiYkPafBJz6YE\$wYXk

The Encryption Key is printed out on a sheet of paper like the example shown above. Please instruct the customer to keep it in a safe place. How to restore the old encryption key to an MFP.

- 1. Prepare an SD card which is initialized with FAT16 format.
- 2. Make a "restore_key" folder in the SD card using your PC.
- 3. Make an "nvram_key.txt" file in the "restore_key" folder in the SD card.
- 4. Ask an administrator to input the encryption key (this has been printed out earlier by the user) into the "nvram_key.txt"file.
- 5. Turn on the main power switch.
- 6. Confirm that the prompt on the LCD tells you to install the SD card (storing the encryption key) in the machine.
- 7. Turn off the main power switch.
- 8. Insert the SD card that contains the encryption key into slot 2 (lower slot).
- 9. Turn on the main power switch, and the machine automatically restores the encryption key in the flash memory on the controller board.
- 10. Turn off the main power switch after the machine has returned to normal status.
- 11. Remove the SD card from slot 2 (lower slot).

RICOH

Technical Bulletin

Reissued:06-Oct-11 Model: General RTB

Date: 26-Apr-11

No.: RGene044a

RTB Reissue

	The items in	bold italics	were corrected	or added.
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Subject: New Bluetooth Option			Prepared by: N.Yoshida	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.				
Classification:	Troubleshooting	Part informat	ion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	Other ()	🔀 Tier 2

Important Information on the Release of the optional Bluetooth Interface Unit Type D



Model name: Bluetooth Interface Unite Type D Machine code: D566-01 EDP code: 415818

Overview

- In March 2011, production began on the Bluetooth Interface Unit Type D, a USB version of the existing CF card type. The changeover from the CF card type to USB type begins from the AT/AP-C2.5.
- To support the new option, the System Firmware was modified. For a list of the target models and supported System software for each, see the "Target Models, Firmware" table below.
- For the specifications of this option, see the Operating Instructions.

Action in the field

- Make sure the System firmware has been updated to the following versions or newer. Then, have the user do the procedure shown on the next page.
- Make sure to hand the customer all of the Operating Instructions (manuals) bundled together with the Bluetooth Interface Option.

	Model	Code	System firmware	Applied to the production line
01.	AP-C2.5	D088/D089	3.00	2011 March
02.	AT-C2.5	D086/D087	2.00	2011 March
03.	Z-C1	M022/M024/	2.00	2011 March
		M026/M028		
04.	Di-C1.5	D104/D106	2.00	2011 April
05.	Sh-MF1	M052/M053/M054	TBA	TBA
			2.00	2011 Oct

Target Models, Firmware

Note: If you do not update the System firmware to these versions or newer, the following error message will appear: "Incompatible USB device has been connected. Check the USB device"

Setting up the Bluetooth Interface Unit Type D

- 1) Turn off the main power of the MFP, and then unplug the power cable and the interface cable.
- 2) Insert the **Bluetooth Interface Unit Type D** into the USB port, as shown. **Note:** You can use either USB port for this option.



- 3) Turn on the main power of the MFP.
- 4) To begin printing with this option, follow the procedure described in the Operating Instructions ("Printing with Bluetooth Connection" in the *Operating Instructions* for Bluetooth Interface Unit).
- 5) Make sure that "Bluetooth: Up" is shown in the Interface Setting Print List [COMMON]. Note: This is located in User Tools – System Settings – Interface Settings – Print List.

NOTE

- 1. The Bluetooth unit and optional wireless LAN unit cannot be used simultaneously.
- 2. The Bluetooth unit can only be connected to the USB port on the MFP itself. It will not work if connected to a USB hub, such as the optional SD/USB slot.
- 3. SC853 or SC854 will occur if you insert or remove the Bluetooth unit after the MFP main power has already been turned on.

RICOH

Technical Bulletin

Reissued:07-Mar-11

Model: General RTB

Date: 25-Nov-10

RTB Reissue

The items in bold italics were corrected or added.

Subject: Security unit (Data overwrite and HDD encryption) Installation/Merge/Troubleshooting			Prepared by: T.Kiyohara	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.				
Classification:	Troubleshooting	Part informat	ion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🗌 Other ()	🛛 Tier 2

This RTB has been issued to announce the Security unit (Data overwrite and HDD encryption) Installation / Application Merge / Troubleshooting Guide release information.

Important

- The machine contains the Security SD Card (Security and Encryption Unit) in Slot 1 (upper), when shipped. Enable the function, if necessary
- Immediately after encryption is enabled, the encryption setting process will take several minutes to complete before you can begin using the machine.
 - If encryption is enabled after data has been stored on the disk, or if the encryption key is changed, this process can take up to three and a half hours or more.
- ♦ The machine cannot be operated while data is being encrypted.
- ♦ Once the encryption process begins, it cannot be stopped.
- Make sure that the machine's main power is not turned off while the encryption process is in progress.
- ♦ If the machine's main power is turned off while the encryption process is in progress, the hard disk will be damaged and all data on it will be unusable.
- Print the Encryption Key and keep the Encryption Key (which is printed as a paper sheet)
- Keep the Encryption Key in a safe place. If the Encryption Key is lost and it is needed, the controller board, hard disk, NVRAM and this SD Card must all be replaced at the same time.

NOTE:

- 1. "NVRAM" mentioned in this RTB means the NVRAM on the Controller Board.
- 2. The "NVRAM" or EEPROM on the Engine Board (BCU, BICU, VBCU etc.,) has nothing to do with this RTB.

Installation

- The machine contains the Security SD Card (Security and Encryption Unit) in Slot 1 (upper) when shipped. It has already been installed in the factory.
- See Operating Instructions > Security Reference > 5. Securing Information Sent over the Network or Stored on Hard Disk > Encrypting Data on the Hard Disk
- ♦ If you are installing a new machine, it is recommended to activate the Security Unit by selecting "Format All Data".
 - Note: This method is recommended because there is no user data on the hard drive yet (Address Book data, image data, etc.).
- ♦ If the customer wishes to activate the Security Unit on a machine that is already running, it is recommended to activate the unit by selecting "All Data".
 - > **IMPORTANT:** Selecting "All Data" will preserve the data that has already been saved to the hard drive. (If "Format All Data" is selected, all user data saved to the hard drive up to that point will be erased).

🔞 System Settings		Exit
General Tray Paper	Machine Data Encryption Settings: Carry Ove	r / Format Exit
	Carry over all data or file system da data.	ata only (without formatting), or format all
Fixed USB Port	All Data File Syst	tem Data Only Format All Data
Program / Change / Dele		
Machine Data Encryption		
Losant in: Mechine Administrator	System Status	27 MAV 2010 Job List 21:19

Merge

♦ Different SD card option for each model. See each model's RTB or FSM

Troubleshooting

- ♦ The following pages explain troubleshooting for the following symptoms:
 - SC 861(HDD reboot error) to 865 (HDD access error)
 - > Any SC that indicates a defective controller board
 - 'Please wait' remains on display
- 1. Test the machine using this flow chart, to determine which parts are causing the problem: [This flow chart is effective for all models.]



Determine which parts are causing the problem:

The following table shows what to do in each case: For example, if only the controller and HDD were found to be defective, then it is case 4 in the table below.

			<u> </u>		
CTL	HDD	NVRAM	SD Card	Action	No
Х	Х	Х	Х	Replace CTL/ HDD/ SDCARD / NVRAM	1
Х	Х	Х	(X) NOTE2	Replace CTL/ HDD/ SDCARD / NVRAM	2
Х	Х	0	X	Replace CTL/ HDD/ SDCARD (NOTE4)	3
Х	Х	0	0	Replace CTL/ HDD	4
Х	0	Х	Х	Replace CTL/ SDCARD/ NVRAM	5
Х	0	Х	(X) NOTE2	Replace CTL/ SDCARD/ NVRAM	6
Х	0	0	Х	Replace CTL/ SDCARD (NOTE4)	7
Х	0	0	0	Replace CTL	8
0	Х	Х	Х	Replace HDD/ SDCARD/ NVRAM	9
0	Х	Х	(X) NOTE2	Replace HDD/ SDCARD/ NVRAM	10
0	Х	0	Х	Replace HDD/ SDCARD (NOTE4)	11
0	Х	0	0	Replace HDD	12
0	0	Х	Х	Replace SDCARD/ NVRAM	13
0	0	Х	(X) NOTE2	Replace SDCARD/ NVRAM	14
0	0	0	Х	Replace SDCARD (NOTE4)	15

HDD Encryption OFF: (NOTE 1)

HDD Encryption ON: (NOTE 1)

CTL	HDD	NVRAM	SD Card	Action	No
Х	Х	Х	Х	Replace CTL/ HDD/ SDCARD / NVRAM	1
Х	Х	Х	(X) NOTE2	Replace CTL/ HDD/ SDCARD / NVRAM	2
Х	Х	0	Х	Replace CTL/ HDD/ SDCARD (NOTE4)	3
Х	Х	0	0	Replace CTL/ HDD	4
Х	0	Х	х	Replace CTL/ SDCARD/NVRAM, then the HDD is automatically formatted	5
Х	0	Х	(X) NOTE2	Replace CTL/ SDCARD/NVRAM, then the HDD is automatically formatted	6
Х	0	0	Х	Replace CTL, then restore the old encryption key, then replace the SDCARD (NOTE4)	7
Х	0	0	0	Replace CTL, then restore the old encryption key.	8
0	Х	Х	Х	Replace HDD/ SDCARD/NVRAM	9
0	Х	Х	(X) NOTE2	Replace HDD/ SDCARD/NVRAM	10
0	Х	0	Х	Replace HDD/ SDCARD (NOTE4)	11
0	Х	0	0	Replace HDD	12
0	0	Х	Х	Replace SDCARD/NVRAM	13
0	0	Х	(X) NOTE2	Replace SDCARD/NVRAM	14
0	0	0	Х	Replace SDCARD (NOTE4)	15

O: Not defective parts

X: Defective parts, must replace

(X): Not defective parts but must be replaced

NOTE 1: Data Overwrite Security Unit (ON/OFF) does not affect the combination table.

NOTE 2: If the Security SD Card program is merged to the PostScript3 SD card, unmerge the Security SD Card program from the PostScript3 SD Card first. Then the PostScript3 SD card can be used again.

NOTE 3: If both SD card and NVRAM are replaced, the HDD encryption unit and the Data Overwrite Security unit must both be re-installed after you complete the actions in the above table. See the procedures starting from the next page.

NOTE 4: The HDD encryption unit should NOT be re-installed after the SD card replacement, because the HDD encryption install identification has been already stored in NVRAM. If you re-install the HDD encryption unit by mistake, "FAILED" will appear when you try to execute SP5878-002 (Option Setup: HDD Encryption) during the installation procedure (see page 8/17 in this RTB). Even in this condition, HDD encryption can be used.

Please use the following procedures when Data overwrite and HDD encryption must be reinstalled

Data Overwrite

Before You Begin the Procedure

- 1. Confirm that the Data Overwrite Security unit SD card is the correct type for the machine.
- 2. 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.
- 3. 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.

4. 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.

Installation Procedure

▲CAUTION:

Unplug the main machine power cord before you do the following procedure.

You must install the Security Unit in SD Card slot 1 (upper Slot) . However, the Postscript option and others are also installed in SD Card slot 1 (upper). You must do the "SD Card Appli Move" procedure first if you want to install the Security unit SD card.

1. Turn off the main power switch if the machine is turned on.

2. Disconnect the network cable if it is connected.



- 3. Remove the slot cover [A] for SD cards.
- 4. Turn the SD-card label face [B] to the rear of the machine. Then push it slowly into slot 1 until you hear a click.
- 5. Connect the network cable if it needs to be connected.
- 6. Turn on the main power switch.
- 7. Go into the SP mode and push "EXECUTE" with SP5-878-001.
- 8. Exit the SP mode and turn off the operation switch. Then turn off the main power switch.
- 9. Turn on the machine power.
- 10. Do SP5990-005 (SP print mode Diagnostic Report).
- 11. Go into the User Tools mode, and select System Settings> Administrator Tools> Auto Erase Memory Setting> On.

. Exit the	User To	ols mode	Э.	
' Enlarge	A3→A4 A4→A5	A4→A3 A5→A4	93%	100%
sided 1 sided*Comb 2 orig 1 sided*Comb 4 orig				
'Slip Shee	t Edit /	Colour D	up./Combine/S	eries Reduce / Enlarge
2	ystem Status	Job List	:	3 JUN 2010 16:16
-				

8	Dirty	This icon is lit when there is temporary data to be overwritten, and blinks during overwriting.
8	Clear	This icon is lit when there is no temporary data to be overwritten.

13. Check the display and make sure that the overwrite erase icon [1] shows.

- 14. Check the overwrite erase icon.
 - The icon [2]: This icon is lit when there is temporary data to be overwritten, and blinks during overwriting.
 - The icon [3]: This icon is lit when there is no temporary data to be overwritten.

HDD Encryption

Before You Begin the Procedure

- 1. Make sure that the following settings are not at the factory default settings:
 - Supervisor login password
 - Administrator login name
 - Administrator login password

😭 Important

These settings must be set up by the customer before the HDD Encryption unit can be installed.

- Confirm that "Admin. Authentication" is on: [User Tools] > "System Settings"> "Administrator Tools"> "Administrator Authentication Management"> "Admin. Authentication"> "On" If this setting is "Off", tell the customer that this setting must be "On" before you can do the installation procedure.
 Confirm that "Administrator Tools" is colocted and analyzed:
- Confirm that "Administrator Tools" is selected and enabled: [User Tools]> "System Settings"> "Administrator Tools"> "Administrator Authentication Management"> "Available Settings"
 Note

"Available Settings" is not displayed until Step 2 is done.

If this setting is not selected, tell the customer that this setting must be selected before you can do the installation procedure.

Installation Procedure



- 4. Remove the SD card slot cover [A].
- 5. Turn the SD-card label [B] to face the rear of the machine. Then push it slowly into slot 2 until you hear a click.
- 6. Turn on the main power switch, and then enter the SP mode.
- 7. Select SP5878-002, and then press "Execute" on the LCD.
- 8. Exit the SP mode after "Completed" is displayed on the LCD.
- 9. Turn off the main power switch.
- 10. Remove the SD card from slot 2.
- 11. Attach the SD card slot cover [A] .

Enable Encryption Setting

- 1 Press the [User Tools/Counter] key.
- 2 Press [System Settings].
- 3 Press [Administrator Tools].
- 4 Press [Machine Data Encryption Settings]. If this item is not visible, press [Next] to display more settings.
- 5 Press [Encrypt].

Settings	
y Paper ttings	Machine Data Encryption Settings The current data in the machine is not encrypted.
Port	Encrypt
Change / Dele ata Encryption	

6 Select the data to be carried over to the hard disk and not be reset.

To carry all of the data over to the hard disk, select [All Data]. To carry over only the machine settings data, select [File System Data Only]. To reset all of the data, select [Format All Data].



7 Press the [Start] key.



- 8 The encryption key for backup data is printed.
- 9 Press [Exit].



- 10 Press [Exit].
- 11 Press the [User Tools/Counter] key.

Important: After #11, the machine returns to the following initial operation display. But, encryption is not yet done.

				Store File	Check Modes
ە 🗞	Ready <full colour=""></full>			Original 0	Quantity Copy
Auto Colour Select					
Full Colour	A4 A4 A	4 Bypass			
Black & White			, 		
Text Photo "	Full Size Auto Reduce / Enl	arge B5→B6	A5→A4 B6→B5	93%	100%
Text / Photo 🔔	1 sided*2 sided:TtoT 2 sided*2 sided	1 sided*Comb 2 ori	a 1 sided*Comb 4	4 orig	
Others	$\begin{array}{c} \begin{array}{c} \begin{array}{c} \begin{array}{c} \\ \end{array} \end{array} \end{array} \\ \begin{array}{c} \end{array} \\ \end{array} \\ \begin{array}{c} \end{array} \end{array} \\ \begin{array}{c} \end{array} \end{array} \\ \begin{array}{c} \end{array} \\ \end{array} \\ \end{array} \\ \end{array} \\ \end{array} \\ \end{array} \\ \begin{array}{c} \end{array} \\ \end{array} $	12 → 12	11 ,	Create Marg	ain
Auto Density	Sort				
A42 Criginal Settng	Finishing Cover/Slip	⊳Sheet Edit∕	Colour [)up./Combine/Series	Reduce / Enlarge
		System Status	loh List	-	29 MAR 2011

12 Turn off the power and the main power switch, and then turn the main power switch back on.

13 The display shows "Memory Conversion complete. Turn the main power switch off" Again, turn off the power and the main power switch, and then turn the main power switch back on.







Confirmation of the Encryption Setting

- 1. Press the [User Tools/Counter] key.
- 2. Press [System Settings].
- 3. Press [Administer Tools].
- 4. Press [Machine Data Encryption Settings].

🔯 System Settings				Exit
General Tray Paper Timer Inte Features Settings Settings Set	erface ttings Ti	File Adr ransfer	ninistrator Tools	
Fixed IKD Dart				
Fixed USB Port OTT				
Program / Change / Delete Realm				
Machine Data Encryption Settings				
		4/4	A Previous	▼ Next
Logged in: Machine Administrator	System Status	Job List	29 MA 19:06	R 2011

5. Please check whether the encryption has been completed or not on this display

C System Settings		Exit
General Tray Paper	Machine Data Encryption Settings	Exit
	The current data in the machine has been encrypted. Select item.	
Fixed USB Port	Update Encryption Key Cancel Encryption Print En	cryption Key
Program / Change / Dele		
Machine Data Encryption		
	System Status Job List	29 MAR 2011 19:04

Print the Encryption key

Use the following procedure to print the key again if it has been lost or misplaced.

- 1 Press the [User Tools/Counter] key.
- 2 Press [System Settings].
- 3 Press [Administrator Tools].
- 4 Press [Machine Data Encryption Settings].
- If this item is not visible, press [Next] to display more settings.
- 5 Press [Print Encryption Key].

Encryption key example

Machine Data Encryption Key
This is an encryption key which allows you to protect confidential data stored in the machine
It is essential that the safekeeping and destruction of this encryption key be under your direct responsibility.
Data saved and programmed on the machine (documents, image data, setting values, address book contents etc.) can be encrypted/decrypted with this encryption key. If this machine breaks down, saved and programmed data in the machine can only
be restored by entering this encryption key.
(rease note that it may not be possible to restore data in certain machine breakdown cases.)
This machine data encryption key will remain valid as long as the encryption is not cancelled or the encryption key is not changed.
After changing or cancelling the encryption key, please shred this document to destroy confidential data.
Output Date/Time:September 03,2010 08:55:25 AM
Machine Type:Aficio MP C400SR
Machine ID:S7500717004
Machine Data Encryption Key:
6pF!FFGH#EBiYkPafBJz6YE\$wYXk

The Encryption Key is printed out on a sheet of paper like the example shown above. Please instruct the customer to keep it in a safe place. How to restore the old encryption key to an MFP

The following message appears after the controller board is replaced, or after the hard disk and controller board are replaced. In such cases, it is necessary to restore the encryption key to the new controller board.



To do this, follow the procedure below.

- 1. Prepare an SD card that has been initialized in FAT16 format.
- 2. Using a PC, create a folder in the SD card and name it "restore_key".
- 3. Create a text file called "nvram_key.txt" and save it in the "restore_key" folder.
- 4. Ask an Administrator to enter the encryption key. Note: The key has already been printed out by the user and saved in the "nvram_key.txt" file. (* The function of backing up the encryption key to the SD card directly is provided in 11A products or later.)
- 5. Turn ON the machine's main power switch.
- 6. Confirm that a message is displayed on the LCD telling you to insert the SD card that contains the encryption key.
- 7. Turn OFF the main power switch.
- 8. Insert the SD card that contains the encryption key into Slot 2 (the lower slot).
- 9. Turn ON the main power switch. Note: The machine will automatically restore the encryption key to the flash memory on the controller board.
- 10. Turn OFF the main power switch when the machine has returned to normal status.
- 11. Remove the SD card from Slot 2.

How to do a forced start up with no encryption key

If the Encryption Key back-up has been lost, follow the procedure below to do a forced start-up.

Important: The HDD will be formatted after the forced start-up. (Encrypted data will be deleted). User settings will be cleared.

1. Prepare an SD card.

2. Create a text file and name it "nvclear". Important:

- Write this string at the head of the filename.
- Use all lower-case letters.
- Do not use quotation marks or blank spaces.

- It is judged that a forced start has been selected when the content of "nvclear" is executed and the machine shifts to the alternate system (forced start).

- 3. Create a directory named "restore_key" inside the root directory of the SD card. Then, save the "nvram_key.txt" file using the following name: /restore_key/nvram_key.txt
- 4. Confirm that a message is displayed on the LCD telling you to insert the SD card that contains the encryption key.
- 5. Turn OFF the main power switch.
- 6. Insert the SD card that contains the encryption key into Slot 2 (the lower slot).
- 7. Turn ON the main power switch.
- 8. The machine automatically clears the HDD encryption.
- 9. Turn OFF the main power switch when the machine has returned to normal status.
- 10. Remove the SD card from Slot 2.
- 11. Turn ON the main power switch.
- 12. Do Memory clear SP5-801-xx (Exclude engine SP), and SP5-846-046:address book.

SP Number	Memory Clear
SP5-801-003	SCS
SP5-801-004	IMH memory
SP5-801-005	MCS
SP5-801-006	Copier application
SP5-801-007	Fax application
SP5-801-008	Printer application
SP5-801-009	Scanner application
SP5-801-010	Web service
SP5-801-011	NCS
SP5-801-012	RFAX/IPU
SP5-801-013	RFAX/IPU
SP5-801-014	DCS
SP5-801-015	UCS
SP5-801-016	MIRS
SP5-801-017	CCS
SP5-801-018	SRM
SP5-801-019	LCS
SP5-801-020	Web Uapl
SP5-801-021	ECS
SP5-801-023	AICS
SP5-801-024	Browser
SP5-801-025	websys

SP5-846-046	Address book

13. Set the necessary user settings in the User Tools.



Technical Bulletin

Reissued:

Model: General RTB

Date: 22-Jan-15

No.: RGene045c

RTB Reissue

The items in *bold italics* were corrected or added

Subject: Encryption key restoration with SD card.				Prepared by: A.Ishida		
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.						
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	 Part information Electrical Transmit/rec Other (tion eive)	 Action required Service manual revision Retrofit information Tier 2 		

This RTB has been issued to announce the procedures of encryption key restoration extracted from the other RTB RGene039.

NOTE:

- 1. "NVRAM" mentioned in this RTB means the NVRAM on Controller Board.
- 2. "NVRAM" or EEPROM on Engine Board (BCU, BICU, VBCU etc.,) has nothing to do with this RTB.

How to restore the old encryption key to the MFP

The following message appears after the controller board is replaced, or after the hard disk and controller board are replaced. In such cases, it is necessary to restore the encryption key to the new controller board.



To do this, follow the procedure below.

- 1. Prepare an SD card that has been initialized in FAT16 format.
- 2. Using a PC, create a folder in the SD card and name it "restore_key".
- 3. Create a folder in the "restore_key" folder and name it the same as machine's serial number, "xxxxxxxxx" (11 digits)
- 4. Create a text file called "key_xxxxxxxxx.txt" and save it in the "xxxxxxxxxx" folder. Write the encryption key in the text file. /restore_key/xxxxxxx/key_xxxxxxx.txt

- Note: Ask an Administrator to enter the encryption key. The key has already been printed out by the user and may have been saved in the "key_xxxxxxxxx.txt" file. (The function of backing up the encryption key to the SD card directly is provided with 11A products or later.)
- 5. Turn ON the machine's main power switch.
- 6. Confirm that a message is displayed on the LCD telling you to insert the SD card that contains the encryption key.
- 7. Turn OFF the main power switch.
- 8. Insert the SD card that contains the encryption key into Slot 2 (the lower slot).
- Turn ON the main power switch. Note: The machine will automatically restore the encryption key to the flash memory on the controller board.
- 10. Turn OFF the main power switch when the machine has returned to normal status.
- 11. Remove the SD card from Slot 2.

How to do a forced start up with no encryption key

If the Encryption Key back-up has been lost, follow the procedure below to do a forced start-up.

Important: The HDD will be formatted after the forced start-up.

Encrypted data will be deleted.

User settings will be cleared.

- 1. Prepare an SD card.
- 2. Create a directory named "restore_key" inside the root directory of the SD card.
- 3. Create a text file and name it "nvram_key.txt".

Important:

- The only contents of the file should be as follows: nvclear.
- Use all lower-case letters.
- Do not use quotation marks or blank spaces.
- It is judged that a forced start has been selected when the content of

"nvram_key.txt" is executed and the machine shifts to the alternate system (forced start).

- 4. Save the file in "restore_key" as follows: /restore_key/nvram_key.txt
- 5. Confirm that a message is displayed on the LCD telling you to insert the SD card that contains the encryption key.
- 6. Turn OFF the main power switch.
- 7. Insert the SD card that contains the encryption key into Slot 2 (the lower slot).
- 8. Turn ON the main power switch, and the machine automatically clears the HDD encryption.
- 9. Turn OFF the main power switch when the machine has returned to normal status.
- 10. Remove the SD card from Slot 2.

- 11. Turn ON the main power switch.
 12. Execute the following Memory Clear SP modes from SP5-801-xx (Exclude engine SPs), and *SP5-846-050:address book.*

SP Number	[Memory Clear]
SP5-801-003	SCS
SP5-801-004	IMH memory
SP5-801-005	MCS
SP5-801-006	Copier application
SP5-801-007	Fax application
SP5-801-008	Printer application
SP5-801-009	Scanner application
SP5-801-010	Web service
SP5-801-011	NCS
SP5-801-012	RFAX/IPU
SP5-801-013	RFAX/IPU
SP5-801-014	DCS
SP5-801-015	UCS
SP5-801-016	MIRS
SP5-801-017	CCS
SP5-801-018	SRM
SP5-801-019	LCS
SP5-801-020	Web Uapl
SP5-801-021	ECS
SP5-801-023	AICS
SP5-801-024	Browser
SP5-801-025	websys
SP5-846-050	Address book

13. Set necessary user settings in the User Tools.

RICOH

Technical Bulletin

Model: General RTB				Date: 11-Jan-12		No.: RGene046
Subject: Cauti	P	Prepared by: K. Yamamoto				
From: 1st Tech Service Sect., MFP/P Tech Service Dept.						
Classification:	Troubleshooting	Part inform	atior	n 🗵	Action red	quired
	Mechanical Electrical] Service m	nanual revision
	Paper path Transmit/re		eceiv	/e] Retrofit in	formation
	Product Safety	Other ()	\triangleright	Tier 2	

Important Information about Firmware Updates via SD Card

The below "Caution" was added to the Service Manuals of the following models: MT-C3.5, MT-C4, R-C5, K-C3, PG-C1, Be-C1, Be-C1.5, N-C3, N-C2, AI-P1

5. System Maintenance - Updating the Firmware

Caution:

Before you start the firmware upgrade procedure, make sure that the machine is disconnected from the network. This is to prevent a print job from being received while the upgrade is in progress.

RICOH

Technical Bulletin

Model: General				te: 06-Mar-12		No.: RGene047
Subject: Parts int		Prepared by: Yuji Urushihara				
From:2nd Tech Support Sec. Service Support Dept.						
Classification:	☐ Troubleshooting		orma	al Action Action		n required
	🗌 Mechanical	Mechanical Electrical				ice manual revision
	🗌 Paper path 🛛 Transm			eive	Retrot	fit information
	Product Safety	Other ()	Tier 2	

Old part number	New part number	Description	Q'ty	Int	Page	Index
-	B6455020	SD- CARD:SERVICE:1GB:ASS'Y	0-1	-	-	-

Change: A 1GB SD card was newly registered.

Reason: So that multiple firmware modules can be stored onto one SD card.

Support matrix: SD cards (sizes) x product categories

SD card size	Product category				
	Category 1	Category 2			
	Supported	Supported			
	Supported	Supported			

Note:

- See the next page of this RTB for a list of the models in each product category.
- There are now two SD cards available as service parts: the existing 128MB card and the new 1GB card.
- The new 1GB SD card is produced by Panasonic, and has a speed class of 6.
- Commercially available (non-service parts) SD cards are **not** supported.



Technical Bulletin

Model: General

Date: 06-Mar-12

No.: RGene047

Product	Proc	luct type	Model		
calegory	MFP	Color	Aficio MP C1800/C2200/C2201		
			Aficio MP C2800/C3300		
			Aficio MP C2801/C3301		
			Aficio MP C4000/C5000		
			Aficio MP C4001/C5001		
			Aficio MP C6000/C7500		
			Aficio MP C6001/C7501		
			Aficio MP C300		
			Aficio MP C400		
		B/W	Aficio MP 2550/3350		
			Aficio MP 2552/3352		
			Aficio MP 4000/5000		
			Aficio MP 6001/7501/9001		
			Aficio SP 5200		
			Aficio SP 5210		
		Wide format	Aficio MP W3601/W2401		
		Oslav	Aficio MP W/140/W5100		
1	Printer	Color	Afficio SP C/20/C/21		
			Alicio SP C820/C821		
			Alicio SP C320 Aficio SP C420		
			Alicio SP C420 Aficio SP C430DN		
			Aficio SP C430DN		
		B/W/	Aficio SP 8200		
		0, •••	Aficio SP 6330/6320/6310		
			Aficio SP 4210		
			Aficio SP 4310/4300		
			Aficio SP 5200DN		
			Aficio SP 5210DN		
		Production	Pro 1357EX/1107EX/907EX		
		Printing	Pro 1357/1107		
			Pro C751EX/C651EX		
			Pro C900S		
		<u> </u>	Pro C901S		
		New produ	ucts to be launched in the future		
2	All products older than Category 1				

RICOH

Technical Bulletin

Model: General D				e: 26-Feb	13	No.: RGene060	
Subject: The System Software reloading error occurrs when using HDD(D6504004/D0295795/D0295796)				Prepared by: Chihiro Shimaji			
From: 1st Tech Service Sect., MFP/P Tech Service Dept.							
Classification:	☐ Troubleshooting	Part info	orma	mation Actio		n required	
	Mechanical Electrical		al	🗌 Service manual rev		e manual revision	
Paper path Transmit/			it/rec	eive	Retrof	fit information	
	Product Safety	Other ()	🛛 Tier 2		

SYMPTOM

A formatting time-out error occurs when reloading the System software using an Ethernet network cable after replacing the HDD with one of the following:

D6504004 (160GB), D0295795 (500GB), D0295796 (500GB)

Note: Even under these conditions, there are cases in which the error does not occur. If it does not occur, the HDD can be used without any functional issues. However, the original storage capacity of the HDD (see CAUSE below) will appear on the Configuration Sheet / CWS (Command WorkStation).

CAUSE

The usable storage capacity of the HDD mentioned above was not "capped" to 80GB/160GB before the drives were registered as Service parts.

- Note:
 - Capping has been performed on HDDs installed in machines at the factory since the beginning of production.
- The D0295795 and D0295796 HDDs can be used on At/Ap-C2/C2.5, Mt-C4, because the specified HDD size of these machines is 500GB.

SOLUTION

Service parts:

The usable storage capacity has been capped.

In the field:

If the symptom occurs, replace the HDD with the following:

	Model	Code	Specified value	New P/N
V-C1 EFI	Color Controller E-7000	D815-41/42	80GB	D5021020
V-C2 EFI	Color Controller E-7100	D380		(clipped from
V-C3 EFI	Color Controller E-7200	D502		500GB to 80GB)
At/Ap-C1 EFI	Color Controller E-3000/5000	G878/889		
At/Ap-C2 EFI	Color Controller E-3100/5100	D479/480		
At/Ap-C2.5 EFI	Color Controller E-3200/5200	D557/558		
B-C3 EFI	Printer Controller EB-135	G847		
At/Ap-C3 EFI	Color Controller E-3300/5300	D650/D651	160GB	D6501020
				(clipped from
				500GB to 160GB)
Technical Bulletin

PAGE: 1/2

Model: General RTB			Dat	Date: 23-Aug-13		No.: RGene062
Subject: language switch to display				Prepared by: N.Yoshida		
From: 1st Tech Service Sect., MFP/P Tech Service Dept.						
Classification:	Troubleshooting	Part info	orma	tion 🗌 Acti		n required
	🗌 Mechanical	Electrica	Electrical		Servic	ce manual revision
	Paper path	🗌 Transm	it/rec	eive	Retro	fit information
	Product Safety	Other ()	🗌 Tier 2	

Important Notice regarding Display Language Support

- Five new display languages will be supported from models using Autumn 2012 or later GW+ controllers. See the procedure below.
- Display languages supported:

[Japanese], [English], [French], [German], [Italian], [Spanish], [Dutch], [Norwegian], [Danish], [Swedish], [Polish], [Portuguese], [Hungarian], [Czech], [Finnish], [Simplified Chinese], [Traditional Chinese], [Russian], [Greek], [Catalan], [Turkish], and [Brazilian Portuguese]

Procedure

- 1. Login as an Administrator.
- 2. Access the following:

[User tools] – [system setting] - [administrator] tab – [Select Switchable Languages]



Technical Bulletin

Date: 23-Aug-13

No.: RGene062

Model: General RTB

🔹 System Settings	Exit
General Tray Paper Timer Inter Features Settings Settings Settings	face File Administrator Irgs Transfer Tools
Device Setting Information: Import Setting (Server)	Compulsory Security Stamp-Copier Do not Stamp
Device Setting Information: Run Import (Server)	Compulsory Security Stamp Doc. Srvr. Do not Stamp
Device Setting Information: Export (Memry Stree Devc)	Compulsory Security Stamp Facsimile Do not Stamp
Device Setting Information: Import (Menny Strge Devc)	Compulsory Security Stamp-Printer Do not Stamp
PDF File Type: PDF/A Fixed Off	User's Own Customization Prohibit
Stop Key to Suspend Print Job All Print Jobs	
Energy Saver Key to Change Mode Low Power Mode	Select Switchable Languages
	5/5 A Previous
Prevere toner cartridge replacement(s).	2013/ 8/10 11:15

Technical Bulletin

PAGE: 1/2

Model: General			Date: 18-Sep-13			No.: RGene063
Subject: Service Manual Correction (SP5816-204)				Prepared by: A. Ishiyama		
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.						
Classification:	Troubleshooting	Part info	ormat	tion	Action	n required
	Mechanical	Electric] Electrical 🛛 Ser		Servic	ce manual revision
	Paper path	🗌 Transm	it/rec	eive	Retro	fit information
	Product Safety	Other ()	🛛 Tier 2	

Important Information Regarding Devices Connected to @Remote via Embedded RC Gate

The Service Manuals for the products listed below were changed as follows:

• Add the SP description for 12A and later models shown below (bold texts).

5. Service Tables SP5816-204

Affected Products:

• 05S to 12S models

SP5-816-xxx (Mode)

204	Confirm	Confirm Result						
	Displa	Displays a number that indicates the result of the inquiry executed with SP5816						
	203.							
	Code	Meaning						
	0	Succeeded						
	1	Request number error						
	3	Communication error (proxy enabled)						
	4	Communication error (proxy disabled)						
	5	Proxy error (Illegal user name or password)						
	6	Communication error						
	8	Other error						
	9	Request number confirmation executing						

• 12A and later models

SP5-816-xxx (Mode)

204	Confir	m Result				
	Displa SP581	Displays a number that indicates the result of the inquiry executed using SP5816 203.				
	Code	Meaning:				
	0	Succeeded				
	3	Communication error (proxy enabled)				
	4	Communication error (proxy disabled)				
	5	Proxy error (illegal user name or password)				



Ν	lodel: Genera	al		Date: 18-Sep-13	No.: RGene063	
		6	Communication error			
	8 Other error					
		9	Still confirming request number			
		11	Request number error (Device is already registered)			
		12	Request number error (Parameter error)			

Technical Bulletin

Model: General RTB			Date: 20-Sep-13			No.: RGene064
Subject: Location in which SDK is stored				Prepared	d by: N.Y	oshida
From: 1st Tech Service Sect., MFP/P Tech Service Dept.						
Classification:	Troubleshooting	Part info	orma	tion	Action	n required
	🗌 Mechanical	Electric	Electrical		Servic	e manual revision
	Paper path	🗌 Transm	it/rec	eive	Retro	fit information
	Product Safety	Other ()	Tier 2	

Important Notice regarding On-board Java VM

Overview

Beginning from Autumn 2012 GW+ products, the Java VM function will be provided as a standard feature (as an on-board feature of the controller board). Up until these models, this has been provided as an SD card based option.

