Reissued: 15-Jun-15

Model: **AT-C2.5**	Date: 22-Oct-10	No.: RD087001n

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

Subject: Firmware Release Note: System/Copy	Prepared by: Y. Taniguchi
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
2.08	***D0875562V***	***June 2015 production***	***Available***
2.07	D0875562T	August 2013 production	Available
2.06	D0875562S	December 2012 production	Available
2.05	D0875562R	May 2012 production	Available
2.04	D0875562Q	March 2012 production	Available
2.02	D0875562M	October 2011 production	Available
2.01	D0875562L	July 2011 production	Available
2.00	D0875562K	June 2011 production	Available
1.06	D0875562J	May 2011 production	Available
1.05	D0875562H	March 2011 production	Available
1.04	D0875562G	January 2011 production	Available
1.03	D0875562F	January 2011 production	Available
1.01.1	D0875562E	November 2010 production	Available
1.00.5	D0875562D	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
2.08	***Symptom corrected:*** ***SC867 may occur if an SDK application is (already) installed on the machine.***
2.07	Symptom corrected: [Embedded RC Gate]: @Remote auto calls (Ex. service calls, supply calls, alarm calls) are not sent from the device if engine-related SC errors occur frequently within a short period of time.
2.06	Symptom corrected: Cannot scan to shared folders in Mac OS X 10.7(Lion), 10.8(Mountain Lion). *You need to update the Network Support firmware to Ver.10.63 or later.
2.05	Other changes: A software button was added to the Copier screen, which can be assigned to specific SDK applications. Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.

Model: **AT-C2.5**	Date: 22-Oct-10	No.: RD087001n

Version	Modified Points or Symptom Corrected
2.04	Symptom corrected: An extra button is displayed on the LCD that, when pushed, triggers an SC error.
2.02	Symptom corrected 1. Machine freezes when paper end during duplex printing for FAX. 2. SC990 occurs when booklet printing from document box.
2.01	Symptom corrected 1. If a supply alert unrelated to paper (e.g. related to toner, toner collection bottle, fusing unit, etc.) is triggered nine or more times while the machine main power is ON, an @Remote notification of this alert is not sent. 2. SC819/899 occurs when the Capture function is on (SP5-836-001) and set for TIFF format, and a Copier, Printer, or Scanner job is performed.
2.00	Symptom corrected: 1. Enabling of 'User Code Auth. > Printer > PC Control' results in accounts created automatically upon submission of a job being given no permission to any device functionality. Other changes: Supports the Bluetooth Interface unit Type D.
1.06	Minor bug corrected (Japanese model only).
1.05	Symptom corrected: 1. Cannot move the HDD Encryption option to another SD card. 2. The machine does not detect a USB-connected device under the following conditions: - The PC connected to the machine is rebooted, or - The machine has just recovered from Energy Saver Mode 3. The SP Mode key does not work when pressed during a copy job. 4. SC899 occurs while the machine is scanning a document for to create a "High Compression PDF" file.
1.04	Symptom corrected: 1. The paper for a Sample Copy job is not fed from the correct tray if the job is interrupted. 2. SC819 occurs when a SDK application is installed via a device management server. Symptom corrected: 1. Use of the "Preview" function with Scan to Folder or Scan to E-mail might result in the MFP stalling and/or an SC997 error. 2. Stored jobs (Locked Print, Sample Print, etc.) might not be shown in the operation panel if the DataOverwriteSecurity Unit is installed. 3. Jobs submitted via USB cause the printer to might either hangup or print garbled data. 4. Smaller jobs (32KB or less data) that are submitted via USB might never reach the printer. No indication is given that the job was lost.
1.03	Spec changed 1. Supports the Common Criteria (CC) certified Data Overwrite Security System (DOSS). Note: With all previous System/Copy firmware versions, an error will result if the CC certified DOSS is installed. 2. The user is logged out immediately if the IC card is removed while the machine

Model: **AT-C2.5**		Date: 22-Oct-10	No.: RD087001n

Version	Modified Points or Symptom Corrected
	is still scanning. Symptom corrected: 1. Minor firmware bugs corrected.
1.01.1	Symptom Corrected 1. Scanned pages will not be accurately counted by the User Code Counter if both of the following conditions are met. 　-　Scan Settings = Auto Color Select 　-　The document contains a mix of BW and color pages. 2. Users that are not registered in the addressbook cannot copy or print when the "Quota Setting" function is enabled, even if they have not reached their limit. This only occurred if Windows, LDAP or SDK Custom authentication was used to authenticate the user. 3. Users can exceed their limit for the number of pages they can copy as configured by the "Print Volume Use Limitation" setting. This could occur if "Machine Action when Limit is reached" = "Stop job", and if any of the device's network settings were changed via telnet while the Copier was being used. 4. After a user reaches their limit for the number of pages they can copy or print ("Print Volume Use Limitation") and the counter is re-initialized, the prompt "Exceeded the maximum number ..." is still displayed when the user tries to copy or print. 5. "Select Thick Paper 2" is displayed when a postcard is loaded in the bypass tray for duplex printing. Note: By specification, the Thick Paper 2 setting cannot be used with duplex printing. 6. USB storage media (Kingston, DTIG2/32GBDER) cannot be detected. 7. "Scanning..." remains displayed under the following conditions. 　-　The File Format Converter is installed, and 　-　Scanning with mixed paper sizes is performed Other: 1. Minor changes.
1.00.5	1st Mass production

Model: **AT-C2.5**	Date: 22-Oct-10	No.: RD087002h

RTB Reissue
The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Engine	Prepared by: Y. Taniguchi
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.09:04	*D0875119K*	*April 2016 production*	*Available*
1.08:04	D0875119J	October 2012 production	Available
1.07:04	D0875119H	November 2011 production	Available
1.05:04	D0875119F	April 2011 production	Available
1.04:04	D0875119E	January 2011 production	Available
1.03:04	D0875119D	December 2010 production	Available
1.02:04	D0875119C	December 2010 production	Available
1.01:04	D0875119B	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
1.09:04	*Specification Change:* *Minor change in the administrative update process.*
1.08:04	Symptom corrected: SC120, SC121, or SC687 is generated when DF jam occurs if the DF Dust Check mode is enabled.
1.07:04	Symptom corrected: 1. The waste toner bottle "Near Full" and "Full" alerts are not displayed. 2. A paper jam occurs with the following combination: A3 booklet + A4 single side print. 3. The screen freezes when tabbed originals are fed through the ADF (Copier). 4. The PM counters for the BK development unit (SP7-803-035/065, SP7-951-035) may increment higher than the actual number of sheets if the machine prints more than one minute without stopping.
1.05:04	Symptom corrected If the Paper End condition occurs during a duplex Copier, Printer, or FAX job, the page from which the job should resume is deleted. Ex., If Paper End occurs just after first paper is printed in the machine, first paper is output with page 2 but without page 1. And the machine starts printing from page 3 on second paper (instead of from page 1) when paper is replenished and the job is resumed.

Model: **AT-C2.5**	Date: 22-Oct-10	No.: RD087002h

Version	Modified Points or Symptom Corrected
1.04:04	Symptom Corrected 1. If paper end occurs toward the end of a job, in some cases, the machine will begin printing the next job first once the paper is reloaded. 2. If a jam occurs while the machine is printing out a large number of staple jobs, the set of sheets in question is not stapled.
1.03:04	Symptom corrected 1. SC222 misdetection during copying/printing. 2. The machine stalls or SC687 occurs if the machine switches to Energy Saver Mode while in the process of detecting the size of the original. Other: 1. Minor changes.
1.02:04	Miner software bug corrected
1.01:04	1st Mass production

Reissued: 09-Apr-12

Model: **AT-C2.5**	Date:22-Oct-10	No.: RD087003f

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Printer	Prepared by: H.Tamaki
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.09	*D0875572K*	*May 2012 production*	*Available*
1.08	D0875572J	March 2012 production	Available
1.06	D0875572F	May 2011 production	Available
1.05	D0875572E	March 2011 production	Available
1.04	D0875572D	February 2011 production	Available
1.02	D0875572C	January 2011 production	Available
1.01	D0875572B	November 2010 production	Available
1.00.1	D0875572A	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
1.09	*Symptom corrected:* *Minor bug correction.*
1.08	Symptom corrected Duplex will always be cancelled for jobs printed on Special 3 paper regardless of the Paper Thickness setting.
1.06	Symptom corrected: Anything that causes the MFP to NACK (such as a paper jam or staple/punch out of position) during the submission of an IPDS job might result in an SC899 error.
1.05	Symptom corrected: Batches of jobs being printed from the device hard disk (Locked Print jobs for example) might be interrupted by Normal Print jobs.
1.04	Other Changes: A new BitSwitch#9-4 has been added. When set to '1', if multiple collated copies are printed, the device no longer responds to PJL 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	Symptom corrected: The Job Reset dialogue can be displayed whenever there is an Active IPDS session, even if there is no job to reset.

Technical **B**ulletin

Reissued: 09-Apr-12

Model: **AT-C2.5**	Date:22-Oct-10	No.: RD087003f

Version	Modified Points or Symptom Corrected
1.01	Symptom corrected: 1. If a job is submitted while the Printer application is still in the process of starting up, the Printer application might stall with "Processing..." displayed on the operation panel. 2. If more than 48 IPDS Tray Forms have been registered, some of the Tray Form buttons ("User Tools/Counter > Printer Features > IPDS Menu > Tray Form") will have the word "None" overlapping the actual button text. Note: IPDS Tray Forms are registered via Web Image Monitor. 3. The data-in LED might not flash while an IPDS session is still active. The conditions of occurrence are too numerous to list, but a common condition is the use of staple or punch. 4. The "User Tools/Counter > System Settings > Tray Paper Settings > Printer Bypass Paper Size" default setting is "A4 SEF" but it should be "Auto Detect".
1.00.1	1st Mass production

Reissued: 13-Apr-12

Model: **AT-C2.5**	Date: 22-Oct-10	No.: RD087004c

RTB Reissue
The items in ***bold italics*** have been changed.

