

Model: CMY-MF1c/d		Date: 14-Mar-19	No.: RD0AP002
Subject: Cannot log in during the daylight-saving time		Prepared by: Y.Tamaoka	
From: Overseas Field Info Sec., OP/OS PQM Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

Cannot log into the CMY-MF1 with Kerberos Authentication when the machine switches to Daylight Savings (Summer) time when the following conditions are met.

- 1) One of the following solutions is installed.

SLNX ver. **3.2** or later
 GSNX ver. **2.5** or later
 CAP V2 ver. **2.5.000** or later

Note: These are native Android apps on which Kerberos Authentication is configurable.

AND,

- 2) The Time Zone (UP mode) is set to one of the affected time zones shown below.

Affected time zones	UTC offset (Default)
HST (Honolulu, USA)	UTC-10
AKST (Anchorage, USA)	UTC-9
PST (Los Angeles, USA)	UTC-8
MST (Phenix, USA)	UTC-7
CST (Chicago, USA)	UTC-6
NST (Newfoundland, Canada)	UTC-3:30
AZOT (The Azores) /CVT (Cape Verde)	UTC-1
IRST (Tehran, Iran)	UTC+3:30
AMT (Baku, Azerbaijan) /SAMT (Samara, Russia)	UTC+4
ACST (Darwin, Australia)	UTC+9:30
ACST (Adelaide, Australia)	UTC+10:30
NZST (Auckland, New Zealand)	UTC+12
CHAST(Chatham)	UTC+12:45

CAUSE

Due to a software bug, when the machine switches to Daylight Savings (Summer) time, the Unix Time setting in the SOP (Cheetah Operation Panel) does not match that on the

Model: CMY-MF1c/d

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server. As a result, an authentication error is triggered and login via Kerberos Authentication is not possible.

SOLUTION**Permanent solution:**

Update the Cheetah System to **Ver 1.02 or later**

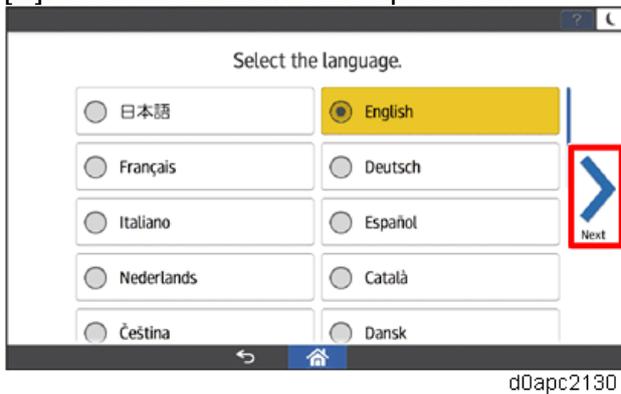
[M2a_System] D0A41456D Ver. 1.02

Model: CMY-MF1cM/dM		Date: 14-Mar-19	No.: RD0AP003
Subject: Setup procedure at the first power up		Prepared by: Y. Tamaoka	
From: Overseas Field Info Sec., OP/OS PQM Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

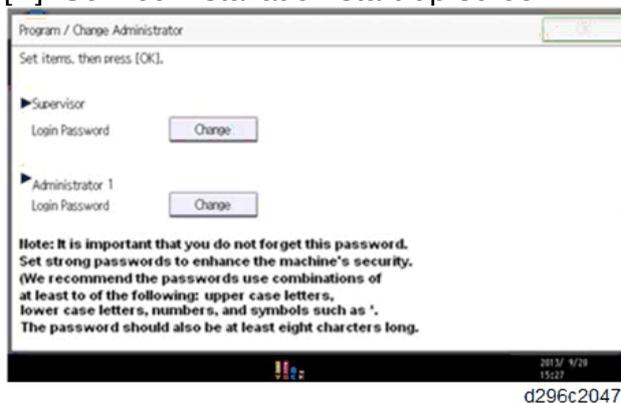
SYMPTOM

The start-up screen for user installation [A] (instead of for service installation [B]) appears when the machine is first powered up at installation, even though the machine is a service-installed model.

[A]: User installation start-up screen



[B]: Service installation start-up screen



CAUSE

The factory tool to input the initial machine settings was incorrectly programmed for service-installed models.