Controller generation	Supported models
12 Autumn GW+	• MET-C1(D146/D147/D148/D149/D150)
	• CH-C1(D135/D136/D137/D138)
	• OR-C2(D182/D183/D184)
	 BR-C1(D179/D180/D181)

Important Notes

• Because of this change, when you replace the controller board in the field, make sure to check if there are any SDK applications installed on the board before removing the old board. If there are, install the application again on the new board or use the recovery procedure.

Note: The specific location at which the SDK application is installed (controller board, HDD, SD card) will vary from application to application.

• Refer to the following table to know where the application is installed.

Storage locations of SDK application

Product Name	Installation Location	Required procedure for when a controller board is replaced	Installation Guide
RICOH Streamline NX	Controller Board	Re-installation	Refer to "Streamline NX Administrator's Guide".
RICOH Streamline NX FR Filter (GPS Filter)	Device HDD	Not required	Refer to GK FAQID#169551.

RICOH

PAGE: 2/2

Model: General RTE	Date: 20-Sep-13	1	No.: RGene064			
GlobalScan NX v2.x	Controller Board	Re-installati	on	Ref Mar Mar	er to "Remote Install nager V1.1 Service nual".	
Card Authentication Package v2.x	Controller Board	Re-installati	on	Refer to RTB#RD60200 ELP is also installed, ref RTB#RD602009.		. If er to
Enhanced Locked Print v2.x	Controller Board	Re-installati	on	Ref CAI RTE	er to RTB#RD602008 P is also installed, refe 3#RD602009.	. If er to
Enhanced Locked Print v2.x FR Filter (GPS Filter)	Device HDD	Not required	t	Ref CAI RTE	er to RTB#RD602008 P is also installed, refe 3#RD602009.	. If er to
FlexRelease CX v1.x	Controller Board	Re-installati	on	Ref	er to RTB#RD742002	
RICOH Scan CX v1.x	Controller Board	Re-installati	on	Not	launched yet.	

Technical Bulletin

PAGE: 1/3

Model: General RTB			Date: 25-Sep-13			No.: RGene065
Subject: Procedure to disappear the changing password screen				Prepared	d by: К. N	<i>l</i> oriizumi
From: 2nd Tech S	Service Sect., MFP/P Tech Ser	rvice Dept.				
Classification:	Troubleshooting	Part info	orma	tion	Action	n required
	Mechanical	Electric	al		Servic	e manual revision
	Paper path Transm		smit/receive		Retrof	fit information
	Product Safety	🛛 Other ()	🛛 Tier 2	

IMPORTANT NOTICE about Machine Security

Overview

- When you install MFPs containing the firmware versions mentioned below (or later), **the user must change the passwords for the Supervisor and Administrator 1** before using the machine. The "Program/Change Administrator" screen is displayed at first power ON. This is to enhance machine security.
- Before the user changes these passwords, however, customer engineers must configure some installation settings.
- To do both of these operations, **follow the Procedure below.**

Reason

MFP Operator's Instructions advise the customer to change the passwords for the Supervisor and Administrators before using the machine, but some customers do not do this. If the MFP is used with blank passwords, there is a risk of unauthorized access via the Internet. The customer's valuable information/data may be leaked.



Model: General RTB

Date: 25-Sep-13

No.: RGene065

Procedure

- 1. Turn the machine main power ON.
- 2. After the "Program/Change Administrator" screen is displayed, access SP mode.



- 3. Execute **SP5-755-002** (Hide Administrator Password Change Scrn). **Note:** After you execute this SP and exit SP mode, the Home screen is displayed.
- Configure the installation settings (normal installation procedure), and then turn the main power OFF/ON.
 Note: When the machine boots up, the "Program/Change Administrator" screen appears again.

Model: General RTB	Date:

e: 25-Sep-13

No.: RGene065

5. Give the customer the instructions shown below (from the Operator's Instructions), and advise them to change the passwords for the **Supervisor** and **Administrator 1.**

Notes on Using Multi-Function Printers Safely

To use the supplied multi-function printers, it is recommended you take following measures:

- You can prevent unauthorized Internet access to the MFP by installing it in a firewallprotected network.
- You can improve MFP's data protection functionality by changing the password specified for the machine administrator and the machine supervisor.
- It is recommended you protect the data stored in the MFP by configuring user authentication and the password used to access stored files.
- User authentication allows only authorized users to use the MFP through smart card and password authentification.

You can prevent unauthorized access to stored files by configuring the password used to access each file.

You can use each function according to the following procedures:

Changing the Administrator/Supervisor Password

"Be sure not to forget the supervisor login user name and login password. If you do forget them, a service representative will have to return the machine to its default state. This will

Note:

- If the customer does not want to set these passwords, advise them to leave the password field blank and press "OK" on the password input screen.
- This modification was applied from the Met-C1 series, from the following firmware versions. For other models, see the release notes for each model.

System/Copy

RICOH

Model name	Version	Part number
Model Met-C1ab	Ver.1.06	D1475550J
Model Met-C1cde	Ver.1.10	D1495550K
Model Met-C1ab	Ver.2.22	D1465550G
(Smart Panel model)		
Model Met-C1cde	Ver.2.22	D1485550G
(Smart Panel model)		

- The "Program/Change Administrator" screen is not displayed if any of the Administrator-level passwords (Supervisor, Administrators 1-4) are changed using WIM or other remote tool.
- The "Program/Change Administrator" screen is not displayed if you update the firmware on a machine already installed (unless you perform an NVRAM clear).
- If you execute SP5-755-001 (Disp Administrator Password Change Scrn) while the passwords for the Supervisor and Administrators 1-4 all still blank, the "Program/Change Administrator" screen will be displayed the next time the main power is turned OFF/ON.

Technical Bulletin

Model: General RTB Da			Dat	Date: 6-Nov-13		No.: RGene066
Subject: New Firmware update - SFU			Prepare	d by: к. ١	/amamoto	
From: 2nd Tech	Service Sect., MFP/P Tech Se	rvice Dept.				
Classification:	Troubleshooting	Part info	orma	tion	Action	n required
	🗌 Mechanical	Electric	al		Servic	ce manual revision
	Paper path	🗌 Transm	it/rec	eive	Retro	fit information
	Product Safety	🛛 Other ()	🛛 Tier 2	

Important Information:

New Features for SFU, RFU, and PFU Firmware Updates

1. OVERVIEW

- **SFU** (Smart Firmware Update) enables you to download a machine's firmware with a single operation at the LCD touch panel. This reduces the time needed for firmware updates, and makes it easier to manage the versions of firmware installed on each machine.
- To enable this, the firmware for each model has been bundled together into one firmware package.
- To update the firmware via SFU, the machine must be **@Remote connected**, especially only embedded device. (Devices which are connected by an appliance do not support this function).



Model: General RTB

Date: 6-Nov-13

No.: RGene066

New types of firmware updates

Network-connected downloads: SFU, RFU

SFU:

The firmware can be updated all at once by following a simple procedure, without having to use an SD card.

RFU (with new bundled firmware):

The firmware for the mainframe is bundled into a single package. As a result, the machine firmware can be updated to the most recent versions, through a single RFU operation.

Note: This feature is scheduled to be launched in January 2014. This is because the firmware download (SERES) server must be modified to handle the large size of the firmware bundles for multiple models.

SD card-based download

PFU (Package firmware update):

The packaged firmware can also be used for an SD card-based update. This reduces the time needed for firmware updates, and makes it easier to manage the versions of firmware installed on each machine.

Note:

- Make a "package" folder in the SD card. Package firmware should be in the "package" folder in SD card instead of the "romdata" folder; otherwise, the firmware does not appear on the operation panel.
- Individual firmware will continue to be available. So if a machine needs a specific firmware version, use the individual versions.
- Some firmware is only provided in the individual form, such as for Java VM and firmware for the finisher.
- If the version of the individual firmware in the package is newer than the version inside the machine, the update will begin. If the version the same or older than the one already installed, the firmware update will be skipped automatically. This reduces the time to update the complete package firmware.
- As soon as an update for an individual firmware is released, the package is updated with this new version.

Configuration	File size	Total required time to update	Time to validate the config.	Update time
Maximum configuration	147MB	23 min. 05 sec.	2 min. 20 sec.	20 min. 45 sec.
Minimum configuration	60MB	8 min. 37 sec.	1 min. 06 sec.	7 min. 31 sec.

Approximate update time (package)

Model: General RTB

Date: 6-Nov-13

No.: RGene066

2. SUPPORTED MODELS AND FIRMWARE

- MET-C1 xyz:
- MET-C1abc, CH-C1:

From the **beginning of mass production**

Note:

From System/Copy firmware (timing: TBA by RTB)

- For future productions after the above machines, this function will be available.

3. MODIFICATION OF FIRMWARE UPDATE PROCEDURES

The modified firmware update procedures will be announced by RTB for each model. Until this time, see the "System Maintenance" section of the Service Manual for the MET-C1 (D176/D177).

5. Software Version Up => SFU (Smart Firmware Update)

Note:

- A new button, [Firmware Update], was added to the SP mode main screen.



The following dialog was added to the main view of the firmware updated by SD card:

This SD card contains both a firmware package and a module. Select the one to use for updating.
Package
Module
Cancel OK

PAGE: 1/3

Model: General RTB			Dat	ate: 9-Dec-13		No.: RGene067
Subject: Display types			Prepared by: K. Moriizumi			
From: 2nd Tech S	Service Sect., MFP/P Tech Ser	vice Dept.				
Classification:	Troubleshooting	Part info	ormat	tion	Action	n required
	Mechanical	Electrica	al		Servic	ce manual revision
	Paper path	Transmi	it/rec	eive	Retro	fit information
	Product Safety	Other ()	🛛 Tier 2	

This RTB lists the types of operation panel displays used on GW models.

RICOH

Product			Operation panel
group	Model	Code	type
04A	AR-P2	G139	2-line
	C-P2	G112	2-line
	G-P1	G104	2-line
	K-P4	G116	2-line
	TH-C1	B156	HVGA
	J-C2	B178	HVGA
	D-C2	B188	HVGA
	V-C1	B132	HVGA
	MT-C2.5	B140	HVGA
	MT-P1	G126	2-line
05S	A-C4	B195	HVGA
	R-C4	B205	HVGA
	A-C4.5	B296	HVGA
	R-C4.5	D007	HVGA
	J-P4	G131	HVGA
05A	AP-C1	B222	WVGA
	AT-C1	B230	WVGA
	PG-C1	B229	4-line
	B-C3	B234	SVGA
	MT-C3	B246	WVGA
06S	AP-P1	G146	4-line
	G-P2	G160	4-line
	A-P4	G147	2-line
	AP-P1	G133	4-line
	MT-P2	G148	2-line
06A	N-C2	B286	WVGA
	S-C2	B129	WVGA
	PR-C1	D010	4-line
	K-C3	B245	4-line
	S-C3	B262	4-line
	N-P1	G180	4-line
	S-P1	G176	2-line
07S	AG-C1	D016	SVGA

RICOH	T echn	ical B ulletin	PAGE
Model: General RT	В	Date: 9-Dec	-13 No.: RGene067
Product			Operation panel
group	Model	Code	type
	AG-P1	G178	SVGA
	Aries-C1.5	D095	SVGA
	Aries-P1.5	M077	SVGA
	B-C3	B234	SVGA
07A	AL-C1/AL-C1.5	D009/D011/D0 91	WVGA
	R-C5/C5.5	D017/D084	WVGA
	AL-P1	G179	4-line
	V-C2	D014	WVGA
	BE-C1	D046	WVGA
08S	DI-C1	D038	WVGA
	DI-C1LL	D112	WVGA
	DI-C1L	D037	4-line
	G-P3	G190	4-line
	AP-C2	D029	WVGA
	AT-C2	D025	WVGA
08A	S-P2	M001	2-line
	MT-C4	D062	WVGA
	B-C4	D059	SVGA
	B-P1	M002	SVGA
	AP-P2	G188	4-line
09S	Kr-P2	M047	4-line
	S-C4/C4.5	D067/D115	4-line
09A	S-P3	M080	4-line
	Z-P1	M066	4-line
	Sh-P1	M020	4-line
	MD-P2	M075	4-line
	N-C3	D093	WVGA
	V-C3	D081	WVGA
	Taurus-C1	D074	SVGA
	Taurus-P1	M044	SVGA
	Sh-MF1	M052	WVGA
	OR-C1	D120	WVGA
	AP-C2.5	D089	WVGA
	AT-C2.5	D087	WVGA
	DI-C1.5	D104	WVGA
	Z-C1	M022	WVGA
11A	AL-C2	D129/D130	WVGA
	MT-C5	D132/D133	WVGA
	AT-C3	D111/D142	WVGA
	AP-C3	D143/D144	WVGA
	Mo-C1	D142	WVGA
12S	GR-C1	D117/D118	u-WVGA
	ST-C5	D127/D128	u-WVGA



Иc	del: General RTI	3		Date: 9-De	ec-13	No.: RGene	067
	Product				Operati	on panel]
	group	Model	(Code	ty	/pe	
		AP-P3	M12	24/M125	u-W	/VGA	
		AL-P2	Ν	/132	u-W	/VGA	1
		MT-P5	Ν	/140	u-W	/VGA	1
	12A	K-C4bc	D15	58/D159	u-W	/VGA	
			D160	/D161/D1	4-	line	Ì
		K-C4a/C4L		70			
		Ch-C1	D13	35/D136	W	/GA	Ì
		Mat C1	D146	/D147/D1	W	/GA	Ì
		Met-C I	48/D ⁻	149/D150			
		Ti-P1	Ν	/109	4-	line	Ì
			D179	/D180/D1	W	/GA	ĺ
		BR-CI		81			
		0+ 00	D182	/D183/D1	W	/GA	1
		01-02		84			

Technical Bulletin

PAGE: 1/12

Model: General RTB			Dat	Date: 14-Jan-14		No.: RGene070
Subject: Procedure of package firmware Update			Prepare	d by: T. K	(iyohara	
From: 1st Tech S	ervice Sect., MFP/P Tech Serv	vice Dept.				
Classification:	Troubleshooting	Part info	orma	tion	Action	n required
	🗌 Mechanical	Electric	al		Servic	e manual revision
	Paper path	Transm	it/rec	eive	Retro	fit information
	Product Safety	igvee Other ()	🛛 Tier 2	

Update Procedure for Package Firmware

OVERVIEW

- The release of firmware packages has begun. These packages are comprised of multiple individual firmware modules (Ex., System/Copy, Engine, other). In parallel with this, the individual modules will continue to be released separately.
- This RTB explains the update procedure for firmware packages.

1. SFU (Smart Firmware Update): Updating package firmware over the network

- This feature is accessible from the machine operation panel, via the new [Firmware Update] menu in SP mode. From this menu, it is possible to download firmware as well as install the new firmware on the machine.
- There are two methods to perform an SFU: Update immediately or update at the next visit. With the second method, a technician can schedule a future firmware download (to be performed automatically), and then manually install this firmware at the next service visit.
- The firmware download may take several tens of minutes depending on the network environment. For this reason, the second method (update at the next visit) is recommended.

NOTE:

To use this feature, the machine in question must have an embedded @Remote appliance installed. It cannot be used on machines that connect to @Remote via non-embedded intermediary appliance.

2. Updating package firmware via an SD card

For models that have package firmware available, package firmware update can also be performed using the conventional SD card method. This is done by writing the package firmware directly to the SD card and then installing the firmware in the conventional way.

Types of firmware update files, supported update methods:

	SFU	SD	RFU
Individual firmware	Х	0	0
Package firmware	0	0	Х

Model: General RTB	
--------------------	--

Date: 14-Jan-14 No.

No.: RGene070

3. Supported firmware

The firmware has been modified to support SFU. The following table shows the supported System/Copy versions for the Metis-C1a/b/c/d/e.

Model	Part number	Version
RICOH MP C3003/C3503	D1475550K	1.08
RICOH MP C3003Z/C3503Z	D1465550H	2.24
RICOH MP C4503/C5503/C6003	D1495550L	1.12
RICOH MP C4503Z/C5503Z/C6003Z	D1485550H	2.24

Package file: xxxxxxx.pkg Package firmware required for SFU

4. Methods

The following three methods are available for updating package firmware.

- 1. SFU (Firmware update from operation panel)
- Update at the next visit (Reserve)
 2-1 below for how to program the update to be performed later
 2-2 below for how to view information for programmed updates
 - 2-3 below for how to install the downloaded firmware on the machine
- 3. Update via SD card

1. SFU (Firmware update from operation panel)

PROCEDURE

1. Access SP mode and tap the [Firmware Update] button.

Note: This button will appear even on models which do not have an embedded @Remote appliance (i.e. models that do not support SFU). If this button is pressed, an error code will be displayed.



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Error codes:

- E57 The machine is not @Remote connected.
- E58 The machine is @Remote connected, but not via an embedded appliance.
- E60 The machine does not support installation of an HDD.
- E49 SP5-886-001 is set to prohibit firmware (ROM) updates.
- 2. Tap [Update].





Model: General RTB

Date: 14-Jan-14

No.: RGene070

The machine will then automatically reboot itself.

[Loading]
[Package	

2. Update at the next visit (Reserve)

As mentioned above, it is possible to set the machine to download the package firmware necessary for SFU in advance, and then perform the actual installation at the next service visit. This eliminates the need to wait for the firmware to download at the service visit.

2-1 How to set the machine to download firmware later (RESERVE) PROCEDURE:

1. Access SP mode and tap the [Firmware Update] button.

Note: This button will appear even on models which do not have an embedded @Remote appliance (i.e. models that do not support SFU). If this button is pressed, an error code will be displayed.



d176f2107

Error codes:

- E57 The machine is not @Remote connected.
- E58 The machine is @Remote connected, but not via an embedded appliance.
- E60 The machine does not support installation of an HDD.
- E49 SP5-886-001 is set to prohibit firmware (ROM) updates.



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4. Confirm whether or not the package firmware has been downloaded to the machine.

If the package firmware has not been downloaded to the machine yet:

- The reservation settings screen will be displayed. Enter the following information.

"Next time to visit this customer":

The package firmware will be automatically downloaded by this time/date.

• "When to receive? (1-7)":

The download of the package firmware will begin the specified amount of time in advance of the next visit.

SPE-P	終了
Next time to visit this customer	
When to receive? (1-7) 1 day(s) before visit	
Set Clear Cancel	
■Eしくセットしてください。 ■フラック・シアン・マゼンタ・イエロー・特徴 ・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・	6f2124

RICOH
Model: General RTB

odel: General RTB	Date: 14-Jan-14	No.: RGene070

Note: In the two diagrams below, the firmware was set to be downloaded by the day preceding the next scheduled visit. In the first diagram, the download was successful on the first try. In the second diagram, the download failed three times and was successful on the fourth try.



Note:

- If the firmware download fails or cannot be completed due to network settings/condition, no power to the machine, or other reason, the machine will continue retrying every six hours until the scheduled deadline (up to a maximum of four tries). For example, if the download is set for the day before the next visit, the machine will attempt the download at 24 hours before the visit, and then continue trying every six hours (max. four tries total).
- Therefore, if the download cannot be completed successfully by the time of the next scheduled visit, the machine will stop trying to download the firmware.
- ♦ The retry is only performed in cases where the firmware download has failed.
- If the machine is in Energy Saver mode when the download is scheduled to begin, the download will be performed in the background and the machine/panel will stay in Energy Saver mode.
- The download will continue uninterrupted even if the user initiates a print job, copy job, or other operation while the download is in progress.
- The download will be terminated if the user turns the power off while the download is in progress.

T echnical	B ulletin

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Nodel:	General RTB	

RICOH

Date: 14-Jan-14

No.: RGene070

If the package firmware has already been downloaded to the machine:

- The following screen will be displayed.

- After the flow of operations for update at next service visit has been completed, it is possible to program (Reserve) a future download.



Note: If package firmware has already been downloaded to the machine's hard drive, it is not possible to program another scheduled download (reservation). A new reservation can be made by executing an upload of the firmware in the hard drive, as this will delete the downloaded firmware file.

2-2. How to check the firmware downloaded with RESERVE

PROCEDURE

- 1. Access SP mode and tap the [Firmware Update] button.
 - Note: This button will appear even on models which do not have an embedded @Remote appliance (i.e. models that do not support SFU). If this button is pressed, an error code will be displayed



d176f2107

Error codes:

- E57 The machine is not @Remote connected.
- E58 The machine is @Remote connected, but not via an embedded appliance.
- E60 The machine does not support installation of an HDD.
- E49 SP5-886-001 is set to prohibit firmware (ROM) updates.
- 2. Tap [Reserve].

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	Bulletin Date: 14-Jan-14

- 4. Check the information displayed. **Note:** This information will only be displayed if the reserved firmware has already been downloaded.

SPE-F	WIN 0.54 終了
Reservation reception result	Success
Part number of reserved and received package	D1234567
Version of reserved and received package	1.35
Package received date	2013/05/22
Reservation reception has succee You may start the update.	^{ided.} Back
■ Eしくセットしてください。 ブラック・ジアン・マゼンタ・イエロー・特色	

IMPORTANT: If the data items appear as shown below ("-"), return to PROCEDURE 2-1 and redo the firmware reserve settings.

Cash Se Leale	301573/ #
	Back
Package recieved date	-
Version of reserved package	-
Part number of reserved package	-



Model: General RTB

Date: 14-Jan-14

No.: RGene070

2-3. How to install firmware downloaded with RESERVE

PROCEDURE

- 1. Access SP mode and tap the [Firmware Update] button.
 - Note: This button will appear even on models which do not have an embedded @Remote appliance (i.e. models that do not support SFU). If this button is pressed, an error code will be displayed



d176f2107

Error codes:

- E57 The machine is not @Remote connected.
- E58 The machine is @Remote connected, but not via an embedded appliance.
- E60 The machine does not support installation of an HDD.
- E49 SP5-886-001 is set to prohibit firmware (ROM) updates.
- 2. Tap [Update].



3. Tap [更新実行].





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4. Tap [YES].

Note: This screen is only displayed if the reserved firmware has already been downloaded to the machine. This dialog ensures that the most recent version can be installed in the machine, even if the version already downloaded is not the latest version.

SPE-K		HAIN 0.54	終 7
Do you wish	to download and u	odate the late	est ver.
1.39?			
* Downloadi	ng may take some t	time.	
	\frown		\neg
	(YES)	(NO	
しくれったしアイガネル			

d176f2117

The following screen is then displayed:

V	o poo chig	
		103
	10	10
	10	1.03
	10	10
	10	10
	10	10

Once the update has been completed, the following screen is displayed and the machine automatically reboots.



3. How to update package firmware using an SD card

PROCEDURE

Writing the package firmware to the SD card:

1. Create a new folder inside the SD card and name it "package". Then, copy the package firmware (xxxxxxx.pkg) to this folder.



IMPORTANT: 1. This folder must be named "package" in order for the update to work. If you copy the package firmware into the "romdata" folder, the update will not work.

2. Only one version of the package firmware should be copied in the folder. If you copy multiple version of package firmware in SD card, machine select only one version of firmware randomly.

Installing the package firmware written to the SD card:

- 2. Turn the machine main power OFF.
- 3. Insert the SD card containing the package firmware into the SD card slot.
- 4. Turn the machine main power ON.
- 5. Tap [Package] and then [OK] when the following screen appears.



6. Tap [Update].



d176f2127

	Upd	dating		10
		10		10
		10		10
		10		10
		10		10
		10		10
		10		10
Cancel	+	+	÷	

The following screen will appear:



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The progress of the update will be displayed as follows.
In this example, 9 of 22 items have been updated.
When the update is complete, "Update done" is displayed.

Loading Package 9/22
Update done Package Ver.1 ->2 22/22

Technical Bulletin

Model: General D			Dat	Date: 14-Jan-14		No.: RGene071
Subject: Required URL Addresses for @Remote			Prepare	d by: A. Is	shiyama	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.						
Classification:	Troubleshooting	Part informa		tion	Action	required
	Mechanical	Electrical			Servic	e manual revision
	Paper path	Transm	it/rec	eive	Retrof	it information
	Product Safety	🛛 Other ()	🛛 Tier 2	

Important Information Regarding Required URL Addresses to Permit @Remote Communication

This RTB explains important information for customers who use devices and appliances connected to @Remote via a firewall and/or a Proxy server with Internet access restrictions.

Certain URL addresses must be permitted in order to enable @Remote communication and RFU (Remote Firmware Update).

The following table shows the URL addresses that must be permitted for each Appliance type.

URL Type	URL Address*	Purpose
Center Server URL	210.173.216.40 (512 bit) 210.173.216.59 (2048 bit)	 Appliance Registration Auto Discovery General Communication (Examples: Sending device information, call notification, etc.)
Rescue Gateway URL	210.173.216.47 (512 bit) 210.173.216.60 (2048 bit)	 For when the certificate is lost
Global Server URL	210.173.215.43 (512 bit) 210.173.215.142 (2048 bit)	• RFU

RC Gate / RC Gate A / Embedded RC Gate

*: There are two different authentication strength algorithms used by RC Gate A and embedded RC Gate: 512 bit key and 2048 bit key (RC Gate uses only 512 bit key). For RC Gate A, this depends on the firmware version:

- Firmware version (Release version 01.xx, Application version 2.xx) = 512 bit key

- Firmware version (Release version 02.xx, Application version 3.xx) = 2048 bit key

For embedded RC Gate, this depends on the GW controller type:

- Spring 2012 products or older = 512 bit key
- Autumn 2012 products or later = 2048 bit key
 For details on the affected products, refer to the FSM for each product.

Model: General

Date: 14-Jan-14

No.: RGene071

RC Gate S Pro with @Remote Connector option

URL Type	URL Address*	Purpose
Center Server URL	210.173.216.50 (512 bit)	 Appliance Registration General Communication (Examples: Sending device information, call notification, etc.)
Auto Discovery URL	210.173.216.40 (512 bit)	 Auto Discovery
Rescue Gateway URL	210.173.216.47 (512 bit)	 For when the certificate is lost
Global Server URL	210.173.215.43 (512 bit)	• RFU

*: The RC Gate S Pro uses only the 512 bit key.

@Remote Connector NX

URL Type	URL Address*	Purpose
Center Server URL	210.173.216.63 (2048 bit)	 Appliance Registration General Communication (Examples: Sending device information, call notification, etc.)
Auto Discovery URL	210.173.216.59 (2048 bit)	 Auto Discovery
Rescue Gateway URL	210.173.216.60 (2048 bit)	 For when the certificate is lost
Global Server URL	210.173.215.142 (2048 bit)	• RFU

*: The @Remote Connector NX uses only the 2048 bit key.

Technical Bulletin

Reissued:27-Nov-14

Date: 31-Mar-14

No.: RGene072a

RTB Reissue

Model: General

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

Subject: Log-storing function via @Remote			Prepared by: K. Yamamoto	
From: 2nd Tech	Service Sect., MFP/P Tech	Service Dept.		
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	 Part information Electrical Transmit/rece Other () 	on Action required Service manual revision vive Retrofit information Tier 2	

Important Information about @Remote Log Collection Effective: April 1, 2014

OVERVIEW

- 12A and newer models support the @Remote Log Collection function, whereby various logs stored on the machine HDD can be retrieved via @Remote by system design engineers in Japan.
- GW+ models support the Remote SMC Collection function, whereby SMC data can be exported to an SD card and also retrieved via @Remote by system design engineers in Japan.

Note: The retrieval operations cannot be performed at @Remote Centers in the field.



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	-									

Model: General Date	ate: 31-Mar-14	No.: RGene072a
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Concept

- The retrieval operations described above may be performed without prior approval from the field and/or customer. However, such retrieval is very rare. This is because service departments in the field normally attach the SMC and other required log data whenever reporting an issue.
- Therefore, this data will be retrieved remotely from Japan only in cases where the report from the field did not contain enough information, or the design engineers need to see the logs to investigate the issue further.

Logs collected

Controller log: This log shows the processes that were running and the errors that have occurred at any given time.

Engine log: This log shows the engine errors that have occurred and some processes that were running at the time.

Operation panel log: This log includes all of the operation panel logs that are stored in operation panel memory.

SMC (Service Machine Communication): This includes information regarding system configuration and machine settings.

Technical Bulletin

Reissued:26-May-14

Date: 14-Jan-14

No.: RGene071a

RTB Reissue

Model: General

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

Subject: Required URL Addresses for @Remote			Prepared by: A. Ishiyama		
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.					
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	Part informat Electrical Transmit/rec Other (tion eive)	 Action required Service manual revision Retrofit information Tier 2 	

Important Information Regarding Required URL Addresses to Permit @Remote Communication

This RTB explains important information for customers who use devices and appliances connected to @Remote via a firewall and/or a Proxy server with Internet access restrictions.

Certain URL addresses must be permitted in order to enable @Remote communication and RFU (Remote Firmware Update).

The following table shows the URL addresses that must be permitted for each Appliance type.

URL Type	URL Address*	Purpose
Center Server URL	210.173.216.40 (512 bit) 210.173.216.59 (2048 bit)	 Appliance Registration Auto Discovery General Communication (Ex, Sending device information, call notification, etc.)
Rescue Gateway URL	210.173.216.47 (512 bit) 210.173.216.60 (2048 bit)	\cdot For when the certificate is lost
Global Server URL	512 bit: 133.139.21.121 133.139.21.125 2048 bit 133.139.21.122 133.139.21.126	• RFU

RC Gate / RC Gate A / Embedded RC Gate

RICOH Reissued:26-May-14

Model: General	Date: 14-Jan-14	No.: RGene071a

*: There are two different authentication strength algorithms used by RC Gate A and embedded RC Gate: 512 bit key and 2048 bit key (RC Gate uses only 512 bit key).

For RC Gate A, this depends on the firmware version:

- Firmware version (Release version 01.xx, Application version 2.xx) = 512 bit key
- Firmware version (Release version 02.xx, Application version 3.xx) = 2048 bit key

For embedded RC Gate, this depends on the GW controller type:

- Spring 2012 products or older = 512 bit key
- Autumn 2012 products or later = 2048 bit key
 For details on the affected products, refer to the FSM for each product.

URL Type	URL Address*	Purpose
Center Server URL	210.173.216.50 (512 bit)	 Appliance Registration General Communication (Ex, Sending device information, call notification, etc.)
Auto Discovery URL	210.173.216.40 (512 bit)	Auto Discovery
Rescue Gateway URL	210.173.216.47 (512 bit)	 For when the certificate is lost
Global Server URL	512 bit: 133.139.21.121 133.139.21.125	• RFU

RC Gate S Pro with @Remote Connector option

*: The RC Gate S Pro uses only the 512 bit key.

Model: General

Date: 14-Jan-14

No.: RGene071a

@Remote Connector NX

URL Type	URL Address*	Purpose
Center Server URL	210.173.216.63 (2048 bit)	 Appliance Registration General Communication (Ex, Sending device information, call notification, etc.)
Auto Discovery URL	210.173.216.59 (2048 bit)	 Auto Discovery
Rescue Gateway URL	210.173.216.60 (2048 bit)	 For when the certificate is lost
Global Server URL	2048 bit 133.139.21.122 133.139.21.126	• RFU

*: The @Remote Connector NX uses only the 2048 bit key.

Technical Bulletin

Reissued:17-Oct-14 Model: General RTB

Date: 2-Jun-14

No.: RGene073b

RTB Reissue

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

Subject: toner re	maining SP	Prepared by: N.Yoshida		
From: 1st Tech Service Sect., MFP/P Tech Service Dept.				
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	Part informat Electrical Transmit/rec Other (tion eive)	 Action required Service manual revision Retrofit information Tier 2

Service Manual Revision

Add the following SP description.

8 801	Toner Remain	*CTL	[0~100/ 0 / 1]		
	 These SPs enable the display of the amount of toner remaining in steps of 10%. Note: In actuality, the controller is capable of detecting changes in steps of 1%. However, this SP relies the detection data from the Engine (system), which is limited to a detection resolution of 10% increments. 				
8 801 1	К				
8 801 2	Y				
8 801 3	Μ				
8 801 4	С				

Reissued:17-Oct-14 Model: General RTB

Date: 2-Jun-14

No.: RGene073b

Affected models

CTL generatio	n Model name	Product name	Model code
13S	Zeus-C2	MP C401SP, MP C401SRSP	D191,D193
12A	Met-C1abcde/yz	MP	D146/D147/D148/D149
		C3003/3503/4503/5503/6003	/D150
		/2003/2503	/D176/D177
	Charie-C1 Office a/h	MP C6502/8002	D135/D136
	Charis-C1 Pro a/b	Pro C5100/5110	D137/D138
	Titan-P1(Ti-P1)	SP C730DN	M109
	Orval-C2 a/b/c	MP 2553/3053/3353	D182/D183/D184
129	Griffin-C1	MPC305SP MPC305SPF	D118 D117
120	Kir-C4 abc	MP 1301/1601/2001/2501	D158/D159/D170
	Kir-C4L bc/vz	MP	D160/161
		18131 /20131 20011 /25011	
	Stella-C5	MP 301SP/301SPF	D127/D128
11A	Alex-C2	MP 4002/5002	D129/D130
	ATAP-C3	MP C3002/3502	D111/D142
		MP C4502/5502	D143/D144
11S	Orval-C1 a/b/c	MP 2352/2852/3352	D120/D121/D122
09A	Venus-C3	MP C6501/MP C7501	D081/D082
	Midas-P2 (MD-P2)	SP C320DN	M075
	ATAP-C2.5	MP C3001/3501	D086/D087/D088/D089
		MP C4501/5501	
	Zeus-C1	MPC300,MPC300SR,MPC40	M022,M024,M026,M02
		0, MPC400SR	8
	Sh-MF1	SP 5200S/5210SF/5210SR	M052/M053/M054
08S	ATAP-C2	MP C3000/3500	D023/D025/D027/D029
		MP C4500/5500	
07A	Alex-C1	MP 4000/5000	D009/D010/D011/D012
	Alex-C1.5	MP 4001/5001	D091/D092
	Venus-C2	MP C6000, MP C7500	D014/D015
	Venus-C2 Pro	Pro C550EX, Pro C700EX	D078/D079
05A	ATAP-C1	MP C2500/3000	B230/237
		MP C3500/4500	B222/224
04A	Venus-C1	3260C, Color 5560	B132/B181/B200
	J-C2	Aficio 3228/3235/3245	B178/B180/B202
Before 04S	J-C1	Aficio 2228/2232/2238	B147/B148/B190
Technical Bulletin

Reissued: 8-Aug-17 Model: General RTB

Date: 23-Oct-14 No

No.: RGene074a

RTB Reissue

The items in *red bold italics* were corrected

Subject: Smart Operation Panel Major Update Procedure			Prepared by: A.Shigeta	
From: Tech. Support Sec., Product Marketing Dept.				
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	Part informat	tion eive)	 Action required Service manual revision Retrofit information Tier 2

The Smart Operation Panel will be updated to add new functions and stabilize the performance of the software. The updated version will be called Smart Operation Panel Phase 2. This bulletin is to inform you of the update procedure for the field machines of the following models:

- Met-C1abcde (D146/D147/D148/D149/D150)
- Met-C1yz (D176/D177)
- Or-C2 (D182/D183/D184)
- Z-C2 (D191/D193)

(1) Upgraded points of Smart Operation Panel Phase 2

- RICOH SmartSDK (v1.02.00) support
- Application Launcher (Priority App Setting) support
- SDK application support
- RICOH Smart Device Connector support
- Several bugs fixed

Reissued: 8-Aug-17

Model: General RTB	Date: 23-Oct-14	No.: RGene074a
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Note: RICOH Smart SDK is a software development kit for developing applications that use MFP functions via the web API. This web API is integrated with GW firmwares and provides GW functions from outside of the GW controller. The functions are available as: - Applications on the Smart Operation Panel - Web applications - Applications on a smart device Apps Old SDK Apps 1 1 Emulation SDK Service Web Browser NX Operation Panel SDK/J Panel HTML4 Android SmartSDK WebAPI EXJS SDK/J GW Scan Printer Fax Сору controller GW API This update procedure includes installing "SDKService" and "WebBrowser NX" as new modules. These new modules are required for using the web API. When applications on the Smart Operation Panel use GW functions, the applications operate via "SDKservice". "Web Browser NX" is a web browser that specifically uses the web API, so only web applications that are used on the Smart Operation Panel take advantage of this module.

Note: The following SDK applications are supported on the Smart Operation Panel: - GlobalScan NX v2.2.1 or later

- CAP/ELP-NX v2.2.3 or later

However, these applications have limitations on the Smart Operation Panel. For details about the limitations, please refer to each application announcement.



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Date: 23-Oct-14 No.: RGene074a

Note: Ricoh Smart Device Connector is an application for Android-based or iOSbased smart devices, which provides users with the ability to use basic MFP functions via a smart device. When using this application, users need to establish a connection between the smart device and MFP. On Android smart devices, many of those devices can read NFC tags, so establishing a connection is done via NFC. However, iOS smart devices need to scan a QR code to connect to an MFP.

