

Model: Brz-MF2/P2		Date: 23-Jul-19	No.: RD0BT001
Subject: FSM correction: SP5-931-001/SP5-083/Rear exhaust fan		Prepared by: T. Tachibana	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Service Manual Correction:

Please add/correct the descriptions **in blue** to your field service manual.

2. Installation > Main Machine Installation > Settings According to the Service Contract > Meter Click Charge (P31)

Item	SP No.	Function	Default
Meter Click Charge: Maintenance Kit	SP5-931-001	Enables or disables the PM alert for the maintenance kit. * This setting is unnecessary with this machine since this machine does not have the maintenance kit.	0: No alert

7. Detailed Descriptions > Product Overview > Parts Layout > Drive unit, Fans > IM 550F/600F/600SRF (P651)

No.	Name
18	Rear exhaust fan (FAN6)

Appendices > 4. SP Mode Tables (for Printer Model) > SP5-XXX (Mode) – Controller (P57)

SP No.	Large Category	Small Category	ENG or CTL	[Min to Max/Init./Step]
5-083-001	LED Light Switch	Toner Near End	CTL*	[0 to 1/0/1] 0: OFF 1: ON
5-083-002	LED Light Switch	Waste Toner Near End	CTL*	[0 to 1/0/1] 0: OFF 1: ON

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Appendices > 5. SP Mode Tables (for MF Model) > SP5-XXX (Mode) – Controller (P159)

SP No.	Large Category	Small Category	ENG or CTL	[Min to Max/Init./Step]
5-083-002	LED Light Switch	Waste Toner Near End	CTL*	[0 to 1/0/1] 0: OFF 1: ON

Reissued: 5-Aug-19

Model: Brz-MF2	Date: 1-Aug-19	No.: RD0BT002a
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RTB Reissue

The items in ***bold italics*** have been corrected or added.

Subject: FSM correction: After replacement the CIS in SPDF		Prepared by: T. Tachibana	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Service Manual Correction:

Please add or correct the descriptions **in blue** to your field service manual.

4. Replacement and Adjustment > DF (IM 550F/600F/600SRF Only) > CIS (p417)



When reassembling, **make sure to position the spring on top of a small bump on the CIS.**

20. After replacing the CIS, execute SP4-724-001 (Back LED PWM Adj.).



- Contact the supervisor of your branch office for information on how to **enter *Special Service SP Mode***.
- SC152 may occur after turning on the main power. Execute SP 4-724-001 to resolve SC152.

Model: Brz-MF2		Date: 26-Aug-19	No.: RD0BT003
Subject: FSM correction: The setting of SMTP authentication in Scan to Email		Prepared by: T. Tachibana	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Service Manual Correction:

The descriptions ***in bold italic*** have been corrected:

Appendices > 6. Software Configuration > Scanner Features (IM 550F/600F/600SRF only)
> The Setting of SMTP authentication in Scan to Email (P.335~)

The Setting of SMTP authentication in Scan to Email

Scan to Email fails with the error message "Transmission has failed ". The SMTP username and password are correct. How can I make Scan to Email pass?

Change SP 5-860-022 "SMTP Auth. From Field Replacement" to On. By doing this, Scan to Email will pass the SMTP authentication.

Note

- Using this option to solve the above problem, the device ***SMTP email address*** will appear in the email's "From" field. ***The email address of the user who sent the email or the administrator*** will appear in the "Reply-to" field.

Explanation

This is an SMTP authentication issue that aborts transmission of an already started Scan to Email. Currently this has only been reproduced using MS-Exchange server.

MS-Exchange requires that all of the following match:

1. The sender's address in the "MAIL FROM" field. This is also known as the "envelope sender" or "MIME sender". It is an SMTP command sent at the beginning of the email transmission process.
2. The sender's address in the mail header "From:" field. This appears as "From" in email clients. It is a part of the email itself.
3. The email address corresponding to the SMTP username used to login into the SMTP server.

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When the MFP logs into the SMTP server, the email address of the username 3) will be compared to 1) and 2). If these comparisons fail, authentication will also fail. Exchange server will stop the transmission procedure, and the "Transmission has failed" message will be returned to the sender.

Typical example

NG case:

SP5-860-022 is Off:

1. The "MAIL FROM" field = **SMTP email address**
2. The mail header "From:" field = **User or administrator**
3. The SMTP username = **SMTP user name**

When the SMTP server compares 2) and 3) the Exchange Server will stop the transmission procedure.

OK case:

SP5-860-022 can be used to make the values in the above example, match.

In this example, if SP5-860-022 is On, **the user's email address or administrator's email address** in the mail header '2)' will be replaced by **the SMTP email address**.

To solve the problem, the **"Mail From:" field** must be the same as the **mail header From:" field**.

If this is done:

1. The "Mail From: field = **SMTP email address**
2. The mail header "From:" field = **SMTP email address**
3. The SMTP username = **SMTP user name**

1, 2 and 3 must match and the authentication should be successful.



• When SP5-860-022 is on, the user's email address or administrator's email address will be inserted into the reply-to field.

The device SMTP user name, password, and email address are configurable in [User Tools] > [Machine Features] > [System Settings] > [File Transfer] > [SMTP Authentication].

User email addresses are configurable in the user configuration of the Address Book.

The administrator email address is configurable in [User Tools] > [Machine Features] > [System Settings] > [File Transfer] > [Administrator's Email Address].

Model: Brz-MF2		Date: 18-Oct-19	No.: RD0BT004
Subject: Do not install package firmware v2.22		Prepared by: J. Mochizuki	
From: Overseas Field info Sect., OP Prod Quality Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

IMPORTANT Notice about “Package_ALL” Firmware V2.22 (Brz-MF2)

- **DO NOT install** the following “Pakage_ALL” firmware on machines in the field.

Note: These versions are no longer released/available.

Model	Firmware	version	P/N
Brz-MF2	Package All	2.22	D0BW5788B

- Symptom 1: When the package firmware is updated to v2.22, Cloud Application (ICE: integrated Cloud Environment) displays the error message, “Unfortunately, Web Browser NX has stopped” and Browser NX cannot be operated.

Note: RCL is currently checking whether other applications are affected.

- Symptom 2: When a machine is downgraded from package firmware v2.22 to older version, the following occur.

- Browser NX does not start up.
- Application site does not start up.
- Cloud Application (e.g. ICE) does not start up.

Note: RCL is currently checking whether other applications are affected.