Subject: Firmware Release Note: Network DocBox	Prepared by: H. Tamaki
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.06	***D0875567E***	***May 2012 production***	***Available***
1.05	D0875567D	October 2011 production	Available
1.04	D0875567C	March 2011 production	Available
1.03	D0875567B	February 2011 production	Available
1.01	D0875567A	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
1.06	***Symptom corrected:*** ***1. The captured user name might be garbled. This occurs if User Administrator Authentication is enabled and if the user's "Key Display" setting is 16 byte in length.*** ***2. SmartDeviceMonitor's User Management Tool might fail to connect to the device or Address Management Tool might fail to delete users. This occurs if an address-book entry's "Login User Name" setting is 32 byte in length.***
1.05	Other changes: Scan to file would not allow the creation of PDF files if the "Master Password" setting was configured but the "Document Password" setting was not. After the fix, Scan to file will now allow the creation of PDF files under these conditions. This firmware is dependent on the following firmware modules. Please be sure to update all of them: <table><tr><td>Network DocBox</td><td>Ver 1.05</td><td>(D0875567D)</td></tr><tr><td>Scanner</td><td>Ver 01.07</td><td>(D0875570C)</td></tr><tr><td>Web Uapl</td><td>Ver 1.03</td><td>(D0875566C)</td></tr></table>
1.04	Symptom corrected: A memory leak may occur if the Capture feature is triggered.
1.03	Minor changes were applied to support the Japanese domestic model.
1.01	1st Mass production

Model: **AT-C2.5**	Date: 22-Oct-10	No.: RD087005h

RTB Reissue
The items in **_bold italics_** have been added.

Subject: Firmware Release Note: Network Support	Prepared by: Y. Urushihara
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ 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
10.63	D0875563K	December 2012 production	Available
10.62	D0875563J	May 2012 production	Available
10.60.2	D0875563H	March 2012 production	Available
10.59	D0875563E	October 2011 production	Available
10.58	D0875563D	May 2011 production	Available
10.55	D0875563C	February 2011 production	Available
10.54	D0875563B	November 2010 production	Available
10.51	D0875563A	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
10.63	Symptom corrected: 1. If "CNAME" is specified as the destination folder, ScanTo Folder will abort. 2. When NBT is "OFF", Brows list is not shown if touch the Browse Network button on destination folder of Scan to folder. 3. Cannot scan to share folders in Windows 8 **_and Windows Server 2012._** 4. Cannot scan to shared folders in Mac OS X 10.7(Lion), 10.8(Mountain Lion）. This firmware is dependent on the following firmware modules. Please be sure to update all of them: System/Copy firmware v2.06 (D0875562S) or later.
10.62	Symptom corrected: 1. 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. 2. 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.
10.60.2	Symptom corrected: 1. Printer hangs when multiple jobs are submitted in the same session to the printer's lpd from AS/400, HP-UX or Solaris.

Model: **AT-C2.5**	Date: 22-Oct-10	No.: RD087005h

Version	Modified Points or Symptom Corrected

10.59	Symptom corrected:
	1. Use of an IP address to send a Scan to SMB might result in the scanned document not being sent.
	2. Scan to SMB fails if the both of the following conditions are met.
	   - Either the device has NBT disabled or it is enabled but the device is unable to resolve the destination's NetBIOS name.
	   - One or more octets in the destination's IPv4 address contain leading zeros.
	3. 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.
	4. Jobs were intermittently cancelled if "LPR Byte Counting Enabled" was unchecked for LPR ports.

10.58	Symptom corrected: 1. 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). 2. The MFP icon might not be shown in the Windows "Network" dialogue if SSDP is enabled. This affected Windows Vista, 2008/R2, and 7. 3. The device might lose network connectivity if SSDP is enabled. Network connectivity could be temporarily restored after a power cycle.
10.55	Symptom corrected: 1. Chunk Transfer Encoding over an IPP port might results in print jobs being reset. 2. If SSDP = Active (Web Image Monitor > Configuration > Network Security), a high load on the CPU might result in the MFP stalling with an SC899 error.

10.54	Symptom corrected:
	1. Scan to SMB fails if the file submitted to the DFS folder in the destination and the files of the same name exist in the DFS folder.
	2. If Windows Authentication is enabled, printing a large number of copies of a job might take longer than might typically be expected.
	
	Other changes:
	----------------------- 	
	SSL-related changes:
	Note: The new field will only appear if Web Support firmware version 1.04 or later has also been applied to the device.
	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.
	2. Web Image Monitor now shows the certificate's key length in:
	   - Configuration > Security > Device Certificate > Details
	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:
	   - Configuration > Security > Network Security
	   - Configuration > Security > SSL/TLS
	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:

RICOH

Reissued: 18-Sep-14

| Model: **AT-C2.5** | Date: 22-Oct-10 | No.: RD087005h |

Version	Modified Points or Symptom Corrected
	- Configuration > Security > Network Security - Configuration > Security > SSL/TLS ----------------------- 5. For security reasons, the device will no longer accept SSL incoming, or establish outgoing, connections that use NULL or ADH ciphers.
10.51	1st Mass production

RICOH   **T**echnical **B**ulletin   **PAGE: 1/2**

Model: **AT-C2.5**	Date:22-Oct-10	No.:RD087006c

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release Note: Web Support	Prepared by: N.Yoshida
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.06	*D0875565D*	*February 2011 production*	*Not available*
1.05	D0875565C	January 2011 production	Not available
1.04	D0875565B	November 2010 production	Not available
1.02	D0875565A	1st Mass production	Available

Note: Definition of Availability of RFU
"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
1.06	*Symptom corrected:* *1. Web Image Monitor wording errors in various European languages.* *2. Wording errors (EU languages) were corrected.*
1.05	Miner spec change.
1.04	Symptom corrected: Paper sizes configured for a specific tray using inches (not mm) via Web Image Monitor ("Web Image Monitor > Configuration > Device Settings > Paper") might result in a paper mismatch when an IPDS job is submitted. Other changes: SSL-related changes: Note: The new fields will only appear if Network Support firmware version 10.54 or later has also been applied to the device. 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. 2. Web Image Monitor now shows the certificate's key length in: - Configuration > Security > Device Certificate > Details 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

Model: **AT-C2.5**	Date:22-Oct-10	No.:RD087006c

Version	Modified Points or Symptom Corrected
	from either of the following locations: - Configuration > Security > Network Security - Configuration > Security > SSL/TLS 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: - Configuration > Security > Network Security - Configuration > Security > SSL/TLS
1.02	1st Mass production

Technical **B**ulletin

Reissued: 14-Oct-11

Model: **AT-C2.5**	Date:22-Oct-10	No.: RD087007b

RTB Reissue
The items in bold italics have been corrected.

Subject: Firmware Release Note: Web Uapl	Prepared by: H.Tamaki
From: MFP/Printer Tech Service Dept., 1st Tech Service Sect.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.03	*D0875566C*	*October 2011 production*	*Available*
1.02	D0875566B	February 2011 production	Available
1.01	D0875566A	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
1.03	*Other changes:* *1. Scan to file would not allow the creation of PDF files if the "Master Password" setting was configured but the "Document Password" setting was not. After the fix, Scan to file will now allow the creation of PDF files under these conditions.* *This firmware is dependent on the following firmware modules. Please be sure to update all of them:* *Network DocBox Ver. 1.05 (D0875567D)* *Scanner Ver. 01.07 (D0875570C)* *Web Uapl Ver. 1.03 (D0875566C)*
1.02	Japanese domestic model only: A minor change related to IP-FAX was made.
1.01	1st Mass production

Reissued: 23-Feb-12

Model: **AT-C2.5**	Date:20-Oct-10	No.: RD087008d

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: OpePanel	Prepared by: H.Tamaki
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

US Models

Version	Program No.	Effective Date	Availability of RFU
1.06	*D0871491F*	*March 2012 production*	*Available*
1.05	D0871491E	February 2011 production	Available
1.04	D0871491D	January 2011 production	Available
1.03	D0871491C	December 2010 production	Available
1.02	D0871491B	1st Mass production	Available

EU Models

Version	Program No.	Effective Date	Availability of RFU
1.06	*D0871492F*	*March 2012 production*	*Available*
1.05	D0871492E	February 2011 production	Available
1.04	D0871492D	January 2011 production	Available
1.03	D0871492C	December 2010 production	Available
1.02	D0871492B	1st Mass production	Available

ASI_TWN Models

Version	Program No.	Effective Date	Availability of RFU
1.06	*D0871493F*	*March 2012 production*	*Available*
1.05	D0871493E	February 2011 production	Available
1.04	D0871493D	January 2011 production	Available
1.03	D0871493C	December 2010 production	Available
1.02	D0871493B	1st Mass production	Available

CHN Models

Version	Program No.	Effective Date	Availability of RFU
1.06	*D0871457D*	*March 2012 production*	*Available*
1.05	D0871457C	February 2011 production	Available
1.04	D0871457B	January 2011 production	Available
1.03	D0871457A	December 2010 production	Available
1.01	D0871457	1st Mass production	Available

Model: **AT-C2.5**	Date:20-Oct-10	No.: RD087008d

KOR Models

Version	Program No.	Effective Date	Availability of RFU
1.01	D0871459	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.