The final step in this Technical Bulletin explains how to install the "QRcode" application, which provides the ability to display the QR code on the Smart Operation Panel. This application should be installed when the customer uses Ricoh Smart Device Connector on an iOS smart device.



To update to the current version of the panel, please conduct the appropriate procedure below.

Procedure

To update and install firmware and applications, conduct the appropriate procedure(s):

- 1) Prepare SD cards for application, firmware, and Java VM updates and installations
- 2) Update the Smart Operation Panel firmware
- 3) Update the applications on Smart Operation Panel
- 4) Update the MFP firmware, including Java VM
- 5) Install "SDKService" (Smart Operation Panel application)
- 6) Install "Web Browser NX" (Smart Operation Panel application)
- 7) Install the "QRcode" (Smart Operation Panel application)



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Note: Install "SDKService" and "Web Browser NX" in the correct order. "SDKService" and "Web Browser NX" need to be installed on Smart Operation Panel, but "SDKService" must be installed before "Web Browser NX" is installed. If "Web Browser NX" is accidentally installed before "SDKService" is installed, the Smart Operation Panel application that uses "SmartSDK" cannot start up and an error message will appear. If "Web Browser NX" is accidentally installed first, reinstall "SDKService" and "Web Browser NX" in the correct order.

Target firmware/application version

Smart Operation Panel firmware versions:

Cor-C1 and later models initially support RICOH SmartSDK v1.02 and later.

Firmware Type	Version			
	Model Met-C1	Model OR-C2	Model Z-C2	
Cheetah System	1.32	1.33		
Cheetah System (China/Taiwan)	1.32	1.33		
Announce		1.09		
Banner	1.11			
StateInfo		1.20		
SimpleCopy	1.16			
SimpleScan		1.13		
LegacyUIData2nd*	1.00		-	
LegacyUI		1.25		
WebBrowser NX	1.201.0			
SDKService	1.03.09			
QRCodeforSDC		1.0.0		

*It must not be installed on Met-C1yz.

GW firmware	Version				
versions:	Model Met-C1ab	Model Met-C1cde	Model Met-C1yz	Model OR-C2	Model Z-C2
Firmware Type					
SystemCopy	3	.04	2.04	1.11	1.05
Web Support	2	.05	1.04	2.02	2.01
NetworkDocBox	2.04	2.05	1.03	1.02	1.02
Network Support		12.88		12.89	13.63
Scanner	02.27	02.16	02.02	02.03	02.03
Printer	2.11	2.11	2.03	1.11	1.03
Fax	11.22.04	09.00.00	06.00.00	08.00.00	04.00.00
Java VM		11.22.04		11.23.00	12.04.09

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1) Prepare SD cards for application, firmware, and Java VM updates and installations

Two separate SD cards are required to conduct these procedures.

SD card for updating and installing Smart Operation Panel firmware and applications, and GW firmware

1-1-1) Place the zip file for the Smart Operation Panel firmware "update_sig.zip" in the root directory.

1-1-2) Create an "app" folder and a "romdata" folder in the root directory of the SD card:

abb	
🔰 romdata	
update_si	g.zip

1-1-3) Place the Smart Operation Panel application into the "app" folder on the SD card. Please note that the inclusion of "LegacyUIData2nd" depends on the device model.* 1-1-4) Place the GW firmware files—depending on the model—into the "romdata" folder on the SD card.

*All applications except "LegacyUIData" and "LegacyUIData2nd" can be placed in the "app" folder at the same time.

SD card for updating Java VM

1-2-1) Download the update module "Java VM v11 Update Tool".

1-2-2) Unzip the file. Copy the whole "sdk" folder to the root of the SD card.

2) Update the Smart Operation Panel firmware

2-1) Insert the SD card into the SD card slot of Panel.

2-2) Log on to Recovery mode.

2-3) Select "update form sdcard" and push the "Home" key.

2-4) Select "update_sig.zip" and push the "Home" key.

2-5) When the message "Continue Update" appears, push the "Home" key to start updating the version of the Smart Operation Panel firmware.

2-6) When the message "Install from sdcard complete" appears, select "Reboot system now" and push the "Home" key to restart Panel.



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3) Update the applications on Smart Operation Panel

3-1) Go into screen service mode.

3-2) Uninstall "LegacyUIData".* *This step should only be performed on the model Met-C1abcde.*

3-3) Insert the SD card into the SD card slot of Panel.

3-4) Select "Applications", press "Install", and then push "Install from SD card".

3-5) Press "Select all" and then push "Install".

3-6) When the result of updating the application appears, confirm that it is the correct updated version and then press and hold down the "Panel reboot button".

*Uninstallation can be done by navigating from "Applications" to "Install" and then pressing "Uninstall" in screen service mode.

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4) Update the MFP firmware, including Java VM

Update MFP firmware update

4-1-1) Turn off the device.

- 4-1-2) Insert the SD card in the service slot of the MFP.
- 4-1-3) Turn on the device.

4-1-4) Wait until the update screen starts. When it appears, "Please Wait" will be displayed.

4-1-5) Check whether a program installation screen is displayed. That screen should appear when software modules are loaded onto the SD card.

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4-1-6) Select the module by using the module selection button or 10-key pad. The selected module will be highlighted, and "Verify" and "Update" will be displayed.

4-1-7) Press the "Update" or "#" key, and perform the update.

4-1-8) During the firmware update, a "Firmware update/verification progress screen" will appear.

4-1-9) When the firmware update is finished, turn off the device and remove the SD card.

4-1-10) Turn on the device and check whether the machine is operating normally.

Update Java VM

4-2-1) If the boot priority application is set to the ESA application, switch to the copy application.

4-2-2) Insert the SD card that was previously prepared for updating the Java VM into the service slot, and then turn on the device.

4-2-3) After booting Java VM, the application will start being updated. "Updating SDK/J" will appear in the banner message of the panel display.

4-2-4) When the update is complete, "Update SDK/J done SUCCESS" will appear in the banner message of the touchscreen display. Turn off the device and remove the SD card from the slot.

4-2-5) Reconfigure the heap size by selecting "Extended Feature Settings", navigating to "Administrator Tools", and setting the value in "Heap/Stack Size Settings".

5) Install "SDKService" (Smart Operation Panel application)

5-1) Go into screen service mode.

5-2) Insert the SD card into the SD card slot of Panel.

5-3) Select "Applications", press "Install", and then push "Install from SD card".

5-4) Select only ""SDKService"" and press "Install".

5-5) When the result of updating "SDKService" appears, confirm that it is the correct updated version and then press and hold down the "Panel reboot" button.

6) Install "Web Browser NX" (Smart Operation Panel application)

6-1) Go into screen service mode.

6-2) Insert the SD card into the SD card slot of Panel.

6-3) Select "Applications", press "Install", and then push "Install from SD card".

6-4) Select only "Web Browser NX" and press "Install".

6-5) When the result of updating "Web Browser NX" appears, confirm that it is the correct updated version and then press and hold down the "Panel reboot" button.

7) Install the "QRcode" (Smart Operation Panel application)

7-1) Go into screen service mode.

7-2) Insert the SD card into the SD card slot of Panel.

7-3) Select "Applications", press "Install", and then push "Install from SD card".

7-4) Select only "QRcode" and press "Install".

7-5) When the result of installing the "QRcode" application appears, confirm that it is the correct updated version and then press and hold down the "Panel reboot" button.

Technical Bulletin

Model: General RTB

Date: 18-Nov-14

No.: RGene075

Subject: Default sleep mode timer settings and how to disable the timer		Prepared by: N.Yoshida		
From: 1st Tech Service Sect., MFP/P Tech Service Dept.				
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	Part informat	ion eive)	 Action required Service manual revision Retrofit information Tier 2

Important Information about BLUE ANGEL Certification

The following target products are shipped from the factory to comply with BLUE ANGEL certification requirements, but you can change the following Energy Saver settings at the customer's request.

Target products:

- Met-C1 (D146/D147/D148/D149/D150/D176/D177)
- Or-C2 (XXX)
- Ch-C1 (XXX)
- Blue Angel certification requires the following conditions to be met:
 - > The Crescent Moon logo is marked on the "Energy Saving" key.
 - Sleep mode must be entered by a timer.
 - > The setting range for the Sleep Mode timer must be from 1 to 60min.

See the following URL for more details:

http://www.ricoh.com/environment/label/type1/ http://www.blauer-engel.de/en/home

- To meet these requirements, MET-C1 machines are set as follows when shipped from the factory:
 - Auto Off Limit Set (SP5-305-101) Set to: 1*
 - > Sleep Mode Entry by Sleep Mode Timer Set to: Enabled
 - Sleep Mode Timer

Setting range: [1-60min]

*Note: When Auto Off Limit Set is set to "1", the Sleep Mode Entry by Sleep Mode Timer is not displayed in User Tools.

RICOH		Technical B	ulletin
	Model: General RTB		Date: 18-Nov-14

• Do the following if the customer would like to disable the **Sleep Mode Timer** or increase the timer length:

Disable "Sleep Mode Timer"

When this timer is disabled and the name '**Sleep Mode Timer'** is greyed out in the User Tools, the machine does not enter the sleep mode.

1. Set **SP5-305-101** to a value of **0** to display **Sleep Mode Entry by Sleep Timer** in the User tools.



- 2. Set the Sleep Mode Entry by Sleep Timer setting to "Disabled" in User Tools.
- 3. Make sure that **Sleep Mode Timer** is greyed out.



Increase the timer length

This setting is applicable only on Asian models.

- 1. Set **SP5-305-101** to a value of **0**.
- 2. Make sure that the Sleep Mode Entry by Sleep Timer setting is "Enable"
- 3. Select a setting between 1 to 240 min.



Reissued: 29-Jan-15

Model: General RTB		Da	ate: 08-Nov-10) No.: RGene038b		
RTB Reissue						
Subject: Auto off timer setting for using VM card Prepared by: K.Kunimatsu						
From: 1st Tech S	Service Sect., MFP/P Tech S	ervice Dept.				
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	 □ Part informa □ Electrical □ Transmit/rec ⊠ Other (tion	Action required Service manual revision Retrofit information Tier 2		

Important Information about the Auto Off Timer Setting

Overview

From the VM card versions listed below, it is possible to set the Auto Off Timer setting to 1 minute, even when App2Me is not the only SDK application installed. It does not need to be set to 5 minutes or longer.

Details

- Previously, the Auto Off Timer setting had to be set to 5 minutes or longer when using the VM card. This is because with a shorter setting, the SDK application would not boot up or an SC error would occur if there were other SDK applications installed.
- From the versions listed below, the machine will not switch to Sleep Mode until the SDK application has booted up.
- The time that the SDK app requires to complete the warm-up varies depending on the processing speed of the controller board. Even so, the machine will not switch to Sleep Mode during this warm-up.

Season	Models	VM version BEFORE	VM version AFTER
		the modification	the modification
07A	D014/ D015, D009/D011/D012/D013,	V4.20.04	V4.21.05
	D017/D018/D019/D020, D046/D049		(RM413001b)
08S	D038/D041,D023/D025,	V4.20.04	V4.21.05
	D027/D029		(RM413001b)
08A	D062/D063/D065/D066,	V5.09.04	V5.10.04
	D059/D060/D061		(RM354A01b)
-	D091/D092,D084/D085	V4.20.04	V4.21.05
			(RM413001b)
09A	D081/D082	V7.03.09	V7.06.04
			(RD081039)
	D067/D068/D069/D072	V6.04	V6.05.08
			(RD467001c)
10S	No model	-	-
11S	D120/D121/D122	V7.15.04	V7.16.07



Reissued: 29-Jan-15

Model: General RTB	Date: 08-Nov-10	No.: RGene038b
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IMPORTANT:

- Beginning with 10S models (not including the D120/D121/D122), the Auto Off timer can be set to one minute, regardless of the VM version.
- If a VM card containing this modification is installed: Depending on which Embedded Software Architecture application is installed, the machine may take longer than indicated to enter Sleep Mode.
- If a VM card from **before** the modification is installed:

If App2Me is the only SDK application in use on the machine, the Auto Off Timer can still be set to 1 minute. However, if there are other SDK applications installed in addition to App2Me, make sure to set the timer to 5 minutes or longer.

Date:17-Feb-15

Reissued: 4-Mar-2015

Model: General

No.: RGene076a

RTB Reissue

The item in double strike-through was deleted.

Subject: Refurbished PCB service parts			Prepared by: Yuji Urushihara	
From: 1st Tech Service Sect. MFP/P Tech Service Dept.				
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	Part informat Electrical Transmit/rec Other (tion eive)	 Action required Service manual revision Retrofit information Tier 2

Important Information on Refurbished Service Parts

- In accordance with Ricoh's new environmental policies for MFP and printer products, beginning in **March 2015**, refurbished parts will be introduced for selected service parts ordered from the SPC. These refurbished parts will be provided as brand-new parts.
- A table of the selected service parts (currently all PCBs) is shown below.
- This is done in order to further strengthen Ricoh's environmental management as well as to improve group profitability.

Note:

- All lifetime components on these PCBs have been replaced.
- Refurbished PCBs are inspected on the production line. The same guarantees on quality for brand-new parts apply to refurbished parts.
- Refurbished PCBs are marked as follows:
 - > A **yellow** lot number label is attached to the PCB as shown below (brand-new parts have a white label).

A **blue** seal is attached to the outer box as shown below.



Applicable parts

No	Part Number	Description	Model
1	A2935150	DRIVER BOARD	M-C1
2	AZ500052	LAMP STABILIZER	NAD30/40

Technical Bulletin

Reissued: 4-Mar-2015

Model:	General	Date:17-Feb-15	No.: RGene076a
3	B0225115	IPU BOARD	R-C2
No	Part Number	Description	Model
4	B0315310	PCB:CTL:C2C:EXP:SUB-ASS'Y	R-C2
5	B0705410	AC CONTROL BOARD:ASS'Y	BE-C2
6	B1015130	PCB DRB	J-C1
7	B1015165	PCB IPU	J-C1
8	B1325133	PCB:BICU	V-C1
9	B1325412	PCB:IOB	MT-C2
10	B1325484	PCB SBU	V-C1
11	B1325766	PCB:MOTHER BOARD	V-C1
12	B1325769	PCB:CONTROL BOARD:AX2:ASS'Y	V-C1
13	B1405122	PCB BCU	MT-C2
14	B1405144	PCB:IPU:BASIC:MARTINI-C2	MT-C2
15	B1415835	PCB:CONTROL BOARD:EXP	MT-C2
16	B1475733	PCB:J-C1Y:ASS'Y	J-C1
17	B1495059	PCB:BCU:JC1Y:SERVICE	J-C1
18	B1635122	PCB:BCU:EXP:SERVICE	MT-C2
19	B1805051	PCB:BCU	J-C2
20	B1805130	PCB:DRB	J-C2
21	B1805168	PCB:J-C2:IPU:ASS'Y	J-C2
22	B1805200	PCB SBU	J-C2
23	B1805240	PCB:MB	J-C2
24	B1905059	PCB:BCU:JC1K:SERVICE	J-C1
25	B2025740	PCB:J-C2K:SERVICE:ASS'Y	J-C2
26	B2235113	PCB:BCU	AP-C1
27	B2235725	PCB:IPU	AP-C1
28	B2245741	CONTROLLER BOARD	AP-C1
29	B2315782	PCB:AT-C1A:SERVICE:ASS'Y	AT-C1
30	B2345241	PCB IOB	B-C3.5
31	B2345450	PCB BC3-IPU	Katana-C1.5
32	B2385782	PCB:AT-C1B:SERVICE:ASS'Y	AT-C1
33	B2475112	PCB CONTROL BOARD	MT-C3
34	B2475122	PCB BCU	MT-C3
35	B2475130	PCB PFC FOOR WAY	MT-C3
36	B2475141	PCB:IMAGE PROCESSING UNIT:BASIC	MT-C3
37	B2475205	PCB:MARCH3_2ND	MT-C3
38	B2865210	PCB:IPU	N-C2
39	B2865280	PCB:MCU	N-C2
40	B2865831	PCB:TYPE-BZ2:ASS'Y	N-C2
41	B2865832	PCB:TYPE-BZ2:ASS'Y	N-C2
42	B4695203	PCB MAIN CONTROL	MT-C1
43	B4775585	PCB:ADF:ASS'Y	MT-C3
44	B5125111	PCB:ALEUTIAN:ASS'Y	-
45	B5825900	PCB:WIRELESS-ADAPTER	J-C2
46	B5855030	PCB:DDR-DIMM:256MB	J-C2

Technical Bulletin

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Reissued: 4-Mar-2015

Model:	General	Date:17-Feb-15	No.: RGene076a
47	B5945660	PCB NIC ASS'Y	BE-C2
48	B5955670	PCB ASSY - IEEE1284	BE-C2
No	Part Number	Description	Model
49	B6035170	PCB:FCU:ASS'Y	A-C3
50	B6095643	PCB MLB3	AT-C1
51	B7005525	PCB:MAIN CONTROL:ASS'Y	V-C3 Finisher
52	B7065210	PCB:MAIN CONTROL	V-C3 Finisher
53	B7365660	PCB:NIC+USB	J-C2
54	C2595115	I/O BOARD	Priport
55	C2695115	PCB I/O CONTROL	Priport
56	C2695138	PCB:DUPLEX:PROM:ASS'Y	Priport
57	C2715102	PCB:MPU:SUB-ASS'Y	Priport
58	D0145133	PCB:VBCU	V-C2
59	D0145424	PCB:IMAGE PROCESSING UNIT:VE-C2	V-C2
60	D0145425	PCB:DTMB	V-C2
61	D0145430	PCB:DRB	V-C2
62	D0145748	PCB:CONTROL BOARD:EX1:V-C2:SUB-ASS'Y	V-C2
63	D0255115	PCB:BICU:AT-C2:GW:ASS'Y	AT-C2
64	D0295115	PCB:BICU:AP-C2:GW:ASS'Y	AP-C2
65	D0425101	PCB:BICU:AT-C1:ASS'Y	AT-C1
66	D0545128	PCB:IOB	MT-C3.5
67	D0595230	PCB:BICU:ASS'Y	BE-C4
68	D0595241	PCB:IOB	BE-C4
69	D0605506	PCB:B-C4B:SERVICE:ASS'Y	BE-C4
70	D0625133	PCB:BCU:60-80CPM:SERVICE	MT-C4
71	D0625141	PCB:IMAGE PROCESSING UNIT:M-C4	MT-C4
72	D0625507	PCB:M-C4A:SERVICE:DOM/EXP:ASS'Y	MT-C4
73	D0625607	PCB:M-C4A:SERVICE:DOM/EXP:ASS'Y	MT-C4
74	D0665133	PCB:BCU:90CPM:SERVICE	MT-C4
75	D0815138	PCB:VBCU:SUB-ASS'Y	V-C3
76	D0815422	PCB:IMAGE PROCESSING UNIT	V-C3
77	D3465180	PCB - MBU	Al-C1
78	D3615180	PCB - MBU	R-C5
79	D3935180	PCB:MBU	AT-C2
80	D4125506	PCB:MAIN CONTROL:ASS'Y	MT-C4
82	D5455181	PCB:MBU:ASS'Y	AP-C2.5
83	G1085020	PCB:DDR-DIMM:512MB	J-C2
84	G1085030	PCB:DDR-DIMM:512MB:ASS'Y	AT-C1
85	G1485122	PCB:BCU	MT-P2
86	G1786062	PCB:PC4200:RAWCARD-C:512MB	MT-C4
87	G1786072	PCB:PC4200:RAWCARD-A:1GB	AT-C2
88	G3315700	SDRAM - 128MB	J-C1
89	G3315740	PCB:SDRAM-DIMM:128MB	K-P4
90	G3325700	SDRAM-DIMM - 256MB PC133	J-C1



Reissued: 4-Mar-2015

Model: General Da		Date:17-Feb-15	No.: RGene076a	
91	G3325721	PCB:SDRAM-DIMM:256MB:PBF:ASS'Y		MT-C3
92	G3355817	NETWORK INTERFACE BOARD		R-C2
93	G6785856	PCB:C4000-R:ASS'Y		R-P2
No	Part Number	Description		Model
94	G8745000	PCB:GIGA+USB		MET-C1
95	D4405724	PCB:AT-C2A:EXP:SERVICE:ASS'Y		AT-C2
96	D4415724	PCB:AT-C2B:EXP:SERVICE:ASS'Y		AT-C2
97	D4425724	PCB:AP-C2C:EXP:SERVICE:ASS'Y		AP-C2
98	D4435724	PCB:AP-C2D:EXP:SERV	ICE:ASS'Y	AP-C2

Technical Bulletin

PAGE: 1/1

Model: General			Da	ate: 11-Mar-15		No.: RGene077
Subject: Service		Prepared	d by: Y. F	ukuzaki		
From: Connectivity Support Sect., MFP/P Tech Service Dept.						
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	 Part info Electrica Transmi Other (ormai al it/rec	tion eive)	 ☐ Action ☐ Servic ☐ Retrofi ⊠ Tier 2 	required e manual revision it information

As of the beginning of March 2015, only Ricoh Europe has decided to offer these applications to customers. Other regions have not decided whether to launch these applications yet.

This RTB has been issued to announce the following new applications for Smart Operation Panel Phase 2 (Cheetah-G1 Phase 2):

- ID Card Copy
- Scan to Folder Helper
- Conference Concierge

"Program No." and "Version" will be announced when the applications are published on the firmware download center.

Overview

The applications that will be released are collectively called Single-Function Apps. These applications do not add new functions to MFPs. Instead, they are applications that provide users with a wizard format for ease of use.

Target Models

- Model Met-C1abcde (D146/D147/D148/D149/D150)
- Model Met-C1yz (D176/D177)
- Model OR-C2 (D182/D183/D184)
- Model Z-C2 (D191/D193)
- Model Cor-C1cdefgh (D249/D250/D251/D200/D201/D202)

Setup Procedure

Setun	
w	

Procedure.docx

Technical Reference for These Applications

Single function Apps.pptx



Reissued: 5-Jan-16

Model: General

Date: 10-Dec-15

No.: RGene83a

RTB Reissue

The items in *bold italics* were added.

Subject: New Laser Caution Decal			Prepared by: S Tomoe	
From: 1st Tech Se	rvice Sect., PP Tech Servic	e Dept.		
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	 Part information Electrical Transmit/receive Other () 	 Action required Service manual revision Retrofit information Tier 2 Tier 0.5 	

PP models were added.

The laser caution decal was modified in line with the revised laser safety standard IEC/EN 60825-1.

New decals:



Sample A



Sample B



Sample C

Reissued: 5-Jan-16

Model: General	Date: 10-Dec-15	No.: RGene83a
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The new decals will apply to mass production units of the following models starting from December 2015.

[MFP models]

Code name	Product name	Model code	FSM page
AL-P2	SP 8300DN series	M132	3, 89
AP-P2	SP C820DN series	G188/189	115
AP-P3	SP C830DN series	M124/125	2, 126
Bc-C1	MP 2014 series	M245/246/247	3, 92
Ch-C1ab	MP C6502 series	D135/136/137/138	8, 671, 672
Cor-C1	MP 6054SP series	D197/198/199/200/201/202	3, 482
GR-C1	MP C305 series	D117/118	9, 199
GR-C2	MP C306 series	D196/214/219/220/236	9, 242
K-C4/C4L	MP 2001 series	D158/159/160/161/170	2, 197
Met-	MP C2001/C2003 series	D176/177/237	7, 304
C1abcdeyz			
	MP C3003/C4503 series	D146/147/148/149/150	10, 415
MD-P2	SP C320DN	M075	2, 31
OP-P2/MF2	SP 210 Series	M213/214/215/216/217/218/22	13, 58
		2/223/225/226/229/230/232/23	
		5/237/239/240/241/245/246/24	
		7/248/249/250/	
PE-MF4	SP C250SF series	M203/204	2, 53
PE-P2a	SP C240DN series	M095	2, 34
PE-P4	SP C250DN series	M199/200	2, 53
RM-MF1	SP 310SFN series	M156/157/176/177	3, 51
RM-P1	SP 310DN series	M154/155/174/175	3, 37
RN-MF2	SP 3500 series	M118/119	3, 66
RN-P2	SP 3500/3510SF	M116/117	3, 33
SH-MF1	SP 5200S series	M052/053/054	3, 108
SH-P1	SP 5200DN series	M020/021	3, 64
S-P3	SP 4310N	M080	3, 35
S-C4.5	MP 201 series	D115/116	2, 115
S-C5	MP 301 series	D127/128	3, 119
Z-C2	MP C401SP series	D191/193	8, 253
Z-P2	SP C440DN	M257	8, 100

[PP models]

Code name	Product name	Model code	FSM page
BR-C1/P1	Pro 8100/8110/8120	D179/D180/D181/M263/M264	10,
	series		647,818,819
Ch-C1 pro	Pro C5100S/C5110S	D137/D138	8, 671, 672
Leo-C1/P1	Pro C7100/C7110 series	D194/D195/D203/D204/M195/ M196/M207/M208	10
Andromeda- P1	Pro C9100/C9110	M205/M238	18, 717, 718

Technical Bulletin

Model: General			Date: 23-Ma	r-16	No.: RGene085
Subject: CAUTIC	N: Do not touch AC circuit on P		Prepared	d by:	
From: 1st Tech S	Service Sect., MFP/Printer Tech	Service D	ept.	T.Kiyohara	3
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	Part in Electric Transr	formation cal nit/receive ()	Actio	n required ice manual revision ofit information 2

CAUTION:

<u>NEVER TOUCH the AC circuit</u> on the PSU board. This is to prevent electric shock caused by residual charge in the circuit.

This caution applies to the following models. For details, see the RTBs issued for each model.

Code name	Product name	RTB No.
Model SH-MF1	Aficio SP 5200S/5210SF/5210SR	RM052095
Model Z-C1	Aficio MP C300/C300SR/C400/C400SR	RM028052
Model AL-C2	Aficio MP 4002/4002SP/4002G/4002/5002/5002G	RD129056
Model AP-C3	Aficio MP C4502/C5502	RD144091
Model AT-C3	Aficio MP C3002/C3502	RD142071
Model MO-C1	MP CW2200 SP	RD194108
Model AL-P2	Aficio SP 8300DN	RM132021
Model AP-P3	Aficio SP C830DN/C831DN	RM125024
Model GR-C1	Aficio MP C305SPF/C305SP	RD117057
Model S-C5	Aficio MP 301SP/301SPF	RD127047
Model BR-C1	Pro 8100S/8110S/8120S	RD179111
Model BR-P1	Pro 8110/8120	RM109054
Model CH-C1	MP C6502/C8002, Pro C5100S/C5110S	RD135151
Model K-C4	MP 2001/2001SP/2501SP	RD158036
Model MET-C1cde	MP C4503/C5503/C6003	RD149082
Model MET-C1ab	MP C3003/C3503	RD147146
Model MET-C1yzk	MP C2003(Z)/C2503(Z)	RD177060
		RD237020
Model OR-C2	MP 2553/3053/3353	RD184062
Model Ti-P1	Aficio SP C730DN	RM109054
Model Da-P1	SP 6430DN	RM187015
Model Gim-MF1	SP 4510SF/MP 401SPF	RM160029
Model Gim-P1	SP 4510DN/4520DN	RM158029
Model Z-C2	MP C401/C401SR	RD193054
Model BE-C2	MP W7100/W8140/W6700	RD211022
Model Cor-C1	MP 2554/3054/3554/4054/5054/6054	RD197060
Model Z-P2	SP C440DN	RM257018
Model Leo-C1	PRO C7100S, C7110S, C7100SX, C7110SX	RD194108
Model Leo-P1	PRO C7100, C7110, C7100X, C7110X	RD194108
Model GR-C2	MP C306Z, MP C406Z	RD196049

Technical Bulletin

PAGE: 1/2

Model: General			Date: 27-Jur	n-16	No.: RGene089
Subject: Machine	e setting change for Click Charg	machines	Prepared	d by:	
From: MFP/Printe	er Tech Service Dept.			S.Hayami	
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	 Part in Electric Transr Other 	formation cal nit/receive ()	Actio	n required ice manual revision ofit information 2

Important Notice Machine setting change required for Click Charge contract machines

For click charge contract printers and MFPs, make sure to change the following SP and setting to deactivate the near-end and end alerts purposed for user maintenance.

For GW controller, GW+ controller models and KIBO controller models:

SP No.	SP Name	Default	Change to
		0: OFF	1: ON
5930-001	Meter Click Charge	Activates near-end and end alerts.	Deactivates near-end and end alerts.

Note:

- 1. Turn the main switch OFF/ON after changing the above setting.
- 2. The above activates the Meter click charge mode and the Counter menu appears in User Tools.

For Model PE series (Non-GW/KIBO controller):

Setting Name	Default	Change to
	2	1
PM Parts Replacement Notice	Activates near-end and end alerts.	Deactivates near-end and end alerts.

Note:

- 1. Turn the main switch OFF/ON after changing the above setting.
- 2. Since the above models do not have the Meter click charge mode, the above setting change simply deactivates the near-end and end alerts.

Model: General

Date: 27-Jun-16

No.: RGene089

Target Models:

Code name	Product name	Product Code
Model SH-P1	SP 5200DN/5210DN	M020/M021
Model SH-MF1	SP 5200S/5210SF/5210SR	M052/M053/M054
Model S-P1/P1L	SP 4100N/4100NL/4110N/4100SF/4110SF	G176/G177
Model S-P2	SP 4210N	M001
Model S-P3	SP 4310N	M080
Model Z-P1	SP C430DN/C431DN	M065/M066
Model Z-P2	SP C440DN	M257
Model Gim-P1	SP 3600DN/4510DN	M171/M158
(Note 1)		
Model Gim-MF1	SP 3600SF/3610SF/4510SF	M172/M173/M160
(Note 2)		
Model MD-P2	SP C320DN	M075
Model PE-P2	SP C240DN/C242DN	M099/M100
Model PE-P4	SP C250DN/C252DN	M199/M200
Model PE-MF2	SP C231SF/C232SF	M018/M019
Model PE-MF3	SP C240SF/C242SF	M099/M100
Model PE-MF4	SP C250SF/C252SF	M203/M204
Model G-P3	SP C420DN	G190
Model KR-P2	SP 6330N	M047
Model AP-P1	SP C811DN	G133
Model AP-P2	SP C820DN/C821DN	G188/G189
Model AL-P1	SP 8200DN	G179
Model AL-P2	SP 8200DN	M132

Note 1: Except for GIM-P1dM (SP 4520DN, M159) Note 2: Except for GIM-MF1dM (MP 401SPF, M161)



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RTB Reissue Descriptions of	RTB Reissue Descriptions on latest models or new firmware were added/corrected.									
Subject: ARFU (A	Automatic Remote Firmwa	are Update)		Prepared	by: E.Hinata					
From: 1st Tech S	ervice Sect., MFP/P Tech	1 Service Dept.								
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	 Part inform Electrical Transmit/r Other (nation eceive)	 ☐ Action r ⊠ Service ☐ Retrofit ⊠ Tier 2 	equired manual revision information					
Contents			1							
1. OVERVI	EW	Page 1								
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4. TROUBL	E SHOOTING	Page 4								
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1. OVERVIEW

The Automatic Remote Firmware Update (ARFU) checks the firmware server every 76 hours, to download the latest firmware package. (It won't download until 30 days after the last firmware was released.)



Firmware is downloaded in the background. Users can cancel the update to resume machine operation.



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2. SUPPORTED MODELS

ARFU is supported on MP C3004/3504/4504/5504/6004 and later models. ARFU is NOT supported on MP C306/406 and MP305 due to the differences of the Controller board specs.

Note

For the procedure on how to check if your machine supports ARFU, see Appendix 1 (Page 15).

3. SETTING UP

🔁 Important 🔵

- ARFU requires connection to the Internet. Be sure to get permission from your customer before setting up the ARFU.
- ARFU is available for HDD installed machines. For machines without the HDD, procure the optional HDD.

Note

Communication is one-way. User data is not accessible from the firmware server.

Setup Procedure

- **Enabling ARFU** 1.
- Checking the server connection 2.
- 3. Setting the day/time to prohibit ARFU

1. Enabling ARFU

Set SP5-886-111 (Auto Update Setting) to "1(ON)." 1: ON / 0: OFF (Default)

Note

For firmware download using only SFU (Smart Firmware Update) without ARFU, set the SP as follows:

- SP5-886-111(Auto Update Setting) to "0 (OFF)"
- SP5-886-115 (SFU Auto Download Setting) to "1 (ON)"

2. Checking the server connection

- 2-1. Enter the SP mode.
- 2-2. Press [Firmware update] > [Update] > [Execute update].



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Execute Update			
Updated Package Information			
Back			



2-3. At the message "Will you download the latest package Ver *** and update?" or "The installed package is the latest version", press "No" and exit the SP mode to complete the setup.



Vote

🔁 Important 🗋

- The firmware version displayed is of the latest, as the system accesses the firmware download website to check the latest version available via SFU. The 30day rule* applies only to ARFU.
 See Appendix 3 "Fail-safe" for the 30-day rule.
- SP5-886-116 (Auto Update Prohibit Term Setting) displays the scheduled date and time of the next ARFU.
- If error code [71: Network connection error] appears after pressing "Execute update", do the procedure described in the Troubleshooting section (Page 4).
- After selecting the [Firmware Update], the screen layout will be changed on IM C2000/2500/3000/3500/4500/5500/6000 and later models.
 - Following shows the steps of the firmware update: [Firmware Update] > [Network Update] > [Execute update].
 - > Connection status screen (success/fail) is same as the previous models.
 - > Below is the screenshot showing after pressing [Firmware update].

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		Media Update	
	N	letwork Update	
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3. <u>Setting the day/time to prohibit ARFU</u>

Check with the site administrator of the day of the week and the time ARFU should be prohibited and make the settings accordingly. By default, ARFU is prohibited from **9 a.m.** to **5 p.m.** every day.

- SP5-886-112 (Auto Update Prohibit Term Setting) Default: 1(ON)
- > SP5-886-113 (Auto Update Prohibit Start hour) Default: 9
- SP5-886-114 (Auto Update Prohibit End hour) Default: 17
 - SP5-886-120 (Auto Update Prohibit Day of Week Setting) Default: 00000000 [00H]
 Set the bits for the days of the week to prohibit updating.
 Prohibited (Monday Sunday): bit 7, Monday: bit 6, Tuesday: bit 5

Wednesday: bit 4, Thursday: bit 3, Friday: bit 2, Saturday: bit 1, Sunday: bit 0 Example when ARUF is prohibited on Mon, Fri, Sat, and Sun: 01000111 [47H]

Note

Day/time to prohibit ARFU can also be set via Web Image Monitor logged in as an administrator provided that SP5-886-111 (Auto Update Setting) is set to "1(ON)." For detail, see Appendix 2 (Page 16).

4. TROUBLESHOOTING

If error code [71: Network connection error] appears after pressing [Firmware update] > [Update] > [Execute update] in the SP mode, check the followings.