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SOLUTION

Production line:

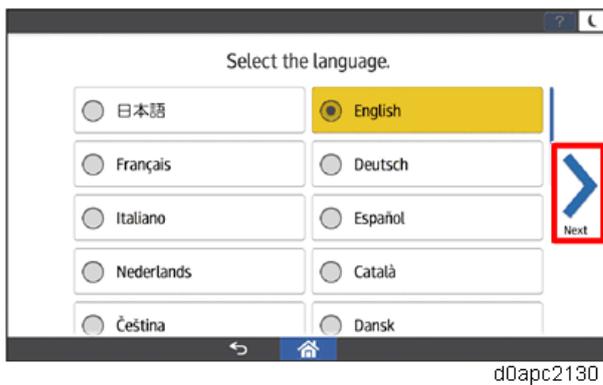
The initial machine settings are correct from the end of March 2019 production.

In the field:

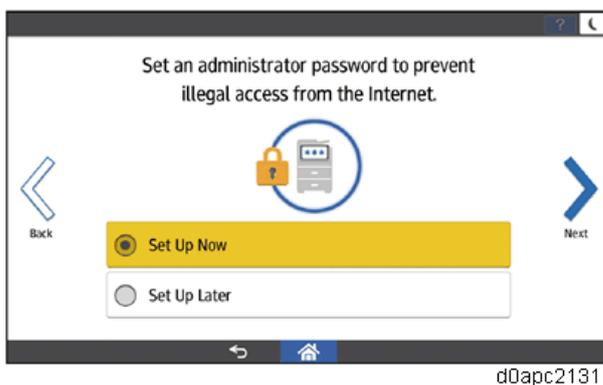
Follow the regular procedure for user installation.

Excerpt from the Service Manual:

1. Following the start screen, the language select screen appears. Select the language to use, and then press [Next].



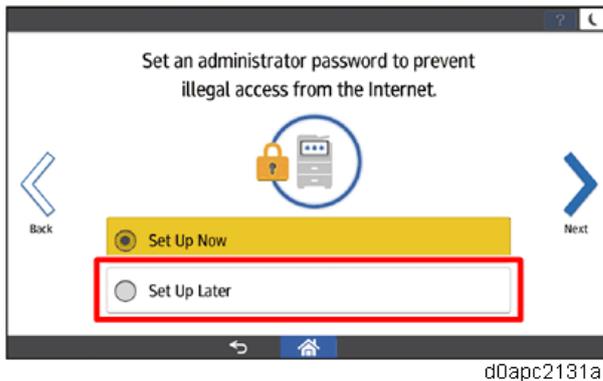
2. The administrator password setting screen appears. If your customer change the password soon, go to step 3. If you want to skip this screen, go to step 4.



3. Press the [Set Up Now] and then press [Next]. Ask your customer to change the name of the administrator and the password as following.
 1. Press the [Administrator 1] and the [Password] dialogue boxes, enter the name and the password respectively.
 2. Enter the name and the password again for confirming, and then press [OK] to register them.
 3. Go to step 5.

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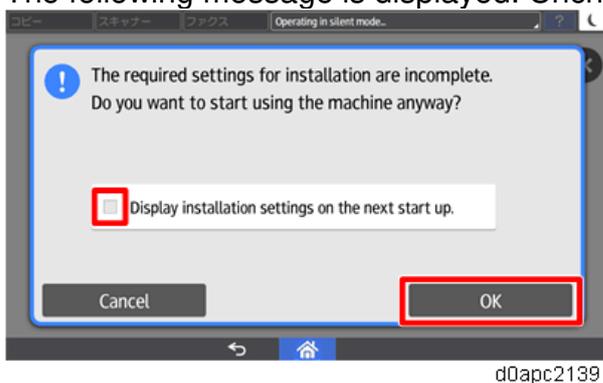
4. Press [Set Up Later], and then press [Next] according to the instructions on the screen.



5. The Installation Settings screen appears. Press [X].



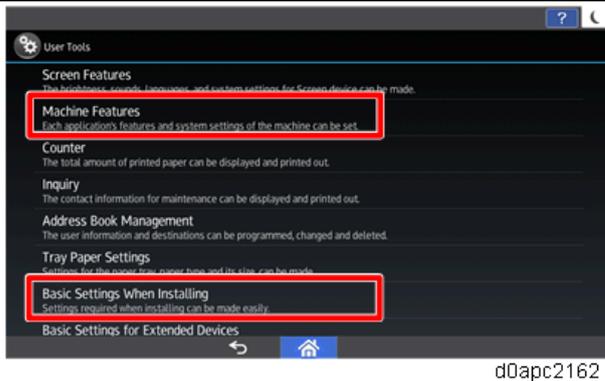
6. The following message is displayed. Uncheck the check box, and then press [OK].



