

**Reissued: 01-Mar-12**

Model: R-C5.5	Date: 26-Nov-09	No.: RD084001b
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**RTB Reissue**

The items in bold italics have been changed.

Subject: Firmware Release Note: PCL		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2	

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.06</b>	<b><i>D0855770D</i></b>	<b><i>March 2012 production</i></b>	<b><i>Available</i></b>
1.05	D0855770C	April 2011 production	Available
1.03	D0855770A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<b>1.06</b>	<p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>Mixed orientation jobs printed might be bound on the wrong edge. (GFPR#RC10040001, GFPR#RC11030004, GFPR#RC11040003)</i></b></li> <li><b><i>The printing of documents containing more than 65,535 Bezier curves results in the device hanging up ("Printing ..." is displayed indefinitely). (GFPR#RE10070008)</i></b></li> <li><b><i>Characters or symbols missing from the printouts of jobs containing HP-GL/2. (GFPR#RC10070002)</i></b></li> <li><b><i>Multiple-glyph fonts are not printed at all if any of the glyphs are missing. An example of a multiple-glyph font is a letter with 2 dots over it such as 'A'. The 2 dots and the letter might be separate glyphs. If for example the 2 dots are missing, the 'A' should still be printed. (GFPR#RE11040007)</i></b></li> <li><b><i>HP-GL/2 jobs might be missing objects or fail to print completely. (GFPR#RE11040006, GFPR#RE11090002, GFPR#RE12010005)</i></b></li> </ol>

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<b>Version</b>	<b>Modified Points or Symptom Corrected</b>
1.05	<p>Symptom corrected:</p> <ol style="list-style-type: none"><li>1. Every object on the page is shifted in one direction. This problem only affected HP-GL/2 jobs.</li><li>2. When a page object is superimposed over top of another, the overlapping portions of the objects might be printed in black even if they were not black objects.</li><li>3. PCL XL error resulting in jobs being cancelled occurring under a very specific set of circumstances.</li><li>4. A macro that is only supposed to be printed on the first page of a job, might also be printed on subsequent pages.</li><li>5. A device stall might occur if using a very specific combination of font types.</li><li>6. If a PCL6 job is printed to a shift tray immediately following a PCL5 job, each page of the PCL6 job will be shifted instead of each job or copy being shifted.</li></ol> <p>Note: This problem was reported most often in cases where a PCL6 job is printed with the Windows PCL5 Separator page (PCL.sep).</p>
1.03	1st Mass production

Model:R-C5.5	Date: 26-Nov-09	No.: RD084002
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Subject: Firmware Release Note: Engine		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2	

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

Version	Program No.	Effective Date
1.00:01	D0855550A	1st Mass production

Version	Modified Points or Symptom Corrected
1.00:01	1st Mass production

**Reissued: 06-Apr-16**

Model: R-C5.5	Date: 26-Nov-09	No.: RD084003d
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**RTB Reissue**

The items bold and italics has been added.

Subject: Firmware Release Note: GWFCU		Prepared by: R. Tsurumi	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2	

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

Version	Program No.	Effective Date	Availability of RFU
<b>05.00.00</b>	<b>D5105570E</b>	-	<b>Not available</b>
04.00.00	D5105570D	January 2013 production	Not available
03.00.00	D5105570C	September 2011 production	Not available
02.00.00	D5105570B	October 2010 production	Not available
01.00.00	D5105570A	1st Mass production	Available

**Note: Definition of Availability of RFU via @Remote**

“Available” The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<b>05.00.00</b>	<b><i>Symptom corrected:</i></b> <b><i>If an error, for example, 14-30 occurs while sending folders, the machine may not recover from the error nor report the error.</i></b>
04.00.00	Symptom corrected: 1. The number of FAX pages printed out does not match the number that appears in the Job Log. 2. The number of pages printed out does not match the number that appears in the Job Log, if the machine main power is turned OFF/ON while the machine is receiving a FAX.
03.00.00	Symptoms corrected: 1. Image problem occurs with JBIG transmission if the image is sent after a JBIG reception job is interrupted. 2. Errors frequently occur when receiving from a FAX server. 3. Forwarding to a FAX folder fails. Other changes: 4. TEC value further improved.
02.00.00	Other changes: Supports the IEEE2600.1 standards.
01.00.00	1st Mass production

Reissued: 08-Mar-13

Model: R-C5.5	Date: 26-Nov-09	No.: RD084004d
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: Controller (System/Copy)		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2	

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.03</b>	<b>D0855751D</b>	<b>January 2013 production</b>	<b>Available</b>
1.02	D0855751C_LRC0358	-	Available
1.02	D0855751C	October 2010 production	Available
1.01	D0855751B	June 2010 production	Available
1.00	D0855751A	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<b>1.03</b>	<p><b>Symptoms Corrected:</b></p> <ol style="list-style-type: none"> <li><b>Extended Authentication Management can be disabled by users other than the Machine Administrator.</b></li> <li><b>After the date/time setting is changed, the machine mistakenly detects an access attack, resulting in delayed response during authentication.</b></li> <li><b>The IPU test pattern cannot be printed out using SP4-417.</b></li> <li><b>The MFP operation panel might go black and not return until the power is cycled. This only occurred if the MFP had a Device Accounting Unit such as a coin collector or charge card reader.</b></li> <li><b>Minor bug corrections.</b></li> <li><b>When the user directly enters an IP address via Scan to NCP, a browsing or file-sending error occurs if a segment for sending files to a NetWare server does not exist.</b> (GFPR#RC09100012,GFPR#RC08100009,GFPR#RE10030005,GFPR#RE09080009,GFPR#RC08080014,GFPR#RC09050001,GFPR#RE08110004,GFPR#RE09050001,GFPR#RE09040002,GFPR#RC09020010,GFPR#RE09050007,GFPR#RE09060022)</li> <li><b>Processing speed decreases when the user sends files via NetWare Core Protocol from the scanner screen for Scan to NetWare.</b> (GFPR#RC09100012,GFPR#RC08100009,GFPR#RE10030005,GFPR#RE09080009,GFPR#RC08080014,GFPR#RC09050001,GFPR#RE08110004,GFPR#RE09050001,GFPR#RE09040002,GFPR#RC09020010,GF</li> </ol>

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Version	Modified Points or Symptom Corrected
	<p><b>PR#RE09050007,GFPR#RE09060022)</b></p> <p><b>8. Cannot perform Scan to E-mail when there is a period at the end of a DNS domain name. (GFPR#RE09070014)</b></p> <p><b>9. Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8.</b></p> <p><b><i>This firmware is dependent on the following firmware modules. Please be sure to update all of them: Network Support firmware v7.38 or later</i></b></p>
1.02	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>After an administrator (User, Network, or File) logs in and then out, unauthenticated users are unable to configure any of the settings in "Extended Feature Settings" even if the Machine Admin is disabled.</li> <li>If the Machine Admin logs in before Java VM has finished starting up, it will not be possible to install SDK applications until the device has been rebooted.</li> <li>Measures for cross-site scripting vulnerability.</li> </ol>
1.02	Minor bug correction.
1.01	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>If a tray is configured via Web Image Monitor to use a Paper Type of "Back Copied Paper", both of the following will occur:               <ol style="list-style-type: none"> <li>The tray selection button on the operation panel will show the tray's Paper Type as "Plain: Dup.Back".</li> <li>The tray's Paper Type attribute (User Tools &gt; System Settings &gt; Tray Paper Settings &gt; Paper Type) will be blank.</li> </ol> </li> <li>Resetting IPDS fonts (Web Image Monitor &gt; Configuration &gt; Printer &gt; Reset IPDS Fonts) twice in a row or printing the IPDS Font List (Menu button &gt; List/Test Print &gt; IPDS Font List) twice in a row might result in the device stalling. Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</li> <li>An IPDS Form can be created with an unsupported "Media Orientation" (ie. A3 LEF). Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</li> <li>If IPDS fonts are reset (Menu button &gt; Maintenance &gt; HD Management &gt; Reset IPDS Fonts), users might not be able to logout from the operation panel. Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</li> <li>The "Reset IPDS Fonts" setting has been replaced by multiple instances of "Del. All Stored Print Jobs" in the Maintenance section of the Menu List (List/Test Print &gt; Menu List).</li> </ol>

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Model: R-C5.5	Date: 26-Nov-09	No.: RD084004d
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Version	Modified Points or Symptom Corrected
	<p>Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</p> <p>6. An IPDS Form can be created with unsupported dimensions using Web Image Monitor (Configuration &gt; IPDS Form List &gt; Media Size = Custom Size &gt; Cross Feed Dimension/Feed Dimension). Once created it can be selected using the IPDS Form Allocation setting.</p> <p>Note: Supported dimensions for this model are: Cross Feed Dimension: 182.0 - 297.0 mm Feed Dimension: 210.0 - 432.0 mm</p> <p>Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</p> <p>7. The operation panel's "IPDS Menu" contains an "Offset" setting even if the shift tray hasn't been installed. This could also be seen in the Configuration page, Web Image Monitor, and Menu List (List/Test Print &gt; Menu List).</p> <p>Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</p> <p>8.</p> <p>8-1. (ENG) Fixed: IPDS print jobs will be counted by the External Charge Unit (coin collector or charge card reader) if all of the following conditions are met:</p> <ol style="list-style-type: none"> <li>1. Counter Interface Unit Type A is installed</li> <li>2. User Tools &gt; System Settings &gt; Administrator Tools &gt; Key Counter Management = Printer</li> <li>3. User Tools &gt; System Settings &gt; Administrator Tools &gt; "External Charge Unit Management" or "Enhanced External Charge Unit Management" = Printer</li> </ol> <p>Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</p> <p>8-2. (ENG) Fixed: When printing IPDS jobs an alert will be shown and nothing will be printed if all of the following conditions are met:</p> <ol style="list-style-type: none"> <li>1. Counter Interface Unit Type A is not installed</li> <li>2. User Tools &gt; System Settings &gt; Administrator Tools &gt; Key Counter Management = Printer</li> <li>3. User Tools &gt; System Settings &gt; Administrator Tools &gt; "External Charge Unit Management" or "Enhanced External Charge Unit Management" = Printer</li> </ol> <p>Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</p>

Reissued: 08-Mar-13

Model: R-C5.5	Date: 26-Nov-09	No.: RD084004d
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Version	Modified Points or Symptom Corrected
	<p>9. The Media Type Component ID will display an invalid number after the power is cycled if the Media Type Component ID of an IPDS Form List is set to 32768 or larger. Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</p> <p>10. The value of Print Settings &gt; IPDS Menu &gt; Characters Per Inch as shown in the Menu List (List/Test Print &gt; Menu List), will be either garbled or will contain a number, but the number will not be the correct value of the setting. Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</p> <p>11. The Bypass Tray can be set to unsupported paper sizes using IPDS Form Allocation. The unsupported paper sizes are: 8 1/4 x 13, 8 x 10 1/2, 8 x 10, 11x15, 11x14, 10x15, 10x14 Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</p>
1.00	1st Mass production

Reissued: 14-Sep-10

Model: R-C5.5	Date: 26-Nov-09	No.: RD084005b
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: Web Support		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2	

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

Version	Program No.	Effective Date
<b>1.05</b>	<b>D0855755C</b>	<b>September 2010 production</b>
1.01	D0855755B	March 2010 production
1.00	D0855755A	1st Mass production