- 4-1. IPv4 address, Subnet mask of the machine and Gateway IPv4 address
- 4-2. IPv4 address of DNS server
- 4-3. Proxy server settings
- 4-4. Encryption level setting SP

4-1. IPv4 address, Subnet mask of the machine and Gateway IPv4 address

Check the IPv4 address, subnet mask, and gateway IPv4 address. (In User Tools > Machine Features > System Settings > Interface Settings)



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					Date: 8-Aug-16	NO.: RGene0
Il Siteniere	10.61.69.79			- C	1	
🔹 System Settings	Ent	Re	eset	0		
General Tray Paper Timer Interface	File Administrator	1	2	3	1	
Network	narster 1005	4	5	6		
Machine IPv4 Address Auto-Clutain	DNS Configuration Acto-Octain	7	0	0		
Pw4 Gateway Address 10, 61, 69, 1	DDNS Configuration Active		0	2		
Machine IPv6 Address	Pac Inactive	/*	0	#		
Pv6 Gateway Address ::	Domain Name nts, ricoh, co, WNS Configuration	C				
DHCPv6 Configuration	Effective Protocol		-			
	1/2 A V Nex	t				
	<u> </u>	<u>©</u>	Sto)p	•	
	10.61.69.79		Sto	op C	1	
Electronic System None	(106169.79 [106]		Sto Reset	9 2 2 3 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3		
Elit System Norre System Settings Mohine IPv4 Address	(10.61.69.79 Exit Carcel OK		Sto Reset	مر الم	2	
	Till Total Series		Sto Reset	يە (لا ع ا		
Sustain Norre System Settings Machine (P-4 Address Select item. Auto-Obtain (DHOP) Seecify	10.61.69.79 Exit Carcel OK ►MAC Address 00:26:73:b7:f6:	99 7	Sto teset	₽ 3 6 9		
Ittl Sustain None Ittl Sustain None System Settings Machine IPv4 Address Select item. Auto-Obtain (IHOP) Seecify Machine IPv4 Address 10. 61. 69. 79	Io.6169.79 Exit Cancel OK >MAC Address 00:26:73:b7:f6:	P 1 7 7	Storeset	₽ 3 6 9 #		
Encoder Status J Itti System Settings Machine IN-4 Address Setect item. Auto-Obtain (IHUP) Seecify Machine IN-4 Address 10. 61. 69. 79 Samet Mack 255. 255. 0	Total 10.61.69.79 Evit Carcel OK MAC Address 00:26:73:b7:f6:	99 R 7 /*	Storeset	₽		
Itti System More System Settings Machine IPv4 Address Select item. Auto-Obtain (IHEP) Secify Machine IPv4 Address 10, 61, 69, 79 Schreit Mark 255,255, 0	IO.6169.79 Exit Carcel OK >MAC Address 00:26:75:b7:f6:	9 7 7 7 7 7 7	Storeset)		
Itti System Norre System Settings Machine (IP4 Address Select item. Auto-Obtain (IHOP) Secify Machine IP4 Address 10. 61. 69. 79 Subnet Mask 255. 255. 255. 0	10.61.69,79 Exit Carcel OK ►MAC Address 00:26:73:b7:f6:1	99 C	Sto teset 2 5 8 0) () () () () () () () () () (
Itti Sustem Norre System Settings Machine IPv4 Address Select item. Auto-Obtain (IHOP) Seacify Machine IPv4 Address 10. 61. 69, 79 Sabret Mask 255. 255. 255. 0	10.61.69.79 Exit Carcet OK ►MAC Address 00:26:73:b7:f6:1	99 C	Sta	p		
Itti Susten Norre System Settings Machine IPv4 Address Select item. Auto-Obtain (IBKD) Seecify Machine IPv4 Address 10. 61. 69. 79 Salmet Mask 255. 255. 255. 0	10.61.69.79 Exit Carcel OK ►MAC Address 00:26:75:b7:f6:5	P 7 /* C	Storest Stores	x9 ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓		

4-2. IPv4 address of DNS server

Check the DNS IPv4 address and confirm proper connection. (User Tools > Machine Features > System Settings > Interface Settings > DNS configuration)

General Tray Paper Features Settings	Timer Settings	File Administr Transfer Tools	ator	1	2	3
Network			Print List	4	5	6
Machine IPv4 Address	Auto-Obtain	DNS Configuration	Auto-Obtain	7	8	9
Pv4 Gateway Address 10, 61, 69, 1		DDNS Configuration	Active	Ľ.	<u> </u>	
Machine IPv6 Add	tess	Psec	Inactive	/*	0	#
IPv6 Gateway Address		Domain Name	nts, ricol, co, jo	C	1	
Pv6 StateLess Address Autoconfiguration	Active	WINS Configuration	On	2	J	
DHCPv6 Configure	ation	Effective Prot	tocol			
		1/2 🔺	▼ Next			

Vote

Ask the site administrator, to verify the IP address. If the site administrator does not know the address, verify by one of the following ways:

- 1. Run "ipconfig / all" at the command prompt on the computer, then check the IP address of the DNS server.
- 2. Open the IPv4 properties dialog box on the computer, then check whether the IP address



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setting of the DNS server is manual or automatic.

- To set the DNS IP address to automatic, select [Auto-Obtain (DHCP)] from the DNS settings on the MFP.
- And to specify the DNS IP address manually, select [Specify] and specify the DNS server 1 to 3.
- Press [Connection Test] to check the connection with the input address. Confirm successful connection.

🔹 System Setting	IS						Exit	
DNS Configuration						Cancel	OK	
Select item.								
Auto-Obtain (DHCP)	Specify	,						
►DNS Server 1	1.	0.	0.	0	Change	Connec	tion Test	
►DNS Server 2	0.	0.	0.	0	Change	Come	tion Test	
►DNS Server 3	0.	0.	0.	0	Change	Comec	tion Test	
						dź	244c 00	52

4-3. Proxy server settings

Check the network environment of the customer site and if required, specify the proxy server settings using the following SPs:

- SP5-816-062 (Use Proxy)
 1: Used / 0: Not used
- SP5-816-063 (Proxy Host)
- SP5-816-064 (Proxy PortNumber)
- > SP5-816-065 (Proxy User Name)
- SP5-816-066 (Proxy Password)

🔂 Important 🔵

If access to an external server is restricted, request the network administrator at the customer site to permit the application of the following FQDN name:

- FQDN: p-rfu-ds2.support.ricoh.com

🖖 Note

The proxy server setting can also be specified via Web Image Monitor logged in as an administrator provided that SP5-886-111(Auto Update Setting) is set to "1(ON)." For more detail, see Appendix 2 (Page 16).



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4-4. Encryption level setting SP

In case the firmware is upgraded as described on Appendix 7. 2), ARFU communication will succeed even if the certification level of @Remote is set to 512-bit.

Check SP5-816-087 (Remote Service: CERT:Macro Ver) and make sure the encryption level is [2]: 2048 bit.

😪 Important 🔵

If SP5-816-087 is [1]: 512 bit, specify the settings as follows:

- 1. Initialize the encryption level by executing SP5-870-003 (Common Key Info Writing: Initialize)
- 2. Rewrite as 2048 bit in SP5-870-004 (Common Key Info Writing: Writing 2048 bit).
- 3. Turn the main power switch Off and then On.

🕹 Note

Make sure to check the following conditions before changing the encryption level. ARFU uses the same certificate as @Remote to communicate with the firmware Server. This may cause failure in connecting with the firmware Server, if the device is to be installed in the following conditions.

Conditions that may cause failure in connecting with the firmware Server

1) Customer uses RC Gate Type BN1.

RC Gate Type BN1 does not support 2048 bit encryption level communication with Ricoh devices (HTTPS Managed device). Therefore, the device cannot be registered under RC Gate Type BN 1.

2) Ricoh device (HTTPS Managed) that supports only 512 bit encryption level is registered as an external appliance.

Only one encryption level can be set for an external appliance for its communication with imaging devices. If a 512 bit encryption level Ricoh device (HTTPS Managed) is registered, the external appliance as well as other devices must also use 512 bit encryption even if 2048 bit encryption is supported on those devices.

Workaround

For Condition 1:

Advise your customer to change to the latest appliance that supports 2048 bit encryption level communication.

For Condition 2:

- 1. Manage the device with embedded RC Gate (2048 bit).
- 2. Exclude non-supported devices, which encryption levels cannot be changed from 512-bit to 2048-bit, from the external appliances, then change the encryption level of external appliances and all managed devices from 512-bit to 2048-bit.

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5. DETAILED DESCREPTION

Types of firmware update and supported update methods:

	SFU	SD Card	RFU	ARFU
Individual firmware	N/A	Available	Available	N/A
Package firmware	Available	Available	Available	Available

What is Included in the Firmware Package:

Firmware included in the firmware package is indicated by "X" in the firmware download web site. Firmware not included in the package requires updating by SD cards, etc.

Note

- JavaVM firmware is not included in the package.
- Firmware for options common with other models is not included in the package.

X/ -	Firmware
-	aics
Х	animation
Х	Application Site
Х	BluetoothService
Х	CheetahSystem
-	CSPF



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Downloading the latest package

Runs the update process

The machine checks the firmware server for the latest firmware package version every 76 hours. If the version uploaded on the server is newer than the version currently installed on the machine, the machine downloads the latest package. The machine can be in use during the download, as the download runs in the background. If the download fails, a retry is attempted after 76 hours.

Package downloaded with SFU can be updated with ARFU and vice versa.

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You can check the time/date the machine will next connect to the server in SP5-886-116 (Firm Update Setting: Automatic Update Next Date).



Judgment of ARFU

Judgment on whether or not to run ARFU is made when the latest firmware update package is successfully downloaded.





If the machine is in use when the judgment process runs, the process is retried. Retry is done up to three times in 1 hour intervals. (The intervals can be changed in SP5-886-117: Automatic Update Retry Interval Hour.) If the machine is in use during all three retries, the machine will retry the update after 76 hours.



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onaltic	ons judged as machine in use
No.	Conditions judged as machine in use
1	The operation panel was used within 30 seconds after the download.
2	Firmware update in process
3	Setting is being changed to disable firmware update
4	Printing in process (copy, printer, fax, re-printing via network)
5	Scanning in process (copy, scanner, fax)
6	Image data is transmitted via network.
7	While initial setting (User Tools settings) or SP is being set
8	Fax transmission in process
9	On-hook / on-handset
10	PC-FAX job in process.
11	While shifting to/from the energy saver mode
12	Modules are running, for example, while waiting for a job transmission via DCS, while accessing HDD/SD card, etc.
13	Preview screen is displayed.
14	The document server is in use.
15	Connected to TWAIN.
16	Interrupt copy in process.
17	Printer menu is displayed.
18	While updating the display for the document server function via WIM or for stored fax documents
19	Debugging in process
20	Address book is accessed.
21	SC alert

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Update Process

The following message appears at the beginning of the update process. Press "OK" or wait for 30 seconds and the update will automatically start.



If "Cancel" is pressed, the machine will retry the update in the recovery mode. If failed after retrying up to three times, an SC code will appear as it is determined a device defect. Replace the affected component according to the SC code. In the case of SC845, the SC cannot be reported via @Remote.

Note:

After ACT V1.1, "Stop" is removed from the dialog of updating firmware, since the firmware of ACT is verified as a package. Purpose of this change is to avoid the situation that combination of individual firmware is not the verified version.

Affected component by SC code

Affected component	SC code
Engine board	SC845-01
Controller board	SC845-02
Operation panel (normal panel)	SC845-03
Operation panel (smart panel)	SC845-04
FCU	SC845-05



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Canceling the update

You can cancel ARFU or update from the operation panel in the recovery mode.



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The firmware contained in the package is updated in the order listed below. When cancelled during the update, the machine will reboot after completing the update of the module currently in process.

- 1. Engine Board
- 2. FCU
- 3. Controller Board
- 4. Operation Panel

For example, if the update is cancelled while updating the FCU, the machine will reboot after updating the FCU. This means that cancelling the update while updating the Operation Panel will not take effect – firmware of all modules will be updated, as the Operation Panel is updated last.

After a cancellation, the next update will run 76 hours later.

Note:

After ACT V1.1, "Stop" is removed from the dialog of updating firmware, since the firmware of ACT is verified as a package. Purpose of this change is to avoid the situation that combination of individual firmware is not the verified version.

Checking the ARFU Result in SP

- 1. Enter the SP mode.
- 3- Press [Firmware update].
- 4- Press [Update].
- 5- Press [Update Package Information].
- 6- If the firmware package is the same as the one on the firmware server, the update was completed successfully. Otherwise, check the result using the logging date. In SP7-520-041 to -045 (Update Log: Automatic:Version), you can check the versions of the



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packages updated by ARFU. (-041 displays the latest result. It is also printed on the SMC sheet.)

- 7- Enter the SP mode.
- 8- Press [System/Copy].
- 9- Check the results of ARFU in SP7-520-051 to 060 (Update Log: Automatic:Result)
 "-051" is the latest update result. For details about the number of each result log, see page 14.

Related	SP
---------	----

SP Number	Selection Def.	Overview
SP5-886-111	0: OFF 1: ON	Sets automatic update ON/OFF by ARFU.
SP5-886-112	0: OFF <i>1: ON</i>	Will not run the update when update prohibited time setting is ON and the current time is in the range of the time set.
SP5-886-113	0 to 23 9	 Start time < End time: Prohibited time is from the start time to the end time on the same day. Start time > End time: Prohibited time is from the
SP5-886-114	0 to 23 17	 start time to the end time on the next day. Start time == End time: Prohibited time setting is disabled. (Update will not be prohibited.)
SP5-886-115	0: OFF 1: ON	Even when the update function is disabled, downloading the package is allowed. The downloaded package can be used with SFU.
SP5-886-116	Display only	Displays when the latest package check will run.
SP5-886-117	1 to 24 1	Set time for the next version check after retry.
SP5-886-120	0x00	Update will not run if the corresponding bit for each day below is set to 1. prohibited:bit7 Monday: bit 6 Tuesday: bit 5 Wednesday: bit 4 Thursday: bit 3 Friday: bit 2 Saturday: bit 1 Sunday: bit 0 This setting is not affected by the prohibited time setting. e.g.) Prohibited on Mon., Fri., Sat., and Sun. : 0x47 (01000111)
SP7-520-011 to 015	Display only	History of date and time when update has started. The five most recent are recorded, the lowest number being most recent. If the last update failed, this is not recorded.


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	SP Number	Selection Def.	Over	Overview			
	SP7-520-021 to 025	Display only	History of date and time when update has finished. The five most recent are recorded, the lowest number being most recent. The record is created when the update has successfully finished. When the update is cancelled, no record is created.				
	SP7-520-031 to 035	Display only	History of the package numbe update has completed. The five most recent are recor most recent. The record is created when th finished. When the update is cancelled.	r (including suffix) for w rded, the lowest number e update has successfu , no record is created.	hich ^r being Illy		
	SP7-520-041 to 045	Display only	History of the package version completed. The five most recent are recor most recent. The record is created when th finished. When the update is cancelled.	n for which update has rded, the lowest number e update has successfu , no record is created.	^r being Illy		
	SP7-520-051 to 060	Display only	History of the result of the dow Refer below for the numbers s	vnload and the update. set.			

Denotation of SP7-520-051 ~ 060 result log numbers

Added the new codes (No.23 to No.27).

No.	Result	Description
1	Downloading with SFU	Cannot download or update as the machine is now downloading the package with SFU.
2	HDD uninstalled	Cannot download or update as the machine has no HDD.
3	Updating with SFU	Cannot download or update as the machine is being updated with SFU.
4	HDD error	Cannot download or update as the HDD cannot be used.
5	Version information obtain error	Cannot download or update as the version information cannot be obtained.



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No.	Result	Description	
6	Update download error	Cannot download or update as the update download failed. In non @Remote method, this shows that download failed because there was no pro- set.	the oxy
7	Name resolution error	Cannot download or update as the name be resolved upon downloading the update	cannot e.
8	Automatic update setting disabled	The package has been downloaded but w run the update as SP5-886-111 (automatic update setting) is disabled and SP5-886-1 (automatic download setting for SFU) is enabled.	rill not c I15
9	Update prohibited time	Cannot start to update as the automatic u prohibited time setting (SP5-886-112) is e and the time update initiated was in the ra prohibited time (SP5-886-113 to 114). Or the day which update was initiated was day for which update was prohibited (SP5 120).	pdate nabled inge of 5 a 5-886-
10	Update postponed due to machine in use	 Cannot start update due to the following conditions when update was initiated. The machine is in use by a user (panel was used within 30 second Machine offline for other reasons Operation prohibited Displaying SP/UP menu Firmware update is running with another method Configuration change prohibited Verifying the operation panel (sm panel) 	(the s) art
11	Update cancelled by user	Update was cancelled because a user sel "Cancel" in the popup shown before starti update.	lected ng the
12	Offline failed	Cannot start to update as the machine is of for other reasons.	offline
13	Update successful	Update was started and successfully completed.	
14	Update failed	Update was started but failed.	



Mode	l: General	Date: 8-Aug-16	No.: RGene090c
No.	Result	Description	
15	Update deemed completed	 Update was cancelled after the process winitiated because a user selected "Cancel" There is no need to resume the update duone of the following reasons: A newer update has been release received. When retrying ARFU, the update already been completed by anoth method. 	ras ". Je to ed and has her
16	Update cancelled by user after update initiated	Update was cancelled after the process in because a user selected "Cancel" during tupdate.	nitiated the
17	Version information obtain error (Connection failed with host name)	Cannot download or update as the connect failed with host name when obtaining vers information.	ction sion
18	Version information obtain error (proxy verification failure)	Cannot download or update as the proxy verification failed with proxy settings wher obtaining version information.	1
19	Version information obtain error (other than proxy verification failure when proxy is set)	Cannot download or update as an error of than proxy verification with proxy settings occurred when obtaining version informat	ion.
20	Update download error (proxy verification failure)	Cannot download or update as the proxy verification failed with proxy settings wher downloading the package.	1
21	Update download error (other than proxy verification failure when proxy is set)	Cannot download or update as an error of than proxy verification with proxy settings occurred when downloading the package.	ther
22	Update by retry successful	After power failure, unsuccessful update, rebooting, update by retry is executed successfully. However, this does not apply to the case of the update was cancelled after the process initiated because a user selected "Cancel" In this case, the update is "successful" if the retry is not executed between the start and completion of the next update (76 hours at the cancellation).	or where ss was ". he d fter
23	Update data decompression failed	The update data successfully received failed to install due to data decompress error. The file package may be corrupte broken due to a bad DIMM or HDD.	but sion ed or



Model: General				Date: 8-Aug-16	No.: R	Gene090c
	No.	Result		Description		
	24 No information on firmware server		Cannot download or update as no information of pending date and version information on firmware server. No action is required on the device, but the correction on firmware server is required.			
	25	No pending date information on firmware server	Cannot download or update as no information of pending date on firmware server. No action is required on the device, but the correction on firmware server is required.			
	26	<i>No version information on firmware server</i>	Cannot downloa version informa No action is req correction on fil	ad or update as there is tion on the firmware se uired on the device, bu rmware server is requir	ino rver. It the red.	
	27	Reception error of divided package firmware	Failed to receive download error proxy server se other network p	e and update due to the of firmware packages. ttings, DNS settings, an roblems.) Check nd	

6. APPENDIX

Appendix 1. How to check supported models

If SP5-886-111 exists in the SP mode, the model is supported.

Appendix 2. Specifying the Time/Day of the Week to Prohibit Updating via Web Image Monitor

- 1. Start the Web Image Monitor.
- 2. Log in as the machine administrator.
- 3. Point to [Device Management], and then click [Configuration].



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4. Click "Auto Firmware Update".

	Device Settings
	System
	Paper
	Date/Time
	Timer
	Logs
	Download Logs
	Email
	Auto Email Notification
	On-demand Email Notification
	E File Transfer
	User Authentication Management
	Administrator Authentication Management
	Program/Change Administrator
	Print Volume Use Limitation
	LDAP Server
	Eirmware Undate
	Auto Firmware Update
	Kerberos Authentication
	Device Setting Information: Import Setting (Server)
	d238m0984
No	te

- Turn the main power OFF and then ON after setting SP5-886-111 (Auto Update Setting) to "1(ON)". "Auto Firmware Update" will appear in the menu list of the Web Image Monitor.
- 5. In the applicable items, specify the times and days of the week to prohibit update by checking the boxes.

ок	Cancel	
Settings to Prohibi	t Updates	
Timer to Prohibit Up	dates : 💌 Active 🖤 Inactive	
Start Time	. AM 🝷 9 💌 hr.	
End Time Day of the Week to	Prohibit Updates: 🗋 Sunday 🗍 Manday 🗍 Tuesday 🗍 Wedne	esday 🖥 Thursday 🗍 Friday 🗐 Saturday
End Time Day of the Week to Proxy Server Setti	: 여행 후 5 후 hr. Prohišit Updates: : Sunday II Manday II Tuesday II Wedne ngs	esday 🗉 Thursday 🗐 Friday 🗐 Saturday
End Time IDay of the Week to Proxy Server Setti IProxy Server	Pruhišit. Updates: 🗍 Sunday 🗋 Manday 🗍 Tuesday 🗍 Wedne ngs : O Enable 📽 Disable	esday 🗐 Thursday 🖻 Friday 🗍 Saturday
End Time Day of the Week to Proxy Berver Betti Proxy Server Froxy Address	: Pi · S · hr. Pruhisik Updates: : Sunday : Manday : Tuesday : Wedne ngs : O Enable @ Disable :	esday 🗄 Thursday 🗐 Friday 🗍 Saturday
End Time IDay of the Waek to Proxy Server Proxy Server Proxy Address IPort Number	r Pruhišik Updates:	esday 🗄 Thursday 🗍 Friday 🗍 Saturday
End Time IDay of the Week to Proxy Server Proxy Address IFort Number IDar Name	Pruhitik Updates: Sunday Manday Tuesday Wedne	esday 🔲 Thursday 🗍 Friday 🗍 Saturday



Reissued: 1-Nov-19

Model: General	Date: 8-Aug-16	No.: RGene090c

Appendix 3. Fail-safe

✓ 30-day rule

ARFU will run 30 days after package firmware is released for on-site update.



The risk of firmware bug from spreading via ARFU is minimized, because:

- The package firmware is released only after the individual firmware is released.
- ARFU runs only after 30 days since the release of the package firmware.
- \rightarrow There is plenty of time to identify bugs while firmware is updated on-site.

Emergency stop

If an EM possibly caused by a firmware bug occurs, the ARFU will be stopped.

✓ Makeshift until bug fix

As a makeshift until the bug is fixed, the package will immediately be substituted with a temporary package containing the previous version of the affected firmware.

	Current ver	sion		New Package	
	V1.00	Bua		V1.01	
System/Copy	1.01 4			1.00	Older version
Engine	1.01		\Rightarrow	1.01	Same version
Scan	1.01			1.01	Same version

Note:

In case the quality of the package firmware as older version and same version is not guaranteed, the temporary firmware will not be released.

Emergency Update

- In an emergency, the 30-day rule does not apply.
- The fixed package firmware will be released with an "emergency flag" attached. For a fixed package firmware, the update retry frequency will be enhanced as follows:

Normal update: 76 hours later -> Emergency update: 1 hour late

ARFU is stopped immediately when a bug is found and substituted/replaced with a temporary/fixed firmware. Site visits are not needed.



Reissued: 1-Nov-19

Model: General

Date: 8-Aug-16 No

No.: RGene090c

Appendix 4. SD card vs RFU vs ARFU vs Application site

	SD card	RFU	ARFU	Application site
Who handles the process?	Field tech	Call Center	- (Automatic)	User
Which machines apply?	All	@Remote connected machines	All network connected HDD machines	All network connected HDD machines
Which modules apply?	All modules (includes package firmware)	All modules (includes package firmware)	Package firmware	Package firmware *Firmware packages for SD card, ARFU and Application site are common. Engine firmware is included in Package firmware, however, it will not be updated.
When is update performed?	PM/EM	PM/EM	Always	Update needed to use Cheetah apps

Appendix 5. Limitation

If a new version is released within 30 days from the release of the previous version, ARFU will run 30 days after the release of the new version.



Technical Bulletin

Reissued: 1-Nov-19

Model: General Da	Date: 8-Aug-16	No.: RGene090c
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Appendix 6. Transmitted Information/Communication Protocols at ARFU Communication

During the communication of ARFU, described in below "Communication Flow", the information transmitted to the server includes;

- Serial number
- Model information
- Time Zone

Data linked with users (i.e. User ID, User Name, password) is never transmitted. In addition, communication protocol uses HTTPS to prevent information leakage from the network to the eavesdroppers.

Communication destination host, ports, protocols used for communication between a device and a download server are shown below.

Destination server	Host	Port	Protocol
Download server	p-rfu-ds2.support.ricoh.com	443	HTTPS

(Communication Flow)

ARFU running machine downloads an open firmware information file after mutual authentication with the download server. ((1)~(3))

ARFU running machine checks the downloaded open firmware information file and, when any new update firmware data is found, downloads it after mutual authentication with the download server. ((5)~(7))

After the step 7 or after the step 4 when the steps 5 through 7 are not necessary, ARFU running machine determines if updates are prohibited at the point and if the machine is in use, and, when both answers are "false", installs the update firmware data and reboots.





Reissued: 1-Nov-19

Model: General

Date: 8-Aug-16 No

No.: RGene090c

Appendix 7. ARFU Improvements

The following improvements have been added as ARFU related features.

1) The behavior at unpublished firmware package

As described on RTB RGene097, ARFU was stopped at a firmware package is unpublished for reasons such as a firmware bug. On the models after IM C2000/C2500/C3000/C3500/C4500/C5500/C6000 or later models, the update through ARFU, SFU, and Application Site can be conducted with the previous version firmware.

2) Certification of ARFU (Separate certification as @Remote)

As described on 4-4, ARFU previously used the same certificate as @Remote to communicate with the firmware Server. And if the device's certification level set to 512-bit (customers in conditions described in 4-4.), then the communication to ARFU server failed. By installing the firmware with the following release note descriptions, the device uses separate certification (2048-bit) for the communication with the ARFU server. It means ARFU communication will succeed even if the certification level of @Remote is set to 512-bit.

- Firmware:

Model IM C2000/C2500/C3000/C3500/C4500/C5500/C6000: Firmware Package Other models: System/Copy and Network Support

- Release Note description:

Even when the certificate key length for @Remote is set to 512-bit, the device can connect to the firmware download server (for ARFU, SFU, etc.).





Reissued: 31-May-19

Model: General RTB	Date: 19-May-31	No.: RGene091a

RTB Reissue

The latest PCB part number inside the operation panel for each model is updated in red.

Subject: Parts number change information and replacement procedure for Smart Operation Panel v2.0			Prepared	by: E.Hinata
From: 1st Tech S	ervice Sect., MFP/P Tech Service	vice Dept.		
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	 Part informat Electrical Transmit/rec Other (tion eive)	 Action required Service manual revision Retrofit information Tier 2

Information on part number changes and replacement procedure for Smart Operation Panel v2.0

Preinstalled applications in Smart Operation Panel v2.0 for the MP C306/406 will be updated to unify the part numbers for all preinstalled applications in the MP C306/406 to match the part numbers in the MP 305 and later models. The PCBs changed to be common in these models as follows in line with the changes of the application. This bulletin is to inform you of the notification regarding the change to the new part numbers and the replacement procedure, which will affect the following models and later models:

MP 305 (D259)

- MP C3004/3504/4504/5504/6004 (D238/D239/D240/D241/D242), MP C2004/2504 (D243/D244)
- MP 6503/7503/9003 (D223/D224/D225)

For China

Old part number	New part number	Description	Old Q'ty	-New Q'ty	Int
D2411531	D2411536	PCB:MAIN:METIS-C2_CHN: PROGRAM:ASS'Y	1	1	0/0

For other regions

Old part number	New part number	Description	Old Q'ty	-New Q'ty	Int
D2411530	D2411535	PCB:MAIN:METIS-C2: PROGRAM:ASS'Y	1	1	0/0



Reissued: 31-May-19

Model: General RTB Date	e: 19-May-31	No.: RGene091a
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Applied Models:

MP C2004SP/ C2504SP/ C3004SP/ C3504SP/ C4504SP/ C5504SP/ C6004SP (D243/ D244/ D238/ D239/ D240/ D241/ D242)

For China

Old part	New part number	Descriptio	Old	New	Int	Int
number	(The latest number is	n	Q'ty	Q'ty		
	updated in the bottom line)			_		
D2411536	D0AD1456	PCB:C-	1	1	X/X	0/0
D2411523	D0AD1457	G2:CHN:A	1		X/X	as a
	D0AD1441	SS'Y				set

For other regions

Old part number	New part number (The latest number is updated in the bottom line)	Descriptio n	Old Q'ty	New Q'ty	Int	Int
D2411535	D0AD1452	PCB:C-	1	1	X/X	O/O
D2411523	M0AN1572	G2:COM:	1		X/X	as a
	D0AD1440	ASS'Y				set

Applied Models:

MP C2004exSP/ C2504exSP/ C3004exSP/ C3504exSP/ C4504exSP/ C5504exSP/ C6004exSP (D0AH/ D0AJ/ D0AC/ D0AD/ D0AE/ D0AF/ D0AG)

Fo<u>r China</u>

Old part number	New part number (The latest number is updated in the bottom line)	Descriptio n	Old Q'ty	New Q'ty	Int
D2951545	D0AD1456 D0AD1457 D0AD1441	PCB:C- G2:CHN:A SS'Y	1	1	0/0

For other regions

Old part	New part number	Descriptio	Old	New	Int
number	(The latest number is	n	Q'ty	Q'ty	
	updated in the bottom line)				
D2951518	D0AD1452	PCB:C-	1	1	0/0
	M0AN1572	G2:COM:			
	D0AD1440	ASS'Y			

Technical Bulletin

Reissued: 31-May-19

Model: General RTB Da	Date: 19-May-31	No.: RGene091a
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Applied Models:

MP 2555SP/ 3055SP/ 3555SP/ 4055SP/ 5055SP/ 6055SP (D284/ D285/ D286/ D287/ D288/ D289)

For regions other than China

Old part number	New part number (The latest number is updated in the bottom line)	Descriptio n	Old Q'ty	New Q'ty	Int
D2951518	M0AN1572 D0AD1440	PCB:C- G2:COM: ASS'Y	1	1	0/0

Applied Models:

SP C840DN (M0AJ)

For China

Old part number	New part number (The latest number is updated in the bottom line)	Descriptio n	Old Q'ty	New Q'ty	Int	Int
D2411536	D0AD1457		1	1	X/X	0/0
D2411523		SS'Y	1		X/X	set

For other regions

Old part	New part number	Descriptio	Old	New	Int	Int
number	(The latest number is	n	Q'ty	Q'ty		
	updated in the bottom line)					
D2411535	MOAN1572	PCB:C-	1	1	X/X	0/0
		G2·COM·				asa
D2411523		ASS'Y	1		X/X	set

Applied Models:

SP C842DN (M0AL)

For all regions

Old part	New part number	Descriptio	Old	New	Int	Int
number	(The latest number is	n	Q'ty	Q'ty		
	updated in the bottom line)					

Technical Bulletin

Reissued: 31-May-19

Model: General RTB			e: 19-M	lay-31	Ν	No.: RGene091a		
D2411535 D2411523	M0AN1572 - D0AD1440	PCB:C- G2:COM ASS'Y	1 1	1	X/X X/X	O/O as a set		

Applied Models:

SP 8400DN (M0AN)

For regions other than China

Old part number	New part number (The latest number is updated in the bottom line)	Descriptio n	Old Q'ty	New Q'ty	Int
D2951518	M0AN1572 D0AD1440	PCB:C- G2:COM: ASS'Y	1	1	0/0

Applied Models:

MP C6503SP/ C8003SP (D257/ D258) MP C307SP/ C307SPF / C407SP/ C407SPF (D298/ D297/ D299/ D296) MP 6503SP/ 7503SP/ 9003SP (D223/ D224/ D225)

For China

Old part	New part number	Descriptio	Old	New	Int	Int
number	(The latest number is	n	Q'ty	Q'ty		
	updated in the bottom line)					
D2411536	D2965431	PCB:C-	1	1	X/X	0/0
D2411523	D0AC1535	G2:ONE:C	1		X/X	as a
		HN:ASS'Y				set

For other regions

Old part	New part number	Descriptio	Old	New	Int	Int
number	(The latest number is	n	Q'ty	Q'ty		
	updated in the bottom line)					
D2411535	D2965430	PCB:C-	1	1	X/X	0/0
D2411523	D0AC1534	G2:ONE:C	1		X/X	as a
		OM:ASS'Y				set

Technical Bulletin

Reissued: 31-May-19

Model: General RTB Date:	19-May-31 No.: RGene091a	
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Applied Models:

MP C306ZSP/ C306ZSPF/ C406ZSP/ C406ZSPF (D219/ D220/ D214/ D196) MP 402SPF (M0A0) MP 501SPF/ 601SPF (D255/ D256) MP 305+SP/ 305+SPF (D259)

For China

Old part number	New part number (The latest number is updated in the bottom line)	Descriptio n	Old Q'ty	New Q'ty	Int
D2411536	D0AC1511 D0AC1531	PCB:C- G2:MAIN: CHN:ASS' Y	1	1	0/0
D2411523		PCB:SUB: ASS'Y	1		

For other regions

Old part number	New part number (The latest number is updated in the bottom line)	Descriptio n	Old Q'ty	New Q'ty	Int
D2411535	D0AC1510 D0AC1530	PCB:C- G2:MAIN: COM:ASS' Y	1	1	0/0
D2411523		PCB:SUB: ASS'Y	1		

Applied Models:

MP CW2201SP (D262)

For China

Old part	New part number	Descriptio	Old	New	Int
number	(The latest number is	n	Q'ty	Q'ty	
	updated in the bottom line)			-	

Technical Bulletin

Reissued: 31-May-19

M	Model: General RTB				: 19-May-31 No.: RGene			091a	
	D2631533	D2631537 D0AC1513 D0AC1533	PCB: G2:W AIN:C ASS'	:C- /F_M CHN: Y	1	1	0/	Ő	
	D2411523		PCB: ASS'	:SUB: Y	1				

For other regions

Old part number	New part number (The latest number is	Descriptio n	Old Q'ty	New Q'ty	Int
D2631532	D2631536 D0AC1512 D0AC1532	PCB:C- G2:WF_M AIN:COM: ASS'Y	1	1	0/0
D2411523		PCB:SUB: ASS'Y	1		

Caution:

When replacing the PCBs or Operation panel ass'y, follow the procedure below.

1) Replace the hardware parts, PCBs or Operation panel ass'y.

- 2) Turn ON the main power.
- 3) Press OK at the message 'Changing the settings. Please wait.'
- 4) Enter the SP mode.

5) Set the value according to the model and press [Execute] in SP5-761-001: Smart Operation Panel Setting: Restore the default Home screen].

Option	Model	Remarks
0	MP C306/406	The screen appears
(Default)		as if there are no
		options.
1	Models other than MP C306/406	
	and MP CW2201	
2	MP CW2201	

Note:

If you do not set the SP above, home screen for other model will be appeared.

Technical Bulletin

Model: General Date: 10			0-Mar-17	No.: RGene092	
Subject: Firmware update via Application Site, Device Manager NX Pro/Enterprise and service menu cannot be conducted.				Prepared by:	Yuuhei Sasaki
From: Connectivity Support Sec., MFP/P Tech. Service Dept.					
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	Part information Electrical Transmit/receive Other (Firmeware upp		Action	n required ce manual revision fit information

SYMPTOM

1. When users try to update the firmware from Application Site, the following message is displayed and the firmware cannot be updated:



2. When users try to update the firmware from Device Manager NX Pro/Enterprise, the firmware cannot be updated and Error Code 4, which means unsupported device, is recorded:

Result Details											
											🛱 💡
Template Name	Start Date	End Date	Model Name	Address	Serial Number	Function	Function Details	Result	Cause	Error Code	Last Communication Time
RC170175_check	03/09/2017 14:13:37	03/09/2017 14:13:38	MP C306Z	3 3	346PD/045	Remote Firmware Update	Check	Skip	Unsupported device.	4	03/09/2017 14:17:04
•											•

3. When CEs try to update the firmware from the service menu, the following message is displayed and the firmware cannot be updated:

E68	
	0K

Lechnical Dulletin	Techr	nical	Bul	letin
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Model: General	Date: 10-Mar-17	No.: RGene092

CAUSE

The "package_ALL" firmware package that contains Cheetah System v1.21 for Automatic Remote Firmware Update (ARFU) has been withdrawn. In Cheetah System v1.21, we configured the firmware so that applications with invalid signatures are automatically removed. There is a possibility that this modification affects Asia-Pacific regional applications, so we decided to withdraw this package firmware. However, the firmware update structure on Application Site, Device Manager NX Pro/Enterprise and the CE menu uses the same method as ARFU, so we were forced to withdraw the package firmware worldwide, which caused the problem to surface.

OCCURRENCE CONDITION

When all Smart Operational Panel G2 models execute the firmware update via:

- ARFU
- Application Site
- Device Manager NX Pro/Enterprise
- Service menu

SOLUTION

None. However, this problem is expected to be resolved in the "package_ALL" firmware package that will contain Cheetah System v1.22.2 and will be published according to the following schedule:

Model	Expected release date
MP C3004/C3504	3/8-17
MP C4504/C5504/C6004	3/8-17
MP C307/C407	3/8-17
MP 2555/3055/3555/4055/5055/6055	3/8-17
MP C6503/C8003	3/15-24
MP 6503/6503/9003	3/15-24
SP C840DN/C842DN	3/15-24
MP C306Z/C406Z	3/22-31
MP 501/601	3/22-31
MP 402SPF	3/22-31
Pro C5200S/C5210S	3/22-31
MP 305+	3/29-4/7
MP CW2201	3/29-4/7

Note: This schedule is subject to change.

APPENDIX

Currently, we are announcing about this problem on the information of Application Site only.



Technical Bulletin

PAGE: 1/1

Model: General			Date:	3-Apr-17	No.: RGene093
Subject: Specification notice for Back Up Encryption Key				Prepared by	y: Y.Taniguchi
From: Field Qual	rom: Field Quality Management Group1, FQM Dept.				
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	 Part information Electrical Transmit/receive Other (Notice abou specification) 		Action required Service manual revision Retrofit information ut X Tier 2	

Important Information about Encryption Key Back-up

- The encryption key can be backed-up by saving the key to an SD card or by printing the key out.
- On the following models, the **last five digits of the key are changed each time** you perform a back-up. This is normal machine specification, and so you can use **any of the backed-up encryption keys** for decryption.