7. The home screen appears.

- 8.** Set the machine setting with one of the following menus.
- User Tools > Machine Features
 - User Tools > Basic Settings When Installing

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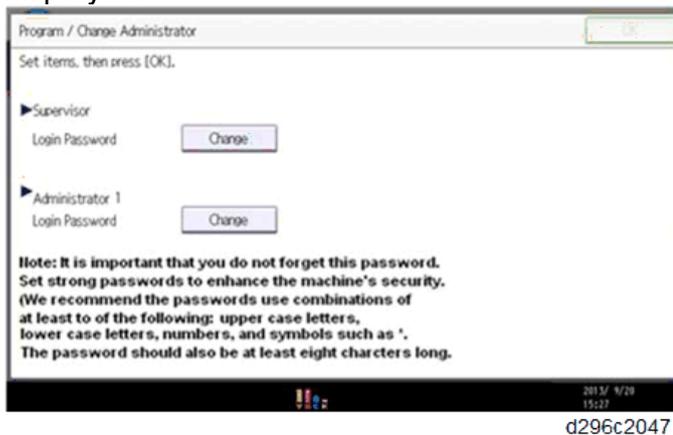


9. Excute SP5-755-001

★ Important

When [Set Up Later] on the administrator password setting screen in step 2 is selected, forcibly display the administrator password setting screen by the following procedure.

1. After the machine installation, enter the SP mode and execute the SP5-755-001 (Display Setting: Disp Administrator Password Change Scrn).
2. Power cycle the machine. The following Program/Change Administrator screen is displayed.



3. Ask your customer to set the supervisor and administrator password. If the Administrator/Supervisor Login password set, this Program/Change Administrator screen will disappear and the home screen is displayed.

↓ Note

If a password is not necessary, this screen can be disabled with the following procedure.

1. On the Program/Change Administrator screen, press [Change] next to Supervisor and then press [OK] without inputting any password.
2. Press [OK] again when the Confirm password screen is displayed.
3. For Administrator 1, do the same procedure as steps 1 and 2.
4. Press [OK]. The home screen is displayed.

Reissued: 26-Jul-19

Model: Chimay-MF1dM	Date: 10-Jul-19	No.: RD0AP004a
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RTB Reissue

The item in ***bold-italic*** was corrected.

Subject: Parts Catalog Correction: CTL board and Firmware		Prepared by: E.Nakamura	
From: 1 st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

The controller board (CTL board) have been updated with the System/Copy firmware.

Old part number	New part number	Description	Q'ty	Int
D0A45719	<i>D0A45729</i>	(IM 430F/430Fb):PCB:SCB:ASS'Y	1	O/O

The System/Copy firmware version has been changed as shown below:

D0A45560 -> D0A45540
 Version 1.01 Version 1.03

Caution

- The old System/Copy firmware (version 1.01) is not compatible with the new CTL board.
- The new System/Copy firmware (version 1.03) is compatible with both old and new CTL board.
- If you use a new CTL board, do not downgrade the System/Copy firmware to version 1.01. If the old System firmware is installed to the new CTL board, SC878 (TPM authentication error) will occur.
- If SC878 occurs after downgrading the firmware, the CTL board must be replaced with a new one to solve the SC878 error.

Change/Reason:

An IC on the CTL board has been discontinued. The new IC is not compatible with the old one and required a firmware change.