Version	Modified Points or Symptom Corrected
<b>1.05</b>	<p><b>Other changes:</b></p> <ol style="list-style-type: none"> <li><b>Users can now change their passwords for Basic Authentication using Web Image Monitor if the following conditions are met:</b> <ul style="list-style-type: none"> <li><b>Basic Authentication is enabled.</b></li> <li><b>Either of the following device settings is enabled</b> <ul style="list-style-type: none"> <li><b>User Tools/Counter &gt; System Settings &gt; Administrator Tools &gt; Extended Security &gt; Restrict Use of Destinations</b></li> <li><b>User Tools/Counter &gt; System Settings &gt; Administrator Tools &gt; Extended Security &gt; Restrict Adding of User Destinations</b></li> </ul> </li> </ul> </li> <li><b>SSL-related changes:</b> <p><b>Note: The new fields will only appear if Network Support firmware version 7.34 or later has also been applied to the device.</b></p> <ol style="list-style-type: none"> <li><b>When the device creates a certificate request, it is now able to specify which algorithm (SHA1 or MD5) it wants used to sign the certificate. This has been implemented by adding a field "Algorithm Signature" to the certificate request form.</b></li> <li><b>Web Image Monitor now shows the certificate's key length in:</b> <ul style="list-style-type: none"> <li><b>Configuration &gt; Security &gt; Device Certificate &gt; Details</b></li> </ul> </li> <li><b>Specific versions of SSL or TLS (SSLv2, SSLv3, or TLSv1) can now be enabled/disabled using Web Image Monitor. The setting can be configured from either of the following locations:</b> <ul style="list-style-type: none"> <li><b>Configuration &gt; Security &gt; Network Security</b></li> <li><b>Configuration &gt; Security &gt; SSL/TLS</b></li> </ul> </li> </ol> </li> </ol>

Reissued: 14-Sep-10

Model: R-C5.5	Date: 26-Nov-09	No.: RD084005b
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Version	Modified Points or Symptom Corrected
	<p><b>2-4. The encryption strength used for SSL can now be configured. This can be done using either of the following settings in Web Image Monitor:</b></p> <ul style="list-style-type: none"> <li>- <b>Configuration &gt; Security &gt; Network Security</b></li> <li>- <b>Configuration &gt; Security &gt; SSL/TLS</b></li> </ul>
1.01	<p>Symptom corrected:</p> <ul style="list-style-type: none"> <li>- When a user is logged out by the system (not the Auto Logout timer), the log says that they were logged out by the Auto Logout timer.</li> </ul> <p>Note: To fix this problem, Printer firmware (version 1.01 or later), Web Uapl firmware (version 1.03 or later) and Websys firmware (version 1.01 or later) need to be applied to the device.</p> <ul style="list-style-type: none"> <li>- If some of the Access logs are overwritten while being downloaded, the wrong log ID is filled in for XXX in the Access log: "A part of the logs before Log ID XXX does not exist anymore."</li> </ul> <p>Note: The logs being overwritten are not the problem here. Logs can be overwritten when jobs are submitted while the logs are being downloaded. The problem is just that the wrong log ID is used in the warning message that is added to the logs.</p> <p>Note: To fix this problem, Printer firmware (version 1.01 or later), Web Uapl firmware (version 1.03 or later) and Websys firmware (version 1.01 or later) need to be applied to the device.</p>
1.00	1st Mass production

**Reissued: 15-Mar-10**

Model: R-C5.5	Date: 26-Nov-09	No.: RD084006a
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: Web Uapl		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2	

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

Version	Program No.	Effective Date
<b><i>1.03</i></b>	<b><i>D0855756B</i></b>	<b><i>March 2010 production</i></b>
1.02	D0855756A	1st Mass production

Version	Modified Points or Symptom Corrected
<b><i>1.03</i></b>	<p><b><i>Symptom corrected:</i></b></p> <ul style="list-style-type: none"> <li>- <b><i>When a user is logged out by the system (not the Auto Logout timer), the log says that they were logged out by the Auto Logout timer.</i></b></li> </ul> <p><b><i>Note: To fix this problem, Printer firmware (version 1.01 or later), Web Uapl firmware (version 1.03 or later) and Websys firmware (version 1.01 or later) need to be applied to the device.</i></b></p> <ul style="list-style-type: none"> <li>- <b><i>If some of the Access logs are overwritten while being downloaded, the wrong log ID is filled in for XXX in the Access log: "A part of the logs before Log ID XXX does not exist anymore."</i></b></li> </ul> <p><b><i>Note: The logs being overwritten are not the problem here. Logs can be overwritten when jobs are submitted while the logs are being downloaded. The problem is just that the wrong log ID is used in the warning message that is added to the logs.</i></b></p> <p><b><i>Note: To fix this problem, Printer firmware (version 1.01 or later), Web Uapl firmware (version 1.03 or later) and Websys firmware (version 1.01 or later) need to be applied to the device.</i></b></p>
1.02	1st Mass production

Reissued: 19-Oct-10

Model: R-C5.5	Date: 26-Nov-09	No.: RD084007a
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: Fax		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2	

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

Version	Program No.	Effective Date
<b><i>02.00.00</i></b>	<b><i>D0855753B</i></b>	<b><i>October 2010 production</i></b>
01.00.00	D0855753A	1st Mass production

Version	Modified Points or Symptom Corrected
<b><i>02.00.00</i></b>	<b><i>Symptom corrected: Received fax documents stored in memory cannot be printed out if the FCU is reset.</i></b>
01.00.00	1st Mass production

Model: R-C5.5	Date: 26-Nov-09	No.: RD084008
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Subject: Firmware Release Note: Network Doc Box		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2	

This RTB has been issued to announce the firmware release information for the **Network Doc Box**.

Version	Program No.	Effective Date
1.00	D0855757A	1st Mass production

Version	Modified Points or Symptom Corrected
1.00	1st Mass production

**Reissued: 18-Sep-14**

Model: R-C5.5	Date: 26-Nov-09	No.: RD084009d
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: Network Support		Prepared by: T. Hirakawa	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2	

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

Version	Program No.	Effective Date	Availability of RFU
7.38	D0205357C	January 2013 production	Not Available
7.34	D0205357B	October 2010 production	Not Available
7.29.3	D0205357A	March 2010 production	Not Available
7.29.2	D0205357	1st Mass production	Not Available

**Note: Definition of Availability of RFU via @Remote**

**“Available”**: The firmware can be updated via RFU or SD card.

**“Not available”**: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
7.38	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. An httpd timeout has been implemented to prevent Web ImageMonitor lockups that sometimes occurred when applications accessed the MFP by http. (GFPE#RC10060010)</li> <li>2. Scan to SMB fails if the file submitted to the DFS folder in the destination and the file of the same name exist in the DFS folder.</li> <li>3. If Windows Authentication is enabled, printing a large number of copies of a job might take longer than might typically be expected.</li> <li>4. Chunk Transfer Encoding over an IPP port might results in print jobs being reset.</li> <li>5. If SSDP = Active (Web ImageMonitor &gt; Configuration &gt; Network Security), a high load on the CPU might result in Web ImageMonitor locking up.</li> <li>6. MFP with an external controller will lose network connectivity. This only occurred if the network settings were changed repeatedly and the MFP's "NetWare" setting was already "Active" (before the network settings were changed).</li> <li>7. The MFP icon might not be shown in the Windows "Network" dialogue if SSDP is enabled. This affected Windows Vista, 2008/R2, and 7.</li> <li>8. Under very specific combinations of IP address, Subnet Mask, and Gateway address, some of the MFP's network configuration settings might revert to defaults.</li> <li>9. Ut nse of an IP address to send a Scan to SMB might result in the scanned document being sent.</li> <li>10. Scan to SMB fails if the both of the following conditions are met.</li> <li>11. Either the device has NBT disabled or it is enabled but the device is</li> </ol>

Reissued: 18-Sep-14

Model: R-C5.5	Date: 26-Nov-09	No.: RD084009d
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Version	Modified Points or Symptom Corrected
	<p>unable to resolve the destination's NetBIOS name.</p> <ol style="list-style-type: none"> <li>12. One or more octets in the destination's IPv4 address contain leading zeros.</li> <li>13. If the device's IPP Authentication setting is enabled, the driver cannot be installed on Windows 2008 R2 SP1 or 7 SP1 using an IPP port.</li> <li>14. SC991 might occur and network functions could not be used. This occurs if DHCP and DDNS are both enabled in the device and if the DHCP server distributes to the device an FQDN that is more than 127 byte in length.</li> <li>15. Device applications or services that use any of port 80, 443, 7443 or 7444 could not be used. This occurs if the illegal packet is sent after SSL negotiation handshake to any of the device's TCP ports 443, 7443 or 7444. Affected applications include Web Image Monitor, IPP Printing and @Remote.</li> <li>16. If "CNAME" is specified as the destination folder, ScanTo Folder will abort.</li> <li>17. When NBT is "OFF", Browse list is not shown if touch the Browse Network button on destination folder of Scan to folder.</li> <li>18. Cannot scan to shared folders in <b>Windows 8 and Windows Server 2012.</b></li> <li>19. Cannot scan to shared folders in Mac OS X 10.7 or Mac OS X 10.8.</li> </ol> <p>This firmware is dependent on the following firmware modules. Please be sure to update all of them: System/Copy firmware v1.03(D0855751D) or later.</p>
7.34	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. When the device IP address and DNS server location are obtained from DHCP, the domain specified by the device setting "IPv4 &gt; Domain Name &gt; Specify" will be overwritten by the domain obtained from DHCP.</li> <li>2. If the MFP/LP has a statically configured IP address and domain, it always sends a HELO using just its hostname. SMTP servers that require client HELOs to include the client's FQDN will close the connection. The result of this was that the MFP/LP was unable to send emails.</li> <li>3. Unable to Scan to SMB to Windows 7 or Windows Server 2008 R2 destinations that have Windows Live ID Sign-in assistant installed.</li> <li>4. Trying and failing to login to a Scan destination three times might result in the Scanner application stalling.</li> <li>5. Unable to Scan to SMB to Windows 98/98SE/Me/NT 4.0 destinations specified using an IP address.</li> <li>6. The SMB retry function fails to retry the sending of failed SMB transfers (Scan to SMB or Fax delivery).</li> <li>7. Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Addressbook.</li> <li>8. The device is unable to assign group privileges to a logged in user if that group has a name consisting of more than 20 bytes. To address this issue, the supported group name length will be increased to 40</li> </ol>

Reissued: 18-Sep-14

Model: R-C5.5	Date: 26-Nov-09	No.: RD084009d
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Version	Modified Points or Symptom Corrected
	<p>bytes.</p> <ol style="list-style-type: none"> <li>9. The MFP's Windows Authentication function is unable to use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server. The MFP will still be successfully authenticated because it is able to fail back to NTLMv2.</li> <li>10. After changing the MFP's DNS server address or Domain name, Scan to SMB destinations specified using a hostname might not be found.</li> <li>11. The Scan to SMB "Connection Test" fails if performed on directory located directly below a DFS root. Only the "Connection Test" failed, scanning was successful and even the "Connection Test" worked if performed on any sub-directory.</li> <li>12. The device might return an SC 819 error when browsing the network using SMB. This only occurred if SMB was browsed frequently and the device was not rebooted.</li> <li>13. If the MFP's IP address is changed to an IP address of another subnet, users will not be able to browse the network (using Scan to SMB) until the MFP is rebooted.</li> </ol> <p>Other changes: -----</p> <p>SSL-related changes: Note: The new field will only appear if Web Support firmware version 1.05 or later has also been applied to the device.</p> <ol style="list-style-type: none"> <li>1. When the device creates a certificate request, it is now able to specify which algorithm (SHA1 or MD5) it wants used to sign the certificate. This has been implemented by adding a field "Algorithm Signature" to the certificate request form.</li> <li>2. Web Image Monitor now shows the certificate's key length in:             <ul style="list-style-type: none"> <li>- Configuration &gt; Security &gt; Device Certificate &gt; Details</li> </ul> </li> <li>3. Specific versions of SSL or TLS (SSLv2, SSLv3, or TLSv1) can now be enabled/disabled using Web Image Monitor. The setting can be configured from either of the following locations:             <ul style="list-style-type: none"> <li>- Configuration &gt; Security &gt; Network Security</li> <li>- Configuration &gt; Security &gt; SSL/TLS</li> </ul> </li> <li>4. The encryption strength used for SSL can now be configured. This can be done using either of the following settings in Web Image Monitor:             <ul style="list-style-type: none"> <li>- Configuration &gt; Security &gt; Network Security</li> <li>- Configuration &gt; Security &gt; SSL/TLS</li> </ul> </li> </ol> <p>-----</p> <ol style="list-style-type: none"> <li>5. For security reasons, the device will no longer accept SSL incoming, or establish outgoing, connections that use NULL or ADH ciphers.</li> <li>6. Unable to Scan to SMB to a destination that is not specified using an FQDN.</li> <li>7. Unable to Scan to SMB to destinations that are using both LM Authentication and Samba v2.x.</li> <li>8. Windows Authentication fails if the username or password includes</li> </ol>