Note: The last five digits are changed in accordance with the internal status of the machine at the time of the back-up.

Mo-C2	MP CW2201
MET-C2	MP C2004/C2504/C3004/C3504/C4504/C5504/C6004
MT-C6	MP 6503/7503/9003
Gim-MF1.5	MP 402
Brz-MF1	MP 501/601
Brz-P1	SP 5300/5310
MD-P3	SP C340/C342
Ve-P1	SP C352

• On all newer models, the encryption key is constant (the last five digits do not change when a back-up is performed).

Technical Bulletin

PAGE: 1/2

Model: General Da			Dat	e: 14-Apr-	16	No.: RGene094
Subject: FSM Correction: Deletion of the descriptions of the IBM peel-back logo for IPDS options					d by: Chi	hiro Shimaji
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.						
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	 Part info Electrica Transm Other (ormai al it/rec	tion eive)	Action	n required ce manual revision fit information

Use of the IBM Peel-back Logo for the following IPDS options was terminated on June 30th, 2017. Accordingly, please delete the descriptions of this logo from your field service manual.

DO NOT attach the IBM Peel-back Logo after July 1st, 2017 even if you find the logo decal included as an accessory to the IPDS option.

Model	IPDS Option	Code
AI-C2	IPDS Unit Type 5002	D641
AP/AT-C3	IPDS Unit Type C5502	D645
BR-C1	IPDS Unit Type S1	D726
BR-P1	IPDS Unit Type S5	D726
BR-C2	IPDS Unit Type S7	D3DV
BR-P2	IPDS Unit Type S8	D3DV
Brz-MF1	IPDS Unit Type M24	M500
Ch-C1	IPDS Unit Type M2	D719
Ch-C2	IPDS Unit Type M26	D3D8
Cor-C1	IPDS Unit Type M12	D3A7
Cor-C1.5	IPDS Unit Type M29	D3DW
Met-C1ab	IPDS Unit Type M3	D165
Met-C1cde	IPDS Unit Type M4	D166
Met-C2cde	IPDS Unit Type M20	D3BC
MT-C5	IPDS Unit Type 9002	D620
MT-C6	IPDS Unit Type M25	D3D4
Sh-MF1	IPDS Unit Type 5210	D571

IBM Peel-back Logo:



technology with IPDS Intelligent Printer Data Stream[™] by InfoPrint Solutions Company

*This logo sticker will be removed from the IPDS options.

Date: 14-Apr-16

Installation Procedure

IPDS Unit Type

😒 Important 🔵

• IPDS Unit Type S1 is for the copier model, and IPDS Type S2 is for the printer model.

Check the quantity and condition of the accessories in the box against the following list and diagram.