US Models

Version	Modified Points or Symptom Corrected
1.06	*Other changes:* *A software button was added to the Copier screen, which can be assigned to specific SDK applications.* *Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.*
1.05	Other changes: The following message will be displayed while the encryption is being performed: "Do not turn off the power while the encryption is still in progress."
1.04	Words and phrases related to @Remote were added to the display.
1.03	Symptom corrected: "Select Thick Paper 2" is displayed when a postcard is loaded in the bypass tray for duplex printing. Note: By specification, the Thick Paper 2 setting cannot be used with duplex printing.
1.02	1st Mass production

EU Models

Version	Modified Points or Symptom Corrected
1.06	*Other changes:* *A software button was added to the Copier screen, which can be assigned to specific SDK applications.* *Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.*
1.05	Other changes: The following message will be displayed while the encryption is being performed: "Do not turn off the power while the encryption is still in progress."
1.04	Words and phrases related to @Remote were added to the display.
1.03	Symptom corrected: "Select Thick Paper 2" is displayed when a postcard is loaded in the bypass tray for duplex printing. Note: By specification, the Thick Paper 2 setting cannot be used with duplex printing.
1.02	1st Mass production

RICOH   **T**echnical **B**ulletin

Reissued: 23-Feb-12

Model: **AT-C2.5**	Date:20-Oct-10	No.: RD087008d

ASI_TWN Models

Version	Modified Points or Symptom Corrected
1.06	***Other changes:*** ***A software button was added to the Copier screen, which can be assigned to specific SDK applications.*** ***Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.***
1.05	Other changes: The following message will be displayed while the encryption is being performed: "Do not turn off the power while the encryption is still in progress."
1.04	Words and phrases related to @Remote were added to the display.
1.03	Symptom corrected: "Select Thick Paper 2" is displayed when a postcard is loaded in the bypass tray for duplex printing. Note: By specification, the Thick Paper 2 setting cannot be used with duplex printing.
1.02	1st Mass production

CHN Models

Version	Modified Points or Symptom Corrected
1.06	***Other changes:*** ***A software button was added to the Copier screen, which can be assigned to specific SDK applications.*** ***Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.***
1.05	Other changes: The following message will be displayed while the encryption is being performed: "Do not turn off the power while the encryption is still in progress."
1.04	Words and phrases related to @Remote were added to the display.
1.03	Symptom corrected: "Select Thick Paper 2" is displayed when a postcard is loaded in the bypass tray for duplex printing. Note: By specification, the Thick Paper 2 setting cannot be used with duplex printing.
1.01	1st Mass production

KOR Models

Version	Modified Points or Symptom Corrected
1.01	1st Mass production

RICOH

Technical **B**ulletin

Reissued: 23-Feb-12

Model: **AT-C2.5**	Date:20-Oct-10	No.: RD087009c

RTB Reissue
The items in **bold italics** have been added.

Subject: Firmware Release Note: Language Install	Prepared by: H.Tamaki
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

This RTB has been issued to announce the firmware release information for the
Language Install.

Version	Program No.	Effective Date	Availability of RFU
1.06	*D0871496D*	*March 2012 production*	*Not available*
1.05	D0871496C	February 2011 production	Not available
1.04	D0871496B	January 2011 production	Not available
1.03	D0871496A	December 2010 production	Not available
1.02	D0871496	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
1.06	*Other changes:* *A software button was added to the Copier screen, which can be assigned to specific SDK applications.* *Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.*
1.05	Other changes: A message is now displayed during HDD encryption instructing the user not to turn off the power.
1.04	Minor spec change related to @Remote.
1.03	Symptom corrected: "Select Thick Paper 2" is displayed when a postcard is loaded in the bypass tray for duplex printing. Note: By specification, the Thick Paper 2 setting cannot be used with duplex printing.
1.02	1st Mass production

Technical **B**ulletin

Reissued: 13-Oct-11

Model: **AT-C2.5**	Date: 20-Oct-10	No.: RD087010b

RTB Reissue

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

Subject: Firmware Release Note: Scanner	Prepared by: H. Tamaki
From: MFP/Printer Tech Service Dept., 1st Tech Service Sect.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
01.07	*D0875570C*	*October 2011 production*	*Available*
01.06	D0875570B	May 2011 production	Available
01.05	D0875570A	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
01.07	*Other changes:* *Scan to file would not allow the creation of PDF files if the "Master Password" setting was configured but the "Document Password" setting was not. After the fix, Scan to file will now allow the creation of PDF files under these conditions.* *This firmware is dependent on the following firmware modules. Please be sure to update all of them:* <table><tr><td>*Network DocBox*</td><td>*Ver 1.05*</td><td>*(D0875567D)*</td></tr><tr><td>*Scanner*</td><td>*Ver 01.07*</td><td>*(D0875570C)*</td></tr><tr><td>*Web Uapl*</td><td>*Ver 1.03*</td><td>*(D0875566C)*</td></tr></table>
01.06	Minor bug corrected (Japanese model only).
01.05	1st Mass production

| Subject: Firmware Release Note: ARDF(DF3050) | | Prepared by: N.Yoshida |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | |

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

This RTB has been issued to announce the firmware release information for the **ARDF (DF3050).**

Version	Program No.	Effective Date
01.010:05	D5415300B	1st Mass production

Version	Modified Points or Symptom Corrected
01.010:05	1st Mass production

RICOH

Technical **B**ulletin

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Model: **AT-C2.5**	Date:20-Oct-10	No.: RD087012

Subject: Firmware Release Note: RPCS			Prepared by: N.Yoshida	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.				
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required	
	☐ Mechanical	☐ Electrical	☐ Service manual revision	
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information	
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2	

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

Version	Program No.	Effective Date
3.10.14	D0875574A	1st Mass production

Version	Modified Points or Symptom Corrected
3.10.14	1st Mass production

Technical **B**ulletin

Reissued: 29-Dec-10

Model: **AT-C2.5**	Date:20-Oct-10	No.: RD087013a

RTB Reissue
The items in bold italics have been corrected.

Subject: Firmware Release Note: MediaPrint	Prepared by: N.Yoshida
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date
1.02.01	*D0875589B*	*November 2010 production*
1.01.00	D0875589A	1st Mass production

Version	Modified Points or Symptom Corrected
1.02.01	*Symptom Corrected* *1. The LCD flickers if the Paper End condition occurs during a Media Print job, and the machine then tries (but fails to) switch over to Energy Saver mode.* *2. A memory leak can occur if the operator repeatedly switches between the password entry screen and the file list screen.*
1.01.00	1st Mass production

RICOH **T**echnical **B**ulletin

PAGE: 1/2

Reissued: 09-Nov-15

Model: **AP-C2.5/AT-C2.5**	Date: 20-Oct-10	No.: RD089010f

RTB Reissue

The items in **_bold italics_** have been corrected or added.

Subject: Firmware Release Note: PCL	Prepared by: Y. Taniguchi
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
_1.08_	**_D0895580G_**	**_December 2015 production_**	**_Available_**
1.07	D0895580F	December 2014 production	Available
1.06	D0895580E	December 2012 production	Available
1.05	D0895580D	April 2012 production	Available
1.04	D0895580C	July 2011 production	Available
1.03	D0895580B	May 2011 production	Available
1.02	D0895580A	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
_1.08_	**_Symptom corrected:_** **_PCL6 jobs containing raster images and submitted using an Office 2010 application, might cause the device to throw an SC899. (GFPR#RE12010015, GFPR#RE15020032)_**
1.07	Symptom corrected: 1. Additional condition that caused "SC899 caused by the printing of specific kinds of TrueType fonts in PCL jobs" to still occur after the release of v1.06. (GFPR#RE11070014, GFPR#RC12050012, GFPR#RE12080003, GFPR#RE13010012, GFPR#RE13020020) 2. Characters or symbols missing from the printouts of jobs containing HP-GL/2. (GFPR#RC10070002) 3. A PCL XL error might occur when using the Citrix UPD to print. 4. If the glyph data of TrueType fonts includes hinting information that is on the edge of the frame, an SC899 error might occur. (GFPR#RC14030010)
1.06	Symptom corrected 1. Fixed: SC899 caused by the printing of specific kinds of TrueType fonts in PCL jobs. (GFPR#RE11070014, GFPR#RC12050012, GFPR#RE12080003)

Model: **AP-C2.5**/**AT-C2.5**	Date: 20-Oct-10	No.: RD089010f

Version	Modified Points or Symptom Corrected
1.05	Symptom corrected 1. SC899 caused by the printing of specific kinds of scalable TrueType fonts. (GFPR#RE11100007) 2. SC899 caused by the printing of specific kinds of scalable TrueType fonts. (GFPR#CN11110001) 3. The use of a PCL5 macro results in an extra blank page being added to the job. (GFPR#RE11110012)
1.04	Other changes: 1. Shifted characters in duplex PCL jobs containing macros that use either of the following commands: <ESC>&l#U <ESC>&l#Z 2. Characters or symbols missing from the printouts of jobs containing HP-GL/2.
1.03	Symptom corrected: 1. The color of objects in a PCL5 macro might not have been assigned a color, resulting in them being the same color as the background. This made them invisible. 2. The wrong font might be used in PCL5 jobs containing PCL5 macros. This could result in text appearing differently than expected.
1.02	1st Mass production

RICOH

Model: **AP-C2.5/AT-C2.5**	Date:21-Oct-10	No.: RD089013

Subject: Firmware Release Note: Data Erase Std		Prepared by: N.Yoshida
From: 1st Overseas Tech Support Sec., 1st PQM Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other (Firmware)	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

This RTB has been issued to announce the firmware release information for the **Data Erase Std.**

Version	Program No.	Effective Date
1.01x	D3775922	1st Mass production

Version	Modified Points or Symptom Corrected
1.01x	1st Mass production

Model: AT-C2.5	Date: 25-Nov-10	No.: RD087014a

RTB Reissue

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

Subject: NV-RAM replacement procedure	Prepared by: H. Matsui
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Service Manual Revision
Pg. *321-322*

The **NVRAM** replacement procedure contained in the Service Manual **should be** revised. **In addition to the existing procedure, whose title is "NVRAM on the BICU", please add the procedure, whose title is "NVRAM on the Controller Board".**

NVRAM Replacement Procedure

NVRAM on the Controller Board

Make sure that you have the SMC report (factory settings). This report comes with the machine.

1. Output the SMC data ("ALL") using SP5-990-001.
2. Turn off the main switch.
3. Remove the VM card from SD card Slot #2 (lower slot).
4. Insert a blank SD card into Slot #2, and then turn on the main power switch.
5. Upload the NVRAM data to the blank SD card using SP5-824-001 (NVRAM Data Upload).
6. Turn off the main power switch, and then unplug the AC power cord.
7. Remove the SD card containing the NVRAM data from Slot #2.
8. Replace the NVRAM on the **Controller Board** with a new one.
9. Plug in the AC power cord, and then turn ON the main power switch.

> IMPORTANT: When you do this, SC995-02 (Defective NVRAM) will be displayed. However, DO NOT turn off the main power switch. Continue with this procedure.