**Reissued: 18-Sep-14**

Model: R-C5.5	Date: 26-Nov-09	No.: RD084009d
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<b>Version</b>	<b>Modified Points or Symptom Corrected</b>
	lower-case European characters. 9. The device's SMB timeout was too short (1 sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec.
7.29.3	Other changes: 1. For security reasons, the device will no longer accept SSL connections that use the NULL or Anonymous Diffie-Hellman ciphers.
7.29.2	1st Mass production

**Reissued: 01-Mar-12**

Model: R-C5.5	Date: 26-Nov-09	No.: RD084010e
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: Printer		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2	

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

Version	Program No.	Effective Date	Availability of RFU
<b>1.02.3</b>	<b>D0855774F</b>	<b>March 2012 production</b>	<b>Available</b>
1.02.2	D0855774E	April 2011 production	Available
1.02.1	D0855774D	December 2010 Production	Available
1.02	D0855774C	June 2010 production	Available
1.01	D0855774B	March 2010 production	Available
1.00	D0855774A	1st Mass production	Available

**Note: Definition of Availability of RFU via @Remote**

**“Available”:** The firmware can be updated via RFU or SD card.

**“Not available”:** The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<b>1.02.3</b>	<b>Symptom corrected</b> <b>1. Staped IPDS jobs that are stopped mid-job (out of paper for example) might result in the device stalling.</b>
1.02.2	Symptom corrected: PS jobs with a large number of images might be unexpectedly reset.  Other Changes: A new BitSwitch#6-7 has been added. When set to '1', if multiple collated copies are printed, the device no longer responds to PJJ USTATUS with the number of pages in the current copy. Instead the device will return the total number of pages for all copies.
1.02.1	Symptom corrected: 1. If "User Tools/Counter > System Settings > Administrator Tools > Capture Priority" is enabled and one of the below listed Job Types is used, any of the following might happen: - Jobs that should be deleted will be retained on the MFP hard disk. - Jobs stored on the hard disk might be inadvertently deleted. - Printing of jobs stored on the hard disk might result in an SC997.  Job Types: - Sample Print - Hold Print - Locked Print

Reissued: 01-Mar-12

Model: R-C5.5	Date: 26-Nov-09	No.: RD084010e
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Version	Modified Points or Symptom Corrected
	<ul style="list-style-type: none"> <li>- Stored Print</li> <li>- Store and Print</li> </ul> <ol style="list-style-type: none"> <li>2. If the Auto Continue setting is "Immediate" and the source tray runs out of paper, the device will stall. This only occurred if the paper ran out after several small jobs (30 or 40) were submitted back to back.</li> <li>3. Multiple jobs that are released (printed from the hard disk) by the same user might result in some of the jobs being recorded in the device's Job History as being printed by "---". This only affects the use of the following Job Types and only occurs if User Authentication is enabled:               <ul style="list-style-type: none"> <li>- Sample Print</li> <li>- Hold Print</li> <li>- Locked Print</li> <li>- Stored Print</li> </ul> </li> <li>4. Jobs not containing any PJL commands are held by the device and not printed until another job is submitted or a button is pressed on the device. This occurred if the device entered in energy saver mode immediately after printing a diagnostics page (List/Test Print, etc.).</li> </ol>
1.02	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. Resetting IPDS fonts (Web Image Monitor &gt; Configuration &gt; Printer &gt; Reset IPDS Fonts) twice in a row or printing the IPDS Font List (Menu button &gt; List/Test Print &gt; IPDS Font List) twice in a row might result in the device stalling.                Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</li> <li>2. An IPDS Form can be created with an unsupported "Media Orientation" (ie. A3 LEF).                Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</li> <li>3. If IPDS fonts are reset (Menu button &gt; Maintenance &gt; HD Management &gt; Reset IPDS Fonts), users might not be able to logout from the operation panel.                Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</li> <li>4. The "Reset IPDS Fonts" setting has been replaced by multiple instances of "Del. All Stored Print Jobs" in the Maintenance section of the Menu List (List/Test Print &gt; Menu List).                Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</li> <li>5. The value of Print Settings &gt; IPDS Menu &gt; Characters Per Inch as</li> </ol>

Reissued: 01-Mar-12

Model: R-C5.5	Date: 26-Nov-09	No.: RD084010e
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Version	Modified Points or Symptom Corrected
	<p>shown in the Menu List (List/Test Print &gt; Menu List), will be either garbled or will contain a number, but the number will not be the correct value of the setting.                      Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</p> <p>6. An IPDS Form can be created with unsupported dimensions using Web Image Monitor (Configuration &gt; IPDS Form List &gt; Media Size = Custom Size &gt; Cross Feed Dimension/Feed Dimension). Once created it can be selected using the IPDS Form Allocation setting.                      Note:                      Supported dimensions for this model are:                      Cross Feed Dimension: 140.0 - 297.0 mm                      Feed Dimension: 182.0 - 432.0 mm                      Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</p> <p>7. The operation panel's "IPDS Menu" contains an "Offset" setting even if the shift tray hasn't been installed. This could also be seen in the Configuration page, Web Image Monitor, and Menu List (List/Test Print &gt; Menu List).                      Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</p> <p>8. The Bypass Tray can be set to unsupported paper sizes using IPDS Form Allocation.                      The unsupported paper sizes are: 8 1/4 x 13, 8 x 10 1/2, 8 x 10, 11x15, 11x14, 10x15, 10x14.                      Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</p> <p>9.</p> <p>9-1. (ENG) Fixed: IPDS print jobs will be counted by the External Charge Unit (coin collector or charge card reader) if all of the following conditions are met:                      1. Counter Interface Unit Type A is installed                      2. User Tools &gt;System Settings &gt;Administrator Tools &gt;Key Counter Management = Printer                      3. User Tools &gt;System Settings &gt;Administrator Tools &gt; "External Charge Unit Management" or "Enhanced External Charge Unit Management" = Printer                      Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</p> <p>9-2. (ENG) Fixed: When printing IPDS jobs an alert will be shown and</p>

Reissued: 01-Mar-12

Model: R-C5.5	Date: 26-Nov-09	No.: RD084010e
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Version	Modified Points or Symptom Corrected
	<p>nothing will be printed if all of the following conditions are met:</p> <ol style="list-style-type: none"> <li>1. Counter Interface Unit Type A is not installed</li> <li>2. User Tools &gt;System Settings &gt;Administrator Tools &gt;Key Counter Management = Printer</li> <li>3. User Tools &gt;System Settings &gt;Administrator Tools &gt; "External Charge Unit Management" or "Enhanced External Charge Unit Management" = Printer</li> </ol> <p>Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</p> <p>10. The Media Type Component ID will display an invalid number after the power is cycled if the Media Type Component ID of an IPDS Form List is set to 32768 or larger.</p> <p>Note: To fix this problem, Printer firmware (version 1.02 or later), Controller firmware (version 1.01 or later) need to be applied to the device.</p>
1.01	<p>Symptom corrected:</p> <ul style="list-style-type: none"> <li>- When a user is logged out by the system (not the Auto Logout timer), the log says that they were logged out by the Auto Logout timer.</li> </ul> <p>Note: To fix this problem, Printer firmware (version 1.01 or later), Web Uapl firmware (version 1.03 or later) and Websys firmware (version 1.01 or later) need to be applied to the device.</p> <ul style="list-style-type: none"> <li>- If some of the Access logs are overwritten while being downloaded, the wrong log ID is filled in for XXX in the Access log: "A part of the logs before Log ID XXX does not exist anymore."</li> </ul> <p>Note: The logs being overwritten are not the problem here. Logs can be overwritten when jobs are submitted while the logs are being downloaded. The problem is just that the wrong log ID is used in the warning message that is added to the logs.</p> <p>Note: To fix this problem, Printer firmware (version 1.01 or later), Web Uapl firmware (version 1.03 or later) and Websys firmware (version 1.01 or later) need to be applied to the device.</p>
1.00	1st Mass production

**Reissued: 19-Oct-10**

Model: R-C5.5	Date: 26-Nov-09	No.: RD084011a
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: RFax		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2	

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

Version	Program No.	Effective Date
<b><i>02.00.00</i></b>	<b><i>D0855752B</i></b>	<b><i>October 2010 production</i></b>
01.00.00	D0855752A	1st Mass production

Version	Modified Points or Symptom Corrected
<b><i>02.00.00</i></b>	<p><b><i>Symptoms corrected:</i></b>  <b><i>IP-FAX functions (both sending and receiving) do not work under the following conditions:</i></b></p> <ul style="list-style-type: none"> <li>- <b><i>The other machine does not support or cannot use IP-FAX</i></b></li> <li>- <b><i>The connection refusal packet from the other machine arrives after the response time-out has expired</i></b></li> </ul>
01.00.00	1st Mass production

**Reissued: 04-Oct-11**

Model: R-C5.5	Date: 07-Jan-10	No.: RD084012c
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: App2Me		Prepared by: H. Tamaki	
From: MFP/Printer Tech Service Dept., 1st Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **App2Me**.

Version	Program No.	Effective Date	Availability of RFU
<b>1.5.700</b>	<b>D0855762B</b>	<b>November 2011 production</b>	<b>Not available</b>
1.5.2	D0855762A	May 2010 production	Not available
1.5.1	D0855762_001	Not apply to the mass production	Not available
1.02	D0855762	1st Mass production	Not available

**Note: Definition of Availability of RFU via @Remote**

“Available” The firmware can be updated via RFU or SD card.

”Not available”: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<b>1.5.700</b>	<p><b>Other changes:</b></p> <ul style="list-style-type: none"> <li>- <b>Korean language evaluation</b></li> <li>- <b>User log-out function by a Reset Key.</b></li> </ul> <p><b>Symptom corrected:</b></p> <ul style="list-style-type: none"> <li>- <b>The authentication failure error by screen changes at the time of a software keyboard display.</b></li> <li>- <b>Incorrect LED color when user info is displayed.</b></li> </ul>
1.5.2	Only the program number was changed. (Contents are the same as V1.5.1).
1.5.1	Supports App2Me Scan V2.  Note: <ul style="list-style-type: none"> <li>- App2Me Scan V2 supports the following file formats. Single page TIFF, JPEG, Multi-page TIFF, Single page PDF, Multi-page PDF, High compression PDF</li> <li>- To use this feature, Java VM version 4.19-01 or later is required.</li> </ul>
1.02	1st Mass production

**Reissued: 15-Nov-11**

Model: R-C5.5	Date: 26-Feb-10	No.: RD084013f
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: Java VM v4		Prepared by: H.Tamaki	
From: MFP/Printer Tech Service Dept., 1st Tech Service S			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Java VM v4**.