Accessories

No	Description	Q'ty
1	IPDS Emulation SD Card	1
~		
2	Decal	I

~~~

- 5. Turn on the machine ( $^{69}x$  1)
- 6. Make sure that the machine recognizes the option:

[User Tools] > Printer Features > List/Test Print > Configuration Page Delete -7. Attach the decal to the left side of the Adobe PDF decal on the right door.

### Technical Bulletin

Reissued : 11-May-18 Model: General RTB

Date: 3-Jul-17 No.: RGene095h

#### **RTB Reissue**

The items in *blue* were added. The items in strike out were deleted.

| Subject: Addition  | of SMBv2/v3 support                                                                                 | Prepared by: S. Toya                                                                                 |                                                                                                                                      |
|--------------------|-----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| From: 1st Tech Ser |                                                                                                     |                                                                                                      |                                                                                                                                      |
| Classification:    | <ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul> | <ul> <li>Part information</li> <li>Electrical</li> <li>Transmit/receive</li> <li>Other ()</li> </ul> | <ul> <li>Action required</li> <li>Service manual revision</li> <li>Retrofit information</li> <li>Tier 2</li> <li>Tier 0.5</li> </ul> |

#### Affected models:

MET-C2.1abyz, MET-C2.1cde, MET-C2abyz, MET-C2cde, MET-C1ab, MET-C1cde, MET-C1yz, MET-C1ab\_SOP, MET-C1cde\_SOP, MET-C1yz\_SOP, MET-C1k, Cor-C1, Cor-C1\_SOP, Cor-C1.5, MT-C6, OR-C2, OR-C2\_SOP, CH-C1 Office, CH-C1 Pro, CH-C2 Office, CH-C2 Pro, GR-C3, GR-C2, Gim-MF1, Gim-MF1.5, Brz-MF1, LE-C1, BE-C2, MO-C2, Z-C2, Z-C2 SOP, K-C4, BR-C1, BR-C2, Leo-C1, S-C5, AL-C2, MT-C5, AT-C3, AP-C3, S-C4.5, SH-MF1, OR-C1, GR-C1, DI-C1.5, R-C5, S-C4, Z-C1, V-C3, MO-C1, N-C3, Katana-C2, BE-C1.5, BE-C1, Taurus-C1

This RTB describes the specifications and limitations for newly added SMBv2/v3 support for applicable Ricoh devices.

#### Contents:

| 1. | SMBv2/v3 specifications for Ricoh devices | 1 |
|----|-------------------------------------------|---|
| 2. | Limitations                               | 3 |
| 3. | Required firmware                         | 3 |
| 4. | Additional information1                   | 7 |
|    |                                           |   |

### 1. SMBv2/v3 specifications for Ricoh devices

Ricoh devices support the following protocols:

- SMB1.0/CIFS
- SMB2.0
- SMB3.0

#### Additional features:

New settings have been added for SMBv2/v3:



| neissueu | • | i i-iviay- | IC |
|----------|---|------------|----|
|          |   |            |    |
|          |   |            |    |

| Model: General RTB | Date: 3-Jul-17 | No.: RGene095h |
|--------------------|----------------|----------------|
|--------------------|----------------|----------------|

- \* Please note the following points when updating the LegacyUIData2nd firmware.
- The LegacyUI firmware must be updated to at least version 1.31 or later.
- If the LegacyUIData firmware is installed, it should be uninstalled after installing the LegacyUIData2nd firmware. If the LegacyUIData firmware is not uninstalled then an error message will be displayed as shown below:



\*\* Bug fix (fix1- 2byte character problem) version. Please refer to "Important Note" below for details.

\*\*\* Bug fix (fix1- 2byte character problem and fix2- Scanned or fax document deletion problem with GlobalScan / StreamlineNX) version. Please refer to "Important Note" below for details.

The Animation, Opepanel, and LegacyUIData2nd firmware might not be included in the "Package All" firmware. If these firmware are not updated, the SMBv2/v3 setting will not be displayed in User Tools on the operation panel but it may still be displayed on Web Image Monitor.

When carrying out the firmware update via ARFU etc., please confirm that the above firmware are updated to the version that supports SMBv2/v3.

Reissued : 11-May-18

Model: General RTB Date: 3-Jul-17 No.: RGene095h

#### **Important Note:**

#### 1. 2-byte characters problem which was found on August 1<sup>st</sup>.

There is a bug which was found on August 1<sup>st</sup>. The details are as follows.

When using Scan to Folder (SMB), any of the following conditions may cause SMB communication to fail:

- 1. A computer name which includes 2-byte characters (for example Chinese characters) is set as the destination path.
- 2. A user name which includes 2-byte characters is used for authentication.
- 3. Attempting to browse the network from the device for a computer name which includes 2-byte characters.

As a temporary workaround, please disable SMBv2/v3 by changing the setting to **[Inactive]** from Web Image Monitor or the Operation Panel.

For reference: Web Image Monitor : Device Management > Configuration > SMB

| SMB                                        |  |  |
|--------------------------------------------|--|--|
| OK Cancel                                  |  |  |
| ■ SMB :                                    |  |  |
| General Settings                           |  |  |
| Protocol : IPv4 Workgroup Name : WORKGROUP |  |  |
| Computer Name : RNP002673B7A53A            |  |  |
| Comment :<br>Share Name : MP3555           |  |  |
| Advanced Settings                          |  |  |
| ■ Port Number : ○ 139                      |  |  |
| ■ SMBv2/SMBv3: ○ Active                    |  |  |
| OK Cancel                                  |  |  |

The effects of using 2-byte characters with the following functions are currently being investigated.

- FAX reception with folder transfer
- FAX transmission with folder backup

As this is a major bug, the planned countermeasures are as follows.

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

- The firmware already released will remain published as is. (\*) New firmware will be released once this bug is fixed.
- The firmware which has not yet been released will be fixed before it is released.

(\*) Applicable models: Met-C2.1, Met-C2, Met-C1 (Armada/SOP), Cor-C1 (Armada/SOP), Cor-C1.5

Because of this, the release schedule might be slightly delayed.

# 2. Scanned or fax document deletion problem with GlobalScan / StreamlineNX found on August 29<sup>th</sup>.

On an MFP with SMBv2 / v3 firmware, an "incorrect" document may be sent to the destination when sending a scanned / fax document using the Hotfolder plug-in for GlobalScan / StreamlineNX.

\*Examples of "incorrect" documents created at the destination include:

-File size is too small and the file is damaged.

-File size is 0 bytes.

\*When this phenomenon occurs, the scanned / fax document is deleted before being sent and is therefore lost.

This problem does not occur when using SMBv1. This problem is caused by the Network Support firmware.

For more details, please refer to the Problem Bulletin described in section "4. Additional information".

This firmware has not been released for any models by ARFU yet. This bug will be fixed in any firmware released via ARFU (for all applicable models).

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

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|                    |                |                |

SMB v2/v3 support will be available as per the announcement issued separately. See the schedule below.

The revised release dates for each model are as follows.

(fix1): The SMBv2/v3 firmware has already been released with the bug. The date indicates when the release is planned for firmware to fix the 2-byte character issue.

(fix2): The date indicates when the release is planned for firmware to fix the scanned / fax document deletion issue. In cases where fix1 has not yet been released, this release will be stopped and fix2 will be released instead (which also includes fix1).

(delay): The SMBv2/v3 firmware has not been released yet. However, due to the bugs and related countermeasures, the release date has been rescheduled. Both fix1 and fix2 will be applied when released.

| Product Name | Planning SMB v2/v3<br>Support in 2017                             |
|--------------|-------------------------------------------------------------------|
| Met-C2.1     | Beginning of July                                                 |
|              | ( <del>TIXT) End OT August</del><br>(fix2) Reginning of September |
|              | Released                                                          |
| Met-C2       | Beginning of July                                                 |
|              | (fix1) End of August                                              |
|              | (fix2) Beginning of September                                     |
|              | Released                                                          |
| Met-C1       | End of July                                                       |
|              | (fix1) Beginning of September                                     |
|              | (TIX2) Mildale of September<br>Roloasod                           |
| Car C1       | Regipping of August                                               |
| 00-01        | (fix1) Middle of September                                        |
|              | (fix2) End of September                                           |
|              | Released                                                          |
| Cor-C1.5     | Beginning of August                                               |
|              | (fix1) Beginning of September                                     |
|              | (fix2) End of September                                           |
|              | Released                                                          |
| MT-C6        | Beginning of August                                               |
|              | (delay) Beginning of September                                    |
|              | <del>(ueiay) End of September</del><br>Beleased                   |
| OR-C2        | Beginning of August                                               |
|              | (fix1) End of August                                              |
|              | (fix2) Middle of September                                        |
|              | Released                                                          |
| CH-C1        | Beginning of August                                               |
|              | ( <del>IIX-I) End OF August</del><br>(fix2) Middle of Soptembor   |
|              | Released                                                          |
| CH-C2        | -(fix1) End of August                                             |
|              | (fix2) End of September                                           |
|              | Released                                                          |



#### Reissued : 11-May-18

| Model: General RTB |             | Date: 3-Jul-17                        | No.: RGene095h                                |  |
|--------------------|-------------|---------------------------------------|-----------------------------------------------|--|
|                    | GR-C3       | (fix1)                                | End of August                                 |  |
|                    |             | <del>(11×2) E</del>                   | Released                                      |  |
| (                  | GR-C2       | <del>(fix1)</del>                     | End of August                                 |  |
|                    |             | <del>(fix2) Mic</del>                 | ddle of September<br>Released                 |  |
|                    | Gim-MF1d/dM | (fix1)                                | End of August                                 |  |
|                    |             | (fix2) E                              | nd of September                               |  |
|                    |             | ()                                    | Released                                      |  |
| (                  | Gim-MF1.5   | (fix1)                                | End of August                                 |  |
|                    |             | (fix2) E                              | nd of September                               |  |
|                    |             |                                       | Released                                      |  |
|                    | Brz-MF1     | <del>(fix1)</del>                     | End of August                                 |  |
|                    |             | <del>(fix2)</del> -E                  | nd of September                               |  |
| _                  |             | (1:                                   | Released                                      |  |
|                    | LE-GT       | (fix2) Po                             | End of August                                 |  |
|                    |             | (IIXZ) DO                             | Beleased                                      |  |
| -                  | BE-C2       | (fix1)                                | End of August                                 |  |
|                    |             | (fix2) E                              | nd of September                               |  |
|                    |             | ()                                    | Released                                      |  |
|                    | Mo-C2       | <del>(fix1) Begi</del>                | nning of September                            |  |
|                    |             | (fix2) Be                             | ginning of October                            |  |
|                    |             |                                       | Released                                      |  |
|                    | Z-C2        | (fix1) Begi                           | nning of September                            |  |
|                    |             | (fix2)-Be                             | ginning of October                            |  |
| -                  | K CA        | (fixed) Deed                          | Released                                      |  |
|                    | K-04        | ( <del>IIX I.) DCGI</del><br>(fiv2) E | nning of September                            |  |
|                    |             |                                       | Released                                      |  |
|                    | BR-C1       | Middl                                 | e of September                                |  |
|                    |             | (delay) M                             | iddle of September                            |  |
|                    |             |                                       | Released                                      |  |
|                    | BR-C2       | Middle                                | e of September                                |  |
|                    |             | <del>(delay)</del> E                  | End of September                              |  |
|                    |             |                                       | Released                                      |  |
|                    | Leo-C1      | Middl                                 | e of September                                |  |
|                    |             | <del>(delay) M</del>                  | Iddle of September                            |  |
| L.                 | S-C5        | Middl                                 | neleased                                      |  |
|                    | 3-00        | (dolay)                               | <del>e ur september</del><br>End of September |  |
|                    |             | (aciay)                               | Released                                      |  |
|                    |             |                                       |                                               |  |

RCL have decided to provide SMBv2/v3 support for the following models based on current market conditions. The target models in order of priority are listed below:

| Priority | Model | Release Schedule |
|----------|-------|------------------|
| 1        | AL-C2 | Middle of March  |
|          |       | Released         |
| 2        | MT-C5 | Middle of March  |
|          |       | Released         |

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|--------------------|----|-----------|-------------------------------|--|--|
|                    | 3  | AT-C3     | End of March                  |  |  |
|                    |    |           | Released                      |  |  |
|                    | 4  | AP-C3     | Middle of April               |  |  |
|                    |    |           | Released                      |  |  |
|                    | 5  | S-C4.5    | End of April                  |  |  |
|                    |    |           | Released                      |  |  |
|                    | 6  | SH-MF1    | End of April                  |  |  |
|                    |    |           | Released                      |  |  |
|                    | 7  | OR-C1     | Beginning of May              |  |  |
|                    |    |           | Released                      |  |  |
|                    | 8  | GR-C1     | Beginning of May              |  |  |
|                    |    |           | Released                      |  |  |
|                    | 9  | DI-C1.5   | Middle of May                 |  |  |
|                    |    |           | Released                      |  |  |
|                    | 10 | R-C5      | End of May                    |  |  |
|                    | 11 | S-C4      | End of May                    |  |  |
|                    | 12 | Z-C1      | End of May                    |  |  |
|                    | 13 | V-C3      | Beginning of June             |  |  |
|                    | 14 | MO-C1     | Beginning of June             |  |  |
|                    | 15 | N-C3      | Middle of June                |  |  |
|                    | 16 | Katana-C2 | Middle of June                |  |  |
|                    | 17 | BE-C1.5   | Middle of June                |  |  |
|                    | 18 | BE-C1     | End of June                   |  |  |
|                    | 19 | Taurus-C1 | End of June                   |  |  |

Note: The firmware from the schedule in the table above do not support configuring the settings for SMBv2/v3 from "User Tools" on the operation panel, so the setting item "SMB Client Advanced Settings" will not be displayed.



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Enabling or disabling SMBv2/v3 can only be done from the Web Image Monitor or telnet.

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|--------------------|----------------|----------------|
|                    | Batol o bai li |                |

<u>Web Image Monitor</u> Device Management > Configuration > SMB

|     | - |
|-----|---|
| SMB |   |

| 0110                                                                                                             |                                                 |
|------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| ОК                                                                                                               | Cancel                                          |
| SMB : (                                                                                                          | Active      Inactive                            |
| General Settings                                                                                                 |                                                 |
| <ul> <li>Protocol</li> <li>Workgroup Name</li> <li>Computer Name</li> <li>Comment</li> <li>Share Name</li> </ul> | : IPv4<br>: WORKGROUP<br>: RNP002673B7A53A<br>: |
| Advanced Setting                                                                                                 | IS                                              |
| Port Number : (                                                                                                  | 0 139   445                                     |
| SMBv2/SMBv3 : (                                                                                                  | ⊖ Active ● Inactive                             |
| ОК                                                                                                               | Cancel                                          |

#### <u>telnet</u>

msh > smb client v3 [on|off]

Reissued : 11-May-18 Model: General RTB

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### 4. Additional information

- An official announcement about SMB support for MFP and Printer products has been issued on the ricoh.com website. If necessary, this URL can be shared with customers.

http://www.ricoh.com/products/mfp20170727 1.html

- The details regarding the Scanned or fax document deletion problem with GlobalScan / StreamlineNX are as follows.

#### [Issue]

On an MFP with SMBv2 / v3 firmware, an "incorrect" document may be sent to the destination when sending a scanned / fax document using the Hotfolder plug-in for GlobalScan / StreamlineNX.

\*Examples of "incorrect" documents created at the destination include:

-File size is too small and the file is damaged.

-File size is 0 bytes.

\*When this phenomenon occurs, the scanned / fax document is deleted before being sent and is therefore lost.

#### [Cause]

There was a specification change to the file send function of the MFP when added SMBv2.0 / v3.0 support. This function enables the file to be "transferred / deleted" while it is still being created.

Hotfolder plug-in accesses the monitoring folder once per second to obtain transferable documents.

Because of this process, an "incorrect" document is created in the destination if GlobalScanNX / StreamlineNX tries to obtain the document (file transfer / delete process) while the MFP is still sending the file (meaning the file creation process is still in progress in the monitoring folder).

\*This problem does not occur when an MFP with SMBv1.0 sends a file because the file under creation cannot be "transferred / deleted".

### Technical Bulletin

Reissued : 11-May-18 Model: General RTB Date: 3-Jul-17 No.: RGene095h GlobalScanNX/StreamlineNX Server Behavior with SMBv1.0 Obtain / Delivery 1) SendToFolder Process Function Monitoring Folder The FAX / Scanned document 2) Monitor every 1 second Document 3 Cannot be to deliver transferred as Being being created Created Creation completed Monitor every 1 second Docum 5) Can transfer the Delete ent to document as deliver creation is 6) Delivery completed completed GlobalScanNX/StreamlineNX Server Behavior with SMBv2.0/3.0 Obtain / Delivery 1) SendToFolder Process Function Monitoring Folder The FAX / Scanned document 2) Monitor every 1 second Document 3) Can be Docum to deliver transferred even ent to Delete deliver during the creation 4) Incorrect document The document being being created is created is transferred, and delivered sent to the destination. Also, the file will be lost because the original file is deleted when the transfer is completed.

#### [Affected SLNX versions]

- All of the versions of Streamline NX/GlobalScan NX to which the HotFolder Plugin are applied.

#### [Extent of the impact]

This problem occurs when the SMBv2 / v3 firmware is applied to an MFP which uses the Hotfolder plug-in for GlobalScanNX / StreamlineNX.

#### [Permanent fix]

The "transfer / delete" function which was added from SMBv2.0 / v3.0 will be disabled by fixing the firmware (Network Support).

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| Model: General RTB | Date: 3-Jul-17 | No.: RGene095h |
|--------------------|----------------|----------------|
|--------------------|----------------|----------------|

#### [Temporary fix]

Disable the setting for SMBv2 / SMBv3,

<Changing the settings via Web Image Monitor>

"Device Management" > "Configuration" > "Network" > SMB"

#### SMB

| OK Canc                                                                                                                                    | el             |  |  |  |
|--------------------------------------------------------------------------------------------------------------------------------------------|----------------|--|--|--|
| SMB : O Act                                                                                                                                | ive 🔘 Inactive |  |  |  |
| General Settings                                                                                                                           |                |  |  |  |
| Protocol : IPv4<br>Workgroup Name : WORKGROUP<br>Computer Name : RNP002673C135B1<br>Comment :<br>Share Name : MPC6004<br>Nutrit Completion |                |  |  |  |
| Advanced Settings                                                                                                                          |                |  |  |  |
| ■ Port Number : ◎ 139                                                                                                                      |                |  |  |  |
| ■ SMBv2/SMBv3 : ○ Active                                                                                                                   |                |  |  |  |
| OK Canc                                                                                                                                    | el             |  |  |  |

<Changing the setting from the operation panel> "System Settings" > "Interface Settings" > "SMB Client Advanced Settings"

| System Settings       |                               |        | Exit |
|-----------------------|-------------------------------|--------|------|
| General Tray Paper    | SMB Client Advanced Settings  | Cancel | ОК   |
| Features V Settings V | Select item, then press [OK]. |        |      |
| Network               |                               |        |      |
| SMB Computer Name     | Port Number                   |        |      |
| SMB Work Group        | 445                           |        |      |
| SMB Client Advanced S | ►SMBv2/SMBv3                  |        |      |
|                       | Active                        |        |      |
| Ethemet Speed         |                               |        |      |
|                       |                               |        |      |
| Ping Command          |                               |        |      |
|                       |                               |        |      |

The above setting screen will not be displayed if the Animation or Opepanel or LegacyUIData2nd firmware supporting SMBv2 / SMBv3 is not applied.

## Technical Bulletin

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| Model: General (@Remote) Date                                                                             |                                                                                                     |           |                      |                   | -17                                                                                 | No.: RGene096                                   |
|-----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-----------|----------------------|-------------------|-------------------------------------------------------------------------------------|-------------------------------------------------|
| Subject: Set an appropriate encryption strength for the certificate of a device and an external appliance |                                                                                                     |           |                      |                   | d by: T.Sເ                                                                          | ızuki                                           |
| From: Technical S                                                                                         | Support Sect, Product Marketin                                                                      | g Dept.   |                      |                   |                                                                                     |                                                 |
| Classification:                                                                                           | <ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul> | Part info | ormat<br>al<br>t/rec | tion<br>eive<br>) | <ul> <li>☐ Action</li> <li>☐ Servic</li> <li>☐ Retrofi</li> <li>⊠ Tier 2</li> </ul> | required<br>e manual revision<br>it information |

This symptom is NOT a firmware bug; this behavior is by design.

### SYMPTOM

A GW CTL device is registered as an SNMP managed device under an external appliance even though it can be registered as an HTTPS managed device.

### CAUSE

The encryption strength of the certificate for the device and the external appliance are different.

#### Overview of the communication between a device and the @Remote center



The encryption strength and the default setting of a device's certificate and an external appliance's certificate are different for each GW CTL version and each external appliance model. The following tables indicate the certificate of each GW CTL version and each external appliance model.

### Certificate for each GW CTL version

|                     | Device                   |                   |                                           |  |  |
|---------------------|--------------------------|-------------------|-------------------------------------------|--|--|
| Device Certificate  | 09A GW CTL or<br>earlier | 11A to 14A GW CTL | 15S GW CTL or later<br>(Except for GR-C2) |  |  |
| Encryption strength | 512 bit                  | 512 bit (Default) | 512 bit                                   |  |  |
| 512 or 2048 bit     |                          | 2048 bit          | 2048 bit (Default)                        |  |  |
| *SP5-817-102        |                          |                   |                                           |  |  |

Model: General (@Remote)

Date: 19-Dec-17

No.: RGene096

### Certificate for each external appliance model

| Extornal appliance                     | External appliance |           |                                      |                                      |                                 |  |
|----------------------------------------|--------------------|-----------|--------------------------------------|--------------------------------------|---------------------------------|--|
| certificate                            | RC gate<br>BN1/BM1 | RC Gate S | RC Gate A                            | RC Gate A2                           | <pre>@Remote Connector NX</pre> |  |
| Encryption strength<br>512 or 2048 bit | 512 bit            | 512 bit   | <b>512 bit (Default)</b><br>2048 bit | <b>512 bit (Default)</b><br>2048 bit | 512 bit (Default)<br>2048 bit   |  |

Currently, the number of SMNP managed 15S GW CTL or later devices (Except for GR-C2) is increasing. Therefore, there is a high possibility that there is a mismatch between the encryption strength of a device's certificate and an external appliance's certificate. The 15S GW CTL or later models (except for GR-C2) has a 2048-bit certificate as a default and most external appliances have a 512-bit certificate by default.

### SOLUTION

The encryption strength of a device's certificate and an external appliance's certificate should be set to the same encryption strength. If not, the device cannot be managed as an HTTPS managed device correctly. Therefore, this RTB indicates how to a change the encryption strength of a device's certificate from the device's SP mode and the external appliance GUI as shown below.

#### (1) Device (SP mode)

If changing the certificate of an SNMP managed device, after removing it from the @Remote center once, please change the device's certificate and re-register it as an HTTPS managed device.

- 1. Enter SP mode
- 2. Execute SP5-870-003 (Common Key Info Writing: Initialize)
- 3. Execute SP5-870-001 or SP5-870-004 (Common Key Info Writing: Writing 512bit or 2048 bit)
- 4. Reboot the device

# (2) Remote Communication Gate A Confirmation

Before you attempt to change the encryption strength of a device's certificate via RC Gate A, please update it to the following firmware version or later.

Firmware version: D4595160G (Ver. 02.00-00) or later

- Application D4595161E (Ver. 3.00) or later
- Common D4595162F (Ver. 3.00) or later
- Platform D4595163F (Ver. 3.00) or later
- kernel D4595164E (Ver. 3.00) or later

| RICOH                    | Technical B | PAGE: 3/7       |               |
|--------------------------|-------------|-----------------|---------------|
| Model: General (@Remote) |             | Date: 19-Dec-17 | No.: RGene096 |

#### How to change the encryption strength of a device's certificate from RC gate A GUI

If changing the certificate of an SNMP managed device, please change the device's certificate after removing it from the @Remote center once and re-register it as an HTTPS managed device.

1. Select the **Maintenance** tab and select **Authentication Strength Setting** in the RC gate A GUI.



2. Change the **Authentication Strength Setting** (Encryption strength of a certificate of RC gate A) to either **Level 1** or **Level 2** to match the device's certificate with RC gate A.

 Remote Communication Gate A

 Ro Gate Settings

 Auto Discovery

 Device Management

 Maintenance

 Service Test Call

 Device Oheck Req. Call

 Center Connect Check

 Center Connect Setting

 Level 1: Low (512-bit)

 Level 2: High (2048-bit)

3. Select **Device Management** and select **Verify Device Authentication Strength: Search Range Settings**.

|--|

| Model: General (@Remote)                                    |   | Date: 19-Dec-17 | No.: RGene096 |
|-------------------------------------------------------------|---|-----------------|---------------|
| N DD Code Coddinar                                          |   |                 |               |
| P HU Gate Settings                                          |   |                 |               |
| Auto Discovery                                              |   |                 |               |
| ▼ Device Management                                         |   |                 |               |
| Extended Device Search Setting                              |   |                 |               |
| Registered Device List                                      |   |                 |               |
| Common Management                                           |   |                 |               |
| Device Settings per Connection Type                         |   |                 |               |
| Shift Device Firmware Update Time                           |   |                 |               |
| Update Device Firmware                                      |   |                 |               |
| Update Device Firmware Report                               |   |                 |               |
| Notify Timing                                               |   |                 |               |
| Protocol Settings                                           |   |                 |               |
| Call Report Record(s)                                       |   |                 |               |
| Manual Device Retrieval: Search Range Settings              |   |                 |               |
| Verify Device Authentication strength:Search Range Settings |   |                 |               |
| Maintenance                                                 | - |                 |               |
| Security                                                    |   |                 |               |
| Counter per User                                            |   |                 |               |
| Log                                                         |   |                 |               |

4. Select the **Search Conditions** and input the **Search Range Settings** of the device, which are verified before the encryption strength of the device's certificate is changed. Verify Device Authentication strength:Search Range Settings

| Enter ranges to verify a | device auhentication str | ength on the network.                  |             |                                        |         |                        |             |
|--------------------------|--------------------------|----------------------------------------|-------------|----------------------------------------|---------|------------------------|-------------|
| Search Conditions        |                          |                                        |             |                                        |         |                        |             |
| Search method 🤅          | Registered Device        | <ul> <li>IPv4 address range</li> </ul> | 🔵 Host name | <ul> <li>IPv4 segment range</li> </ul> | Sweep + | ) Specify IPv6 address | 🔘 IPv6 mult |
| Search Range Sett        | ings                     |                                        |             |                                        |         |                        |             |
| CSV file                 |                          |                                        |             |                                        |         |                        |             |
|                          |                          | Bro                                    | ₩se         |                                        |         |                        |             |
| Import CSV               |                          |                                        |             |                                        |         |                        |             |
| Select                   | Start IP Address         | End IP Address                         |             |                                        |         |                        |             |
| ✓                        |                          |                                        |             |                                        |         |                        |             |
|                          |                          |                                        |             |                                        |         |                        |             |
|                          |                          |                                        |             |                                        |         |                        |             |
|                          |                          |                                        |             |                                        |         |                        |             |
| 1                        |                          | ·                                      |             |                                        |         |                        |             |

5. Click Start Search.

| Start Search | Restore |
|--------------|---------|
|              |         |

6. The following window appears:
# Technical Bulletin

| Model: General (@Remote)                        | Date: 19-D | Date: 19-Dec-17 No.: RGene |  |  |
|-------------------------------------------------|------------|----------------------------|--|--|
| Verify Device Authentication strength:Verifying |            |                            |  |  |
| Verifying.Please wait.                          |            |                            |  |  |
| Search progress                                 | 0/2        |                            |  |  |
|                                                 |            |                            |  |  |
|                                                 |            |                            |  |  |
|                                                 | Cancel     |                            |  |  |
|                                                 |            |                            |  |  |

7. The status of each device is indicated as shown below.

| ify Devi   | ce Authenticatio          | on strength:Result                    | - N - N                             |                                    | •               |
|------------|---------------------------|---------------------------------------|-------------------------------------|------------------------------------|-----------------|
| ch Results | e(s) have been vertied au | neerocation attempts, to change autos | ntication strength, cick (Linange A | uthentication, after select device | S,              |
| 1-10       | 0/28 🕨 🕅 De               | alav items 10 🛛 🔻                     |                                     | 0                                  | 0               |
| Select     | Model Name                | Address                               | Machine ID                          | Authentication Strengt             | h Changeability |
|            | RICOH Aficio MP<br>C305   |                                       | W79 2P502309                        | Level 1                            | ENABLE          |
|            | RICOH MP 250              | 1-00.4064-55.469                      | E33 3M250091                        | Level 1                            | EN4BLE          |
|            | RICOH Aficio MP<br>W3501  |                                       | WI 2 1 0200072                      | Level 1                            | DISABLE         |
|            | RICOH Aficio MP<br>0400SR |                                       | S75 09500003                        | Level 1                            | DISABLE         |
|            | RICOH Aficio MP 301       | 1 <del>00406455404</del>              | W91 2P609190                        | Level 1                            | ENABLE          |
|            | RICOH Aficio SP<br>0320DN |                                       | S99 19000084                        | Level 1                            | DISABLE         |
|            | RICOH MP C401 SR          | 100400405-17                          | G09 3P717038                        | Level 1                            | ENABLE          |
|            | RICOH MP C6003            | 10010016650                           | 3070 600029                         | Level 1                            | EN4ELE          |

(1) Authentication Strength: Current encryption strength of a device's certificate.(2) Changeability: Indicates if the level can be changed.

- 8. Select the model and click Change Authentication Strength
- If the original Authentication Strength is Level 1, it will change to Level 2.
- If the original Authentication Strength is Level 2, it will change to Level 1.

### Technical Bulletin

| Model: G                       | eneral (@R              | emote)                                       |             |                      | Date: 19-Dec-1                     | 7           | No.: RGene096 |
|--------------------------------|-------------------------|----------------------------------------------|-------------|----------------------|------------------------------------|-------------|---------------|
| Verify Device                  | Authenticatio           | on strength:Result                           |             |                      |                                    |             |               |
| The following device(s         | ) have been verified av | thent cation strength. To change authentical | tion streng | sth, dick [Change Au | hentication] after select device(s | )           |               |
| Search Results                 | 28 🕑 🕨 Dis              | splay items                                  |             |                      |                                    |             |               |
| Select                         | Model Name              | Address                                      |             | Machine ID           | Authentication Strength            | Changeabili | ity           |
|                                | RICOH Aficio NP<br>0305 | 133.139.166.43                               | <b>W</b> 79 | 2P502309             | Level 1                            | ENABLE      | -             |
|                                | RICOH Alicio MP<br>7502 | 1 33,1 39,1 66,138                           | W87         | 20800002             | Level 1                            | ENABLE      |               |
| Select All Lev<br>Change Auher | el2 Select a            | All Level1 Unselect All                      |             |                      |                                    |             |               |

Important:

- 1. The encryption strength of all of the device's certificates and the Uz-A1 should be set to the same level. If not, a device cannot be correctly managed as an HTTPS managed device
- 2. A device with a CTL version from 11A to 13A must be rebooted after changing the encryption strength of the certificate. If not, the device cannot correctly connect to the appliance as an HTTPS managed device.

PAGE: 7/7

| Model: General (@Remote) | Date: 19-Dec-17 | No.: RGene096 |
|--------------------------|-----------------|---------------|
|--------------------------|-----------------|---------------|

#### (3) Remote Communication Gate A2 and @Remote connector

If changing the certificate of an SNMP managed device, please change the device's certificate after removing it from the @Remote center once and re-register it as an HTTPS managed device.

#### How to change the encryption strength of a device's certificate

1. Select @Remote settings in the @Remote tab.



SICOH

2. Select the encryption strength of the external appliance's certificate.

| - Security Settings       |           |            |                    |  |
|---------------------------|-----------|------------|--------------------|--|
| Device Encryption Level : | 🔵 512 bit | 🖲 2048 bit | Batch Modification |  |

3. Click the **Batch Modification** button to change the encryption strength of the device's certificate at the same time.

Important:

- 1. The encryption strength of all of the device's certificates and the external appliance's certificate should be set to the same encryption strength. If not, a device cannot be correctly managed as an HTTPS managed device.
- 2. A device with a CTL version from 11A to 13A must be rebooted after changing the encryption strength of the certificate. If not, the device cannot correctly connect to an appliance as an HTTPS managed device.

#### How to change the encryption strength of the certificates of devices one at a time.

- 1. Select the device on the **Device list** of the RC Gate A2 or @Remote connector.
- 2. Click Change encryption length.
- If the original authentication key length is 512 bits, it will change to 2048 bits.
- If the original authentication key length is 2048 bits, it will change to 512 bits.

| Device Display Name          | Address <sup>*</sup> | Serial Number | Manufa | acturer Name | Model Name       | Netwo   |
|------------------------------|----------------------|---------------|--------|--------------|------------------|---------|
| 😭 MP C2504 (10.61.72.250)    | · <u>·</u>           |               | Ricoh  |              | MP C2504         | 00-26-1 |
| 😭 SP C360SFNw (10.247.93.98) | 10.211.00.00         | 6             | Ricoh  | Request F    | Polling          | 00-26-1 |
|                              |                      |               |        |              |                  |         |
|                              |                      |               |        | 🔒 Debug Lo   | g                |         |
|                              |                      |               |        | 🧟 Change ei  | ncryption length |         |

Important:

- 1. The encryption strength of the device's certificate and an external appliance's certificate should be set to the same encryption strength. If not, a device cannot be correctly managed as an HTTPS managed device.
- 2. A device with a CTL version from 11A to 13A must be rebooted after changing the encryption strength of the certificate. If not, the device cannot correctly connect to an appliance as an HTTPS managed device.

# Technical Bulletin

**PAGE: 1/2** 

| Model: General Date: 2                        |                                                                                                     |                                                   | 5-Dec-17                                     | No.: RGene097                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                          |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------|---------------------------------------------------|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| Subject: When package firmware is unpublished |                                                                                                     |                                                   |                                              | Prepared by:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | E. Hinata                                                |
| From: Technical                               | Support Sect., Product Marketin                                                                     | ng Dept.                                          |                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                          |
| Classification:                               | <ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul> | ☐ Part inf<br>☐ Electric<br>☐ Transm<br>⊠ Other ( | ormation<br>al<br>hit/receive<br>Firmeware u | Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroin<br>Detroi | n required<br>ce manual revision<br>fit information<br>2 |

# This bulletin is to inform what happens when package firmware is unpublished.

### SYMPTOM

When package firmware is removed from the global server for reasons such as a firmware bug, the following functions/products will be affected:

#### 1. ARFU (Automatic Remote Firmware Update)

ARFU is stopped. Error code 5: Version information obtaining error is logged in SP7-520-051 to 060.

#### 2. Application Site

When users try to update the firmware from the Application Site, the following message is displayed and the firmware cannot be updated:

|                | ,                |   |    | يف ريف |
|----------------|------------------|---|----|--------|
| Could not upda | te the firmware. |   |    |        |
|                |                  |   |    |        |
|                |                  |   |    |        |
|                |                  |   |    |        |
|                |                  |   | ОК |        |
| Check Status   | ÷                | = | 0  | Stop   |

#### 3. Streamline NX v3, Device Manager NX Pro/Enterprise

When users try to update the firmware from Streamline NX v3 and Device Manager NX Pro/Enterprise, the firmware cannot be updated and Error Code 4, which means the device is unsupported, is recorded:





Model: General

Date: 25-Dec-17

No.: RGene097

#### 4. SFU (Smart Firmware Update)

When CEs try to update the firmware from the service menu, the following message is displayed and the firmware cannot be updated:

| III System Home                              | ?         |        | L.        |
|----------------------------------------------|-----------|--------|-----------|
| Cannot use this function.                    | Re        | eset   |           |
|                                              | 1         | 2      | 3 DEF     |
| E71                                          | 4<br>GHI  | 5 JKL  | 6<br>MNO  |
|                                              | 7<br>PORS | 8      | 9<br>WXYZ |
|                                              | J¥        | 0      | #         |
|                                              | C         | Sample | e Copy    |
| OK                                           |           |        |           |
|                                              |           |        |           |
| Recall/Program/Change Program interrupt mode |           | 1      |           |
| Check Status 💿 5 🗥 🗉                         | 0         | Sto    | p         |

- E71: Network communication error occurs at the set date/time for the package firmware update from the network.

### CAUSE

When package firmware is removed from the global server, the firmware server will be empty and the above errors will occur.

Information regarding the reason for the package firmware removal can be found in a different RTB.

### SOLUTION

When the new package firmware is released, the error will be solved.

## Technical Bulletin

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| Model: General RTB Date: 9-Fe                      |                                                                                                                                                                                                       |  | eb-18 No.: RGene09         |                                 |                                         |
|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------|---------------------------------|-----------------------------------------|
| Subject: Rank information in firmware release note |                                                                                                                                                                                                       |  |                            |                                 | by: S. Tomoe                            |
| From: 1st Tech Se                                  | h Service Sect., MFP/P Tech Service Dept.                                                                                                                                                             |  |                            |                                 |                                         |
| Classification:                                    | <ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> <li>Part information</li> <li>Electrical</li> <li>Transmit/receive</li> <li>Other (Firmware)</li> </ul> |  | nation<br>eceive<br>nware) | Action re Service r Retrofit ir | quired<br>nanual revision<br>nformation |

### Rank information in the firmware release notes

Since mid December 2017, firmware release notes have been added with the "rank" information as shown below, to help field technicians understand the urgency and required actions addressed by the releases more easily.

| *** Modification History ***                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------|
| [Modifications made:]<br>Rank C                                                                                                       |
| Symptom corrected:<br>1. A bug of SmartSDK API was fixed.<br>2. Fixed CVE-2016-2507, CVE-2016-2508, CVE-2016-3861, and CVE-2016-3862. |

The table below describes the definition of the rank and the required actions.

| Rank | Definition                                                                                                            | Required action                 |
|------|-----------------------------------------------------------------------------------------------------------------------|---------------------------------|
| A    | Contains fix for a field rectification program. <u>Emergency visit</u> is needed to upgrade the firmware immediately. | Upgrade firmware immediately.   |
| В    | Contains fix for a field rectification program. Firmware needs to be updated at <u>next service</u> visit.            | Upgrade firmware at next visit. |
| С    | Contains fix to improve image quality problems, reliability, usability, etc.                                          | Upgrade firmware as necessary.  |
| D    | Firmware for <u>Japanese model</u> or 1st mass production units                                                       | Upgrade unneeded.               |

## Technical Bulletin

| Model: General Date                                    |                                                                                                     |                                                                                         | e: 9-Feb-1               | 8                 | No.: RGene099              |                                                          |
|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|--------------------------|-------------------|----------------------------|----------------------------------------------------------|
| Subject: @Remote disconnect devices                    |                                                                                                     |                                                                                         | Prepared by: K. Yamamoto |                   |                            |                                                          |
| From: 2nd Tech Service Sect., MFP/P Tech Service Dept. |                                                                                                     |                                                                                         |                          |                   |                            |                                                          |
| Classification:                                        | <ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul> | <ul> <li>□ Part inf</li> <li>□ Electric</li> <li>□ Transm</li> <li>○ Other (</li> </ul> | ormat<br>al<br>hit/rec   | tion<br>eive<br>) | Action Servio Retro Tier 2 | n required<br>ce manual revision<br>fit information<br>2 |

### Important Information about @Remote connection error

### This issue only occurs between 07A CTL and 12A CTL model

### SYMPTOM

In certain cases, @Remote embedded devices (Cumin) cannot connect to the @Remote gateway.

**Note:** @Remote communication can be re-established by rebooting the target device (main power OFF/ON).

### CAUSE

Firmware bug.

@Remote embedded devices (Cumin) cut communication to the @Remote gateway if the communication fails after a certain period of time due to a network error.

### SOLUTION

Update the firmware to the following version or higher.

# Technical Bulletin

Model: General

Date: 9-Feb-18

No.: RGene099

| CTL   | Model            | System/Copy     | Network support |
|-------|------------------|-----------------|-----------------|
| 0 7 A | Alex-P1          | G1795740N/1.20  | -               |
| 0 7 A | Alex-C1:Mono     | D0125751Z/1.17  | -               |
| 0 7 A | Alex-C1:Color    | D0135751Y/1.17  | -               |
| 0 7 A | Alex-C1.5        | D0925751E/1.04  | -               |
| 0 7 A | Russian-C5:Mono  | D0195331T/1.21  | -               |
| 0 7 A | Russian-C5:Color | D0205331S/1.21  | -               |
| 0 7 A | Russian-C5.5     | D0855751E/1.04  | -               |
| 0 7 A | Beluga-C1        | D0465749E/3.05  | -               |
| 0 7 A | Beluga-C1.5      | D1545749D/1.05  | -               |
| 0 7 A | Venus-C2         | D0145761Q/1.14  | -               |
| 0 8 S | Gaia-P3          | G1905801H/1.11  | -               |
| 0 8 S | Gaia-P3.5        | M0AM5825B/3.04  | -               |
| 0 8 S | Athena-C2        | D0255562Z/2.02  | -               |
| 0 8 S | Apollon-C2       | D0295580/2.03   | -               |
| 0 8 S | Diana-C1         | D0395521L/1.20  | -               |
| 0 8 S | Diana-C1L        | D0405521J/1.08  | -               |
| 0 8 S | Diana-C1LL       | D0405521J/1.08  | -               |
| 08A   | Sincere-P2       | M0015350G /1.09 | -               |
| 08A   | Katana-P1        | M0025552J/1.14  | -               |
| 08A   | Apollon-P2c      | G1885771F/1.07  | -               |
| 08A   | Apollon-P2d      | G1895771F/1.07  | -               |
| 08A   | Luna-P2          | M0075250H/1.09  | -               |
| 08A   | Katana-C2        | D0595552R/2.12  | -               |
| 08A   | Martini-C4       | D0625573C/1.24  | -               |
| 0 9 S | Kriss-P2         | M0475840M/1.13  | -               |
| 0 9 S | Shinka-P1        | M0215840F/2.03  | -               |
| 0 9 S | Stella-C4        | D0675530G/1.05  | -               |
| 0 9 S | Stella-C4.5      | D1155530D/1.06  | -               |
| 09A   | Sincere-P3       | M0805830H/1.09  | -               |
| 09A   | Zeus-P1          | M0665731G/1.06  | -               |
| 09A   | Midas-P2         | M0755231L/2.07  | -               |
| 09A   | Taurus-P1        | M0445773J/1.09  | -               |
| 09A   | Neptune-C3       | D0935605J/3.09  | -               |
| 09A   | Venus-C3         | D0815760H/1.07  | -               |

# Technical Bulletin

| Model: General |                               |                  | Date: 9-Feb-18 No.: RGene |         |  |
|----------------|-------------------------------|------------------|---------------------------|---------|--|
| 09A            | Taurus-C1                     | D0745773Q/1.16   | -                         |         |  |
| 09A            | Shinka-MF1                    | M0525771L/2.07   | -                         |         |  |
| 09A            | Orval-C1                      | D1205530E/1.08   | -                         |         |  |
| 09A            | Apollon-C2.5                  | D0895562S/3.06   | -                         |         |  |
| 09A            | Athena-C2.5                   | D0875562S/2.06   | -                         |         |  |
| 09A            | Diana-C1.5                    | D1055730L/2.06   | -                         |         |  |
| 09A            | Zeus-C1                       | M0265771P/2.07   | -                         |         |  |
| 1 1 A          | Alex-C2                       | D1295751S/2.11   | D1295754L/1               | 11.99   |  |
| 1 1 A          | Martini-C5                    | D1315572F/1.04   | D1315553E/2               | 11.96.2 |  |
| 1 1 A          | SeaDragon-C3                  | D1515270F/1.05   | D1515282E/:               | 11.96.4 |  |
| 11A            | Apollon-C3                    | D1445562T/2.1    | D1445563L/1               | 11.98.1 |  |
| 11A            | Athena-C3                     | D1425562T/2.1    | D1425563L/                | 11.98.1 |  |
| 11A            | Mocha-C1                      | D1245743F/1.05   | D1245747D/                | 11.96.5 |  |
| 1 2 S          | Alex-P2                       | M1325751E/1.06   | M1325754D/                | 12.35.1 |  |
| 1 2 S          | Martini-P5                    | M1405553A/1.00   | M1405553A/                | 11.100  |  |
| 1 2 S          | Apollon-P3                    | M1255562F/1.05   | M1255563F/                | 12.34   |  |
| 1 2 S          | Kir-C4                        | D1585551D/1.02   | D1585563B/                | /12.39  |  |
| 1 2 S          | Stella-C5                     | D1275780P/3.16   | D1275791J/1               | .2.30   |  |
| 1 2 S          | Griffin-C1                    | D1175421R/4.01   | D1175430K/                | 12.30   |  |
| 12A            | Titan-P1                      | M1095242F/1.07   | M1095255D/                | 12.51.2 |  |
| 12A            | Orval-C2                      | D1825530D/1.04   | D1825544B/                | 12.72.6 |  |
| 12A            | Orval-C2(CH)                  | D1835530/1.03_ch | D1825544B/                | 12.72.6 |  |
| 12A            | Charis-C1(Office/Pro):Cheetah | D1365760F /1.06  | D1365885A/                | 12.72.7 |  |
| 12A            | Charis-C1(Office/Pro):ARMADA  | D1365760F /1.06  | D1365769B/                | 12.63.3 |  |
| 12A            | Metis-C1ab                    | D1475550H /1.05  | D1475567E/                | 12.70.2 |  |
| 12A            | Metis-C1ab(CH)                | D1465550F /2.21  | D1465567C/                | 12.72.4 |  |
| 12A            | Metis-C1cde                   | D1495550J /1.09  | D1495567D/                | 12.63.4 |  |
| 12A            | Metis-C1cde(CH)               | D1485550F/2.21   | D1485567C/                | 12.72.4 |  |
| 12A            | Metis-C1xyz                   | -                | D1775567A/                | 12.74.1 |  |

Model: General RTB

**Reissued : 11-May-18** 

Date: 2-Mar-18 No.: R

No.: RGene100a

#### **RTB Reissue**

The items in *blue* were added. The items in strike out were deleted.

| Subject: Support s | status of SMB version for no                                                                        | Prepared by: S. Toya                                                                                 |                                                                                                                                      |