10. Re-insert the SD card that you removed in Step 7 back into Slot #2.
11. Download the old NVRAM data from the SD card onto the new NVRAM using SP5-825-001 (NVRAM Data Download).
    Note: This will take about 2 or 3 minutes.

Model: AT-C2.5	Date: 25-Nov-10	No.: RD087014a

12. Turn off the main power switch, and then remove the SD card from Slot #2.
13. Insert the VM card into Slot #2.
14. Turn on the main power switch.
15. Output the SMC data ("ALL") using SP5-990-001, and make sure that it matches the SMC data you printed out in step 1 above (except for the value of the total counter).

   Note: The value of the total counter is reset to "0" when the NVRAM is replaced.

16. Do Process Control Self-check.
17. Do ACC for the Copier function.
18. Do ACC for the Printer function.

IMPORTANT:
Do all of the following if **SP5-824-001** (NVRAM Data Upload) and **SP5-825-001** (NVRAM Data Download) cannot be performed for some reason:

1. Replace the NVRAM and Security SD card together as a set with new ones.
2. Manually enter all data on the SMC report (factory settings).
3. ***Install the Security SD functions (Data overwrite and HDD encryption) again. See RTB #RGene039 for the procedure.***

Model: AT-C2.5	Date: 25-Nov-10	No.: RD087014a

Additional reference:

This machine has two types of NVRAM.

(1) NVRAM on the BICU
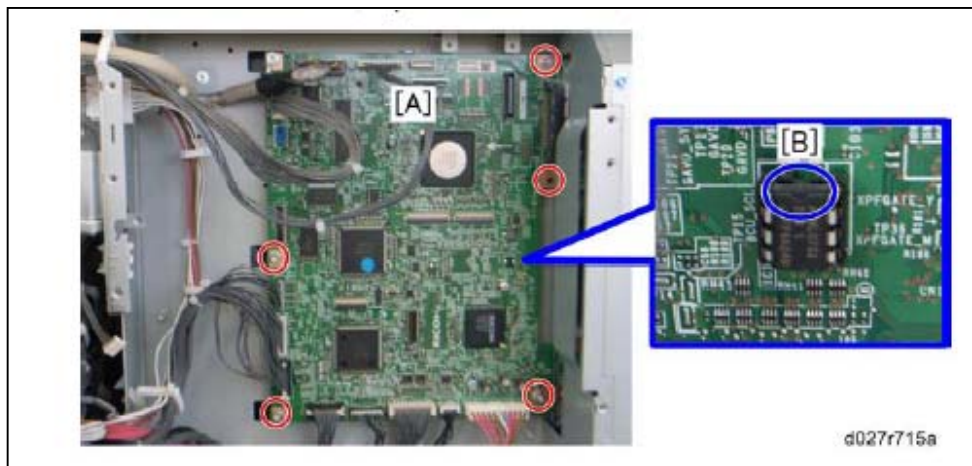
The NVRAM on the BICU is shown above as [B] on the BICU board [A] (See Pg. 313 in the FSM)
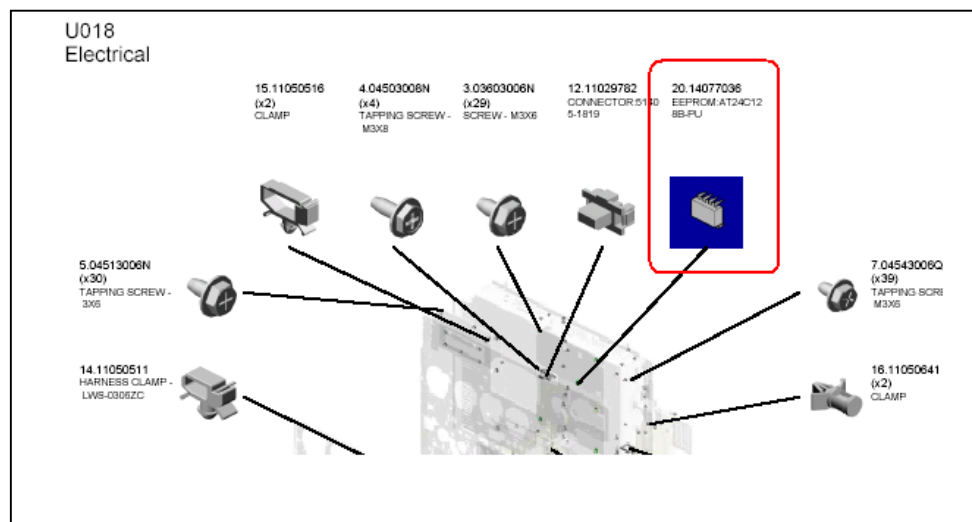
The NVRAM on the BICU is called 'EEPROM' in the parts catalog on page "U018 Electrical".

Model: AT-C2.5	Date: 25-Nov-10	No.: RD087014a

(2) NVRAM on the Controller Board
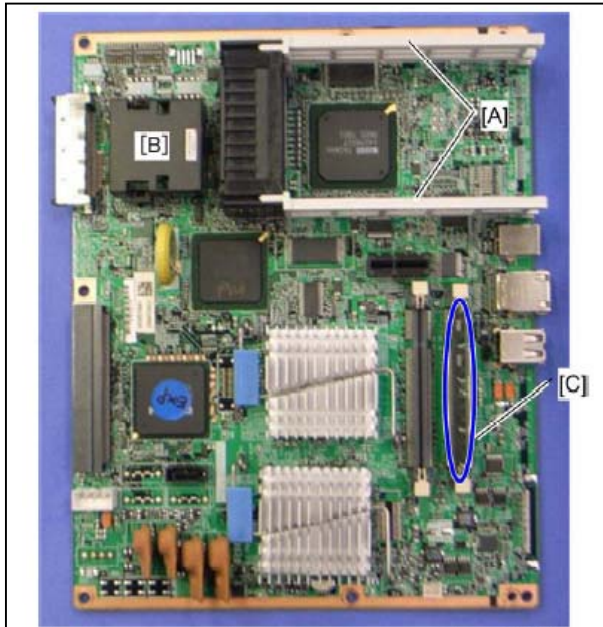
The NVRAM on the Controller Board is shown as [B] in the above photograph (See Pg. 318 in the FSM).
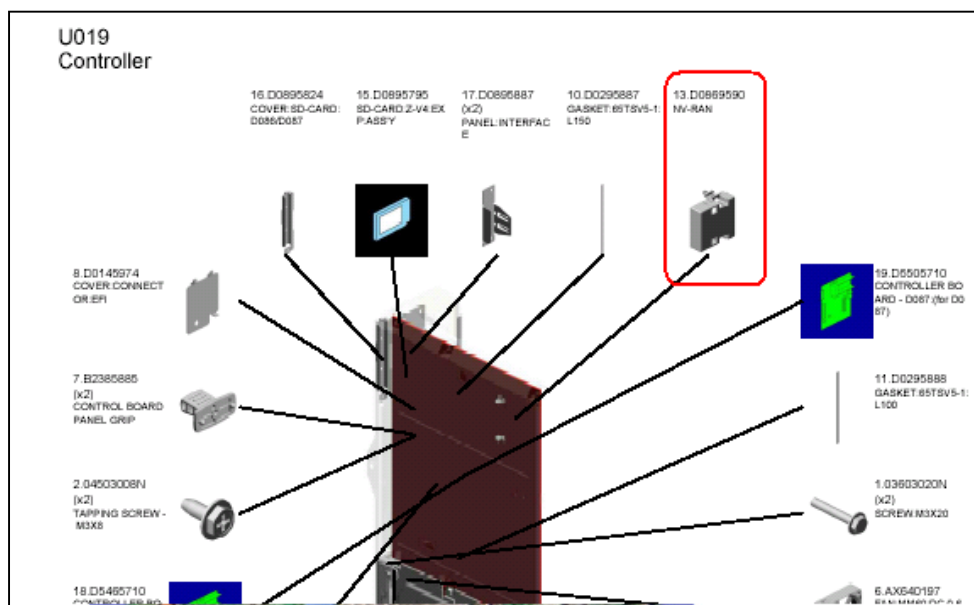
The NVRAM on the Controller Board is also called 'NVRAM' in the parts catalog on page "U019 Controller".

Technical **B**ulletin

PAGE: 1/1

Model: **AT-C2.5**	Date: 30-Nov-10	No.: RD087015c

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:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.5.900	*D0895595D*	*November 2011 production*	*Not available*
1.5.700	D0895595C	June 2011 production	Not available
1.5.600	D0895595B	November 2010 production	Not available
1.5.300	D0895595A	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
1.5.900	*Symptom corrected:* *Error in rotation processing for scanning.*
1.5.700	Minor bug correction.
1.5.600	Minor bug correction.
1.5.300	1st Mass production

Model: AT-C2.5	Date: 01-Dec-10	No.: RD087016

Subject: "Please Wait" displays when fax is installed	Prepared by: N.Yoshida
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

Symptom

The LCD displays "Please Wait", or the machine does not detect the fax option when the fax option is installed.

Cause

The screw [A] shown below touches the fax I/F board, causing a short circuit.
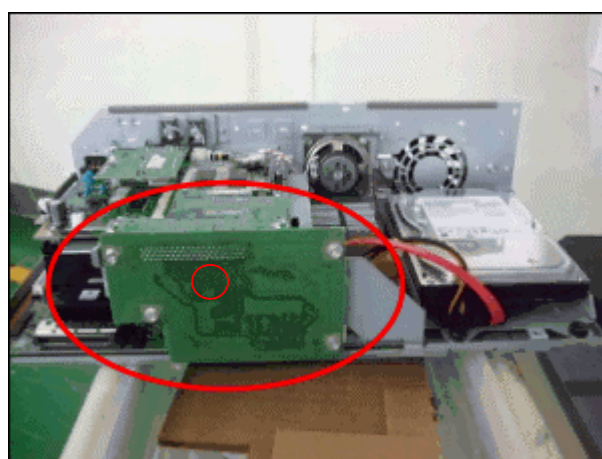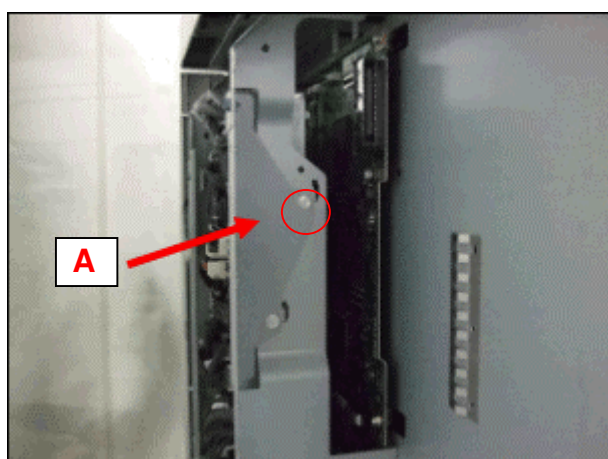
Solution

Production line

The screw [A] was shortened and the shape of the two screws [B] fixing the plate in place was changed.