Version	Program No.	Effective Date	Availability of RFU
<b>4.25.07</b>	<b>D3775918F_upd</b>	<b>November 2011 production</b>	<b>Not available</b>
4.24.03	D3775918E_upd	June 2011 production	Not available
4.23.00	D3775918D_upd	November 2010 production	Not available
4.22.03	D3775918C_upd	October 2010 production	Not available
4.21.05	D3775918B_upd	September 2010 production	Not available
4.20.04	D3775918A_upd	April 2010 Mass production	Not available
4.19-01	D3775918_RPQ008V 4-01	No plan for applying to Mass production	Not available
4.18	-	1st Mass production	Not available

**Note: Definition of Availability of RFU via @Remote**

**“Available”**: The firmware can be updated via RFU or SD card.

**“Not available”**: The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<b>4.25.07</b>	<p><b>Symptom corrected:</b></p> <ol style="list-style-type: none"> <li><b>SDK/J starting logo screen does not change.</b></li> <li><b>Vulnerability to the re-negotiation of SSL/TLS .</b></li> <li><b>Other minor bugs corrections.</b></li> </ol> <p><b>Other changes:</b> <b>Kerberos certification corresponding to RC4-HMAC code form.</b></p>

**Reissued: 15-Nov-11**

Model: R-C5.5	Date: 26-Feb-10	No.: RD084013f
4.24.03	<p>Symptom corrected:</p> <ol style="list-style-type: none"> <li>1. Remote Manager v2 may not be able to communicate with the device if it takes more than 1 minute to assign the device an IP address via DHCP.</li> <li>2. Users are not logged out after pressing the "Logout" button on the "User Tools" screen when using CAP with basic authentication.</li> <li>3. If a user was logged in when the On/Off button is used to turn the device off, the "Cannot Logout" message is displayed the next time the On/Off button is used to turn the device on. The message is displayed even though the user has been logged out.</li> <li>4. An SSL connection cannot be established if a x509 certificate is used but contains a "CRL Distribution Point".</li> </ol> <p>Other changes: Support for eDC-i1.2 and Remote Install Manager V1.1 was added.</p>	
4.23.00	Minor bug correction.	
4.22.03	<p>Fixed:</p> <ol style="list-style-type: none"> <li>1. The SDK application may not load after turning the device on.</li> <li>2. The JavaVM would not update the DNS server address after the initial cache, which could eventually prevent the SDK application and DNS server from communicating.</li> </ol> <p>Note: This issue does not affect the device's ability to communicate with the DNS server.</p>	
4.21.05	<p>Fixed:</p> <ol style="list-style-type: none"> <li>1. If the SD card slot specified for remote installation of a Type 2 (Java-based) SDK application does not exist on the target device, the application will be installed on a an SD card inserted in a different slot.</li> <li>2. The Java VM may enter a deadlock state if one thread tries to close a thread that is waiting for I/O data.</li> <li>3. he username used for Basic Authentication cannot be displayed correctly on the MFP's display panel if the username is 20 characters (bytes) long.</li> <li>4. If the auto-off timer of the device is set to 1 minute and any SDK application is set to automatically start up, SC997 can occur.</li> <li>5. The USB card reader may stop working if plugged in immediately after being unplugged.</li> </ol>	

**Reissued: 15-Nov-11**

Model: R-C5.5	Date: 26-Feb-10	No.: RD084013f
4.20.04	<p>Fixed:</p> <ol style="list-style-type: none"> <li>1. If the machine is turned off just after entering Energy Saver mode, it will not be able to enter Energy Saver mode from that point on (the SDK Java platform cannot be started).</li> <li>2. Wording errors in the display messages used in the SDK application initial settings screen.</li> <li>3. Installation fails if the FAT block of the SD card is less than 1024 bytes (1KB).</li> <li>4. When the two processes listed below occur simultaneously, the MFP might enter Sleep mode.             <ul style="list-style-type: none"> <li>- The MFP tries to enter Energy Saver mode.</li> <li>- An SDK application (running on the same MFP) tries to prevent the MFP from entering Energy Saver mode.</li> </ul> </li> <li>5. When User Code Authentication is used by a MFP and an SDK application installed on that MFP, users are logged out of the SDK application if the MFP's embedded scanner application's destination registration function ("Prg. Dest." button) is used.</li> <li>6. The "NullPointerException" warning appears when using CAP/CAP-ES Card Registration Tool v1.3 and the MFP is set to Chinese language.</li> </ol>	
4.19-01	<p>Patch Notes:            This patch is for Models AL-C1.5 and R-C5.5 only.            Supported: Support for App2Me has been added.            Note: This patch is V4.19-01, but the number included in the self-diagnostic report (SMC report) remains unchanged (the pre-patch version is output).</p>	
4.18	1st Mass production	

**Reissued: 20-Feb-12**

Model: R-C5.5	Date: 15-Apr-10	No.: RD084014a
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: IPDS		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ( )	<input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
<b>7.076</b>	<b>D3775920A</b>	<b>March 2012 production</b>	<b>Not Available</b>
7.036	D3775920	1st Mass production	Not Available

Version	Modified Points or Symptom Corrected
<b>7.076</b>	<p><b>Symptom corrected</b></p> <ol style="list-style-type: none"> <li><b>1. If a host prematurely terminates an IPDS session with the MFP, subsequent IPDS jobs cannot be printed. The data-in LED will just blink. Though any pre-mature termination of an IPDS session could cause the problem, testing has shown that the problem was most likely to occur if the IPDS session was terminated mid-job.</b></li> <li><b>2. Barcode "CODE 128" might be printed with the wrong dimensions.</b></li> <li><b>3. If a job contains 2 different fonts of the same name, characters might be unexpectedly printed in bold or italics, or in some cases might be garbled.</b></li> <li><b>4. Jobs that contain large images and use soft fonts might be cancelled.</b></li> <li><b>5. Intermittent NACK(0595..11) resulting in jobs being cancelled.</b></li> <li><b>6. The device is unable to negotiate a session with certain host applications such as Oce Prisma.</b></li> </ol>
7.036	1st Mass production

Reissued:26-Jul-10

Model: R-C5.5	Date: 15-Jun-10	No.: RD084015a
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**RTB Reissue**

The items in ***bold italics*** were corrected or added.

Subject: CC-CERTIFIED IN JUNE, 2010 Machine		Prepared by: K. Hamada	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

Important Information on Installing the R-C5.5 as a CC-CERTIFIED Machine

Do the following if you want to install the R-C5.5 as a **CC-CERTIFIED MACHINE**.

**Note:** Machines in production are CC-certified beginning in June 2010.

1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 12 - 15.  
**Important:** For installations in the EU market, make sure this is the Ricoh-genuine O/I.
2. Tell the customer to read the "Notes for Administrators: Using this Machine in a CC-Certified Environment".
3. Make sure that the **HDD Encryption Unit Type A** is installed.

Reissued:26-Jul-10

Model: R-C5.5	Date: 15-Jun-10	No.: RD084015a
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**Installation Procedure for HDD Encryption Unit Type A**

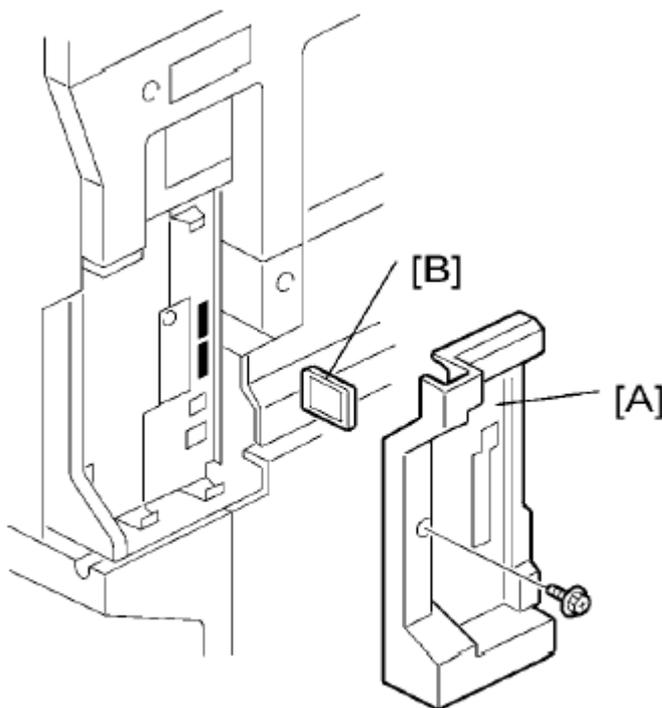
- 3.1 Confirm that “Admin. Authentication” is on:  
 [User Tools] > “System Settings” > “Administrator Tools” > “Administrator Authentication Management” > “Admin. Authentication” > “On”

If this setting is “Off” tell the customer that this setting must be “On” before you can do the installation procedure.

- 3.2 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 “Admin. Authentication” is switch on. If this setting is not selected tell the customer that this setting must be selected before you can do the installation procedure.



d017i502

- 3.3 Remove the plastic application cover [A]
- 3.4 Insert the SD card in SD card[B] Slot 2 (lower)

**Important**

- **The encryption SD card must be installed in Slot 2(lower):**

- 3.5 Turn on the main power switch.

**Reissued:26-Jul-10**

Model: R-C5.5	Date: 15-Jun-10	No.: RD084015a
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- 3.6 Enter the SP mode.
- 3.7 Select SP5878-002 (Option Setup – Encryption Option), and then touch [Execute].
- 3.8 Turn off the main power switch.
- 3.9 Remove the SD card.
- 3.10 Attach the slot cover [A]
- 3.11 Switch the machine on.

***Enabling the Encryption Settings***

This must be specified by the machine administrator.

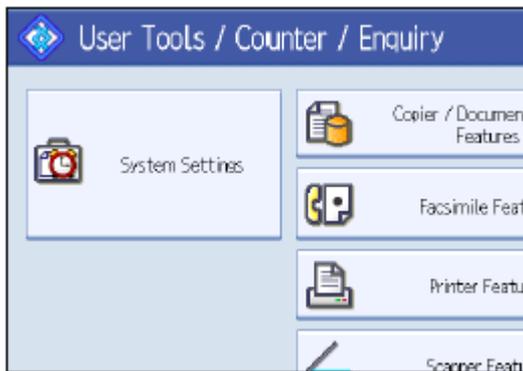
Use the following procedure to enable the encryption settings at initial set up, or after encryption settings have been canceled and settings must be made again.