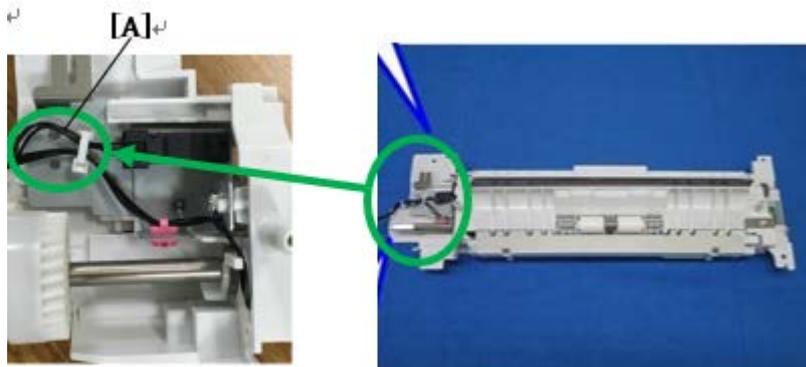
Model: Chimay-MF1dM		Date: 11-Jul-19	No.: RD0AP005
Subject: Noise occurs around Bypass feed unit		Prepared by: H.Saito	
From: 1st Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

• SYMPTOM

Noise occurs around Bypass feed upper cover.

• CAUSE

Contact with the harness for Bypass Paper End Sensor [A] and clutch gear.



• SOLUTION

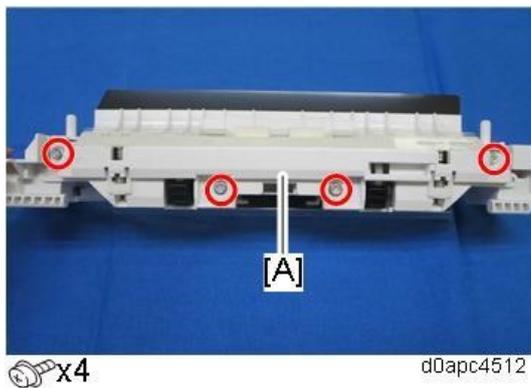
Replace the harness with P/N: D0A45325

Old P/N	New P/N	Description	Q'ty	Int
D0A45314	D0A45325	HARNESS:BICU:TRANSPORT SECTION:MANUAL FEED SECTION	1-1	x/O

How to replace the part:

1. Remove the bypass feed unit (See the Service Manual: 4. Replacement and Adjustment > Paper Feed > Bypass Feed Unit).
2. Remove the bypass feed unit lower cover [A].

Model: Chimay-MF1dM	Date: 11-Jul-19	No.: RD0AP005
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x4

d0apc4512

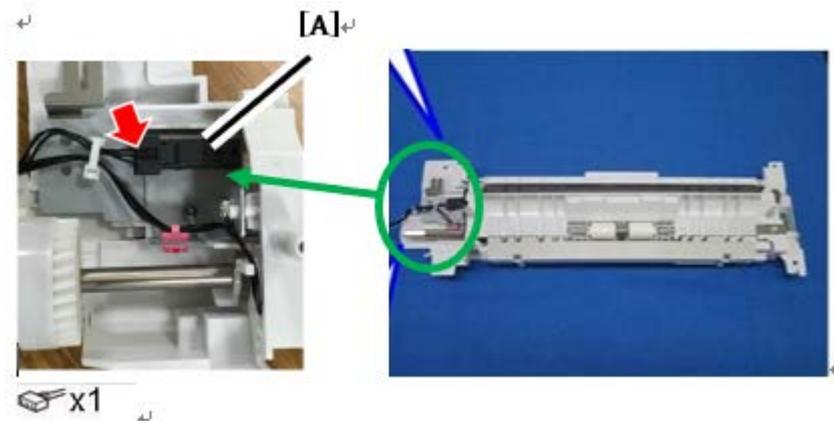
3. Remove the connector with the bypass tray sensor (S3) [A].



x1

d0apc4514

4. Remove the connector with the bypass paper end sensor (S2) [A].



x1

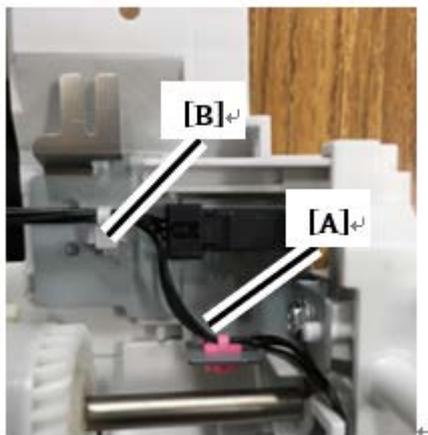
5. Remove the old harness with clamp.

Model: Chimay-MF1dM

Date: 11-Jul-19

No.: RD0AP005

6. Attach the D0A45325 harness[A] with gray clamp[B].



7. Confirm that there is no noise.

Reissued: 26-Jul-19

Model: Chimay-MF1d	Date: 11-Jul-19	No.: RD0C4001a
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RTB Reissue

The item in ***bold-italic*** was corrected.