In the field

Do the procedure on the next page.

4. Remove the two screws [B] fixing the plate in place.
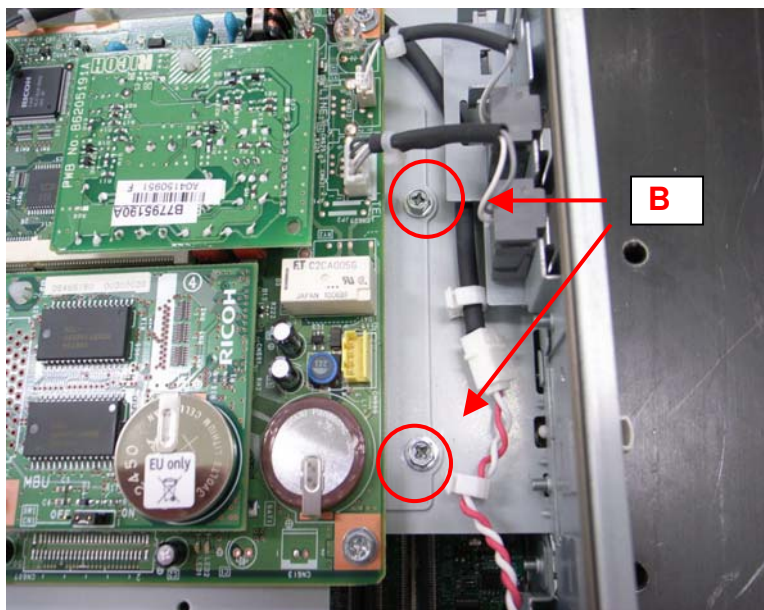
2. Shift the fax board to the right (toward the edge of the controller box) until the screws [B] touch the leftmost edge of the screw holes.
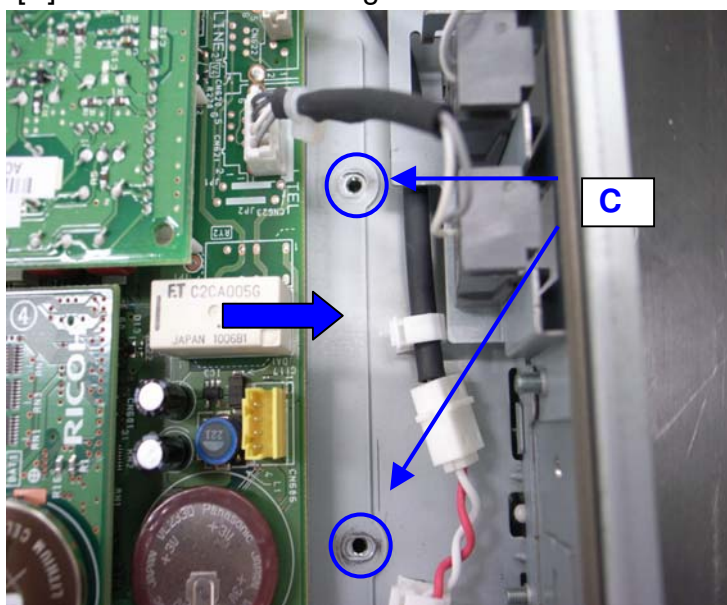
3. Tighten the screws [B] again.
4. Make sure that the fax I/F board does not touch any of the screws.

Model: AT-C2.5	Date: 02-Dec-10	No.: RD087017a

Subject: Bk development unit at installation	Prepared by: N.Yoshida
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

RTB Reissue

The areas in **bold/italics** were revised, added, or deleted.

Developer and Toner Bottles

d027i106
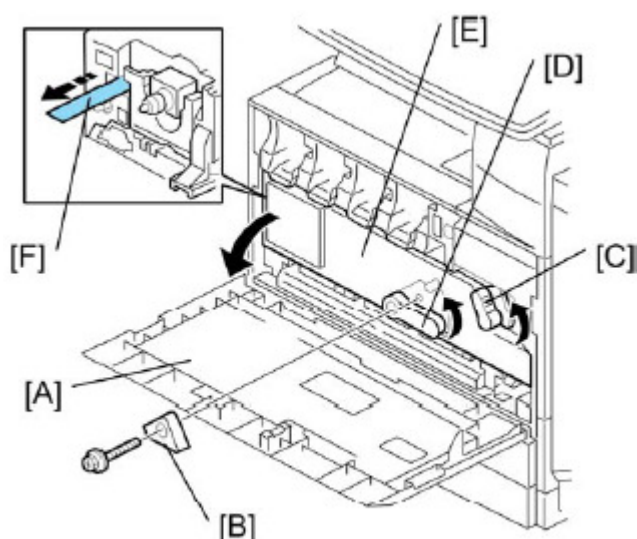
1. Open the front door [A].
   - ~~GSA model (-57) and EU models (-27) do not require steps from 2 to 7. Skip to step 8 if you install these models.~~
2. Remove the stopper [B] (screw x 1).
   NOTE:
   This stopper locks the drum positioning plate lever.
3. Release the image transfer unit lock lever [C], and turn the drum positioning plate lever [D] counterclockwise.
4. Open the drum positioning plate [E].
5. Remove all tapes [F] from ~~the four~~ **the BK** development unit **only**.
   NOTE:
   When you remove the tape from the development unit, hold the development unit with your hand, and then pull the tape.

6. Close the drum positioning plate. Then lock the image transfer unit lock and turn the drum positioning plate lever clockwise.
7. Lock the drum positioning plate lever with the stopper [B] (screw x 1).
8. Shake each toner bottle five or six times.
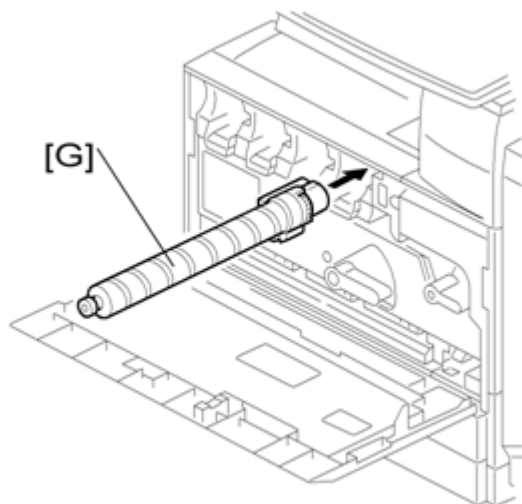
9. Install each toner bottle [G] in the machine.
   NOTE:
   The black toner bottle is unique for the D088/D089 models. The black toner bottle for the previous models (D027/D029) cannot be used in the D088/D089 models.
   The other color toner bottles are common with previous models.
10. Close the front door.

Model: AT-C2.5	Date: 14-Jan-11	No.: RD087018

Subject: Important notes for installing the Color Controller E-3200	Prepared by: C.Tsuji
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

This Technical Bulletin contains important notes concerning the installation of the Color Controller E-3200 with Model AT-C2.5.

Approved Firmware for the Model AT-C2.5 for connection with the E-3200 Controller

Make sure that the firmware modules for Model AT-C2.5 are upgraded as follows at the E-3200 installation.

Engine: 1.03:04 or newer

System/Copy: 1.03 or newer

Fax: 02.00.00 or newer

Web Support: 1.05 or newer

SP mode setting for E-3200 Controller

As written in the service manual, the following SP values of Model AT-C2.5 must be changed at the E-3200 installation.

SP#: **5193-001**
Value: **1** (Default:0)
*The valid external controller will be specified as "Fiery controller".

SP#: **5895-001**
Value: **1** (Default:0)
*This setting disables the pre-installed GW printer feature.
 GW printer must be disabled when using E-3200.

Information: System Software DVD is included in the box.

System Software DVD is included in the product carton box.
This DVD should be used when the controller has any problem (system software problem, HDD replacement, etc.).

On the DVD label, it is printed "For Service Only".

The USB Prep Tool (a utility that enables to install the system software from USB drive) will be provided via the firmware download site.

Model: AT-C2.5	Date: 14-Jan-11	No.: RD087019

Subject: Release of USB Prep Tool Ver.1.3	Prepared by: C.Tsuji
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☐ Tier 2

This RTB is the release note for the USB Prep Tool Ver.1.3 that can be used when re-installing the system software for E-3200.

About USB Prep Tool

USB Prep Tool is utility software for service use only.
This utility can be used when reinstalling the system software using a USB memory drive.

For details of how to use this utility, please read "**Installing System Software Using a USB Drive**" in the E-3200/E-5200 service manual.

Installation Procedure

1. If a previous version of USB prep tool is already installed in your PC, uninstall it.
2. Extract D5027660.exe, until you get the PT folder.
3. Open the PT folder.
4. Double click on the "Setup.exe" to install the application.
5. Check the legal notice and go through the installation.