**Important**

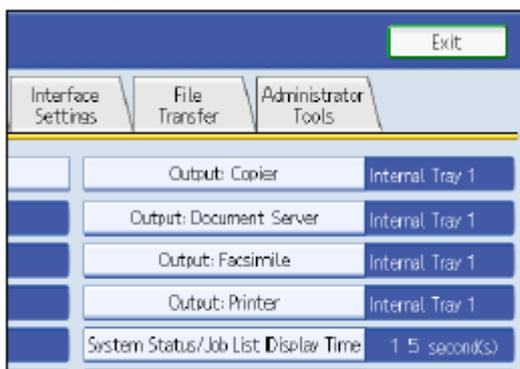
- **The encryption key is required for data recovery if the machine malfunctions. Be sure to store the encryption key safely for retrieving backup data.**

3.12 Press the [User Tools/Counter] key

3.13 Press [System settings]



3.14 Press [Administrator Tools].



**Reissued:26-Jul-10**

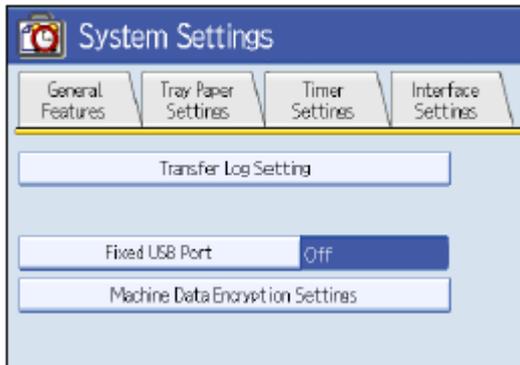
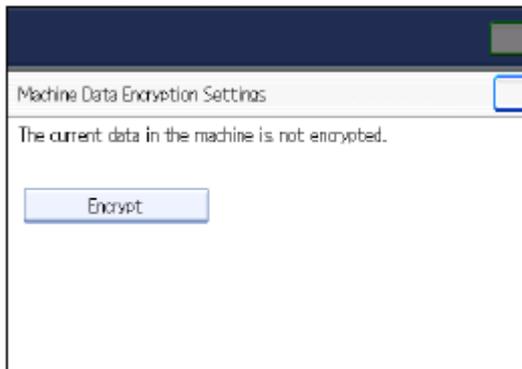
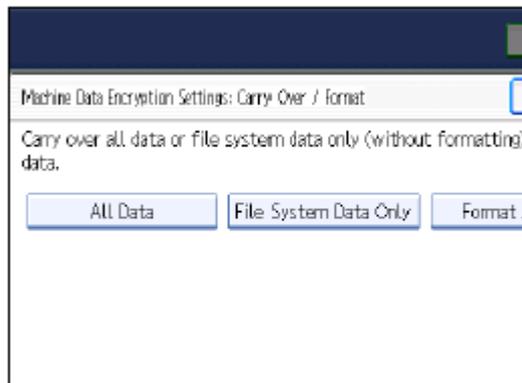
Model: R-C5.5

Date: 15-Jun-10

No.: RD084015a

**3.15 Press [Machine Data Encryption Settings].**

If the setting to be specified does not appear, press [next].

**3.16 Press [Encrypt].****3.17 Select the [Format All Data] to reset all of the data.****Note: It takes about five minutes to complete this operation.**

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Model: R-C5.5	Date: 15-Jun-10	No.: RD084015a
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- 3.18 Press the [Start] key.  
The encryption key for backup data is printed.



- 3.19 Press [OK].
- 3.20 Press [Exit].
- 3.21 Press [Exit].
- 3.22 Press the [User Tools/Counter] key.
- 3.23 Turn off the power and the main power switch, and then turn the main power switch back on.

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Model: R-C5.5	Date: 15-Jun-10	No.: RD084015a
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***Printing the Encryption Key***

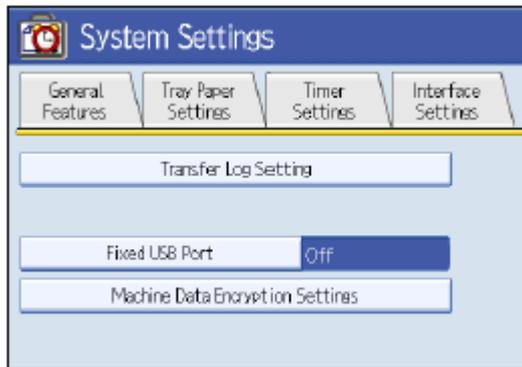
This must be specified by the machine administrator.

Use the following procedure to print the key again if it has been lost or misplaced.

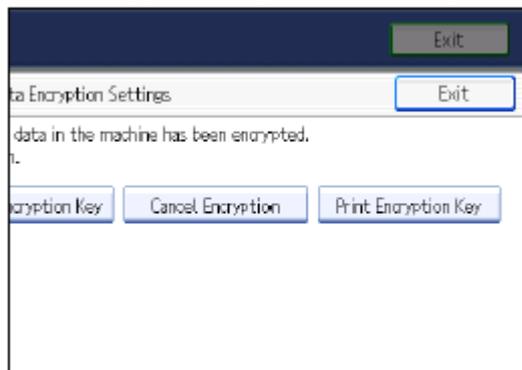
**Important**

- **The encryption key is required for data recovery if the machine malfunctions. Be sure to store the encryption key safely for retrieving backup data.**

- 3.24 Press the [User Tools/Counter] key.
- 3.25 Press [System settings]
- 3.26 Press [Administrator Tools].
- 3.27 Press [Machine Data Encryption Settings].



- 3.28 Press [Print Encryption Key].  
The encryption key for retrieving backup data is printed.



- 3.29 Press the [Start] key.
- 3.30 Press [Exit].
- 3.31 Give the printed encryption key to the customer.

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- 4 Make sure that the **FAX Option Type 3351** is installed.

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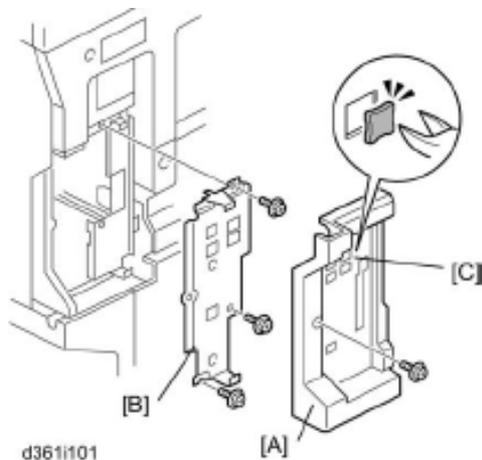
***Installation Procedure for FAX Option Type 3351***

---

Before Install the FAX option;

- Confirm that the FAX Option is correct for the machine. The correct type for this machine is "FAX Option Type 3351"
- Check the box seal on the box.

The surfaces of the tapes must be blank. If you see "VOID" on the tapes, do not install the components in the box and order the new one.

**4.1 Remove:**

[A] Application (plastic) cover

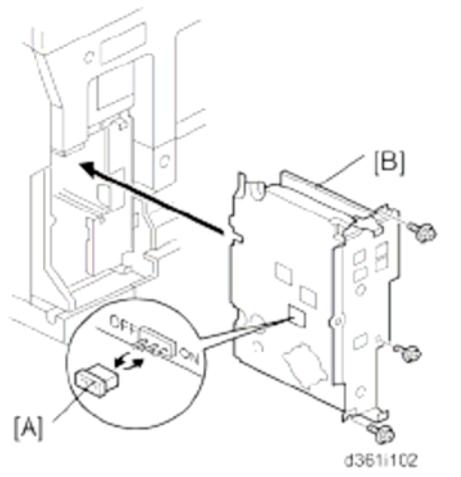
[B] Left cover plate

[C] Knockouts

- LINE 1 for Fax Unit
- If one G3 Unit will be installed, remove the knockout for LINE 1 and LINE 2.
- If two G3 units will be installed, remove the knockouts for both LINE 1, LINE 2 and LINE 3

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4.2. Through the window, remove the jumper [A] and set it to the ON position.

4.3 Press down the MBU.

Note

- Make sure that the MBU is seated correctly. If not, SC672 occurs.

4.4 Remove the jumper [A] (set to OFF) and set it to ON.

Note

- The machine may issue SC819, SC820 if the jumper is not set to "ON" correctly.  
 - (sometimes these SC codes are not issued.)

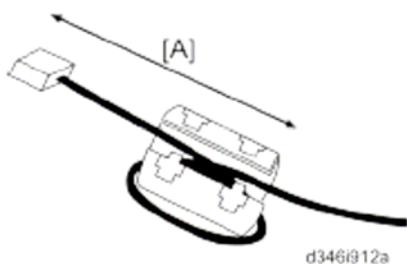
4.5 If the 32 MB Memory (Option) will be installed, do this now ("32 MB Memory (Option)")

4.6 If one or two G3 interface units (options) will be installed, do this now. (G3 Interface Unit (D361))

4.7 Slide the fax unit [B] into the machine and fasten it

4.8 Reattach the plastic application cover

4.9 Attach the Serial number label and FCC decal (NA only) to under the serial number decal in rear cover of the main body.

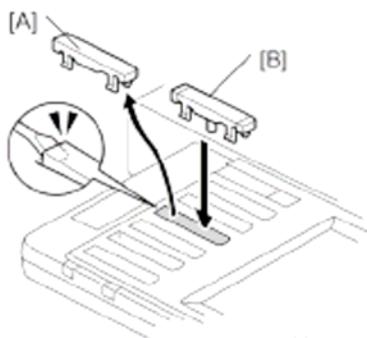


4.10 For NA models, attach the ferrite core to the telephone cord. The end of the ferrite core must be about 5cm (2.1") [A] from the end of the cable.

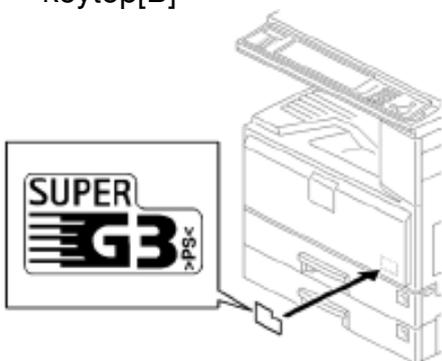
4.11 Connect the telephone cord to the "LINE 1" jack.

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4.12 Remove the dummy keytop [A] (3<sup>rd</sup> from the top) and replace it with a facsimile keytop[B]



4.13 Attach the G3 decal to the front of the machine.

4.14 Connect the power cord to the machine

4.15 Make sure that the plug is grounded properly at the power source.

4.16 Switch the machine on

Note

- If you see a message that tells you the SRAM has been formatted (due to a problem with SRAM), cycle the machine off/on to clear the message.

4.17 Check the clock settings (date and time) with the User Tools.

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Model: R-C5.5	Date: 15-Jun-10	No.: RD084015a
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5. Make sure that App2Me is NOT installed.

If the App2Me is installed, that machine will be NOT CC-certified machine.

6. Make sure the machine contains the correct firmware.

- If the customer wants to install the machine in the **same condition** as when CC Certification was first attained (same as the June 2010 machines), install **the exact versions** shown in the table below.
- If the customer want to install the machine as an equivalent of the June 2010 machines, install the versions shown in the table below **or later**.

If you are not sure which one the customer is requesting, **contact your sales department**.

**Firmware versions with which the R-C5.5 first achieved CC-CERTIFICATION:  
(June 2010)**

Firmware Name:	Version:	Firmware Number:
System/Copy	<b>V1.00</b>	D0855751A
FAX	<b>V01.00.00</b>	D0855753A
Scanner	<b>V01.12</b>	D0205357A
Web support	<b>V1.01</b>	D0855755B
Printer	<b>V1.01</b>	D0855774B
Network Doc Box	<b>V1.00</b>	D0855757A
Web Uapl	<b>V1.03</b>	D0855756B
Network Support	<b>V7.29.3</b>	D0205357A
GW FCU	<b>V01.00.00</b>	D5105570A

**Reissued:26-Jul-10**

Model: R-C5.5

Date: 15-Jun-10

No.: RD084015a

**IC key and Ic Hdd versions with which the R-C5.5 first achieved CC-CERTIFICATION:  
(June 2010)**

Hardware:	Version:
Ic Key	<b>1100</b>
Ic Hdd	<b>01</b>

**Note:** You can check the Ic key and Ic Hdd versions in the following screen.

(User Tools/Counter → System settings → Administrator Tools → Firmware Version)

System Settings

Firmware Version

Current versions are displayed below.