Subject: Parts Catalog Correction: CTL board and Firmware		Prepared by: E.Nakamura	
From: 1 st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

The controller board (CTL board) have been updated with the System/Copy firmware.

Old part number	New part number	Description	Q'ty	Int
D0A45719	<i>D0A45729</i>	(IM 430F/430Fb):PCB:SCB:ASS'Y	1	O/O

The System/Copy firmware version has been changed as shown below:

D0A45560 -> D0A45540
 Version 1.01 Version 1.03

Caution

- The old System/Copy firmware (version 1.01) is not compatible with the new CTL board.
- The new System/Copy firmware (version 1.03) is compatible with both old and new CTL board.
- If you use a new CTL board, do not downgrade the System/Copy firmware to version 1.01. If the old System firmware is installed to the new CTL board, SC878 (TPM authentication error) will occur.
- If SC878 occurs after downgrading the firmware, the CTL board must be replaced with a new one to solve the SC878 error.

Change/Reason:

An IC on the CTL board has been discontinued. The new IC is not compatible with the old one and required a firmware change.

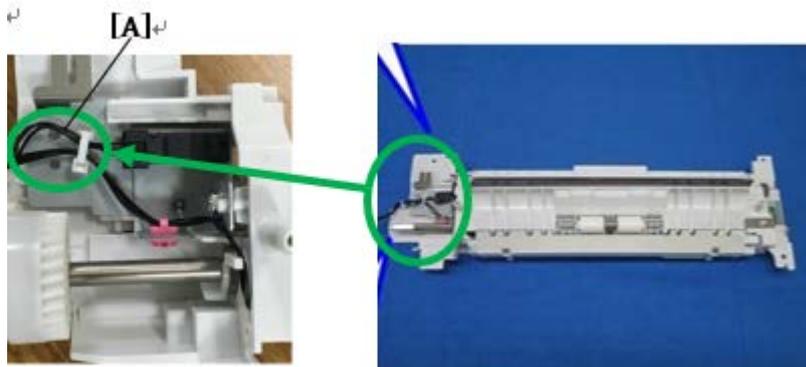
Model: Chimay-MF1d		Date: 11-Jul-19	No.: RD0C4002
Subject: Noise occurs around Bypass feed unit		Prepared by: H.Saito	
From: 1st Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

• SYMPTOM

Noise occurs around Bypass feed upper cover.

• CAUSE

Contact with the harness for Bypass Paper End Sensor [A] and clutch gear.



• SOLUTION

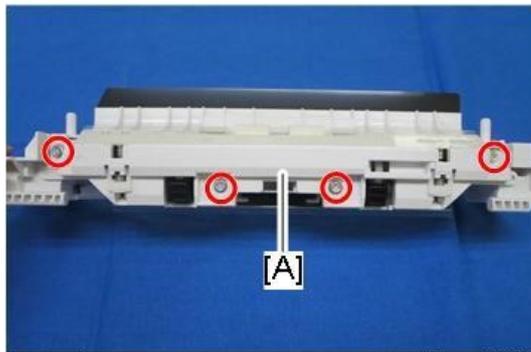
Replace the harness with P/N: D0A45325

Old P/N	New P/N	Description	Q'ty	Int
D0A45314	D0A45325	HARNESS:BICU:TRANSPORT SECTION:MANUAL FEED SECTION	1-1	x/O

How to replace the part:

1. Remove the bypass feed unit (See the Service Manual: 4. Replacement and Adjustment > Paper Feed > Bypass Feed Unit).
2. Remove the bypass feed unit lower cover [A].