Reissued: 12-Apr-12

Model: **AT-C2.5**	Date: 18-Jan-11	No.: RD087020c

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Java VM v7 std UpdateTool		Prepared by: H. Tamaki	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

This RTB has been issued to announce the firmware release information for the **Java VM v7 std Update Tool.**

Version	Program No.	Effective Date	Availability of RFU
7.17.04	*D0895594G_upd*	*March 2012 production*	*Not available*
7.16.07	D0895594F_upd	November 2011 production	Not available
7.14.03	D0895594E_upd	June 2011 production	Not available
7.09.03	D0895594C_upd	November 2010 production	Not available
-	-	1st Mass production	-

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
7.17.04	*Other changes:* *1. A software button was added to the Copier screen, which can be assigned to specific SDK applications.* *Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.* *2. Software Keyboard type was changed for Taiwan model.*
7.16.07	Symptom corrected: 1. SDK/J starting logo screen does not change. 2. Vulnerability to the re-negotiation of SSL/TLS. 3. Multi installation to HDD fails for VM card Type-C applications. 4. Other minor bug corrections. Other changes: 1. Kerberos certification corresponding to RC4-HMAC code form. 2. VM card Type-C application remote installation. 3. Support for eDC-i1.2.

Model: **AT-C2.5**	Date: 18-Jan-11	No.: RD087020c

Version	Modified Points or Symptom Corrected
7.14.03	Supported: Support for eDC-i1.2 and Remote Install Manager V1.1 was added. Fixed: 1. May not be able to stop the application from the User Tools/Counter/Enquiry screen if an SDK application takes more than 15 seconds to start up. 2. The device may stall if an SDK application takes more than 15 seconds to start up. 3. SC997 can occur if an SDK application takes more than 15 seconds start up. 4. If machine authentication is enabled, pressing the System Settings button on the User Tools/Counter/Enquiry screen has no effect, even when logged in as a machine administrator. 5. 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. 6. The maximum paper size retrieved from the device is larger than the actual maximum scannable/printable size. Others: The Java VM v7.xx update tool has been merged into a single download object (self-extracting archive) which can be used for all supported models. A list (list.txt) of supported VM card part nos. is included in the update archive.
7.09.03	Minor bug correction.
-	1st Mass production

Model: AT-C2.5	Date: 26-Jan-11	No.: RD087021

Subject: IPDS option release	Prepared by: N.Yoshida		
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☒ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

Important Information About the IPDS Option and Printer Firmware

● The IPDS option is supported from the following Printer firmware versions. To use the option, install these versions:

    AP-C2.5:   **Printer ver1.01** or later
    AT-C2.5:   **Printer ver1.02** or later

● If older versions are used, the following symptoms can occur:

➢ The word "None" is displayed over some Tray Form buttons if more than 48 IPDS Tray Forms have been registered.
    Note: IPDS Tray Forms are registered via Web ImageMonitor.

➢ The data-in LED may not flash while an IPDS session is still active.

➢ The Job Reset dialogue may be displayed during an Active IPDS session, even if there is no job in progress.

Technical **B**ulletin

Model: AT-C2.5	Date:	No.: RD087022

Subject: Printer Service Mode	Prepared by: N. Yoshida
From: 1st Ovearseas Tech Support Sec, 1st PQM Dept	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

Please add the following information written in **bold italics** to Section 5 "System Maintenance: Service Program Mode Tables" of the D086/D087 Service Manual (pg.654).

Printer Service Mode

SP1-XXX (Service Mode)

1001	**Bit Switch**		
009	Bit Switch 9	0	1

			0	1
bit 0	PDL Auto Detection timeout of jobs submitted via USB or Parallel Port (IEEE 1284).		Disable (Immediately)	Enable (10 seconds)
	To be used if PDL auto-detection fails. A failure of PDL auto-detection does not necessarily mean that the job cannot be printed. This bit switch tells the device whether to time-out immediately (default) upon failure or to wait 10 seconds.			
bit 1	DFU		-	-
bit 2	Job Cancel		Disable (Not Cancelled)	Enable (Canceled)
	If this bit switch, all jobs will be cancelled after a jam occurs. Note: If this bitsw is enabled, printing under the following conditions might result in problems: - Job submission via USB or Parallel Port - Spool printing (WIM >Configuration > Device Settings > System)			
bit 3	DFU			
bit 4	***Timing of the PJL Status ReadBack (JOB END) when printing multiple collated copies.***		***Disabled***	***Enabled***
	This bit switch determines the timing of the PJL USTATUS JOB END sent when multiple collated copies are being printed. ***0 (default): JOB END is sent by the device to the client after the first copy has completed printing. This causes the page counter to be incremented after the first copy and then again at the end of the job.*** ***1: JOB END is sent by the device to the client after the last copy has finished printing. This causes the page counter to be incremented at the end of each job.***			
bit 5 to 7	DFU		-	-

RICOH **T**echnical **B**ulletin

PAGE: 1/1

Reissued: 24-Dec-14

Model: **AT-C2.5**	Date: 27-Jan-11	No.: RD087023e

RTB Reissue

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

Subject: Firmware Release Note: Fax	Prepared by: Y. Urushihara
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
06.00.00	***D0875569F***	***December 2014 production***	***Available***
05.00.00	D0875569E	May 2012 production	Available
04.00.00	D0875569D	May 2011 production	Available
03.00.00	D0875569C	February 2011 production	Available
02.00.00	D0875569B	January 2011 production	Available
01.00.00	D0875569A	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
06.00.00	***Symptom corrected:*** ***1. A stored reception document is deleted if a paper loading error (incorrect loading or tray overload） occurs when the user tries to print it out.*** ***2. SC899 may occur during FAX function is in use***
05.00.00	Symptom corrected: The following may occur when using an SDK application. - The FAX function does not appear in the User Tools menu - The FAX function cannot be accessed from the LCD - The machine cannot be rebooted from inside WIM, and the following message is displayed: "This device is currently in use by other functions. Please try again later."
04.00.00	Minor bug corrected (Japanese model only).
03.00.00	Minor spec change for Japanese market
02.00.00	Symptom Corrected Even when automatic paper size detection is enabled, the machine reverts to the default size used when the paper size is undetectable (i.e. A5).
01.00.00	1st Mass production

Reissued: 03-Apr-12

Model: **AT-C2.5**	Date: 27-Jan-11	No.: RD087024f

RTB Reissue
The items in bold italics have been added.

Subject: Firmware Release Note: PowerSaving Sys	Prepared by: H.Tamaki
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

This RTB has been issued to announce the firmware release information for the
PowerSaving Sys.

Version	Program No.	Effective Date	Availability of RFU
F.19	**D0875560F**	**May 2012 production**	**Available**
F.18	D0875560E	December 2011 production	Available
F.17	D0875560D	October 2011 production	Available
F.15	D0875560C	April 2011 production	Available
F.14	D0875560B	March 2011 production	Available
F.13	D0875560A	November 2010 production	Available
F.11	D0875560	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
F.19	**Symptom corrected:** **1. Margin improvement for SC816-26 and SC816-49.**
F.18	Symptom corrected: SC816-16 occurs when the machine starts up, and cannot be cleared until the main power is turned OFF/ON.
F.17	Symptom corrected 1. SC816-38 occurs when the ADF is opened or originals are put on ADF after the machine recovers from energy saving mode. 2. Machine does not detect paper size after recovering from energy saving mode when ADF is opened or originals are put on the ADF. 3. SC816-94 occurs when the machine receives SNMP packet while in energy saving mode.
F.15	Symptom corrected: The machine does not recover from STR (Suspend to RAM) mode or sleep mode under the following conditions. - USB cable is not connected, and - System F/W v2.03 or earlier and Power Saving System vF.14 are installed
F.14	Minor spec changed.
F.13	Minor spec changed.

Reissued: 03-Apr-12

Model: **AT-C2.5**	Date: 27-Jan-11	No.: RD087024f

Version	Modified Points or Symptom Corrected
F.11	1st Mass production

RICOH

Technical **B**ulletin

Model: AT-C2.5	Date: 16-Feb-11	No.: RD087025

Subject: SC899		Prepared by: N.Yoshida			
From: 1st Overseas Tech Support Sec., 1st PQM Dept.					
Classification:	☐ Troubleshooting	☐ Part information		☐ Action required	
	☐ Mechanical	☐ Electrical		☒ Service manual revision	
	☐ Paper path	☐ Transmit/receive		☐ Retrofit information	
	☐ Product Safety	☐ Other ( )		☒ Tier 2	

Service Manual Revision

The following SC was added.

		Software error	GW
SC899	D	A software error occurred in the GW controller.	
		▪ Cycle the machine off/on ▪ Update the controller firmware ▪ Controller board is defective	

RICOH

Technical Bulletin

Model: AT-C2.5	Date: 16-Feb-11	No.: RD087026

Subject: SC899 when accessing from WIM	Prepared by: N.Yoshida
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

Symptom

SC899 occurs if the MFP is accessed from WIM after receiving an IP-FAX.
NOTE: "bmlinksd" is shown on SMC 7990.

7990-01	ＳＣ詳細情報表示	最新ＳＣ ：ファイ	bmlinksd
		最新ＳＣ ：発生行	134683364
		最新ＳＣ ：値	11
-02		最新１ＳＣ ：ファ	bmlinksd
		最新１ＳＣ ：発生	134683364
		最新１ＳＣ ：値	11

Cause

Firmware bug

Solution

Update the Network Support firmware to **ver.10.55 or later.**

RICOH **T**echnical **B**ulletin

Reissued: 19-Apr-12

Model: **AT-C2.5**	Date: 18-Feb-11	No.: RD087027c

RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: RemoteFax		Prepared by: H.Tamaki	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
05.00.00	*D0875564E*	*May 2012 production*	*Available*
04.00.00	D0875564D	July 2011 production	Available
03.00.00	D0875564C	March 2011 production	Available
02.00.00	D0875564B	February 2011 production	Available
01.00.00	D0875564A	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
05.00.00	*Symptom corrected:* *Minor bug correction.*
04.00.00	Symptoms corrected: 1. The EOP signal is not received from the sender and the job is terminated when communicating in non-ECM mode. 2. A communication error occurs when communicating in non-ECM mode or MH mode over an NGN internal line. 3. The transmission speed of the image data is slow when using NGN mode/ECM.
03.00.00	Minor bugs corrected (Japanese model only).
02.00.00	Minor software bug corrected.
01.00.00	1st Mass production

Model: **AT-C2.5**	Date: 01-Mar-11	No.: RD087028

Subject: Firmware Release Note: animation		Prepared by: N.Yoshida
From: 1st Overseas Tech Support Sec., 1st PQM Dept.		