Module Name	Version	Part Number	Module Name	Version	Part Number
PS3/PDF	1.01	D0125754A	ADF	12.00	B8025603
PS3 Font	1.04	D3775915A	Finisher	02.010:14	B8045552F
GWFCU3-10(WW)	02.00.00	D3465570B	Ic Key	1100	
Engine	1.05:05	D0095160H	Ic Hdd	01	
OpePanel	1.07	D0091492B			
LANG0	1.07	D0091496A			
LANG1	1.07	D0091496A			

133.139.166.102

System Status Job List

14 MAY 2009 22:18

**Reissued:26-Jul-10**

Model: R-C5.5

Date: 15-Jun-10

No.: RD084015a

**The list of Operating Instructions (O/I)****<For NA>****Paper Documents**

- D085-7753 9228/9233  
MP 2851/MP 3351  
LD528/LD533  
Aficio MP 2851/3351  
Operating Instructions  
About This Machine
- D085-7803 9228/9233  
MP 2851/MP 3351  
LD528/LD533  
Aficio MP 2851/3351  
Operating Instructions  
Troubleshooting
- D085-7897 Notes for Users
- D085-7906B App2Me Start Guide
- D085-7570 Notes for Administrators: Using this Machine in a CC-Certified Environment

**CD-ROMs**

- D085-7502 Manuals for Users  
9228/9233  
MP 2851/3351  
LD528/LD533  
Aficio MP 2851/3351
- D085-7504 Manuals for Administrators  
9228/9233  
MP 2851/3351  
LD528/LD533  
Aficio MP 2851/3351

**Reissued:26-Jul-10**

Model: R-C5.5

Date: 15-Jun-10

No.: RD084015a

- D085-7522      Manuals for Administrators  
Security Reference Supplement  
9228/9233  
MP 2851/3351  
LD528/LD533  
Aficio MP 2851/3351
- D377-7500      VM Card Manuals

**<For EU>****Paper Documents**

- D092-7714      Quick Reference Copy Guide
- D509-8534      Quick Reference FAX Guide
- D381-7303      Quick Reference Printer Guide
- D381-7309      Quick Reference Scanner Guide
- D085-7538      Manuals for This Machine
- D085-7500      Safety Information for Aficio MP 2851/Aficio MP 3351  
or  
D085-7501      Safety Information for MP 2851/MP 3351
- D085-7896      Notes for Users
- D085-7904B      App2Me Start Guide
- D085-7569      Notes for Administrators: Using this Machine in a CC-Certified Environment

**CD-ROMs**

- D085-7510      Manuals for Users  
MP 2851/3351  
Aficio MP 2851/3351  
A
- D085-7512      Manuals for Administrators  
Security Reference  
MP 2851/3351  
Aficio MP 2851/3351

**Reissued:26-Jul-10**

Model: R-C5.5

Date: 15-Jun-10

No.: RD084015a

- D085-7522      Manuals for Administrators  
Security Reference Supplement  
9228/9233  
MP 2851/3351  
LD528/LD533  
Aficio MP 2851/3351
- D377-7500      VM Card Manuals

**<For Asia>****Paper Documents**

- D085-7755      MP 2851/MP 3351  
MP 2851/MP 3351  
Aficio MP 2851/3351  
Operating Instructions  
About This Machine
- D085-7805      MP 2851/MP 3351  
MP 2851/MP 3351  
Aficio MP 2851/3351  
Operating Instructions  
Troubleshooting
- D092-7715      Quick Reference Copy Guide
- D509-8535      Quick Reference FAX Guide
- D381-7307      Quick Reference Printer Guide
- D381-7407      Quick Reference Scanner Guide
- D085-7899      Notes for Users
- D085-7906B      App2Me Start Guide
- D085-7570      Notes for Administrators: Using this Machine in a CC-Certified Environment

**Reissued:26-Jul-10**

Model: R-C5.5

Date: 15-Jun-10

No.: RD084015a

**CD-ROMs**

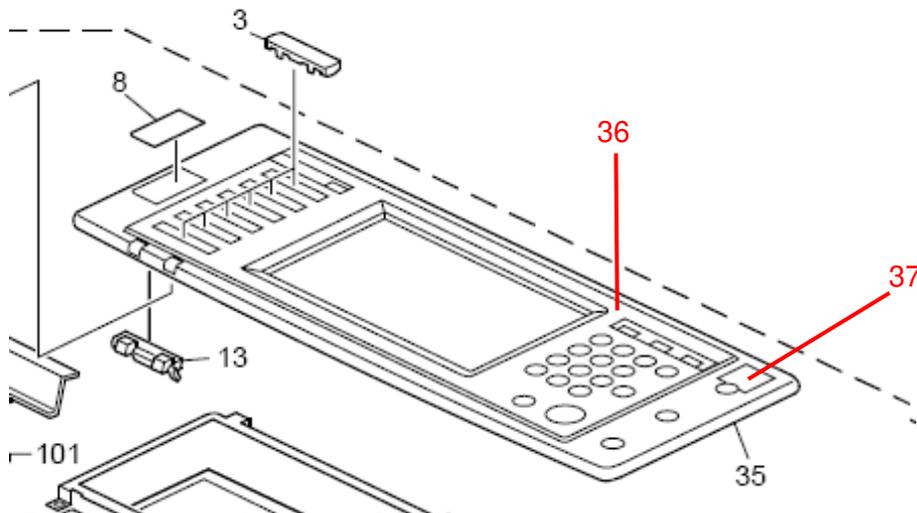
- D085-7506      Manuals for Users  
                    MP 2851/3351  
                    Aficio MP 2851/3351
- D085-7508      Manuals for Administrators  
                    MP 2851/3351  
                    Aficio MP 2851/3351
- D085-7522      Manuals for Administrators  
                    Security Reference Supplement  
                    9228/9233  
                    MP 2851/3351  
                    LD528/LD533  
                    Aficio MP 2851/3351
- D377-7500      VM Card Manuals

Model: R-C5/R-C5.5		Date: 20-Aug-10	No.: RD084016
Subject: Operation Panel Inlay part number		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM 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

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	D0091556	PANEL:UPPER:NA	0-1		13	36	
	D0091557	PANEL:UPPER:EU	0-1		13	36	
	B2381539	SHEET:POWER SOURCE:DISPLAY:NA	0-1		13	37	
	B2861479	SHEET:POWER SOURCE:N-C2:EU	0-1		13	37	

**Change:** These parts were newly added.

**Reason:** To meet requests received from the field.



Model: R-C5/5.5		Date: 20-Aug-10	No.: RD084017
Subject: Front Lever - Fusing		Prepared by: T. Nihie	
From: 1st Overseas Tech Support Sec., 1st PQM 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

Please apply the following description correction to your Parts Catalogs.

Part Number	Incorrect Description	Correct Description	Q'ty	Int	Page	Index	Note
D0192706	Front Lever - Transfer	Front Lever - Fusing			29	10	

**Reissued:09-Mar-11**

Model: R-C5.5	Date: 28-Jan-11	No.: RD084018a
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**RTB Reissue**

The items in bold italics have been added.

Subject: CC-CERTIFIED IN MARCH 2011 Machine		Prepared by: K. Hamada	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ( )	<input type="checkbox"/> Tier 2

### Important Information on Installing the R-C5.5 as a CC-CERTIFIED Machine compliant with IEEE Std. 2600.1™-2009

Do the following **seven steps** if you want to install the R-C5.5 as a **CC-CERTIFIED MACHINE compliant with IEEE Std. 2600.1™-2009**.

**Note:** Machines in production are CC-certified beginning in March 2011.

**Important:** If the customer requests maintenance on the machine, please perform the maintenance without accessing SP mode.

1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 13 - 16.  
**Important:** For installations in the EU market, make sure this is the Ricoh-genuine O/I.
2. Tell the customer to read the "Notes for Administrators: Using this Machine in a CC-Certified Environment Compliant with IEEE Std. 2600.1™-2009".

**See the following pages for Steps 3 thru 7.**

Reissued:09-Mar-11

Model: R-C5.5	Date: 28-Jan-11	No.: RD084018a
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3. Install the **HDD Encryption Unit Type A**.

**Installation Procedure for HDD Encryption Unit Type A**

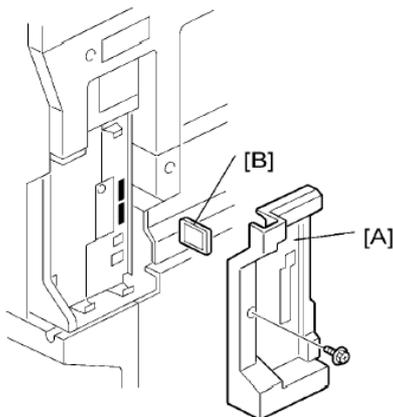
- 3.1 Confirm that “Admin. Authentication” is on:  
 [User Tools] > “System Settings” > “Administrator Tools” > “Administrator Authentication Management” > “Admin. Authentication” > “On”

If this setting is “Off” tell the customer that this setting must be “On” before you can do the installation procedure.

- 3.2 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 “Admin. Authentication” is switch on. If this setting is not selected tell the customer that this setting must be selected before you can do the installation procedure.



d0171502

- 3.3 Remove the plastic application cover [A]  
 3.4 Insert the SD card in SD card[B] Slot 2 (lower)

**Important**

- **The encryption SD card must be installed in Slot 2(lower):**

- 3.5 Turn on the main power switch.  
 3.6 Enter the SP mode.  
 3.7 Select SP5878-002 (Option Setup – Encryption Option), and then touch [Execute].  
 3.8 Turn off the main power switch.  
 3.9 Remove the SD card.  
 3.10 Attach the slot cover [A]  
 3.11 Switch the machine on.

Reissued:09-Mar-11

Model: R-C5.5	Date: 28-Jan-11	No.: RD084018a
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***Enabling the Encryption Settings***

This must be specified by the machine administrator.

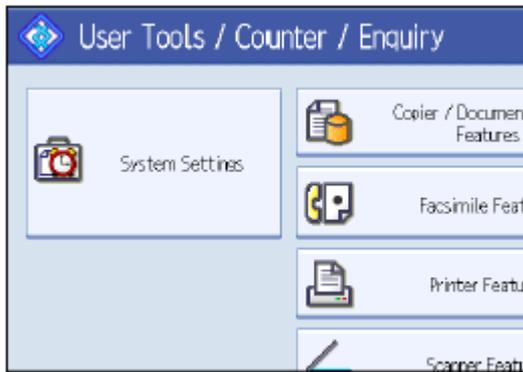
Use the following procedure to enable the encryption settings at initial set up, or after encryption settings have been canceled and settings must be made again.