|--------------------|-----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| From: 1st Tech Se  | rvice Sect., MFP/P Tech Se                                                                          |                                                                                                      |                                                                                                                                      |
| Classification:    | <ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul> | <ul> <li>Part information</li> <li>Electrical</li> <li>Transmit/receive</li> <li>Other ()</li> </ul> | <ul> <li>Action required</li> <li>Service manual revision</li> <li>Retrofit information</li> <li>Tier 2</li> <li>Tier 0.5</li> </ul> |

#### Affected models:

PE-MF1, PE-MF2, PE-MF3, PE-MF4, PE-MF5, RN-MF1, RN-MF2, OP-MF2, OP-MF3, RMY-MF1, NPB-RMY-MF1, RMY-MF2, Bc-C1, BRG-MF1, BRG-MF1 BT, Gim-MF1ab

This RTB describes the specifications and limitations for SMB support for non-GW Ricoh devices.

Contents:

### 1. SMB version support for non-GW controller Ricoh devices

Non-GW controller Ricoh devices currently support the following SMB versions:

| Controller | Model name  | SMB version supported | Main firmware version |
|------------|-------------|-----------------------|-----------------------|
|            |             |                       | that supports SMB2.0  |
| Type PR    | PE-MF1      | SMB1.0/CIFS, SMB2.0   | v1.69                 |
|            | PE-MF2      | SMB1.0/CIFS, SMB2.0   | v1.29                 |
|            | PE-MF3      | SMB1.0/CIFS, SMB2.0   | v1.15                 |
|            | PE-MF4      | SMB1.0/CIFS, SMB2.0   | v1.02                 |
|            | PE-MF5*     | SMB1.0/CIFS, SMB2.0   | Initial release       |
|            | RN-MF1      | SMB1.0/CIFS, SMB2.0   | v2.09                 |
|            | RN-MF2      | SMB1.0/CIFS, SMB2.0   | v2.10                 |
|            | OP-MF2      | SMB1.0/CIFS           | -                     |
|            | OP-MF3*     | SMB1.0/CIFS, SMB2.0   | Initial release       |
|            | RMY-MF1     | SMB1.0/CIFS           | -                     |
|            | NPB-RMY-MF1 | SMB1.0/CIFS           | -                     |
|            | RMY-MF2*    | SMB1.0/CIFS, SMB2.0   | Initial release       |
|            | Bc-C1       | SMB1.0/CIFS           | -                     |
| Other      | BRG-MF1     | SMB1.0/CIFS           | -                     |
|            | BRG-MF1 BT  | SMB1.0/CIFS           | -                     |
| KIBO       | Gim-MF1ab   | SMB1.0/CIFS           | -                     |

\*These models currently have a bug with SMB signing. For more details, please refer to Chapter 2.

#### Reissued : 11-May-18

| Model: General RTB D | Date: 2-Mar-18 | No.: RGene100a |
|----------------------|----------------|----------------|
|----------------------|----------------|----------------|

#### For Type PR controllers:

- In models that support SMBv2, the SMB client port number is set to 445 by default. In models that support only SMBv1, the SMB client port number is set to 139 by default. The port cannot be changed by the user.
- Models that support SMBv2 use SMBv2 by default. When the device negotiates with the server with SMBv1, the device will operate with SMBv1. The SMB version cannot be changed by the user through the device settings.
- Plaintext authentication is not supported with either SMBv1 or SMBv2. NTLMv2 authentication and GSS API are not supported with SMBv1.

#### For other controllers:

- Plaintext and NTLMv1 authentication are not supported with SMBv1.

#### For KIBO controller:

- The SMB Client port number is set to 139 by default. The port can be changed by the user through the Web Image Monitor.
- Plaintext authentication is not supported with SMBv1.

### 2. Limitations

As of February 2018, PE-MF5, RMY-MF2 and OP-MF3 have a bug of Scan to Folder failing when SMB "Signing Enabled" and "Signing Required" are both TRUE (enabled). As a workaround, please set "Signing Required" to disabled on the server side or set to communicate using SMBv1. Please check the release note for this fix.

### 3. Models scheduled for SMBv2 support

SMBv2/v3 (not SMBv3) support is also planned for the following non-GW controller models.

| Model       | Release Plan                     | SMB version plan |
|-------------|----------------------------------|------------------|
| BRG-MF1     | Early July                       | SMBv2/v3         |
| BRG-MF1 BT  | Early July                       | SMBv2/v3         |
| RMY-MF1     | Late June<br>Middle of September | SMBv2            |
| NPB RMY-MF1 | Late April<br>Middle of July     | SMBv2            |
| OP-MF2      | Late May<br>Middle of August     | SMBv2            |
| Bc-C1       | Mid-March<br>Middle of June      | SMBv2            |
| Gim-MF1ab   | T.B.D                            | -                |

SMBv2/v3 will not be supported in models not mentioned in the schedule above. If the customer requires support for other models not mentioned above, please consider replacing with a supported model.

# Technical Bulletin

| Model: General Date: ^                                        |                                                                                                     |                                            | Date: 11-A            | pr-18                                              | No.: RGene101                           |
|---------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|--------------------------------------------|-----------------------|----------------------------------------------------|-----------------------------------------|
| Subject: Backup/Restore for SOP Application/Settings Function |                                                                                                     |                                            |                       |                                                    | by: T. Tachibana                        |
| From: 1st Tech Service Sect., MFP/P Tech Service Dept.        |                                                                                                     |                                            |                       |                                                    |                                         |
| Classification:                                               | <ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul> | Part inform Electrical Transmit/re Other ( | nation<br>eceive<br>) | Action re     Service n     Retrofit ir     Tier 2 | quired<br>nanual revision<br>nformation |

### **Backup/Restore for SOP Application/Settings Function**

This function is supported on the machines that have applied the firmware below: Supported Models:

| Model           | Firmware           | Part number: | version    |
|-----------------|--------------------|--------------|------------|
| Brazil-MF1      |                    |              |            |
| Charis-C2/C2Pro |                    |              |            |
| Corona-C1.5     |                    |              |            |
| Corona-P1.5(*)  | Cheetah System     | D2411425F    | Vor 1 27 2 |
| Gimlet-MF1.5dM  | Cheetah System_CHN | D2411429F    | VEI.1.27.2 |
| Metis-C2        |                    |              |            |
| Metis-C2.1      |                    |              |            |
| Metis-P2(*)     |                    |              |            |

(\*): This function is not available on models without a hard disk.

Note1: This is not supported for Griffin-C2/Leffe-C1b/Martini-C6.

If the firmware is applied, this function is enabled. (Default: Enabled) Cheetah SP> Screen Device Settings > Backup/Restore Settings



| <b>Technical</b> | <b>B</b> ulletin |
|------------------|------------------|
| Connoa           |                  |

Model: General

Date: 11-Apr-18

No.: RGene101

### **Overview**

Application settings and additional applications installed on the SOP can be backed up automatically and can be restored, e.g. after SOP replacement.

### Data that can be backed up and restored

- Application settings (See **Note 1**)
- Additionally installed application (See **Note 2**)

**Note 1**: Applications themselves are not supported because these are already installed on the SOP as service parts.

**Note 2:** Additionally installed applications don't have the export function, so the application settings cannot be supported.

### Backup

Note:

- Backup cannot be performed manually by the user or the technician.
- During the backup, a message is displayed and other operations cannot be performed.
- A backup is performed 24 hours after the last backup. If the machine doesn't have backup data, the first backup is performed at 2:00AM.
- A backup cannot be performed under any of the conditions below. Backup will retry 1 hour later.
  - During ARFU, firmware updating from download site, etc
  - LCD on the operation panel: ON.
  - HDD cannot be accessed for 60 sec.
- If the backup data has not changed, no backup will be performed. (Maximum 7 days)
- During the backup, the LCD is off.
- Backup data is stored on the HDD.
- The amount of time for the backup is as follows:

#### Example:

|                         | Data    | Backup time |
|-------------------------|---------|-------------|
| Additional applications | 106MB   | 1m6s        |
| Application settings    | 0.2MB   | 36s         |
| Total                   | 106.2MB | 1m42s       |

Model: General

Date: 11-Apr-18

No.: RGene101

### Disabling the Backup setting

The default setting is "Enabled". To change it to "Disabled", uncheck "Enabled". Restarting the machine is not necessary.

[Cheetah SP> Screen Device Settings > Backup/Restore Settings]

### **Restore**

Note:

- If the cheetah system firmware is older than v1.27.2 after SOP replacement, update the firmware to v1.27.2 or later.
- If the machine doesn't have any backup data, the restore function cannot be used.
- 1. Execute [Cheetah SP> Screen Device Settings > Backup/Restore Settings > Start Restore].

Time to restore: about 10 min

- 2. Press "Close" in the dialog, "The restore is completed. Please restart.".
- 3. Turn off/on the main switch.

### **Restore Error Codes**

If restore fails, an error code appears on the operation panel.

| Code | Cause                                                     | Solution                     |
|------|-----------------------------------------------------------|------------------------------|
| 1    | Failed to restore additionally installed application data | Retry the Restore procedure. |
| 3    | Failed to restore application setting data                | Retry the Restore procedure. |

# Technical Bulletin

| Model: General                                                   |                                                                                                     |                                                                                  | Date: 7-Jun-18        |                                                  | No.: RGene102                                       |
|------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|-----------------------|--------------------------------------------------|-----------------------------------------------------|
| Subject: How to configure the Device Counter E-mail function     |                                                                                                     |                                                                                  | n                     | Prepared by: Y. Tar                              | niguchi                                             |
| From: 2 <sup>nd</sup> Tech Support Sect., Service Strategy Dept. |                                                                                                     |                                                                                  |                       |                                                  |                                                     |
| Classification:                                                  | <ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul> | <ul> <li>Part info</li> <li>Electric</li> <li>Transm</li> <li>Other (</li> </ul> | ormat<br>al<br>it/rec | ion Action<br>Service<br>eive Retro<br>) Irier 2 | n required<br>ce manual revision<br>fit information |

### **Device Counter E-mail Function**

This bulletin is to announce the configuration procedure for the Device Counter E-mail Function.

### **Function Overview**

With this function, the device counter is reported to the specified e-mail address at the specified date and time.

Important:

- This function is not meant to be used for billing purposes. Billing is the responsibility of the regional offices.
- If a machine with previously configured SP settings is resold to a third-party user, and if the user sets their own SMTP information, an unintentional e-mail might be sent from the user.
- Counter notification e-mails are not sent while the machine is in Energy Saving mode. The e-mail will be sent the next time the machine recovers from Energy Saving mode.

# Technical Bulletin

Model: General

Date: 7-Jun-18

No.: RGene102

### <Setting Items>

| J      | Item                    | Details                                                                   |
|--------|-------------------------|---------------------------------------------------------------------------|
| Header | Subject                 | Page Counter : " Serial ID "                                              |
|        | То                      | Destination address.                                                      |
|        | From                    | E-mail Notification E-mail Address or the administrator's e-mail address. |
| Body   | Serial ID               | Serial ID                                                                 |
|        | Acquisition date        | The date and time the counter data was acquired                           |
|        | Counter Display<br>Type | The setting value of the counter type displayed on the operation panel.   |
|        | Counter data            | Counter name and number                                                   |

### <Sample E-mail>

Sender: Admin To: sample1@sample.com Cc: sample1@sample.com Date and Time: 2018/06/04 13:10 Subject: Page Counter : G7300000053

Serial No.: G7300000053 Date: Mon Jun 4 13:09:30 2018

ChargeCounterDispType:1

Total\_Color:2379 Total\_BW:11328 Model: General

Date: 7-Jun-18

### **Configuration Procedure**

*STEP1* Check that the model has the correct version of the System/Copy firmware. The correct version can be found in the table at the bottom of this document.

User Tools icon> Machine Features > System Settings > Administrator Settings > Firmware Version

*STEP2* Specify the SMTP server settings.

User Tools icon> Machine Features > System Settings > File Transfer > SMTP Server

*STEP3* Specify the administrator's e-mail address.

User Tools icon > Machine Features > System Settings > File Transfer > Administrator's Email Address

STEP4 Create a text with the title "CounterMailSetting.txt" on a computer. In the first three lines, enter the e-mail addresses the counter value will be sent to.

| TO: aaaaaaa@bbb.cc  |             |
|---------------------|-------------|
| CC: ddddddd@ee.ff   |             |
| BCC: gggg@hhh.ii.jj |             |
|                     | w d238m0940 |

• Note

Be sure to enter the prefixes "TO:", "CC:", and "BCC:" in front of each email address.

Keep the e-mail address within 128 characters including the prefix.

The customer's address should not be entered as the destination.

- *STEP5* Save "CounterMailSetting.txt" in the top-level folder in the SD card.
- *STEP6* Turn OFF the main power.
- *STEP7* Insert the SD card into the lower slot of the mainframe.
- *STEP8* Turn ON the main power.
- *STEP9* Set SP5-866-001 to "0" to enable e-mail reporting. (Defaut:0)

If this step is skipped, SC899 might occur after the following steps.

- *STEP10* Set SP5-866-110 to "1" to enable the Device Counter E-Mail Function.
- *STEP11* Execute SP5-866-111 to read the e-mail address(s) from the SD card.
- *STEP12* Execute SP5-866-121 to 123 to perform a communication test which checks whether the destination e-mail addresses have been registered correctly.



# Technical Bulletin

| Model: General |             | Date: 7-Jun-                             | ·18     | No.: RGene102 |  |
|----------------|-------------|------------------------------------------|---------|---------------|--|
|                | SP code     | Destination e-mail                       | address |               |  |
|                | SP5-866-121 | First line in<br>"CounterMailSetting.tx  | t"      |               |  |
|                | SP5-866-122 | Second line in<br>"CounterMailSetting.tx | t"      |               |  |
|                | SP5-866-123 | Third line in<br>"CounterMailSetting.tx  | t"      |               |  |

*STEP13* In SP5-866-114, specify the value to decide the date of the e-mail notification.

| Value   | Notification date     |
|---------|-----------------------|
| 0       | Every day             |
| 1 to 31 | On the date specified |

Note

If the date is set from "29" to "31", notification will be sent on the last day of the month if the month has fewer days than the value selected.

*STEP14* In SP5-866-115, specify the time of the e-mail notification.

| Notification time | Value |
|-------------------|-------|
| 00:00             | 0     |
| 09:48             | 948   |
| 23:59             | 2359  |

# *STEP15* In SP5-866-113, check whether the next e-mail notification time matches the specified date and time.

U Note

If the clocks move forward by one hour in the summer, the set notification time will also advance by one hour.

*STEP16* Execute SP5-866-112 to perform a test transmission. Check that the notification is sent to the specified e-mail addresses.

- STEP17 If the transmission fails, check whether the STMP server and other e-mail settings have been specified correctly in Scan to E-Mail and other functions.
- *STEP18* Turn OFF the main power.

*STEP19* Remove the SD card from the lower slot in the mainframe.

Model: General

Date: 7-Jun-18

### Supported Models and FW versions

| Model code                             | Model        | Software Version<br>(System/Copy) |
|----------------------------------------|--------------|-----------------------------------|
| D143/D144                              | Ap-C3        | V2.16 or later                    |
| D111/D142                              | At-C3        | V2.16 or later                    |
| D135/D136                              | Ch-C1 Office | V1.18 or later                    |
| D197/D198/D199/                        | Cor-C1       | V1.16 or later                    |
| D200/D201/D202                         | Cor-C1(SOP)  | V1.16 or later                    |
| D196/D214/D219/<br>D220/D236           | Gri-C2       | V1.12 or later                    |
| D238/D239/D240/D241/<br>D242/D243/D244 | Met-C2       | V 1.02 or later                   |
| D0AC/D0AD/D0AE/DAF/<br>D0AG/D0AH/D0AJ  | Met-C2.1     | Initial version                   |
| D255/D256                              | Brz-MF1      | Initial version                   |
| D257/D258                              | Ch-C2 Office | Initial version                   |
| D284/D285/D286/<br>D287/D288/D289      | Cor-C1.5     | Initial version                   |
| M0A0                                   | Gim-MF1.5dM  | Initial version                   |
| D296/D297/D298                         | Gri-C3       | Initial version                   |

| <b>RICOH</b> Technical Bulletin |                |                |               |  |  |
|---------------------------------|----------------|----------------|---------------|--|--|
| Model: General                  | Date: 7        | 7-Jun-18       | No.: RGene102 |  |  |
| D223/D224/D225                  | Mar-C6         | Initial vers   | sion          |  |  |
| D262                            | Mo-C2          | V1.03 or la    | ater          |  |  |
| D146/D147                       | Met-C1ab       | V1.24 or later |               |  |  |
|                                 | Met-C1ab(SOP)  | V3.16 or la    | ater          |  |  |
| D148/D149/D150                  | Met-C1cde      | V1.28 or la    | ater          |  |  |
|                                 | Met-C1cde(SOP) | V3.17 or la    | ater          |  |  |
| D176/D177                       | Met-C1yz       | V1.17 or la    | ater          |  |  |
|                                 | Met-C1yz(SOP)  | V2.16 or la    | ater          |  |  |

# Technical Bulletin

| Model: General RTB                                           |                                                                                                     | Date: 29-Jun-18                 |                                   | No.: RGene103 |                                                     |
|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|---------------------------------|-----------------------------------|---------------|-----------------------------------------------------|
| Subject: Capturing Network Packets Stored on the Machine     |                                                                                                     |                                 | Prepared by:<br>Yuji Fukuzaki     |               |                                                     |
| From: 3 <sup>rd</sup> Tech Support Sec, Service Strategy Dep |                                                                                                     |                                 |                                   |               |                                                     |
| Classification:                                              | <ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul> | Part info<br>Electric<br>Transm | ormation<br>al<br>it/receive<br>) | Action        | n required<br>ce manual revision<br>fit information |

When troubleshooting connectivity issues, it is sometimes necessary to capture the network packets to trace and find the network problem. However, it is difficult to capture network packets in the customer site in some cases because field engineers cannot connect to the customer's network. Therefore, RCL implemented the storage of network packets on the machine's hard drive.

This document describes how to capture the network packets stored on the machine.

#### Target models:

- 15A and later models

#### Setup and operational procedures:

If the service SP described in the following table is enabled before obtaining the log, packet capture information will be captured with the log storing function.

\* For the detailed procedure of the log storing function, refer to GKM Answer ID 178863 'Setup and operational procedures for the log storing function'.

| SP Number   | Details                                                                                                                                                                                                                | Value                                                                                                                                         | Initial<br>Value |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| SP5-728-101 | Packet capture function                                                                                                                                                                                                | 0: Disable                                                                                                                                    | 0                |
|             | Perform packet capture by setting "1"                                                                                                                                                                                  | 1: Enable                                                                                                                                     |                  |
| SP5-728-102 | Packet capture function: Mode                                                                                                                                                                                          | 0: Header-only Mode                                                                                                                           | 0                |
|             | There are two modes, Header-only Mode and<br>Specify Packet Length Mode, in most cases,<br>Specify Packet Length Mode is used.                                                                                         | 1: Specify Packet Length<br>Mode                                                                                                              |                  |
| SP5-728-103 | Packet capture function: Interface<br>Select the target I/F to obtain packet.                                                                                                                                          | 0: Automatically selected from<br>the external communication I/F<br>1: SOP I/F (cdce 0)<br>2: Wired LAN (ncmac 0)<br>3: Wireless LAN (athn 0) | 0                |
| SP5-728-104 | Packet capture function: Length<br>Set the appropriate data length because the size<br>of packet data varies. Note that setting the<br>maximum value of 65535 decreases the number<br>of packets that can be obtained. | Entering range: 54 - 65535                                                                                                                    | 128              |
| SP5-728-105 | Packet capture function: Broadcast / Multicast<br>When enabled, all broadcast / multicast packets<br>are stored, and there is no restriction on the                                                                    | 0: Disable<br>1: Enable                                                                                                                       | 0                |

1. Set the Service SP shown in the following table.



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| Model: General RTB |                                                                                                           | Date: 29-Jun-18 |                                        | No.: RGene | 103 |
|--------------------|-----------------------------------------------------------------------------------------------------------|-----------------|----------------------------------------|------------|-----|
|                    | length to be obtained.<br>When disabled, all broadcast / multicast pac<br>are discarded.                  | kets            |                                        |            |     |
| SP5-728-106        | Packet capture function: Specify port<br>Specify/Don't specify port<br>In most cases, set to not specify. |                 | 0: Don't specify po<br>1: Specify port | ort        | 0   |

- 2. Reproduce the problem or wait until problems occur. While the network packets are being stored, a system banner is displayed stating that the device is capturing packets.
- 3. After the problem occurred, export data from the hard drive to an SD card using the log storing function.

#### Export format:

- This function always captures the network packets and stores up to 1.0 GB.
- Each file size is 2 MB.
- When the data size exceeds 1.0 GB, the oldest packets will be removed to make way for new packets.
- The data will be exported as a PCAP file.

### Details of the packets to save:

- When the "Packet capture function: Interface" (SP5-728-103) is set to 0 (automatically selected from the external communication I/F), the enabled I/F is automatically selected. When both the wired LAN I/F and the wireless LAN I/F are enabled, the I/F that is prioritized in SP5-828-071 will be selected.
- When the set I/F is disabled, the network packets are not captured / stored.
- Promiscuous mode is always set to off, and only network packets that are sent to the MFP itself will be captured and stored.
- When communication data is encrypted, it is saved in an encrypted state.

#### Limitations:

- Network packets cannot be obtained through the log storing function from the Web Image Monitor.
- Captured packets can be opened with the Wireshark app etc. However, unnecessary data is added to the file to make the file size reach 2 MB, so the following warning is displayed when opening with Wireshark.

"(Pcap: File has 218959117-byte packet, bigger than maximum of 65535) The capture file appears to be damaged or corrupt."

• Captured network packets data might not be obtained or saved in the following cases:

| Model: General RTB | Date: 29-Jun-18 | No.: RGene103 |
|--------------------|-----------------|---------------|
|--------------------|-----------------|---------------|

- There is a time lag between the main power turning on and the module for network capture starting up. During that time, network packets cannot be captured, so network packets related to DHCP might not be captured.

- While the network module is rebooting internally or just after the network module rebooted internally.

- During log transfer using the log storing function network.

- While machine information is being obtained from Web Image Monitor.

#### Notification:

.

The network packets might contain user information. Please get permission from the customer to capture network packets with this function.

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| Model: General I                                           | RTB                                                                                                 | Date: 23-Aug-1                                      |                                   | g-18          | No.: RGene104                                       |
|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------|-----------------------------------|---------------|-----------------------------------------------------|
| Subject: New version of RemoteConnect Support is available |                                                                                                     | Prepared by:                                        |                                   |               |                                                     |
| From: 3 <sup>rd</sup> Tech S                               | upport Sec, Service Strategy Dep                                                                    | jy Dep                                              |                                   | Yuji Fukuzaki |                                                     |
| Classification:                                            | <ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul> | ] Part info<br>] Electrica<br>] Transm<br>] Other ( | ormation<br>al<br>it/receive<br>) | Action        | n required<br>ce manual revision<br>fit information |

#### Overview

Since RemoteConnect Support was launched in May, 2017, several obstacles have been making it difficult to utilize this function for troubleshooting with customers during. A new version of RemoteConnect Support is now available which includes usability improvements. This RTB will describe the updated points and the requirements to use the new version.

### Target models

- Brazil-MF1
- Charis-C2
- Charis-C2 Pro
- Corona-C1.5
- Corona-P1.5
- Gimlet-MF1.5d
- Griffin-C2
- Griffin-C3
- Leffe-C1b
- Martini-C6
- Metis-C2
- Metis-C2.1
- Metis-P2
- Vesta-MF2

### **Required modules**

The following modules are required to use the new RemoteConnect Support:

| Firmware type                 | Version | Part number |
|-------------------------------|---------|-------------|
| Cheetah System (General)      | 1.30    | D2411425    |
| Cheetah System (China/Taiwan) | 1.30    | D2411429    |
| RemoteSupportService          | 1.1     | D1961459    |
| RemoteAssistant*              | 1.0.5   | D2411470    |

\*Not updated

#### Updated points in new version

The new version of RemoteConnect Support has 5 updated points.

Model: General RTB

Date: 23-Aug-18

### 1. Change default setting to enabled

In previous versions, RemoteConnect Support was disabled by default and needed to be enabled in SP mode by field engineers while at the customer site or during setup in the warehouse. Because of this, the number of the devices where RemoteConnect Support has been setup has not been increasing very quickly. By changing the default setting, we expect the setup ratio of RemoteConnect Support will increase without a significant workload.

### 2. Including RemoteConnect Support application in package firmware

Previously, we removed the RemoteConnect Support applications from package all due to security concerns. However, we haven't had many customers who request us to delete it, so, we've decided to include it in packages again. By including it in packages, most MIF that are currently without RemoteConnect Support will become able to use it. In addition, bug fixes and improvements can be applied to all MIF where RemoteConnect Support is already enabled.

### 3. Tracking enabled devices by serial number

With this new version, our Ricoh server will log the serial numbers of devices where RemoteConnect Support is enabled. This will be achieved by sending an http request from the device to our server when the device is turned on. Additional details about this network communication are described in the "Enabled device data collection" section below.

### 4. Improve application status check and launch method

When RemoteConnect Support is enabled, an entry will be displayed on the Check Status menu. The user can easily check whether RemoteConnect Support is enabled without having to press the task bar for several seconds. If RemoteConnect Support is available, the customer can easily launch it by pressing the dedicated button. This means the user won't have to actually press and hold the task bar to confirm if RemoteConnect Support is enabled on their device.

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| Мс | del: General RTB   |             | Date: 23-Aug-18 |     | No.: RGene104            |
|----|--------------------|-------------|-----------------|-----|--------------------------|
|    | Mach./Applic. Stat | Current Job | Job History     | Mai | ntnc./Inquiry/Mach. Info |
|    | Mach. Status       | Normal      |                 |     |                          |
|    | Remote Support     | Ready       |                 |     | Start                    |
|    |                    |             |                 |     |                          |
|    | Copier             | Ready       |                 |     |                          |
|    | Scanner            | Ready       |                 |     |                          |
|    | Printer            | Ready       |                 |     |                          |
|    | Document Server    | Ready       |                 |     |                          |
|    |                    |             |                 |     |                          |

#### Enabled device data collection

After updating and enabling RemoteConnect Support, it will send the following device information to a server operated by Ricoh every time the device is turned on.

- Serial number of the device
- Geographic region (e.g. NA, EU, AP, JP)
- Brand name (e.g. Ricoh, Gestetner, Savin)
- Model name
- Language

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- If a customer is unwilling to allow this information to be sent, or is concerned about their device attempting to connect to the Internet, please disable the function. When RemoteConnect Support is disabled, the device will not attempt to send data.
- When the new version of RemoteConnect Support is enabled, it will send the above information to the Ricoh server approximately 1 minute after turning on the device.
- · If RemoteConnect Support fails to send the information to the server, it will attempt to send again every time after the device recovers from energy save mode.

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| Model: General                                                                                    | Iodel: General RTB Date: 19-Se                                                                      |                                                    | p-18                              | No.: RGene105 |                                                     |
|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|----------------------------------------------------|-----------------------------------|---------------|-----------------------------------------------------|
| Subject: Required network configurations for ARFU, Web<br>Help Support, and RemoteConnect Support |                                                                                                     |                                                    | Prepared by:<br>Yasuyuki Hayashi  |               |                                                     |
| From: 2 <sup>nd</sup> Tech S                                                                      | upport Sec, Service Strategy De                                                                     | р                                                  |                                   |               |                                                     |
| Classification:                                                                                   | <ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul> | ] Part info<br>] Electric<br>] Transm<br>] Other ( | ormation<br>al<br>it/receive<br>) | Action        | n required<br>se manual revision<br>fit information |

The ARFU (Automatic Remote Firmware Update), Web Help Support, and RemoteConnect Support features are available in models with a Smart Operation Panel (G2 or later). The following bulletins have also been announced for these features.

- ARFU: No. RGene090b
- Web Help Support: No. RD0AD001e, RD0AFD001e, RD0AH001e
- RemoteConnect Support: No. RGene104

All of these features require Internet access, however, it has been discovered that some devices are not able to access the Internet due to incorrect network configuration. This document describes the required network configurations for each feature and the procedure to check the connection.

#### **1. Required network configurations**

The table below shows the required network configurations for each feature. Please check that these network configurations are correctly set when a device is installed (or at next visit).

|                                                    | Location                                                                                                                                                      |                                                                                               | Requirement of each feature                    |                     |                               |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|------------------------------------------------|---------------------|-------------------------------|
|                                                    | Operation Panel                                                                                                                                               | Web Image Monitor                                                                             | ARFU<br>(*1)                                   | Web Help<br>Support | RemoteConnect<br>Support (*1) |
| 1. IP address                                      | Device Settings><br>System Settings                                                                                                                           | Configuration><br>Network> IPv4                                                               | Required                                       | Required            | Required                      |
| 2. DNS<br>Configuration                            | Device Settings><br>System Settings                                                                                                                           | Configuration><br>Network> IPv4                                                               | Required                                       | Required            | Required                      |
| 3. Proxy settings<br>(@Remote)                     | SP Mode><br>SP5-816-062 –<br>065                                                                                                                              | Configuration><br>@Remote> RC<br>Gate Proxy Server                                            | Required                                       | -                   | -                             |
| 4. Proxy settings<br>(Screen<br>Settings)          | Screen Settings><br>Proxy Settings                                                                                                                            | Configuration><br>Screen> Wireless &<br>Networks> Proxy<br>Settings                           | -                                              | Required            | Required                      |
| 5. Key Length of<br>@Remote<br>certification<br>*2 | Check:           SP Mode>           SP5-816-087           (1: 512 bit, 2:           2048 bit)           Change:           SP Mode>           SP5-870-003, 004 | Check:<br>Security> Network<br>Security<br>Change:<br>NA<br>(Must be changed<br>from SP mode) | Required<br>(Must be<br>set to 2:<br>2048 bit) | _                   | _                             |

| RI | CO | H |  |
|----|----|---|--|
|    |    |   |  |

|--|

| Model: General RTB | Date: 19-Sep-18 | No.: RGene105 |
|--------------------|-----------------|---------------|
|--------------------|-----------------|---------------|

\*1: ARFU and RemoteConnect Support are required to be enabled by changing the following settings.

- ARFU: SP5-886-111 to <u>1</u>. (0: OFF(default), 1: ON)

- RemoteConnect Support: "Service availability" in RemoteSupportService to <u>Enabled</u> (Screen SP mode> Screen Device Settings> Application Settings> RemoteSupportService)

Note:

The setting name is "RemoteConnect Support settings", however this is located in "RemoteSupportService".

| Service availability |  |
|----------------------|--|
|                      |  |
| Starting method      |  |
| Login banner         |  |
|                      |  |
|                      |  |
|                      |  |
|                      |  |
|                      |  |
|                      |  |
|                      |  |

\*2: The key length of @Remote must be set to 2048 bit for ARFU. In case the key length is set to 512 bit, the device will not be able to communicate with the firmware server. For the Met-C2 and later models, the encryption level is set to 2048 bit by default. Therefore, no problem happens unless a field engineer or a warehouse staff manually changes the key length to 512 bit. There's no reason to set the key length to 512 bit, unless the old type external @Remote appliance device or old type MFP/ LP devices are used in the same customer environment.

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|            |                  |

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| Model: General RTB | Date: 19-Sep-18 | No.: RGene105 |
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|                    |                 |               |

#### 2. How to check the connection to a server for each feature

The connection of each feature can be checked as follows. Please check the following after setting the network configuration.

#### <arble style="border: 2px solid black; color: black; color

Check with the SFU (Smart Firmware Update) feature, since the same communication method is used for both ARFU and SFU. The check will complete in about 1 minute if the network setting is correct.

- Location: SP Mode> Firmware Update> Update> Execute Update

| System Sp                 |                                            |
|---------------------------|--------------------------------------------|
| Printer Sp                | Execute Update Updated Package Information |
| Scanner Sp                | Back                                       |
| PM Counter / New Unit Set |                                            |
| Firnware Update           | d238m0986e                                 |

If the following screen is displayed, the function was able to connect to the server. It is not required to actually update the firmware so press "No" on the dialog of success case.



If an error is displayed, the function was not able to connect to the server.

| Cannot use this function. |    |
|---------------------------|----|
| E71                       |    |
|                           |    |
|                           |    |
|                           |    |
|                           | OK |

### **T**echnical **B**ulletin

Model: General RTB

RICOH

Date: 19-Sep-18

#### No.: RGene105

### <RemoteConnect Support>

The connection of RemoteConnect Support can be checked as follows.

1. Open the Check Status menu and look for a "Remote Support" entry as displayed below.

| Mach./Applic. Stat | Current Job | Job History | Maintnc./Inquiry/Mach. Info |
|--------------------|-------------|-------------|-----------------------------|
| Mach. Status       | Normal      |             |                             |
| Remote Support     | Ready       |             | Start                       |
| Copier             | Ready       |             |                             |
| Scanner            | Ready       |             |                             |
| Printer            | Ready       |             |                             |
| Document Server    | Ready       |             |                             |

Note that the "Ready" status only indicates that the function is installed and enabled, and does not confirm that a connection to the server is possible.

2. Click the "Start" button to launch the application and then agree to the End User License Agreement. The application will attempt to connect to the server. If the application successfully connects to the server, a random 4-digit code will be displayed



If the application is unable to connect to the server, an error will be displayed  $\rightarrow$ Network settings need to be checked



|--|

| Technical | <b>B</b> ulletin |
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|           |                  |

| Model: General RTB | Date: 19-Sep-18 | No.: RGene105 |
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|--------------------|-----------------|---------------|

Important:

In step 1 above, if a "Remote Support" entry is not displayed there are two possibilities.

A) The function is installed but disabled  $\rightarrow$  Enable the function in settings

B) The application is not installed (or an old version is installed)  $\rightarrow$  see the *Required modules* section below

#### **Required modules for RemoteConnect Support**

The following modules are required to use the new RemoteConnect Support:

| Firmware type                 | Version | Part number |
|-------------------------------|---------|-------------|
| Cheetah System (General)      | 1.30    | D2411425    |
| Cheetah System (China/Taiwan) | 1.30    | D2411429    |
| RemoteSupportService          | 1.1     | D1961459    |
| RemoteAssistant*              | 1.0.5   | D2411470    |

\*Not updated

| echnical | <b>B</b> ulletin | ì |
|----------|------------------|---|
| Commoa   |                  | 1 |

Model: General RTB

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No.: RGene105

#### <Web Help Support>

The connection of Web Help Support can be checked by pressing the [?] button to open the feature.



If a page like the following is displayed, Web Help Support is working correctly (able to connect to content server)



If an error like the following is displayed, Web Help Support is unable to connect to the content server (but did connect previously)



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

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### Note:

 If the [?] button is not displayed at all, Web Help Support has never connected to the content server (or the function is not yet available for this model). Technically speaking, the device communicates with the content server to check the availability of the function when booting up. When it is confirmed by the content server that the function is available for the device, the "?" button will be displayed permanently.



2) If the [?] button is greyed out, Web Help Support is not available for the app/menu currently in use. For example, there are currently no Web Help Support contents available for 3rd party apps. This does not confirm (or deny) that the device is able to communicate with the content server.



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Appendix. Screen shot of Required Network related settings

### <Operation Panel>

### 1. IP address, 2. DNS setting

| General Tray Paper<br>Features Settings S | Timer<br>Settings | rile A<br>Transfer | dministrator<br>Tools |            |
|-------------------------------------------|-------------------|--------------------|-----------------------|------------|
| Network                                   |                   |                    |                       | Print List |
| Machine IPv4 Address                      |                   | DNS Configurat     | ion                   |            |
| IPv4 Gateway Address                      |                   | DDNS Configura     | tion                  | Active     |
| Machine IPv6 Addre                        | 225               | IPsec              |                       | Inactive   |
| IPv6 Gateway Address                      |                   | Domain Name        |                       |            |
| Pv6 Stateless Address Autoconfiguration   | Inactive          | WINS Configurat    | tion                  | On         |
| DHCPv6 Configuration                      |                   | Effective Protocol |                       |            |

### 3. Proxy settings (@Remote)

| SP Mode(Service) Open All C | ose All COPY Window SP Direct X-XXX-XXX Exi |
|-----------------------------|---------------------------------------------|
| 5816 61 Cert Expire Timing  | Group COPY : SP-5-816-062                   |
| 162 Use Proxy               | Remote Service                              |
| 63 Proxy Host               | Page                                        |
| 64 Proxy PortNumber         |                                             |
| 65 Proxy User Name          | Line 0: Disabled                            |
| 66 Proxy Password           | 1: Enabled                                  |
| 67 CERT:Up State            | Line                                        |
| 68 CERT:Error               |                                             |
| 69 CERT:Up ID               | Page                                        |
| 83 Firm Up Status           |                                             |
| 85 Firm Up User Check       | Group APrevPage AlextPage                   |

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| Model: General RT | в |
|-------------------|---|
|-------------------|---|

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No.: RGene105

### 4. Proxy settings (Screen Settings)

| Machine Administrator                                              | H | lost Name: 💧 |   | ? | Logout | C |
|--------------------------------------------------------------------|---|--------------|---|---|--------|---|
| < r color: Proxy Settings                                          |   |              |   |   |        |   |
| Use Proxy<br>Enable/Disable Proxy Settings.                        |   |              |   |   |        |   |
| PROXY SETTINGS                                                     |   |              |   |   |        | - |
| Proxy Address                                                      |   |              |   |   |        |   |
| Port Number                                                        |   |              |   |   |        |   |
| Proxy Exceptions                                                   |   |              |   |   |        |   |
| Enable Authentication<br>Enable login user name and login password |   |              |   |   | Z      |   |
| Login User Name                                                    |   |              |   |   |        |   |
|                                                                    | € | 谷            | ê |   |        |   |

### 5. Key Length of @Remote certification (Check)

| SP Mode(Service) Open All Close A           | COPY Window SP Direct X-XXX-XXX Exit                                                     |
|---------------------------------------------|------------------------------------------------------------------------------------------|
| 5816 87 CERT:Macro Ver.<br>88 CERT:PAC Ver. | Group<br>A<br>Remote Service<br>CERT:Macro Ver.                                          |
| 90 CERT:Subject<br>91 CERT:SerialNo.        | Line 2                                                                                   |
| 92 CERT:Issuer<br>93 CERT:Valid Start       | 1: 512 bit<br>2: 2048 bit (Default after Model Met-C2)<br>The value must be "2" for ARFU |
| 94 CERT:Valid End<br>102 CERT:Encrypt Level | Page                                                                                     |
| 105 Client Communication Method             | Group AvextPage                                                                          |

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|--------------------------------------|-----------------|-----------------------------------|---------------------|
| Model: General RTB                   |                 | Date: 19-Sep-18                   | No.: RGene105       |
| 5. Key Length of @Remote certificati | on (Change)     |                                   |                     |
| SP Mode(Service) Open All Close A    | ll COPY Winds   | w SP Direct X-XXX                 | -XXX Exit           |
| 5870 ▼ Common KeyInfo Writing        | Group COPY      | : SP-5-870-004                    |                     |
| 1 Writing                            | Commo           | n Key Info Writing<br>ng: 2048bit |                     |
| 3 Initialize                         | Page            |                                   |                     |
| 4 Writing: 2048bit                   |                 |                                   |                     |
| 5873 ► SDCardAppliMove               | Line            | EXECUTE                           |                     |
| 5875 🕨 SC Auto Reboot                |                 |                                   |                     |
| 5878 ► Option Setup                  | ▼<br>Line       |                                   |                     |
| 5881 Fixed Phrase Block Erasing      |                 |                                   |                     |
| 5885 ► Set WIM Function              | ▼<br>Page       |                                   |                     |
| 5886 🕨 Farm Update Setting           |                 |                                   |                     |
| 5887 SD GetCounter                   | Group           | <b>↑</b> PrevPag                  | e <b>V</b> NextPage |
## Technical Bulletin

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#### 4. Proxy settings (Screen Setting)

| Proxy Settings        |            |
|-----------------------|------------|
| Use Proxy             | : Active 🗸 |
| Proxy Address         |            |
| Port Number           | : 8080     |
| Proxy Exceptions      | : 10.0.0/8 |
| Enable Authentication | : Active V |

#### 5. (Check Only) Key length of @Remote certification

#### TCP/IP Encryption Strength Setting

@Remote Certificate Key Length : 2048bit

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| Model: General RTB D | Date: 06-Dec-18 | No.: RGene107 |
|----------------------|-----------------|---------------|
|----------------------|-----------------|---------------|

#### Specification change:

Due to rising security concerns, it is now possible to disable HMAC-SHA1 on Ricoh devices.

The procedure to disable HMAC-SHA1 is as follows:

#### **Disabling HMAC-SHA1 using Telnet**

 Use the IP address or the host name of the machine to start Telnet. % telnet (IP address)

| Command Prompt                                                                                     | _ | × |
|----------------------------------------------------------------------------------------------------|---|---|
| Microsoft Windows [Version 10.0.17134.407]<br>(c) 2018 Microsoft Corporation. All rights reserved. |   | î |
| C:\Users\admin>telnet xxx.xxx.xxx.                                                                 |   |   |
|                                                                                                    |   | ~ |

- 2. Enter your username and password.
- 3. Enter the following command: msh> set ssl-sha1 down
  - \*To enable HMAC-SHA1 again, enter the following command: msh> set ssl-sha1 up
- 4. Quit Telnet. msh> logout

## Technical Bulletin

#### **PAGE: 1/4**

| Model: General                                                                                                                       |                                                                                                     |                                                                                                      | Date: 3-Apr-19 |                  | No.: RGene106                                                |
|--------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|----------------|------------------|--------------------------------------------------------------|
| Subject: Failure of @Remote registration and HTTPs communication caused by changeable network settings on 18S GW CTL or later models |                                                                                                     |                                                                                                      | Prepa          | red by: T.Suzuki |                                                              |
| From: 1st Tech Support Section, Service Strategy Depart.                                                                             |                                                                                                     |                                                                                                      |                |                  |                                                              |
| Classification:                                                                                                                      | <ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul> | <ul> <li>Part information</li> <li>Electrical</li> <li>Transmit/receive</li> <li>Other ()</li> </ul> |                | Actio            | on required<br>vice manual revision<br>ofit information<br>2 |

### 1. OVERVIEW

Below are the network security changes regarding @Remote connection for 18S GW CTL and later models.

- (1) The default setting for TLS 1.0 has been changed from "Active" to "Inactive".
- (2) 3DES is disabled by default.
- (3) Enable/disable setting added for RSA key exchange algorithm on Web Image Monitor.
- (4) Enable/disable setting added to SHA1 hash algorithm on Web Image Monitor.

| RICOH                                                      | IM C3000        | JPN Web Image Monitor                   |
|------------------------------------------------------------|-----------------|-----------------------------------------|
| Home                                                       |                 |                                         |
| SSL/TLS                                                    |                 |                                         |
| ок                                                         | Cancel          |                                         |
|                                                            |                 |                                         |
| IPv4                                                       |                 | :      Active      Inactive             |
| IPv6                                                       |                 | :      Active      Inactive             |
| Permit SSL/TI                                              | LS Communicatio | on : Ciphertext/Cleartext $\checkmark$  |
| <ul> <li>Certificate Sta</li> <li>SSI /TLS Vers</li> </ul> | atus<br>ion     | : Installed                             |
| TLS1.2                                                     |                 | : <ul> <li>Active O Inactive</li> </ul> |
| TLS1.1                                                     |                 | : • Active O Inactive                   |
| TLS1.0                                                     |                 | : O Active Inactive                     |
| SSL3.0                                                     |                 | : O Active 🖲 Inactive                   |
| Encryption St                                              | rength Setting  |                                         |
| AES                                                        |                 | : 🗹 128bit 🗹 256bit                     |
| 3DES                                                       |                 | : 168bit (2)                            |
| RC4                                                        |                 | : 🗌 128bit                              |
| KEY EXCHANCE                                               | GE              | (2)                                     |
| RSA                                                        |                 | : • Active O Inactive                   |
| DIGEST                                                     |                 | (4)                                     |
| SHA1                                                       |                 | :  Active O Inactive (4)                |
|                                                            |                 |                                         |
| ОК                                                         | Cancel          |                                         |

### Caution:

Change the above network security settings depending on the embedded appliance or the combination pattern between the device and the external appliance, 18S GW CTL and later models can NOT be registered as an embedded appliance (Cumin) and as an HTTPs managed device to @Remote center server via an external appliance.

\*If connecting via an embedded appliance, you don't need to change the default settings of SSL/TLS. \*If you don't configure the network settings correctly between the device and an external appliance, 18S GW CTL or later models become SNMP managed devices via the external appliance. Model: General

Date: 3-Apr-19

No.: RGene106

## 2. SUPPORTED MODELS

18S GW CTL and later models \*18S GW CTL model: Met-MF3, Brz-MF2/P2 and Gr-C4

## 3. NETWORK SETTING REGARDING @REMOTE CONNECTION

### (1) Embedded appliance



Embedded RC gate



Device cannot connect to @Remote center server through **an embedded appliance** in case of any of the following settings

- RSA is disabled
- TLS1.2 and SHA1 are disabled

#### (2) External appliance



Device

External appliance

Device cannot connect to an external appliance by HTTPS in case of any of the following settings

| External       | Network security settings if there is <b>NO</b> communication by HTTPS between the device and the external appliance in case of any of the following settings                                                                                                                 |                                                                                                                   |  |  |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|--|--|
| appliance type | Device's network security settings                                                                                                                                                                                                                                            | External appliance network security<br>settings                                                                   |  |  |