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.00	D0875568A	1st Mass production	Available

Note: Definition of Availability of RFU
"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
1.00	1st Mass production

Model: AT-C2.5	Date: 15-Mar-11	No.: RD087029

Subject: Can not detect USB connection	Prepared by: N.Yoshida
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☒ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

SYMPTOM

The following occurs when the machine and PC are connected via USB:

- The PC does not detect the machine (Plug and Play error), or
- The machine cannot print out

CAUSE

The USB connection is disabled under the following conditions:

- The PC is in Sleep mode or the system standby condition, or its power is off.
- The machine is in Sleep mode (Controller OFF mode).

SOLUTION

1. Set **SP5-191-001** to a value of "**0**".

   SP5-191-001: Power Setting: Power STR

   0: Not enter Controller OFF mode

   1: Enter the Controller OFF mode

2. Update the System firmware to the following version that contains the solution for this symptom, which will be released in March 2011.

   AT-C2.5: System 1.05 or later.

   AP-C2.5: System 2.04 or later.

Reissued:14-Apr-11

Model:AT-C2.5	Date: 14-Apr-11	No.:RD087030a

RTB Reissue

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

Subject: Installation Procedure for CC certified DOSS	Prepared by: N.Yoshida
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

Important Information on the Release of the CC-certified DOSS Type H

Overview

- The AT-C2.5 and AP-C2.5 now support the **DOSS Type H.**
- To achieve this, the System firmware was modified. For a list of the target models and supported System software for each, see the "Target Models, Firmware" table below.

Action in the field

1) Make sure that the System firmware has been updated to the following versions or newer.

Target models, firmware

| Model	System firmware	Applied to the production line
AP-C2.5	2.02	2011 Jan
AT-C2.5	1.03	2011 Jan

2) Do the procedure on the next page.

Procedures

Do one of the following procedures, depending on whether any applications have been moved to the Standard Security Card.

If no extra applications have been moved to the Standard Security Card (factory default):

1) Remove the Standard Security Card from **Slot 1.**
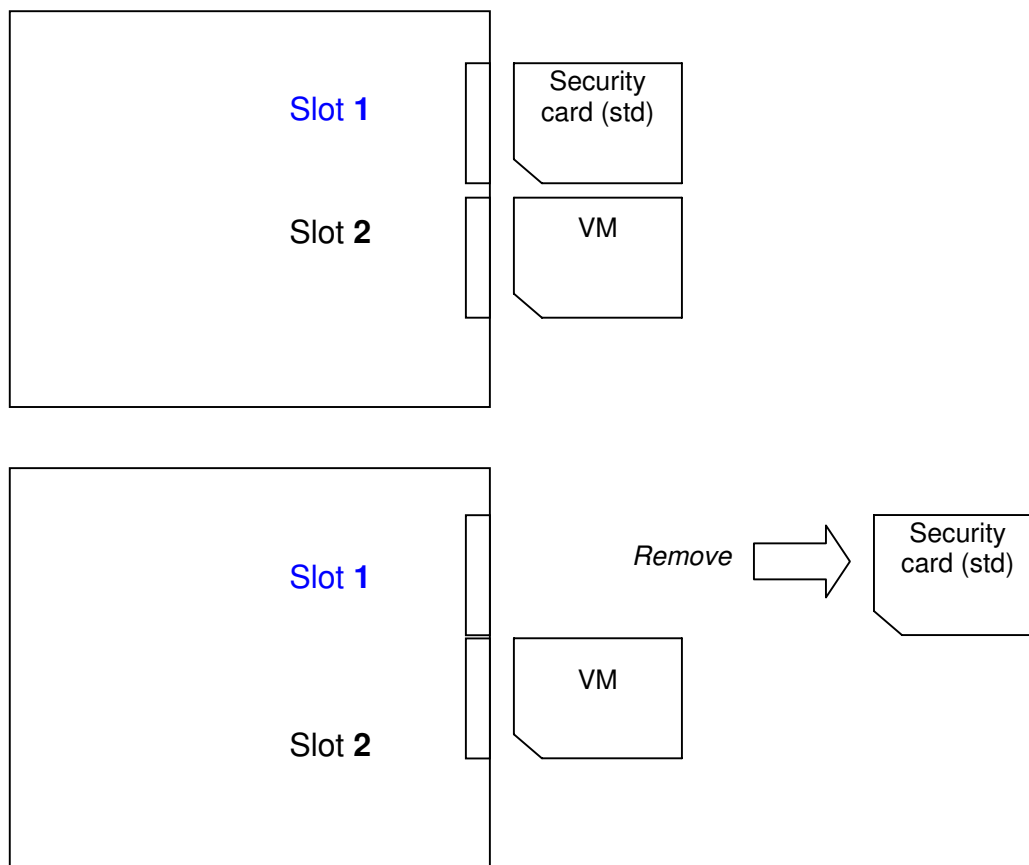
2) Insert the Optional Security Card into **Slot 1.**
3) Install the application using **SP5-878-001.**
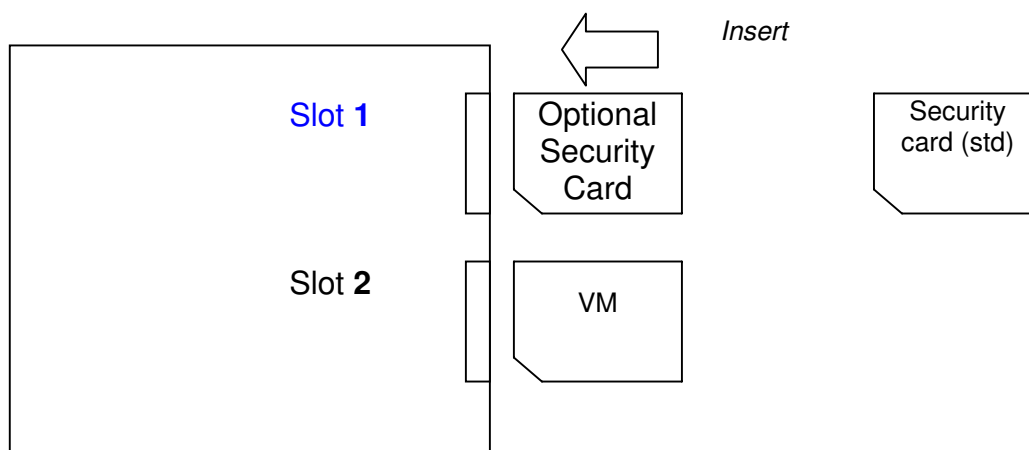
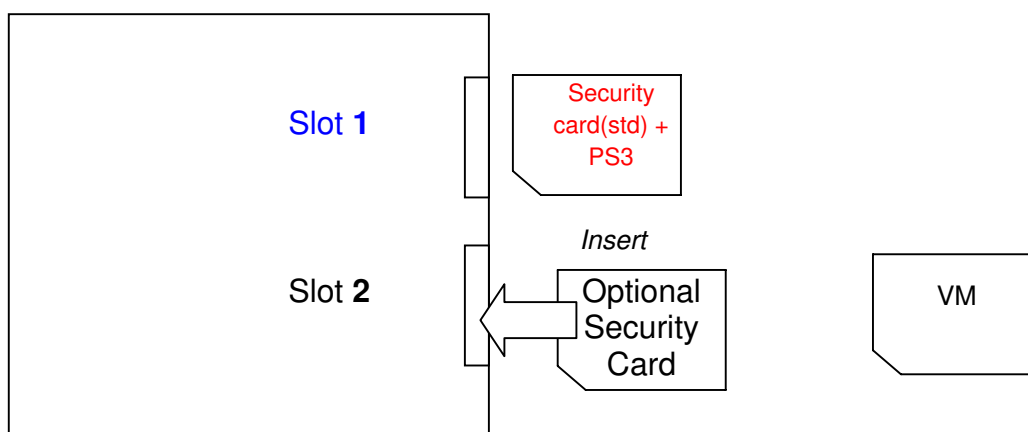**If one or more applications (e.g. the PS3 option) have been moved to the Standard Security Card:**
If the Standard Security Card has been moved to other application cards (e.g. the PS3 option):

IMPORTANT: Make sure to insert the SD cards **in the correct slot** (Slot 1 or Slot 2, as mentioned below). If you put the cards in the wrong slot, the new option will be overwritten by the old one.
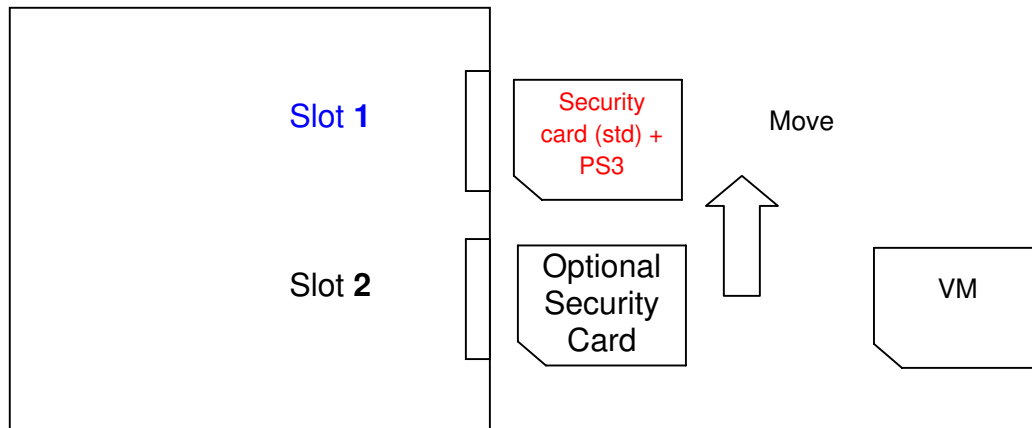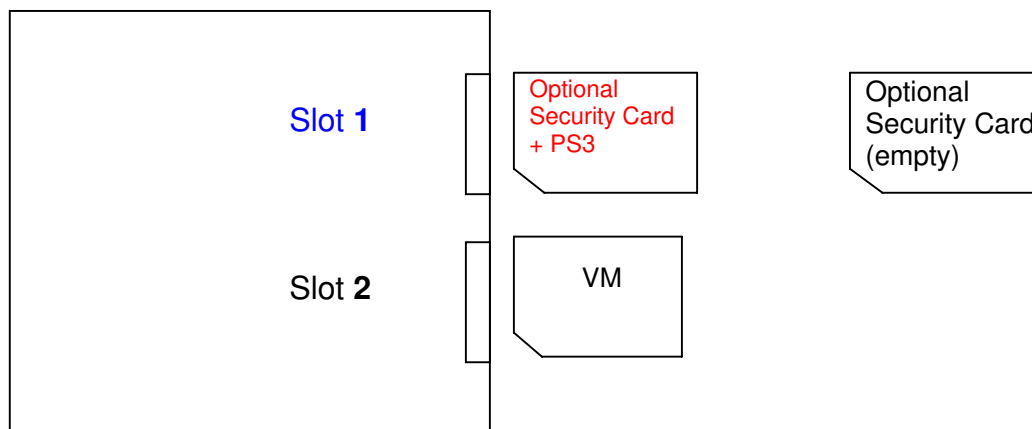
1) Remove the VM card from **Slot 2.**