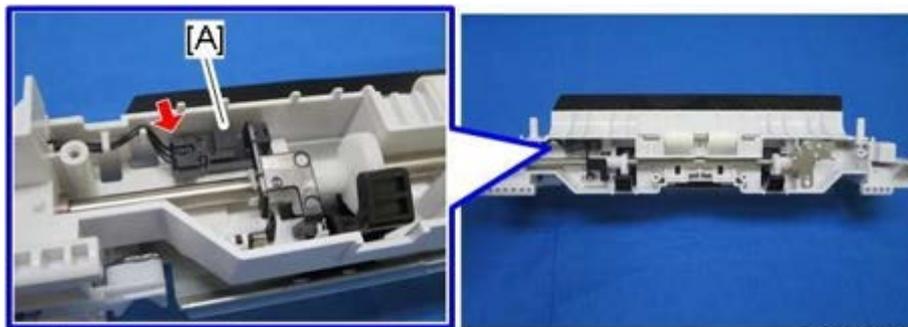
Model: Chimay-MF1d	Date: 11-Jul-19	No.: RD0C4002
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⊕ x4

d0apc4512

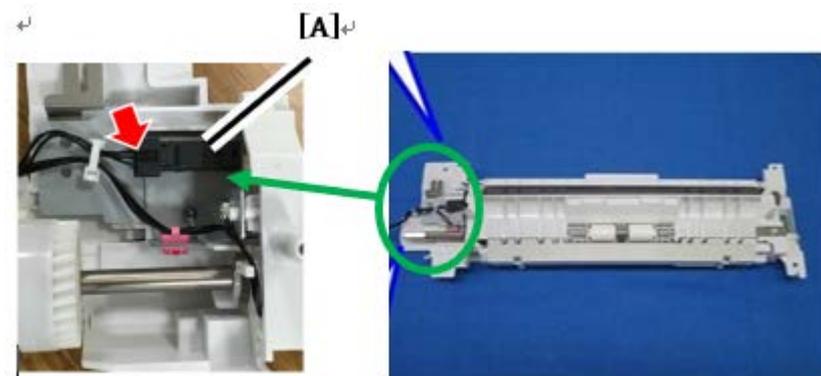
3. Remove the connector with the bypass tray sensor (S3) [A].



⊕ x1

d0apc4514

4. Remove the connector with the bypass paper end sensor (S2) [A].



⊕ x1

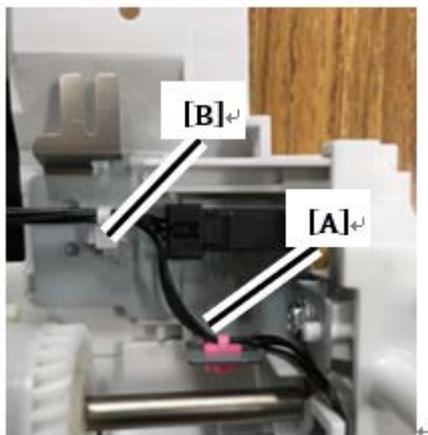
5. Remove the old harness with clamp.

Model: Chimay-MF1d

Date: 11-Jul-19

No.: RD0C4002

6. Attach the D0A45325 harness[A] with gray clamp[B].



7. Confirm that there is no noise.

Reissued : 26-Jul-19

Model: Chimay-MF1cM	Date: 11-Jul-19	No.: RD0C5001a
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RTB Reissue

The item in ***bold-italic*** was corrected.

Subject: Parts Catalog Correction: CTL board and Firmware		Prepared by: E.Nakamura	
From: 1 st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

The controller board (CTL board) have been updated with the System/Copy firmware.

Old part number	New part number	Description	Q'ty	Int
D0A45718	<i>D0A45728</i>	(IM 350/350F):PCB:SCB:ASS'Y	1	O/O

The System/Copy firmware version has been changed as shown below:

D0A45560 -> D0A45540
 Version 1.01 Version 1.03

Caution

- The old System/Copy firmware (version 1.01) is not compatible with the new CTL board.
- The new System/Copy firmware (version 1.03) is compatible with both old and new CTL board.
- If you use a new CTL board, do not downgrade the System/Copy firmware to version 1.01. If the old System firmware is installed to the new CTL board, SC878 (TPM authentication error) will occur.
- If SC878 occurs after downgrading the firmware, the CTL board must be replaced with a new one to solve the SC878 error.

Change/Reason:

An IC on the CTL board has been discontinued. The new IC is not compatible with the old one and required a firmware change.