**Important**

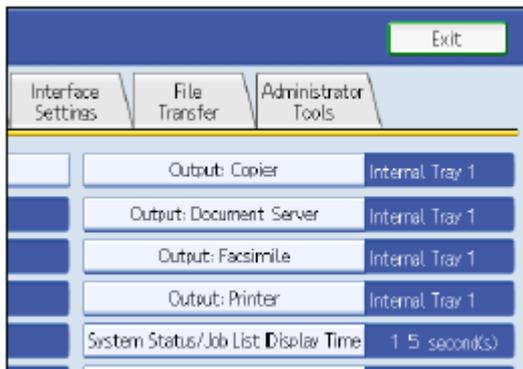
- **The encryption key is required for data recovery if the machine malfunctions. Be sure to store the encryption key safely for retrieving backup data.**

3.12 Press the [User Tools/Counter] key

3.13 Press [System settings]



3.14 Press [Administrator Tools].



**Reissued:09-Mar-11**

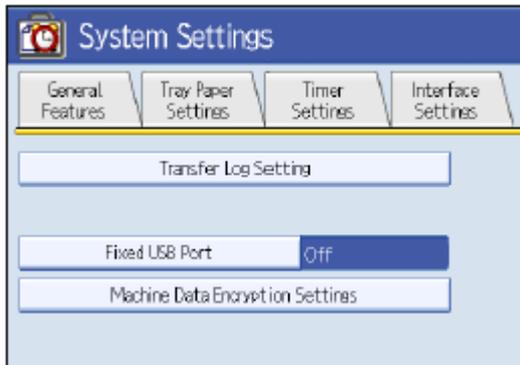
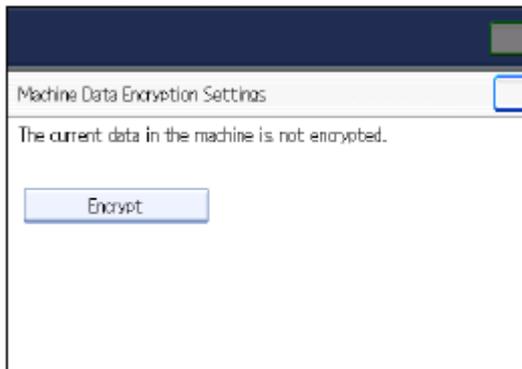
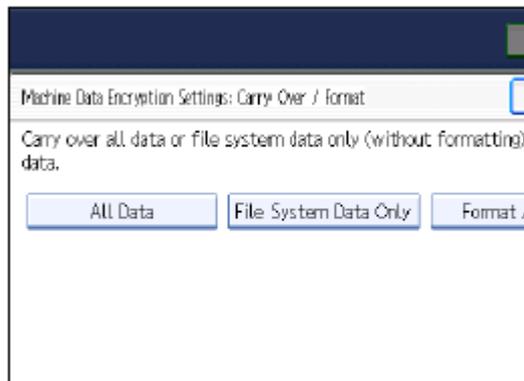
Model: R-C5.5

Date: 28-Jan-11

No.: RD084018a

**3.15 Press [Machine Data Encryption Settings].**

If the setting to be specified does not appear, press [next].

**3.16 Press [Encrypt].****3.17 Select the [Format All Data] to reset all of the data.****Note: It takes about five minutes to complete this operation.**

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- 3.18 Press the [Start] key.  
The encryption key for backup data is printed.



- 3.19 Press [OK].
- 3.20 Press [Exit].
- 3.21 Press [Exit].
- 3.22 Press the [User Tools/Counter] key.
- 3.23 Turn off the power and the main power switch, and then turn the main power switch back on.

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4 Install the Data Overwrite Security Unit

***Installation Procedure for Data Overwrite Security Unit Type I***

**Before you begin**

- 4.1 Confirm that the Data Overwrite Security unit SD card is the correct type for the machine. The correct type for this machine is "Type I"
- 4.2 Make sure that the following features have been set up:
  - Supervisor login password
  - Administrator login name
  - Administrator login password

Important

  - **These settings must be set up by the customer before the DOS option can be installed.**
- 4.3 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.
- 4.4 Confirm that "Administrator Tools" is selected and enabled:
 

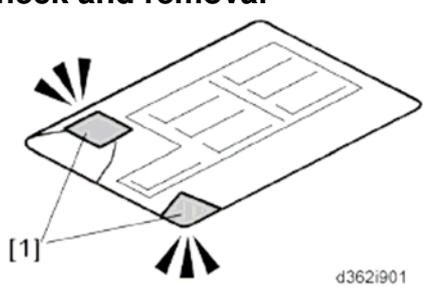
[User Tools]> "System Settings">"Administrator Tools">"Administrator Authentication Management">"Available Settings"

If this setting is not selected tell the customer that this setting must be selected before you can do the installation procedure.

Note

  - "Available settings" is not displayed until Step 4.2 has been done.

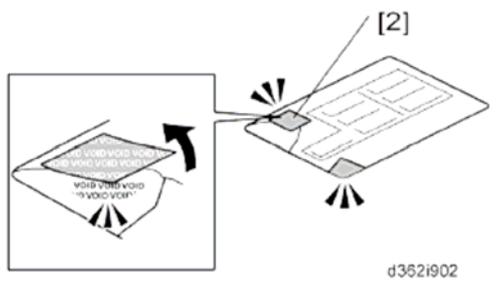
**Seal Check and removal**



- 4.5 Check the box seals [1] on each corner of the box.
  - Make sure that a tape is attached to the each corner.
  - The surface of the tapes must be blank. If you see "VOID" on the tapes, do not install the components in the box.
- 4.6 If the surfaces of the tapes do not show "VOID", remove them from the corners of the box.

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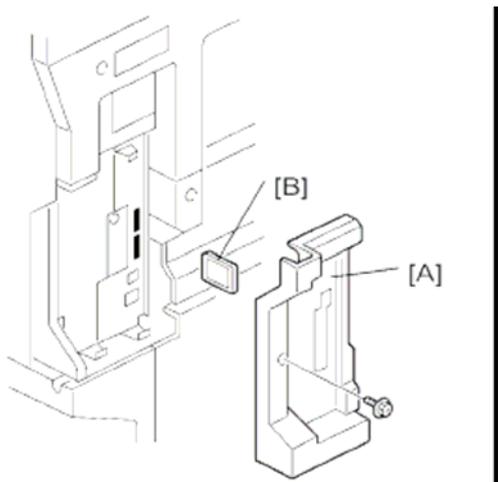
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4.7 When you remove each seal, the “VOID” marks [2] can be seen. In this condition, they cannot be reattached to the box.

**DOS Installation**

- 4.8 Switch off the machine.
- 4.9 Disconnect the network cable.
- 4.10 Turn the main power switch on.
- 4.11 Turn the operation switch and main power switch off.



- 4.12 Remove the plastic application cover [A]
- 4.13 Insert the SD card [B] in SD Slot 1 (upper).
- 4.14 Reconnect the network cable, if the network is connected to the copier.
- 4.15 Turn the main power switch on.
- 4.16 Do SP5878-1 (Option Setup- Data Overwrite Security) and touch [EXECUTE].
- 4.17 Go out of the SP mode, turn the operation switch off, then turn the main power switch off.
- 4.18 Turn the machine power on.
- 4.19 Make sure the ROM number and firmware version in area [a] of the diagnostic report are the same as those in area [b].
  - [a]: “ROM Number/Firmware Version”- “HDD Format Option”
  - [b]: “Loading Program”- “GW5a\_zoffym”

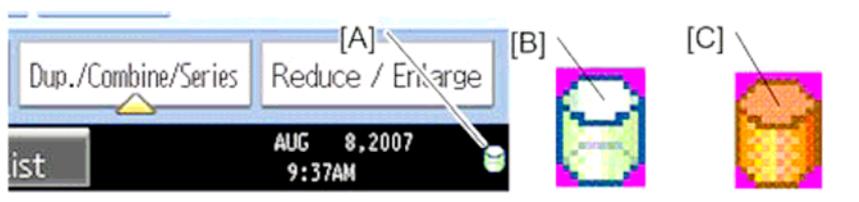
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Diagnostic Report:	“ROM No./Firmware Version” [a]	“Loading Program” [b]
DataOverwriteSecurity Unit	HDD Format Option: D3775912A/1.01m	GW5a_zoffym: D3775912A/1.01m

4.20 Push [User Tools] and select System Settings> Administrator Tools> Auto Erase Memory Setting>On.

4.21 Exit from User Tools mode.



4.22 Check the display and make sure that the overwrite erase icon [A] is displayed.

4.23 Make a Sample copy

4.24 Check the overwrite erase icon.

- The icon [B] changes to [C] when job data is stored in the hard disk.
- The icon goes back to its usual shape [B] after this function has completed a data overwrite operation to the hard disk.

4.25 Do SP5990-005 (SP print mode-Diagnostic Report).

4.26 Look at the report:

- Under “[ROM No./Firmware Version]” check the number and version number listed for “HDD Format Option”
- Under “[Loading Program]” check the option number and version number listed for “GW\_zoffy”.
- These two version numbers should be identical.

4.27 Exit SP mode.

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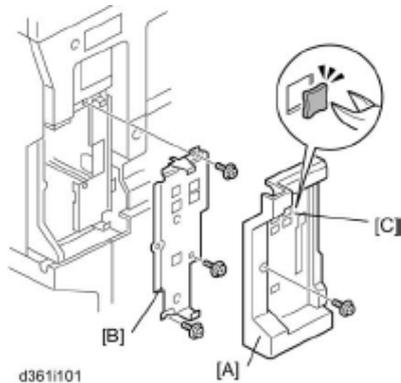
5 Install the **FAX Option Type 3351**.

***Installation Procedure for FAX Option Type 3351***

Before Install the FAX option;

- Confirm that the FAX Option is correct for the machine. The correct type for this machine is "FAX Option Type 3351"
- Check the box seal on the box.

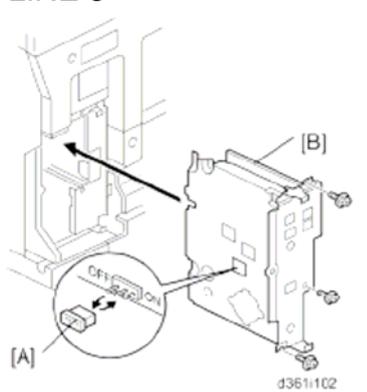
The surfaces of the tapes must be blank. If you see "VOID" on the tapes, do not install the components in the box and order the new one.



5.1 Remove:

- [A] Application (plastic) cover
- [B] Left cover plate
- [C] Knockouts

- LINE 1 for Fax Unit
- If one G3 Unit will be installed, remove the knockout for LINE 1 and LINE 2.
- If two G3 units will be installed, remove the knockouts for both LINE 1, LINE 2 and LINE 3



5.2. Through the window, remove the jumper [A] and set it to the ON position.

5.3 Press down the MBU.

Note

- Make sure that the MBU is seated correctly. If not, SC672 occurs.

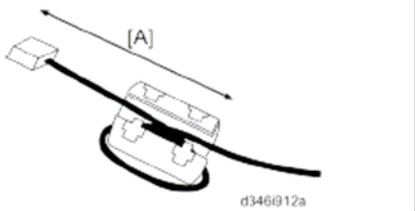
5.4 Remove the jumper [A] (set to OFF) and set it to ON.

Note

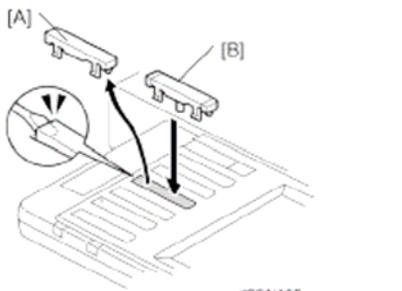
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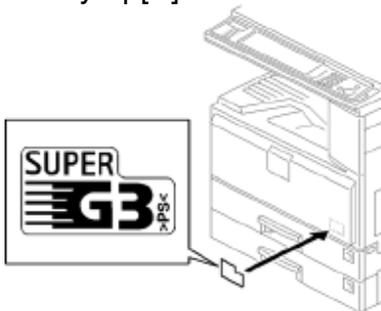
- The machine may issue SC819, SC820 if the jumper is not set to "ON" correctly.
- (sometimes these SC codes are not issued.)
- 5.5 If the 32 MB Memory (Option) will be installed, do this now ("32 MB Memory (Option)")
- 5.6 If one or two G3 interface units (options) will be installed, do this now. (G3 Interface Unit (D361))
- 5.7 Slide the fax unit [B] into the machine and fasten it
- 5.8 Reattach the plastic application cover
- 5.9 Attach the Serial number label and FCC decal (NA only) to under the serial number decal in rear cover of the main body.