| RC Gate BN1    | <ul> <li>SSL v3.0 is disabled</li> <li>SHA1 is disabled</li> <li>RSA is disabled</li> <li>3DES is disabled</li> <li>512bit common certificate (SP5-816-102) is disabled</li> </ul>                                                                                            | N/A                                                                                                               |  |  |
| RC Gate A      | <ul> <li>SSL v3.0 and TLS 1.0 are disabled</li> <li>SHA1 is disabled</li> <li>RSA is disabled</li> <li>AES256 and AES128 are disabled</li> <li>Certificate encryption level and<br/>TLS/SSL settings does NOT match<br/>between device and external<br/>appliance.</li> </ul> | Certificate encryption level and TLS/SSL<br>settings does NOT match between<br>device and the external appliance. |  |  |

## Technical Bulletin

| Model: Genera                                                                                   | al                                                                                                                                                                                 | Date: 3-Apr-19                                                            | No.: RGene106                                     |
|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|---------------------------------------------------|
| RC Gate A2                                                                                      | Certificate encryption level and TLS/SSL settings does NOT match between device and the external appliance.                                                                        | Certificate encryption lestings does NOT ma<br>device and external ap     | evel and TLS/SSL<br>tch between<br>pliance.       |
| RC Gate S                                                                                       | <ul> <li>SSL v3.0 is disabled</li> <li>SHA1 is disabled</li> <li>RSA is disabled</li> <li>3DES is disabled</li> <li>512bit common certificate (SP5-816-102) is disabled</li> </ul> | N/A                                                                       |                                                   |
| Remote<br>connector NX<br>Device<br>manager NX +<br>@Remote<br>Connector<br>Streamline NX<br>v3 | Certificate encryption level and TLS/SSL<br>settings does NOT match between the<br>device and an external appliance.                                                               | Certificate encryption I<br>settings does NOT ma<br>device and an externa | evel and TLS/SSL<br>tch between the<br>appliance. |

### 4. SETTING PROCEDURE

#### (1) Embedded appliance

If 18S GW CTL or later model fail to register and/or disconnect to @Remote center server, please check the following item:

- 1. Open 18S GW CTL or later model's WIM
- 2. Log-in as an administrator
- 3. Confirm that the RSA is set to "Active"

■ KEY EXCHANGE RSA : ● Active ○ Inactive

- 4. Confirm that the following settings are **NOT** disabled same time.
- TLS 1.2 is disabled
- SHA1 is disabled

#### (2) External appliance

If 18S GW CTL and later model is registered via an external appliance, please perform the following procedure depending the external appliance type before registering a device to the @Remote center server.

- 1. Open 18S GW CTL or later model's WIM
- 2. Log-in as an administrator
- Change TLS1.0 and/or SSL3.0 to "Active" depending on the external appliance. Device Management -> Configuration -> Security -> SSL/TLS -> SSL/TLS Version

| SSL/TLS Version |   |                   |
|-----------------|---|-------------------|
| TLS1.2          | : | Active            |
| TLS1.1          | : | Active O Inactive |

| TLS1.1 | : | Active O Inactive |
|--------|---|-------------------|
| TLS1.0 | ; | Active O Inactive |
| SSL3.0 | ; | Active O Inactive |

#### RC Gate BN1 and RC Gate S:

SSL3.0 need to be changed to "Active" **RC Gate A:** 

TLS1.0 need to be changed to "Active"

\*Refer to "RGene109" in detail



| Мо | odel: General                                        | Date: 3-Apr-19      | No.: RGene106 |
|----|------------------------------------------------------|---------------------|---------------|
| 4. | Put a check mark to "3DES:168 bit" only in case of F | C Gate BN1 and RC G | ate S         |

| Encryption Strength Setting |   |          |          |
|-----------------------------|---|----------|----------|
| AES                         | : | ☑ 128bit | ☑ 256bit |
| 3DES                        | : | 🗹 168bit |          |
| RC4                         | : | 128bit   |          |

5. Confirm that RSA and SHA 1 are set to "Active" only in case of RC Gate BN1 and RC Gate S

| KEY EXCHANGE |                             |
|--------------|-----------------------------|
| RSA          | :      Active      Inactive |
| DIGEST       |                             |
| SHA1         | :      Active      Inactive |

6. Confirm if each @Remote certificates match between the device and the external appliance.

Device: Confirm "SP5-816-102" External appliance: Refer to "**RGene096**"

7. Register the device to the @Remote center server via the external appliance.

If 18S GW CTL and later device became SNMP managed device, please perform the following procedure.

- 1. Remove its SNMP managed device from the @Remote center server once.
- 2. Follow the above 7 steps.

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Model: General RTB

Date: 06-Dec-18

No.: RGene107

| Subject: The spe<br>applicable Ricoh de | cifications and limitations fo<br>vices.                                                            | Prepared by: S. Toya                                                                                 |                                                                                                                                      |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| From: 1st Tech Se                       | rvice Sect., MFP/P Tech Se                                                                          |                                                                                                      |                                                                                                                                      |
| Classification:                         | <ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul> | <ul> <li>Part information</li> <li>Electrical</li> <li>Transmit/receive</li> <li>Other ()</li> </ul> | <ul> <li>Action required</li> <li>Service manual revision</li> <li>Retrofit information</li> <li>Tier 2</li> <li>Tier 0.5</li> </ul> |

#### Affected models:

MET-C2.1abyz, MET-C2.1cde, MET-C2abyz, MET-C2cde, Mim-C2.1, GR-C1, Z-C2,

This RTB describes the specifications and limitations for newly added function for applicable Ricoh devices.

Contents:

### 1. HMAC-SHA1 Specifications for Ricoh Devices

Previously, HMAC-SHA1 was always in effect with SSL/TLS encrypted communication on Ricoh devices and there was no way of disabling it.

The following SSL/TLS cipher suites are available on the GW controller of the affected models.

TLS\_DHE\_RSA\_WITH\_AES\_256\_CBC\_SHA256 TLS\_DHE\_RSA\_WITH\_AES\_256\_CBC\_SHA TLS\_RSA\_WITH\_AES\_256\_CBC\_SHA256 TLS\_RSA\_WITH\_AES\_256\_CBC\_SHA TLS\_DHE\_RSA\_WITH\_AES\_128\_CBC\_SHA256 TLS\_DHE\_RSA\_WITH\_AES\_128\_CBC\_SHA TLS\_RSA\_WITH\_AES\_128\_CBC\_SHA256 TLS\_RSA\_WITH\_AES\_128\_CBC\_SHA SSL\_DHE\_RSA\_WITH\_3DES\_EDE\_CBC\_SHA SSL\_DHE\_RSA\_WITH\_3DES\_EDE\_CBC\_SHA SSL\_RSA\_WITH\_3DES\_EDE\_CBC\_SHA SSL\_RSA\_WITH\_3DES\_EDE\_CBC\_SHA TLS\_RSA\_WITH\_3DES\_EDE\_CBC\_SHA SSL\_RSA\_WITH\_3DES\_EDE\_CBC\_SHA SSL\_RSA\_WITH\_3DES\_EDE\_CBC\_SHA SSL\_RSA\_WITH\_RC4\_128\_SHA TLS\_RSA\_WITH\_RC4\_128\_SHA 'SHA' written in bold above refers to HMAC-SHA1. Model: General RTB Date: 06-Dec-18

No.: RGene107

5. Enter "yes" to save the changes, and then press the [Enter] key.



### 2. Limitation

Disabling HMAC-SHA1 affects @Remote communication between a device and an external appliance.

For more details, please refer to RGene106, which will be published separately.

### 3. Required Firmware

Updating the Network Support firmware will make this function available, but no settings will be changed by updating the firmware. HMAC-SHA1 is only disabled by following the procedure previously explained.

The firmware will be released for the 'Affected models' listed at the top of this document.

The release note also contains information regarding this issue.

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Model: General RTB

Date: 13-Dec-18

No.: RGene108

| Subject: The spe applicable Ricoh de | cifications and limitations fo<br>vices.                                                            | Prepared by: S. Toya                                                                                 |                                                                                                                                      |
|--------------------------------------|-----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| From: 1st Tech Se                    | rvice Sect., MFP/P Tech Se                                                                          |                                                                                                      |                                                                                                                                      |
| Classification:                      | <ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul> | <ul> <li>Part information</li> <li>Electrical</li> <li>Transmit/receive</li> <li>Other ()</li> </ul> | <ul> <li>Action required</li> <li>Service manual revision</li> <li>Retrofit information</li> <li>Tier 2</li> <li>Tier 0.5</li> </ul> |

#### Affected models:

MET-C2abyz, MET-C2cde, MET-C2.1abyz, MET-C2.1cde, GR-C3

This RTB describes the specifications and limitations for a newly added function on certain Ricoh devices. The list of affected models and relevant ports will be updated continuously.

Contents:

| 1. | Specification change to close some ports | 1 |
|----|------------------------------------------|---|
| 2. | Disabling Ports                          | 1 |
| 3. | Limitation                               | 3 |
| 4. | Required Firmware                        | 3 |

### 1. Specification change to close certain ports

Previously, all the network ports used when communicating between the smart operation panel and the controller were also open to the external LAN. These ports don't need to be open to the external LAN, and for security reasons, they can now be closed.

The following ports can be closed:

- 111/tcp
- 1022/tcp
- 1023/tcp
- 2049/tcp
- 18315/tcp
- 54080/tcp
- 54443/tcp
- 1022/udp
- 1023/udp

### 2. Disabling Ports

Disabling ports using Telnet

**PAGE: 2/3** 

| Model: General RTB                                                                                                                                                                                                                                                                                                                                                                                               | Date: 13-Dec-18                 | No.: RGene108    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|------------------|
| <ol> <li>Use the IP address or the host name of the mach<br/>% telnet (IP address)</li> </ol>                                                                                                                                                                                                                                                                                                                    | hine to start Telnet.           |                  |
| 2. Enter your username and password.                                                                                                                                                                                                                                                                                                                                                                             |                                 |                  |
| <ol> <li>Enter both of the following commands to disable<br/>msh&gt; nat_ui port_filter on<br/>* This disables ports of 111/tcp, 1022/tcp, 1023<br/>1022/udp,1023/udp.</li> </ol>                                                                                                                                                                                                                                | port:<br>/tcp, 2049/tcp, 54080/ | /tcp, 54443/tcp, |
| <pre>msh&gt; nat_ui port_filter_cats on * This disables port of 18315/tcp</pre>                                                                                                                                                                                                                                                                                                                                  |                                 |                  |
| *To open these ports again, enter the following co<br>msh> nat_ui port_filter off<br>msh> nat_ui port_filter_cats off                                                                                                                                                                                                                                                                                            | ommand:                         |                  |
| <ol> <li>Quit Telnet.</li> <li>msh&gt; logout</li> </ol>                                                                                                                                                                                                                                                                                                                                                         |                                 |                  |
| 5. Enter "yes" to save the changes, and then press                                                                                                                                                                                                                                                                                                                                                               | the [Enter] key.                |                  |
| Mera Tera Term VT ファイル(F) 編集(E) 設定(S) コントロール(O) ウィンドウ(W) ヘルプ(H)                                                                                                                                                                                                                                                                                                                                                  | _                               |                  |
| RICOH Maintenance Shell.<br>User access verification.<br>login:admin<br>Password:<br>User access verification OK.<br>RICOH MP C3004ex<br>Network Control Service Ver. 15.72<br>Copyright (C) 1994-2018 Ricoh Co.,Ltd. All rights<br>msh> nat_ui port_filter on<br>On<br>msh> nat_ui port_filter_cats on<br>On<br>msh> logout<br>Logout Maintenance Shell.<br>Do you save configuration data? (yes/no/return) > ; | reserved.<br>ves                |                  |

#### Note:

There is a separate setting for port 18315/tcp because this port is used when updating the SOP application with the remote tool.

|                    | echnical Bulletin | PAGE: 3/3     |
|--------------------|-------------------|---------------|
| Model: General RTB | Date: 13-Dec-18   | No.: RGene108 |

### 3. Limitation

None.

### 4. Required Firmware

Updating the Network Support firmware will make this function available, but no settings will be changed by updating the firmware. The setting change is only available by following the procedure previously explained. The firmware will be released for the 'Affected models' listed at the top of this document.

The release note also contains information regarding this issue.

**PAGE: 1/3** 

| Model: General                     |                                                                                                     | Date:13-Dec-18                                     | }                       | No.: RGene109 |                                                               |
|------------------------------------|-----------------------------------------------------------------------------------------------------|----------------------------------------------------|-------------------------|---------------|---------------------------------------------------------------|
| Subject: The defai<br>CTL or later | Prepa                                                                                               | red by: T.Suzuki                                   |                         |               |                                                               |
| From: 1st Tech Su                  | pport Section, Service Strateg                                                                      | gy Depart.                                         |                         |               |                                                               |
| Classification:                    | <ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul> | Part infor     Electrical     Transmit     Other ( | mation<br>/receive<br>) | Action        | on required<br>vice manual revision<br>rofit information<br>2 |

### Important Information:

The default value of the "SSL/TLS Version" setting has been changed "TLS1.0" from Active to Inactive on 18S GW CTL and later models.

| TLS1.2 | : 💿 Active 🔍 Inactive |
|--------|-----------------------|
| TLS1.1 | : 💿 Active 🔘 Inactive |
| TLS1.0 | : 🔍 Active 🖲 Inactive |
| SSL3.0 | : 🔘 Active 🖲 Inactive |

Unless TLS 1.0 and/or SSL 3.0 has been changed to "Active" manually on WIM, 18S GW CTL and later models cannot be registered as an HTTPs managed device to the @Remote center server via RC gate BN, RC gate S pro and RC gate A.

\*If not, 18S GW CTL and later models become SNMP managed device via an external appliance. \*In case of an embedded appliance (Cumin), you don't need to change TLS1.0 and SSL 3.0 to "Active".

## 1. OVERVIEW

RCL decided to change the default value of the SSL/TLS version settings due to a more secure connection.

## 2. SUPPORTED MODELS

18S GW CTL and later models. \*18S GW CTL model: Met-MF3, Brz-MF2/P2, and Gr-C4 etc. Model: General

Date:13-Dec-18

### 3. DETAILED CHANGE POINT

A default setting value of TLS1.0 changes from "Active" to "Inactive" at all 18S GW CTL and later models.

There is the following summary indicating a default setting and selectable of TLS/SSL and the @Remote Certificate in each GW CTL's generation.



|                                                          | TLS/SSL                                   |                 |        | Certificate |                 |                  |                  |
|----------------------------------------------------------|-------------------------------------------|-----------------|--------|-------------|-----------------|------------------|------------------|
|                                                          |                                           | TLS1.2          | TLS1.1 | TLS1.0      | SSL3.0          | 512bit           | 2048bit          |
|                                                          | 11S CTL or earlier                        | ×               | ×      | ×           | 0               | 0                | ×                |
| GW                                                       | 11A CTL to 14A +<br>GR-C2                 | O <sup>*1</sup> | O*1    | O*1         | O <sup>*1</sup> | O (Default)      | $\bigtriangleup$ |
| Device                                                   | 15S CTL or 17A later<br>(Except to GR-C2) | O*2             | O*2    | O*2         | ∆*2             | $\bigtriangleup$ | O (Default)      |
|                                                          | 18S CTL or later                          | 0 <sup>*2</sup> | O*2    | ∆*2         | ∆*²             | $\bigtriangleup$ | O (Default)      |
| O: Default: Active A: Default: Inactive X: Not supported |                                           |                 |        |             |                 |                  |                  |

e, X: Not supp

\*1: Cannot select TLS/SSL settings for the @Remote Connection by TLS/SSL settings on WIM.

\*2: Can select TLS/SSL settings for the @Remote Connection by TLS/SSL settings on WIM.

There is the following summary indicating a default setting and selectable of TLS/SSL and @Remote Certificate in each external appliance.



Device



Gateway server @Remote center server



| External | appliance |
|----------|-----------|

|                                                                                                                                                                                |                              | Betweer | ו Device | and Exte | ernal Applianc | 9           |                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|---------|----------|----------|----------------|-------------|------------------|
|                                                                                                                                                                                | TLS/SSL                      |         |          |          | Certificate    |             |                  |
|                                                                                                                                                                                |                              | TLS1.2  | TLS1.1   | TLS1.0   | SSL3.0         | 512bit      | 2048bit          |
|                                                                                                                                                                                | RC Gate BN                   | ×       | ×        | ×        | 0              | 0           | ×                |
|                                                                                                                                                                                | RC Gate S pro                | ×       | ×        | ×        | 0              | 0           | ×                |
| External                                                                                                                                                                       | RC Gate A                    | ×       | ×        | O*2      | O*2            | O (Default) | $\bigtriangleup$ |
| Appliance                                                                                                                                                                      | RC Gate A2                   | O*2     | O*2      | O*2      | O*2            | O (Default) | $\bigtriangleup$ |
|                                                                                                                                                                                | <pre>@Remote Connector</pre> | O*2     | O*2      | O*2      | O*2            | O (Default) | $\bigtriangleup$ |
| O: Default: Active, $\triangle$ : Default: Inactive, X: Not supported<br>*1: Can <b>not</b> select TLS/SSL settings for the @Remote Connection by TLS/SSL settings on external |                              |         |          |          |                |             |                  |

appliance GUI.

\*2: Can select TLS/SSL settings for the @Remote Connection by TLS/SSL settings on external appliance GUI.

| Model: General                                                                                                                                      |                      |                 |          |          | Date:13-D       | )ec-18      | No.: RGene109 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------------|----------|----------|-----------------|-------------|---------------|
|                                                                                                                                                     |                      | Between         | External | Applianc | e and the @R    | emote cente | r server      |
|                                                                                                                                                     |                      | TLS/SSL         |          |          |                 | Certificate |               |
|                                                                                                                                                     |                      | TLS1.2          | TLS1.1   | TLS1.0   | SSL3.0          | 512bit      | 2048bit       |
|                                                                                                                                                     | RC Gate BN           | ×               | ×        | ×        | 0               | 0           | ×             |
|                                                                                                                                                     | RC Gate S pro        | ×               | ×        | ×        | 0               | 0           | ×             |
| External                                                                                                                                            | RC Gate A            | ×               | ×        | O*1      | O <sup>*1</sup> | $\times$    | 0             |
| Appliance                                                                                                                                           | RC Gate A2           | O*1             | O*1      | O*1      | ×               | $\times$    | 0             |
|                                                                                                                                                     | @Remote<br>Connector | O <sup>*1</sup> | O*1      | O*1      | ×               | ×           | 0             |
| O: Default: Active, X: Not supported<br>*1: Cannot select TLS/SSL settings for @Remote Connection by TLS/SSL settings on external appliance<br>GUI. |                      |                 |          |          |                 |             |               |

### 4. SETTING PROCEDURE

If 18S GW CTL and later models registered via RC gate BN, RC gate S pro, and RC gate A, please perform the following procedure before registering a device to the @Remote center server:

- 1. Open 18S GW CTL or later model's WIM.
- 2. Log-in as an administrator.
- 3. Change TLS1.0 and/or SSL3.0 to "Active" depending on external appliance Device Management -> Configuration -> Security -> SSL/TLS -> SSL/TLS Version.

| SSL/TLS Version |                       |
|-----------------|-----------------------|
| TLS1.2          | : 💿 Active 🔵 Inactive |
| TLS1.1          | : 💿 Active 🔘 Inactive |
| TLS1.0          | : 💿 Active 🔵 Inactive |
| SSL3.0          | : 💿 Active 🔵 Inactive |

- 4. Confirm if each @Remote certificate matches between the device and the external appliance.
- 5. Register a device to the @Remote center server via an external appliance.

If 18S GW CTL and a later device become an SNMP managed device, please perform the following procedure:

- 1. Remove its SNMP managed device from the @Remote center server once.
- 2. Perform the above 5 step.

**PAGE: 1/4** 

| Model: General Da                                         |                                                                                                     |                                                                                  | Dat                   | e: 10-Jan-        | 18                                                                                 | No.: RGene110                                       |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|-----------------------|-------------------|------------------------------------------------------------------------------------|-----------------------------------------------------|
| Subject: @Remote New Function (Cumin with Auto Discovery) |                                                                                                     |                                                                                  | Prepared              | d by: Tate        | suya Suzuki                                                                        |                                                     |
| From: 2nd Tech S                                          | Sevice Sect., MFP/P Tech Servi                                                                      | ce Dept.                                                                         |                       |                   |                                                                                    |                                                     |
| Classification:                                           | <ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul> | <ul> <li>Part info</li> <li>Electric</li> <li>Transm</li> <li>Other (</li> </ul> | ormat<br>al<br>it/rec | tion<br>eive<br>) | <ul> <li>☐ Action</li> <li>⊠ Servic</li> <li>☐ Retrof</li> <li>☐ Tier 2</li> </ul> | n required<br>ce manual revision<br>fit information |

#### **Overview:**

The Auto Discovery function gathers the usage information of devices which do not support @Remote service (including competitor's machines) on the network, and sends the information to the @Remote server. This means the customer and CE can get visualized information about devices which do not support @Remote service (including competitor's machines).



w\_d257a7554\_en

Available model: 16S GW+ controller or later

| Model: General |  |
|----------------|--|
|----------------|--|

Date: 10-Jan-18

No.: RGene110

#### How to set up a Cumin with Auto discovery

- 1. Register a device by a Cumin to the @Remote server
- 2. Turn a device OFF/ON
- 3. Set up an Auto Discovery function on the following
  - A) SP mode
  - B) Operation panel
  - C) Web image monitor
  - D) @Remote center GUI.

#### A) SP mode

Perform the settings with the following SP modes.

| SP                                                 | Set Value                                                        | Description                                                                                            |
|----------------------------------------------------|------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| SP5-517-061 (AutoDiscovery Execution Setting)      | 0: Not Available<br>(Default) 1: Available                       | ON/OFF setting of the Auto<br>Discovery function.                                                      |
| SP5-517-062 (AutoDiscovery Execution Interval)     | 0: Every day<br>(Default) 1: Every<br>week                       | Interval of gathering<br>information by the Auto<br>Discovery function.                                |
| SP5-517-063 (AutoDiscovery Execution<br>Weekday)   | 0: Sun (Default) 1:<br>Mon 2: Tue 3: Wed<br>4: Thu 5: Fri 6: Sat | Set the interval of the Auto<br>Discovery function, when SP5-<br>517-062 is set to [1: Every<br>Week]. |
| SP5-517-064 (AutoDiscovery Execution Hour)         | 0 to 23 (Hour)                                                   | Specify the time of execution (Hour)                                                                   |
| SP5-517-065 (AutoDiscovery Execution Minute)       | 0 to 59 (Minute)                                                 | Specify the time of execution (Minute)                                                                 |
| SP5-517-066 (AutoDiscovery SNMP<br>Community Name) | - (Default: public)                                              | Set the SNMP community name                                                                            |

#### B) Operation panel

The settings can be performed with the following:

"Machine Features" screen-> "System Settings" -> "Administrator Tools" -> "Auto Discovery".

You can access the "Machine Features" screen with the following procedure below. Pro C5200S/C5210S:

When using the standard operation panel: Press the "User Tools" key.

When using the smart operation panel: Press the "User Tools" icon, and the press "Machine Features".

• MP C6503/C8003:

Press the "User Tools" icon, and the press "Machine Features".

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| MODEI: General Date: 10- | )-Jan-18 | NO.: RGene110 |
|--------------------------|----------|---------------|
|                          |          |               |

#### C) Web image monitor

The settings can be performed with the following:

Open "Web image monitor" -> Log in as an administrator -> "Device Management" -> "Configuration" -> "RC Gate Auto Discovery Settings"

@Remote

- Setup RC Gate
  - Update RC Gate Firmware
  - RC Gate Proxy Server
  - Notify Functional Problems of Device
  - RC Gate AutoDiscovery Settings

Note: "RC Gate Auto Discovery Settings" appears after registering a device by Cumin and turning a device off/on. Originally there is no "RC Gate Auto Discovery Settings" item on Web image monitor.

| ∢ Home                          |                 |  |  |  |
|---------------------------------|-----------------|--|--|--|
| RC Gate AutoDiscovery Settings  |                 |  |  |  |
|                                 |                 |  |  |  |
|                                 |                 |  |  |  |
| OK Cancel                       |                 |  |  |  |
|                                 |                 |  |  |  |
| RC Gate AutoDiscovery Settings  | : Inactive 🔹    |  |  |  |
| Day of the Week                 | : Sunday 🔹      |  |  |  |
| Time                            | :18 :00 (hh:mm) |  |  |  |
| SNMP Settings for AutoDiscovery | •               |  |  |  |
| SNMP Community Name             | public          |  |  |  |
|                                 |                 |  |  |  |

- 4. Perform a Service test call to update the Auto Discovery setting to the @Remote server immediately.
- 5. Machine searches a MIB information of devices which do not support @Remote service (including competitor's machines) on the network.

When the execution time set in the Auto Discovery setting has come, the machine searches for machines in the range of the specified IP addresses. A maximum of 255 machines can be searched. If the machine was turned OFF during Auto Discovery, the search will be executed at the next start-up.

6. Machine sends a gathered information to the @Remote servers The following information is mainly sent.

Captured date

### Model: General

Date: 10-Jan-18

No.: RGene110

- Device ID, MAC address
- Model name, device name
- Vender ID
- Device IP address
- Controller version
- NIC version
- Language code
- Country/Area code
- Counter (Total, Printer, Fax, Copy)
- Device status information (Toner, Jam, Cover, SC, Staple)

7. Download the machine usage information from the @Remote server GUI

Reissued: 10-Dec-19 Model: General

Date: 29-Jul-19 No.: R

No.: RGene111c

#### **RTB Reissue**

This RTB is an update to RTB No. RGene111b for the cut-in serial number and the package firmware information. The updated information is written in red.

| Subject: SC878 w  | ith new controller board and                                                                        | Prepared by: K. Moriizumi                                                                            |                                                                                                                                      |
|-------------------|-----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| From: 2nd Tech Se | ervice Sect., MFP/P Tech S                                                                          | ervice Dept.                                                                                         |                                                                                                                                      |
| Classification:   | <ul> <li>Troubleshooting</li> <li>Mechanical</li> <li>Paper path</li> <li>Product Safety</li> </ul> | <ul> <li>Part information</li> <li>Electrical</li> <li>Transmit/receive</li> <li>Other ()</li> </ul> | <ul> <li>Action required</li> <li>Service manual revision</li> <li>Retrofit information</li> <li>Tier 2</li> <li>Tier 0.5</li> </ul> |

#### SYMPTOM

SC878 (TPM authentication error occurs when the System firmware or Package firmware is installed.

### CAUSE

The IC on the controller board has been discontinued. The IC must be replaced with the new one, and the System firmware must be updated to the new version.

The old System firmware is not compatible with new controller board.

So, if the old System firmware or old Package firmware is installed on the new controller board, the SC878 (TPM authentication error occurs).

Following table shows the compatibility between CTL and System firmware (Package firmware):

|         | OLD                | NEW                |
|---------|--------------------|--------------------|
|         | System firmware    | System firmware    |
|         | (Package Firmware) | (Package Firmware) |
| OLD CTL | 0                  | 0                  |
| NEW CTL | ×                  | 0                  |

### SOLUTION

Replace the controller board.

| RICOH               | Technical Bulletin | <b>PAGE: 2/7</b> |
|---------------------|--------------------|------------------|
| Model:              | Date:              | No.:             |
| The related models: |                    |                  |
| Met-C2abcdeyz       |                    |                  |
| Met-C2.1abcdeyz     |                    |                  |
| Mimir-C2.1          |                    |                  |
| Met-P2              |                    |                  |
| MT-C6ace            |                    |                  |
| Cor-C1.5            |                    |                  |
| Cor-P1.5            |                    |                  |
| GR-C3               |                    |                  |
| Ve-P1               |                    |                  |
| Md-P3               |                    |                  |
| Brz-MF1             |                    |                  |
| Brz-P1              |                    |                  |
| Gim-MF1.5           |                    |                  |
| Chimay-MF1          |                    |                  |
|                     |                    |                  |

Ch-C2

Mo-C2

### Met-C2abcdeyz

| System/Copy                                 |                | Package    |            | Controller board |          |
|---------------------------------------------|----------------|------------|------------|------------------|----------|
| Old P/N & Ver.                              | New P/N & Ver. | Old Ver    | New Ver    | Old P/no         | New P/no |
| D2395535M                                   | D2395536       | Ver. 20.05 | Ver. 22.05 | D2385620         | D2385687 |
| Ver. 1.30                                   | Ver 1.31       | Var. 14.00 | TDD        | D2385624         | D2385688 |
| ver. 14.00<br>(for CHN)                     | (for CHN)      | D2385628   | D2385695   |                  |          |
|                                             |                |            |            | D2385629         | D2385696 |
| D2425535M                                   | D2425536       | Ver. 20.05 | Ver. 22.05 | D2385625         | D2385689 |
| Ver. 1.30 Ver. 1.31 Ver. 14.00<br>(for CHN) | TDD            | D2385626   | D2385693   |                  |          |
|                                             | (for CHN)      | (for CHN)  | D2385627   | D2385694         |          |

Cut in Serial Numbers

N/A (The productions have been discontinued.)

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Model:

Date:

No.:

### Met-C2.1abcdeyz

| System/Copy                                   |                | Package   |           | Controller board |          |
|-----------------------------------------------|----------------|-----------|-----------|------------------|----------|
| Old P/N & Ver.                                | New P/N & Ver. | Old Ver   | New Ver   | Old P/no         | New P/no |
| D0AD5550Q                                     | D0AD5549       | Ver. 8.01 | Ver 12.05 | D0AD5616         | D0AD5609 |
| Ver. 1.16                                     | Ver. 1.17      |           | TDD       | D0AD5617         | D0AD5622 |
|                                               |                | (for CHN) | (for CHN) | D0AD5618         | D0AD5623 |
|                                               |                |           |           | D0AD5619         | D0AD5629 |
| D0AF5550Q                                     | D0AF5571       | Ver. 8.01 | Ver 12.05 | D0AD5687         | D0AD5659 |
| Ver. 1.16 Ver. 1.17<br>Ver. 5.00<br>(for CHN) | TDD            | D0AD5688  | D0AD5667  |                  |          |
|                                               | (for CHN)      | D0AD5689  | D0AD5668  |                  |          |

Cut in Serial Numbers

TBD (There is no product plan until February 2020, or the old parts are used, yet.)

#### Mimir-C2.1

| System/Copy            |                       | Package |         | Controller board |          |
|------------------------|-----------------------|---------|---------|------------------|----------|
| Old P/N & Ver.         | New P/N & Ver.        | Old Ver | New Ver | Old P/no         | New P/no |
| D0BH5550C<br>Ver. 1.02 | D0BH5552<br>Ver. 1.03 | N/A     | N/A     | D0BH5673         | D0BH5676 |

Cut in Serial Numbers

| Model<br>Code | Cut-in Serial<br>number |
|---------------|-------------------------|
| D0BH17        | 3069M600044             |
| D0BH57        | 3069M710001             |

#### Met-P2

| System/Copy    |                | Package   |           | Controller board |          |
|----------------|----------------|-----------|-----------|------------------|----------|
| Old P/N & Ver. | New P/N & Ver. | Old Ver   | New Ver   | Old P/no         | New P/no |
| M0AJ5550P      | M0AJ5549       | Ver. 5.00 | Ver. 6.05 | M9455602         | M9455616 |
| Ver. 1.11      | Ver. 1.13      |           |           | M9455603         | M9455617 |

| Model<br>Code | Cut-in Serial<br>number | Model<br>Code | Cut-in Serial<br>Number |
|---------------|-------------------------|---------------|-------------------------|
| M0AJ17        | Y229M710001             | M0AL17        | Y249M710001             |
| M0AJ21        | Y229M640001             | -             | -                       |
| M0AJ27        | Y229M720001             | M0AL27        | Y249M720001             |
| M0AJ29        | Y229M630021             | M0AL29        | Y249M730001             |

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Model:

Date:

No.:

MT-C6ace

| System/Copy    |                | Package   |           | Controller board |          |
|----------------|----------------|-----------|-----------|------------------|----------|
| Old P/N & Ver. | New P/N & Ver. | Old Ver   | New Ver   | Old P/no         | New P/no |
| D2235540       | D2235565       | Ver. 6.00 | Ver. 7.05 | D2235330         | D2235334 |
| Ver. 1.17      | Ver.1.18       |           |           | D2235331         | D2235335 |
|                |                |           |           | D2235332         | D2235336 |

### Cut in Serial Numbers

| Model<br>Code | Cut-in Serial<br>number | Model<br>Code | Cut-in Serial<br>Number | Model<br>Code | Cut-in Serial<br>Number |
|---------------|-------------------------|---------------|-------------------------|---------------|-------------------------|
| D22317        | G659C500001             | D22417        | G669C400397             | D22517        | G679C500001             |
| D22319        | G659C510001             | D22419        | G669CB10001             | D22519        | G679CA10001             |
| D22321        | G659C520001             | D22421        | G669C720001             | D22521        | G679C520001             |
| D22329        | G659C550001             | D22429        | G669C550001             | D22529        | G679C550001             |
| D22367        | G659C670001             | D22467        | G669C570001             | D22567        | G679C570001             |

### Cor-C1.5

| System/Copy    |                | Package   |           | Controller board |          |
|----------------|----------------|-----------|-----------|------------------|----------|
| Old P/N & Ver. | New P/N & Ver. | Old Ver   | New Ver   | Old P/no         | New P/no |
| D2895550       | D2895549       | Ver. 9.00 | Ver. 10.5 | D2845605         | D2845645 |
| Ver. 1.17.1    | Ver. 1.18      |           |           | D2845606         | D2845646 |
|                |                |           |           | D2845607         | D2845647 |
|                |                |           |           | D2845608         | D2845648 |
|                |                |           |           | D2845609         | D2845649 |
|                |                |           |           | D2845610         | D2845650 |

Cut in Serial Numbers

| Model<br>Code | Cut-in Serial<br>number | Model<br>Code | Cut-in Serial<br>Number | Model<br>Code | Cut-in Serial<br>Number   |
|---------------|-------------------------|---------------|-------------------------|---------------|---------------------------|
| D28417        | C299R900001             | D28517        | C309R900001             | D28617        | (The old parts are used.) |
| D28419        | C299R910001             | D28519        | (No product plan)       | D28619        | C319R910001               |
| D28457        | C299R920001             | D28557        | C309R920001             | D28657        | C319R920001               |
| D28717        | C329R900198             | D28817        | C339R900001             | D28917        | C349R900001               |
| D28719        | C329R910001             | D28819        | C339R910001             | D28919        | C349R910001               |

Other models: TDB (The old parts are used, yet.)

## Technical Bulletin

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## Model:

Date:

No.:

### Cor-P1.5

| System/Copy            |                       | Package   |           | Controller board |          |
|------------------------|-----------------------|-----------|-----------|------------------|----------|
| Old P/N & Ver.         | New P/N & Ver.        | Old Ver   | New Ver   | Old P/no         | New P/no |
| M0AN5550N<br>Ver. 1.11 | M0AN5563<br>Ver. 1.12 | Ver. 5.05 | Ver. 6.05 | M0AN5633         | M0AN5636 |

Cut in Serial Numbers

#### TBD

### GR-C3

| System/Copy    |                | Package   |           | Controller board |          |
|----------------|----------------|-----------|-----------|------------------|----------|
| Old P/N & Ver. | New P/N & Ver. | Old Ver   | New Ver   | Old P/no         | New P/no |
| D2965400S      | D2965450       | Ver. 7.05 | Ver. 8.05 | D3E15691         | D3E15695 |
| Ver. 1.15      | Ver. 1.16      |           |           | D3E15692         | D3E15696 |

Cut in Serial Numbers

| Model<br>Code | Cut-in Serial<br>number | Model<br>Code | Cut-in Serial<br>Number | Model<br>Code | Cut-in Serial<br>Number |
|---------------|-------------------------|---------------|-------------------------|---------------|-------------------------|
| D29617        | C499P600163             | D29717        | C509P600163             | D29825        | C519P700001             |
| D29619        | (No product plan)       | D29719        | C509P603055             | D29827        | C519P600361             |
| D29627        | C499P600402             | D29727        | C509P600528             | D29828        | C519P602953             |
| D29629        | C499P700730             | D29729        | C509P603705             | D29921        | C529P600001             |

#### Ve-P1

| System/Copy           |                       | Package         |           | Controller board |          |
|-----------------------|-----------------------|-----------------|-----------|------------------|----------|
| Old P/N & Ver.        | New P/N & Ver.        | Old Ver New Ver |           | Old P/no         | New P/no |
| M1365243<br>Ver. 1.12 | M1365218<br>Ver. 1.14 | Ver. 1.00       | Ver. 2.00 | M1365215         | M1365266 |

Cut in Serial Numbers

| Model  | Cut-in Serial | Model  | Cut-in Serial     | Model  | Cut-in Serial |
|--------|---------------|--------|-------------------|--------|---------------|
| Code   | number        | Code   | Number            | Code   | Number        |
| M13557 | X039R500001   | M13659 | (No product plan) | M13667 | X039R510103   |

#### MD-P3

| System/Copy           |                       | Package |         | Controller board |          |
|-----------------------|-----------------------|---------|---------|------------------|----------|
| Old P/N & Ver.        | New P/N & Ver.        | Old Ver | New Ver | Old P/no         | New P/no |
| M0AD5230<br>Ver. 1.03 | M0AD5280<br>Ver. 1.06 | N/A     | N/A     | M0AG5503         | M0AG5513 |
| M0AH5230<br>Ver. 1.06 | M0AH5280<br>Ver. 1.09 | N/A     | N/A     | M0AH5504         | M0AH5514 |

### Model:

Date:

No.:

TBD (There is no product plan).

#### Brz-MF1

| System/Copy    |                | Package   |           | Controller board |          |
|----------------|----------------|-----------|-----------|------------------|----------|
| Old P/N & Ver. | New P/N & Ver. | Old Ver   | New Ver   | Old P/no         | New P/no |
| D2555770S      | D2555745       | Ver. 8.00 | Ver. 9.00 | D2555547         | D2555586 |
| Ver.1.16       | Ver. 1.17      |           |           | D2555548         | D2555587 |

Cut in Serial Numbers

N/A (The productions have been discontinued.)

#### Brz-P1

| System/Copy    |                | Package |         | Controller board |          |
|----------------|----------------|---------|---------|------------------|----------|
| Old P/N & Ver. | New P/N & Ver. | Old Ver | New Ver | Old P/no         | New P/no |
| M2815770M      | M2815745       | N/A     | N/A N/A |                  | M2815535 |
| Ver. 1.12      | Ver. 1.13      |         |         | M2815545         | M2815536 |

Cut in Serial Numbers

N/A (The productions have been discontinued.)

#### Gim-MF1.5

| System/Copy           |                       | Package   |           | Controller board |          |
|-----------------------|-----------------------|-----------|-----------|------------------|----------|
| Old P/N & Ver.        | New P/N & Ver.        | Old Ver   | New Ver   | Old P/no         | New P/no |
| M0A05770<br>Ver. 1.10 | M0A05730<br>Ver. 1.11 | Ver. 7.00 | Ver. 8.00 | M0A05804         | M0A05814 |

Cut in Serial Numbers

TBD

### Chimay-MF1

| System/Copy    |                | Package |         | Controller board |          |
|----------------|----------------|---------|---------|------------------|----------|
| Old P/N & Ver. | New P/N & Ver. | Old Ver | New Ver | Old P/no         | New P/no |
| D0A45560       | D0A45540       | N/A     | TBD     | D0A45718         | D0A45728 |
| Ver. 1.01      | Ver. 1.03      |         |         | D0A45719         | D0A45729 |

| Model<br>Code | Cut-in Serial<br>number | Model<br>Code | Cut-in Serial<br>Number | Model<br>Code | Cut-in Serial<br>Number |
|---------------|-------------------------|---------------|-------------------------|---------------|-------------------------|
| D0C417        | 3369P400001             | D0C517        | C3379P300764            | D0AP17        | 3359P400001             |
| D0C427        | TBD-                    | D0C527        | 3379P500976             | D0AP19        | 3359P301677             |
| -             | -                       | D0C627        | 3389P500001             | D0AP21        | 3359P504049             |

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| Model: |   |        |    | Date: |        | No.:        |
|--------|---|--------|----|-------|--------|-------------|
| -      | - | D0C629 | TB | D     | D0AP27 | 3359P402072 |
| -      | - | -      | -  |       | D0AP29 | TBD         |

### Ch-C2

| System/Copy    |                | Package   |           | Controller board |          |
|----------------|----------------|-----------|-----------|------------------|----------|
| Old P/N & Ver. | New P/N & Ver. | Old Ver   | New Ver   | Old P/no         | New P/no |
| D2585760       | D2585776       | Ver. 8.00 | Ver. 9.05 | D2585796         | D2585788 |
| Ver. 1.18      | Ver. 1.19      |           |           | D2585797         | D2585789 |
|                |                | Ver. 7.00 | TBD       |                  |          |
|                |                | (for CHN) | (for CHN) |                  |          |

Cut in Serial Numbers

| Model<br>Code | Cut-in Serial<br>number | Model<br>Code | Cut-in Serial<br>Number |
|---------------|-------------------------|---------------|-------------------------|
| D25717        | C069C500155             | D25817        | C079C500044             |
| D25721        | C069C720001             | D25821        | C079C520003             |
| D25727        | C069C530015             | D25827        | C079C530011             |
| D25729        | C069C550010             | D25829        | C079C550017             |

#### Mo-C2

| System/Copy           |                       | Package   |           | Controller board |          |
|-----------------------|-----------------------|-----------|-----------|------------------|----------|
| Old P/N & Ver.        | New P/N & Ver.        | Old Ver   | New Ver   | Old P/no         | New P/no |
| D2625221<br>Ver. 1.17 | D2625246<br>Ver. 1.18 | Ver. 8.00 | Ver. 9.00 | D2625213         | D2625216 |

| Model<br>Code | Cut-in Serial<br>number |
|---------------|-------------------------|
| D26217        | G939Q510014             |
| D26221        | G939Q580001             |
| D26227        | G939Q630001             |

## Technical Bulletin

| Model: General                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Date: 1                                               | 1-Oct-19                         | No.: RGene112                                                       |
|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|----------------------------------|---------------------------------------------------------------------|
| Subject: TLS1.2 support list for JavaVM firmware |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                       | Prepared by: A. Shigeta          |                                                                     |
| From: 2nd Technic                                | al Support Sect., Service Strategy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <sup>,</sup> Dept                                     |                                  |                                                                     |
| Classification:                                  | Troubleshooting   Image: Constraint of the second | Part informa<br>Electrical<br>Transmit/rec<br>Other ( | ition [<br>E<br>xeive [<br>) [X] | Action required Cervice manual revision Retrofit information Tier 2 |

This RTB describes the specifications for TLS1.2 support for JavaVM firmware. In order to find out which models support JavaVM TLS1.2, refer the CTL table below:

| GW CTL         | Support Availability |
|----------------|----------------------|
| 11S or earlier | × <sup>*1</sup>      |
| 11A to 14S     | ∆*2                  |
| 15S to 16S     | ○*3                  |
| 17S and 18S    | <b>○</b> *4          |

\*1: These models are not supported, they do not meet the minimum requirements for the JavaVM TLS1.2 update.

\*2: Below models require a custom firmware in order to update to JavaVM TLS1.2.

| GW CTL      | Model Name        |  |  |
|-------------|-------------------|--|--|
|             | Alex-C2           |  |  |
|             | Martini-C5        |  |  |
| 11A         | Athena-C3         |  |  |
|             | Apollon-C3        |  |  |
|             | Mocha-C1          |  |  |
|             | Stella-C5         |  |  |
| 129         | Griffin-C1        |  |  |
| 120         | Apollon-P3        |  |  |
|             | Alex-P2           |  |  |
|             | Metis-C1          |  |  |
|             | Charis-C1(Office) |  |  |
| 12A         | Kir-C4            |  |  |
|             | Orval-C2          |  |  |
|             | Titan-P1          |  |  |
| 135         | Gimlet-P1/MF1     |  |  |
| 100         | Daiquri-P1        |  |  |
| 13A Zeus-C2 |                   |  |  |
|             | Corona-C1         |  |  |
| 14S         | Beluga-C2ab/Lt    |  |  |
|             | Zeus-P2           |  |  |

| Tec | hnical     | Bul | letin |
|-----|------------|-----|-------|
|     | i ii iioai |     |       |

\*3: Following models with default firmware are eligible for JavaVM TLS1.2 update. For the supported version, refer to the table below. Bric-MF2 and Vesta-P2/MF2 models are not supported.

| GW<br>CTL | Model Name    | Program Name                  | Firmware<br>Version           | Part number   |
|-----------|---------------|-------------------------------|-------------------------------|---------------|
|           | Leffe-C1      | Java VM v12 std for<br>eDC    | 12.36.00                      | D2055574H_edc |
|           |               | Java VM v12 std<br>UpdateTool | 12.36.00                      | D2055574H_upd |
|           | Criffin CO    | Java VM v12 std for<br>eDC    | 12.36.00                      | D2145799G_edc |
|           | GIIIIII-02    | Java VM v12 std<br>UpdateTool | 12.36.00                      | D2145799G_upd |
|           | Metis-        | Java VM v12 std for<br>eDC    | 12.36.00                      | D2415579G_edc |
|           | C2/C2.1       | Java VM v12 std<br>UpdateTool | 12.36.00                      | D2415579G_upd |
|           | Brozil ME1    | Java VM v12 std for<br>eDC    | 12.38.04                      | D2555773C_edc |
| 15S       | Brazii-ivir i | Java VM v12 std<br>UpdateTool | 12.38.04                      | D2555773C_upd |
|           |               | Java VM v12 for eDC           | 12.39.02                      | M5005751B_edc |
|           | Metis-P2      | Java VM v12<br>UpdateTool     | 12.39.02                      | M5005751B_upd |
|           | Brazil-P1     | Java VM v12 for eDC           | 12.39.02                      | M5005751B_edc |
|           |               | Java VM v12<br>UpdateTool     | 12.39.02                      | M5005751B_upd |
|           | Midas-P3      | Java VM v12 for eDC           | 12.39.02                      | M5005751B_edc |
|           |               | Java VM v12<br>UpdateTool     | 12.39.02                      | M5005751B_upd |
|           | Vesta-P1      | Java VM v12 for eDC           | 12.39.02                      | M5005751B_edc |
|           |               | Java VM v12<br>UpdateTool     | 12.39.02                      | M5005751B_upd |
| 154       | Mocha-C2      | Java VM v12 std for<br>eDC    | 12.40.00                      | D2625242D_edc |
| IDA       |               | Java VM v12 std<br>UpdateTool | 12.40.00                      | D2625242D_upd |
|           | Martini-C6    | Java VM v12 std for<br>eDC    | 12.38.04                      | D2235562C_edc |
| 169       |               | Java VM v12 std<br>UpdateTool | 12.38.04                      | D2235562C_upd |
| 103       | Charis-       | Java VM v12 std for<br>eDC    | 12.40.00<br>(Initial release) | D2585780D_edc |
|           | C2(Office)    | Java VM v12 std<br>UpdateTool | 12.40.00<br>(Initial release) | D2585780D_upd |

| RICO      | ЭН            | Technical B                   | ulletin                       | PAGE: 3/3     |
|-----------|---------------|-------------------------------|-------------------------------|---------------|
| Model: Ge | eneral        | D                             | ate: 11-Oct-19                | No.: RGene112 |
|           | Crittin C2    | Java VM v12 std for<br>eDC    | 12.41.04<br>(Initial release) | D2965779A_edc |
|           | Grimin-C3     | Java VM v12 std<br>UpdateTool | 12.41.04<br>(Initial release) | D2965779A_upd |
|           | Corona-C1.5   | Java VM v12 std for<br>eDC    | 12.38.04<br>(Initial release) | D2895567B_edc |
|           |               | Java VM v12 std<br>UpdateTool | 12.38.04<br>(Initial release) | D2895567B_upd |
|           | Gimlet-MF1.5  | Java VM v12 std for<br>eDC    | 12.44.01                      | M0A05773B_edc |
|           |               | Java VM v12 std<br>UpdateTool | 12.44.01                      | M0A05773B_upd |
|           | Corona D1 C   | Java VM v12 std for<br>eDC    | 12.47.01<br>(Initial release) | M5135742A_edc |
|           | GUIUIIA-F 1.5 | Java VM v12 std<br>UpdateTool | 12.47.01<br>(Initial release) | M5135742A_upd |

\*4: JavaVM TLS1.2 update is available from the initial version for the following models (default firmware).

| GW<br>CTL | Model name  | Program Name                  | Version                       | Part number   |
|-----------|-------------|-------------------------------|-------------------------------|---------------|
|           | Chimay-P1   | Java VM v12 std for<br>eDC    | 12.63.00<br>(Initial release) | D0A45553A_edc |
|           |             | Java VM v12 std<br>UpdateTool | 12.63.00<br>(Initial release) | D0A45553A_upd |
| 170       | Chimov ME1  | Java VM v12 std for<br>eDC    | 12.63.00<br>(Initial release) | D3EM5750A_edc |
| 175       | Chimay-MF I | Java VM v12 std<br>UpdateTool | 12.63.00<br>(Initial release) | D3EM5750A_upd |
|           | Kairos-P1   | Java VM v12 for eDC           | 12.63.00<br>(Initial release) | D3EM5750A_edc |
|           |             | Java VM v12<br>UpdateTool     | 12.63.00<br>(Initial release) | D3EM5750A_upd |
| 18S       | Metis-MF3   | Java VM v12 for eDC           | 12.63.00<br>(Initial release) | D3FL5751A_edc |
|           |             | Java VM v12<br>UpdateTool     | 12.63.00<br>(Initial release) | D3FL5751A_upd |
|           | Brazil-P2   | Java VM v12 for eDC           | 12.63.00<br>(Initial release) | D3FL5751A_edc |
|           |             | Java VM v12<br>UpdateTool     | 12.63.00<br>(Initial release) | D3FL5751A_upd |
|           |             | Java VM v12 for eDC           | 12.63.00<br>(Initial release) | D3FL5751A_edc |
|           |             | Java VM v12<br>UpdateTool     | 12.63.00<br>(Initial release) | D3FL5751A_upd |

# Technical Bulletin

| Model: General D                                  |                 |               | Dat                            | e: 15-Jan            | -20      | No.: RGene113     |
|---------------------------------------------------|-----------------|---------------|--------------------------------|----------------------|----------|-------------------|
| Subject: SOP-G2.5 PCB compatibility information   |                 |               | Prepared by: Yuusuke Taniguchi |                      |          |                   |
| From: 2nd Tech Support Sec. Service Support Dept. |                 |               |                                |                      |          |                   |
| Classification:                                   | Troubleshooting | Part informat |                                | tion Action required |          | n required        |
|                                                   | Mechanical      | Electrical    |                                | Service manual revis |          | e manual revision |
|                                                   | Paper path      | Transmit/rec  |                                | eceive 🗌 Retro       |          | fit information   |
|                                                   | Product Safety  | Other ()      |                                |                      | 🗌 Tier 2 |                   |

Please refer to the following table to check the compatibility for PCB in SOP-G2.5. Currently a unique P/N are available for each model.

Important: The device operation is not guaranteed if a PCB is installed on a different model.

| Region | Model                     | Old P/N  | Current P/N |
|--------|---------------------------|----------|-------------|
| GEN    | IM C2000/2500/3000/3500/  |          |             |
|        | 4500/5500/6000 Series     | D0BQ5620 | 2020000     |
|        | IM 550/600 series         |          | D0BV5620    |
|        | IM C300/C400 series (ref) | -        | D0CB5620    |
| CHN    | IM C2000/2500/3000/3500/  | _        |             |
|        | 4500/5500/6000 Series     |          |             |

Note: The P/N above might be updated. Please refer to the latest Parts Catalog to confirm the latest P/N when the P/N above is not available.