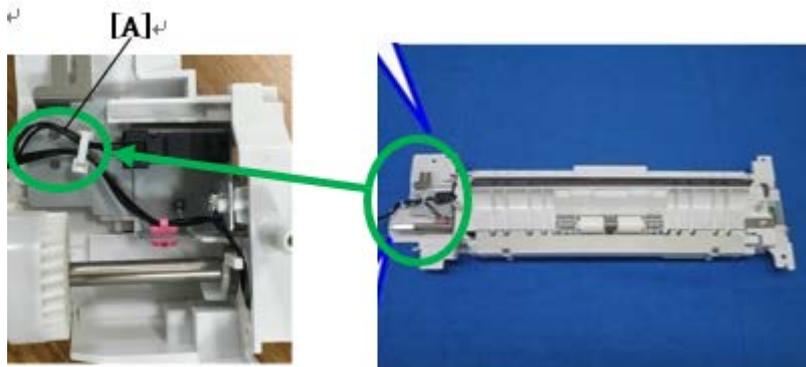
Model: Chimay-MF1cM		Date: 11-Jul-18	No.: RD0C5002
Subject: Noise occurs around Bypass feed unit		Prepared by: H.Saito	
From: 1st Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

• SYMPTOM

Noise occurs around Bypass feed upper cover.

• CAUSE

Contact with the harness for Bypass Paper End Sensor [A] and clutch gear.



• SOLUTION

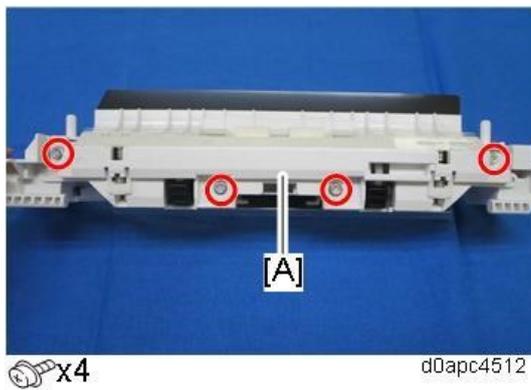
Replace the harness with P/N: D0A45325

Old P/N	New P/N	Description	Q'ty	Int
D0A45314	D0A45325	HARNESS:BICU:TRANSPORT SECTION:MANUAL FEED SECTION	1-1	x/O

How to replace the part:

1. Remove the bypass feed unit (See the Service Manual: 4. Replacement and Adjustment > Paper Feed > Bypass Feed Unit).
2. Remove the bypass feed unit lower cover [A].

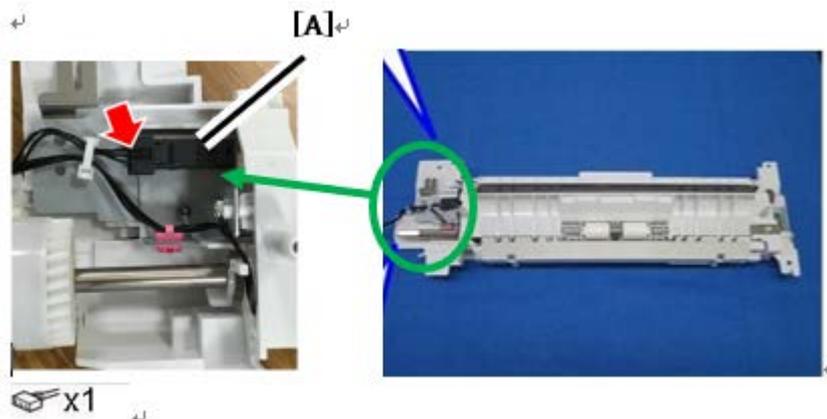
Model: Chimay-MF1cM	Date: 11-Jul-18	No.: RD0C5002
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3. Remove the connector with the bypass tray sensor (S3) [A].



4. Remove the connector with the bypass paper end sensor (S2) [A].



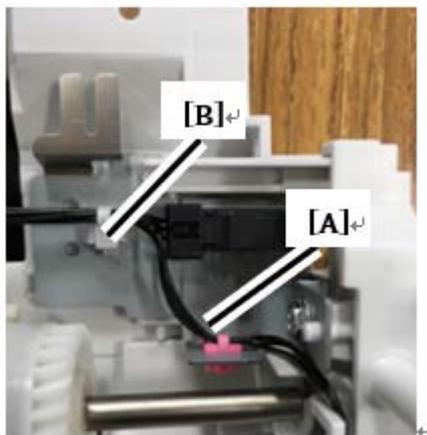
5. Remove the old harness with clamp.

Model: Chimay-MF1cM

Date: 11-Jul-18

No.: RD0C5002

6. Attach the D0A45325 harness[A] with gray clamp[B].



7. Confirm that there is no noise.