- 5.10 For NA models, attach the ferrite core to the telephone cord. The end of the ferrite core must be about 5cm(2.1") [A] from the end of the cable.
- 5.11 Connect the telephone cord to the "LINE 1" jack.



- 5.12 Remove the dummy keytop [A] (3<sup>rd</sup> from the top) and replace it with a facsimile keytop [B]



- 5.13 Attach the G3 decal to the front of the machine.
- 5.14 Connect the power cord to the machine
- 5.15 Make sure that the plug is grounded properly at the power source.
- 5.16 Switch the machine on

**Note**

- If you see a message that tells you the SRAM has been formatted (due to a problem with SRAM), cycle the machine off/on to clear the message.

- 5.17 Check the clock settings (date and time) with the User Tools.

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6. Make sure that App2Me is NOT installed.

If the App2Me is installed, that machine will NOT be a CC-certified machine. In this case, turn off the machine main power, remove the VM card containing App2Me from slot 2, and then give the VM card to the customer.

7. Make sure the machine contains the correct firmware.

- If the customer wants to install the machine in the **same condition** as when CC Certification was first attained (same as the March 2011 machines), install **the exact versions** shown in the table below.
- If the customer wants to install the machine as an equivalent of the March 2011 machines, install the versions shown in the table below **or later**.

If you are not sure which one the customer is requesting, **contact your sales department**.

**Firmware versions with which the R-C5.5 first achieved CC-CERTIFICATION:  
(March 2011)**

Firmware Name:	Version:	Firmware Number:
System/Copy	<b>V1.02</b>	D0855751C
Fax	<b>V02.00.00</b>	D0855753B
Scanner	<b>V01.12</b>	D0205343E
Web Support	<b>V1.05</b>	D0855755C
Printer	<b>V1.02</b>	D0855774C
Network DocBox	<b>V1.00</b>	D0855757A
Web Uapl	<b>V1.03</b>	D0855756B
Network Support	<b>V7.34</b>	D0205357B
GWFCU3-20(WW)	<b>V02.00.00</b>	D5105570B
RemoteFax	<b>V02.00.00</b>	D0855752B
Option PCL	<b>V1.03</b>	D0855770A
OptionPCLFont	<b>V1.01</b>	D0125761A
Engine	<b>V1.00:01</b>	D0855550A
OpePanel	<b>V1.10</b>	D0191491B (NA) D0191492B (EU) D0191493B (AA)
animation	<b>V1.1</b>	D0205332A
LANG0	<b>V1.09</b>	D0191496
LANG1	<b>V1.09</b>	D0191496
Data Erase Opt	<b>V1.01m</b>	D3775912A

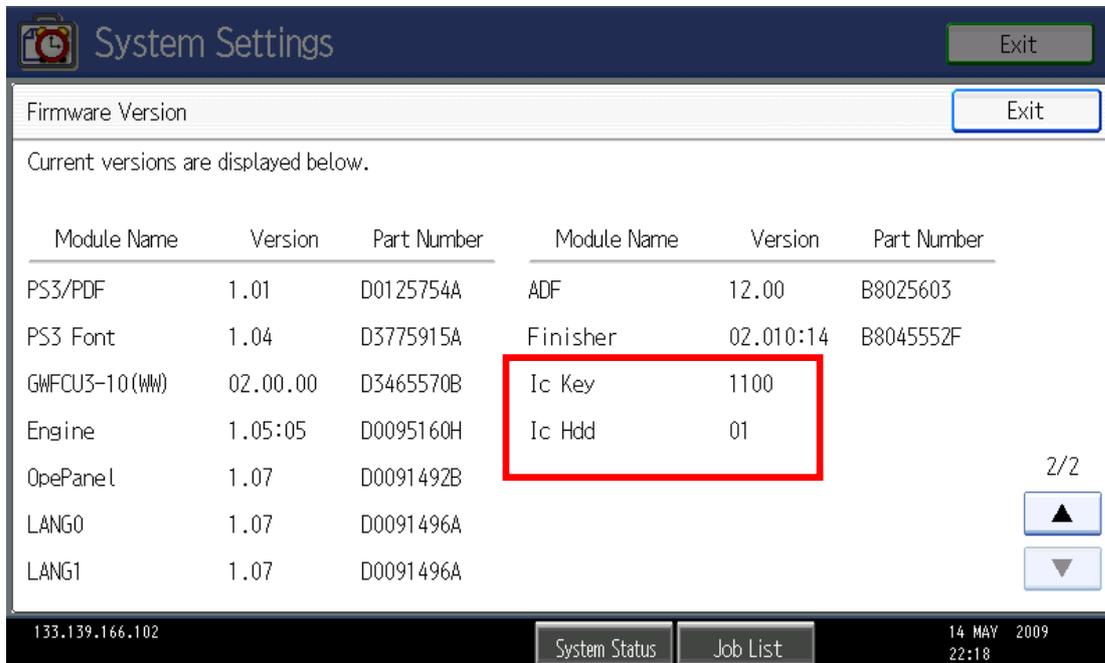
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**IC key and Ic Hdd versions with which the R-C5.5 first achieved CC-CERTIFICATION:  
(March 2011)**

Hardware:	Version:
Ic Key	<b>1100</b>
Ic Hdd	<b>01</b>

**Note:** You can check the Ic key and Ic Hdd versions in the following screen.  
(User Tools/Counter → System settings → Administrator Tools → Firmware Version)



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**The list of Operating Instructions (O/I)**

<For NA>

**Paper Documents**

- D085-7753      9228/9233  
                     MP 2851/MP 3351  
                     LD528/LD533  
                     Aficio MP 2851/3351  
                     Operating Instructions  
                     About This Machine
- D085-7803      9228/9233  
                     MP 2851/MP 3351  
                     LD528/LD533  
                     Aficio MP 2851/3351  
                     Operating Instructions  
                     Troubleshooting
- D085-7897      Notes for Users
- D085-7906B     App2Me Start Guide
- D085-7807      Notes for Administrators: Using this Machine in a Network  
                     Environment Compliant with IEEE Std. 2600.1™-2009
- D085-7810      Operating Instructions Notes on Security Functions
- D377-7250      Notes for users
- **D060-7781**     **Notes for Users**
- **G189-6775**     **Notes for Users**
- **D092-7905**     **Notes for Users**
- **D029-7904**     **To Users of This Machine**

**CD-ROMs**

- D085-7502      Manuals for Users  
                     9228/9233  
                     MP 2851/3351  
                     LD528/LD533  
                     Aficio MP 2851/3351

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- D085-7504      Manuals for Administrators  
                    9228/9233  
                    MP 2851/3351  
                    LD528/LD533  
                    Aficio MP 2851/3351
  
- D085-7522      Manuals for Administrators  
                    Security Reference Supplement  
                    9228/9233  
                    MP 2851/3351  
                    LD528/LD533  
                    Aficio MP 2851/3351
  
- D377-7500      VM Card Manuals
  
- D377-7900A     Manuals DataOverwriteSecurity Unit Type H/I

**<For EU>****Paper Documents**

- D092-7714      Quick Reference Copy Guide
- D509-8534      Quick Reference FAX Guide
- D381-7303      Quick Reference Printer Guide
- D381-7309      Quick Reference Scanner Guide
- D085-7538      Manuals for This Machine
- D085-7500      Safety Information for Aficio MP 2851/Aficio MP 3351  
                    or  
                    D085-7501      Safety Information for MP 2851/MP 3351
- D085-7896A     Notes for Users
- D085-7904B     App2Me Start Guide
- D085-7806      Notes for Administrators: Using this Machine in a Network  
                    Environment Compliant with IEEE Std. 2600.1<sup>TM</sup>-2009
- D085-7809      Operating Instructions Notes on Security Functions
- D377-7250      Notes for users

**Reissued:09-Mar-11**

Model: R-C5.5

Date: 28-Jan-11

No.: RD084018a

- **D060-7781**      **Notes for Users**
- **G189-6786**      **Notes for Users**
- **D092-7906**      **Notes for Users**
- **D029-7904**      **To Users of This Machine**

**CD-ROMs**

- D085-7510      Manuals for Users  
MP 2851/3351  
Aficio MP 2851/3351  
A
- D085-7512      Manuals for Administrators  
Security Reference  
MP 2851/3351  
Aficio MP 2851/3351
- D085-7522      Manuals for Administrators  
Security Reference Supplement  
9228/9233  
MP 2851/3351  
LD528/LD533  
Aficio MP 2851/3351
- D377-7500      VM Card Manuals
- D377-7900A      Manuals DataOverwriteSecurity Unit Type H/I

**<For Asia>****Paper Documents**

- D085-7755      MP 2851/MP 3351  
MP 2851/MP 3351  
Aficio MP 2851/3351  
Operating Instructions  
About This Machine

**Reissued:09-Mar-11**

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- D085-7805 MP 2851/MP 3351  
MP 2851/MP 3351  
Aficio MP 2851/3351  
Operating Instructions  
Troubleshooting
- D092-7715 Quick Reference Copy Guide
- D509-8535 Quick Reference FAX Guide
- D381-7307 Quick Reference Printer Guide
- D381-7407 Quick Reference Scanner Guide
- D085-7899 Notes for Users
- D085-7906B App2Me Start Guide
- D085-7807 Notes for Administrators: Using this Machine in a Network Environment Compliant with IEEE Std. 2600.1™-2009
- D085-7810 Operating Instructions Notes on Security Functions
- D377-7250 Notes for Users
- **D060-7781 *Notes for Users***
- **G189-6775 *Notes for Users***
- **D092-7905 *Notes for Users***
- **D029-7904 *To Users of This Machine***

**CD-ROMs**

- D085-7506 Manuals for Users  
MP 2851/3351  
Aficio MP 2851/3351
- D085-7508 Manuals for Administrators  
MP 2851/3351  
Aficio MP 2851/3351
- D085-7522 Manuals for Administrators  
Security Reference Supplement  
9228/9233  
MP 2851/3351

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LD528/LD533

Aficio MP 2851/3351

- D377-7500 VM Card Manuals
- D377-7900A Manuals DataOverwriteSecurity Unit Type H/I

**Reissued: 15-Nov-11**

Model: R-C5.5	Date: 20-Jul-11	No.: RD084019a
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**RTB Reissue**

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

Subject: Firmware Release Note: (Java VM v4 for eDC)		Prepared by: H. Tamaki	
From: MFP/Printer Tech Service Dept., 1st Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Java VM v4 for eDC**.

Version	Program No.	Effective Date
<b><i>4.25.07</i></b>	<b><i>D3775918F_edc</i></b>	<b><i>November 2011 production</i></b>
4.24.03	D3775918E_edc	June 2011 production

Version	Modified Points or Symptom Corrected
<b><i>4.25.07</i></b>	<p><b><i>*This module is for Remote Install Manager and updating JavaVM.</i></b></p> <p><b><i>Symptom corrected:</i></b></p> <ol style="list-style-type: none"> <li><b><i>1. SDK/J starting logo screen does not change.</i></b></li> <li><b><i>2. Vulnerability to the re-negotiation of SSL/TLS .</i></b></li> <li><b><i>3. Other minor bugs corrections.</i></b></li> </ol> <p><b><i>Other changes:</i></b></p> <p><b><i>Kerberos certification corresponding to RC4-HMAC code form.</i></b></p>
4.24.03	Initial release