Slot **1**   Security card (std) + PS3

Slot **2**   VM

2) Insert the Optional Security Card into **Slot 2.**

Slot **1**   Security card(std) + PS3
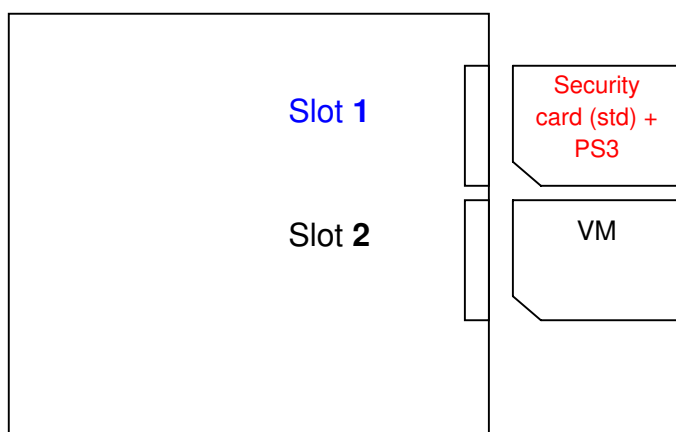
Insert

Slot **2**   Optional Security Card   VM

3) Move the contents of the Optional Security Card (**Slot 2**) onto the Standard Security Card (**Slot 1**).

Slot **1**

Security card (std) + PS3

Move

Slot **2**

Optional Security Card

VM

4) Insert the VM card back into **Slot 2.**

Slot **1**

Optional Security Card + PS3

Optional Security Card (empty)

Slot **2**

VM

Model: AT-C2.5	Date: 10-Jun-11	No.: RD087031a

Subject: Page missing when paper end occurs	Prepared by: N.Yoshida		
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☒ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

SYMPTOM

If the Paper End condition occurs while printing out a Copier or Printer document, one of the pages is missing when the job resumes

   Note:
   ● The page that is deleted will depend on the exact timing of the Paper End condition.
   ● ***This occurs on both the normal DF and single-pass DF models.***
   ● ***SC687 occurs or the machine stalls if the Paper End condition occurs while printing out a fax document*** WITHOUT any page missing***. If this symptom occurs, reload the paper tray and turn the main power switch OFF/ON.***

CAUSE
 Bug in Engine firmware v1.04

SOLUTION

The *Engine* firmware was modified to correct this symptom.

   Applied from: April 2011 production (all factories).

Model: Model At-C2.5		Date: 12-May-11	No.: RD087032

Subject: Patch Release for E-3200 V.1.0 (1-1AEV71.ps)	Prepared by: C.Tsuji
From: 1st Overseas Tech Support Sec., 1st PQM Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☐ Tier 2

This RTB is the release note for Patch File **1-1AEV71.ps** for Color Controller E-3200 system version 1.0.

Patch File	Issue(s)
1-1AEV71.ps	1. Scanner: When a HDD-full error occurs, an error pop-up is not displayed. 2. When both GW-Fax and Fiery-Scanner are waiting for the next document, the machine may freeze if the 'Start' key is pressed.

Prerequisite(s):

- None

Patch Update Procedure

1. Extract **D5577551.exe** until you get the **1-1AEV71.ps** file.
2. Make sure that the Fiery controller reaches Idle.
3. Use Command WorkStation to import the patch file **1-1AEV71.ps** to the **Direct** connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until CWS shows the file is done processing.
5. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the **System Updates Log** section contains the patch number **1-1AEV71**.

RICOH

Technical **B**ulletin

Model: AT-C2.5	Date: 20-Oct-11	No.: RD087033

Subject: CC-CERTIFIED IN AUGUST 2011 Machine		Prepared by: K. Hamada
From: 1st Overseas Tech Support Sec., 1st PQM Dept.		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☒ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Product Safety ☐ Other ( ) ☐ Tier 2	

Important Information on Installing the At-C2.5 as a CC-CERTIFIED Machine compliant with IEEE Std. 2600.1 ^TM-2009

Do the following **six steps** if you want to install the At-C2.5 as a **CC-CERTIFIED MACHINE compliant with IEEE Std. 2600.1 ^TM-2009.**
 Note: Machines in production are CC-certified beginning in August 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 12 - 17.
 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 Network Environment Compliant with IEEE Std. 2600.1 ^TM-2009".

See the following pages for Steps 3 thru 6.

Model: AT-C2.5	Date: 20-Oct-11	No.: RD087033

3. Enable the **HDD Encryption Unit**.

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.
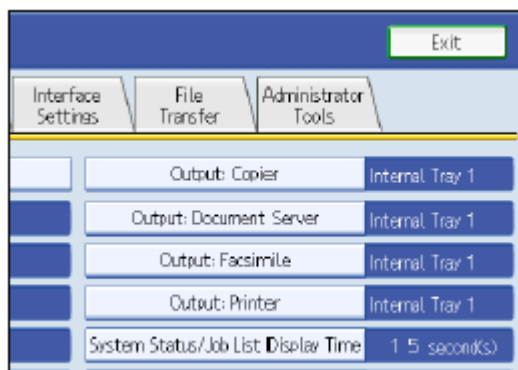**Important**

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

3.1 Press the [User Tools/Counter] key
3.2 Press [System settings]
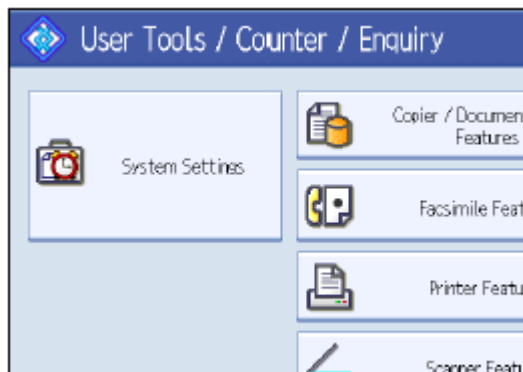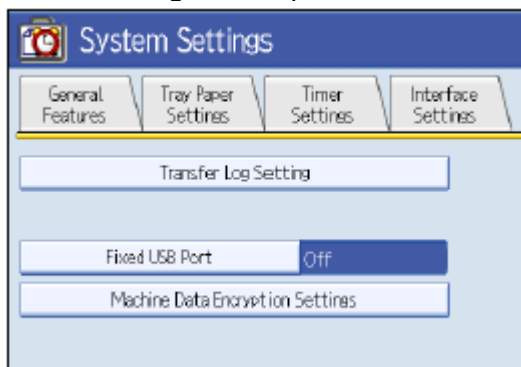

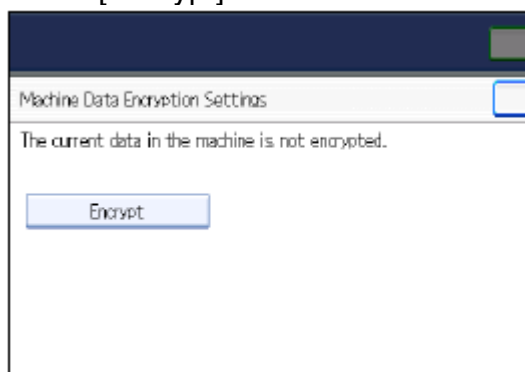3.3 Press [Administrator Tools].

Model: AT-C2.5	Date: 20-Oct-11	No.: RD087033

3.4 Press [Machine Data Encryption Settings].
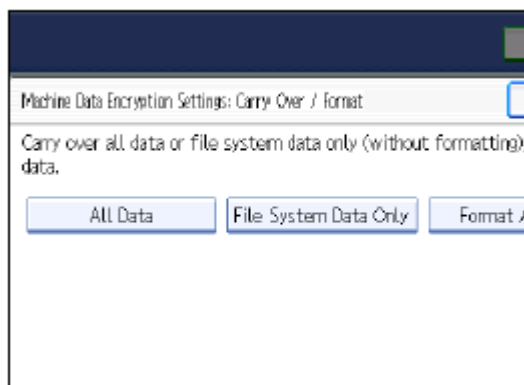   If the setting to be specified does not appear, press [next].

3.5 Press [Encrypt].

3.6 Select the [Format All Data] to reset all of the data.
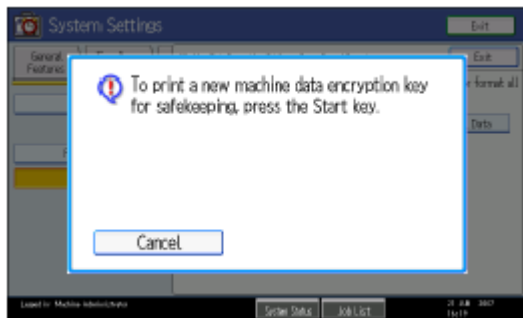   Note: It takes about five minutes to complete this operation.

Model: AT-C2.5	Date: 20-Oct-11	No.: RD087033

3.7 Press the [Start] key.

3.8 Hand the customer the printout of the encryption key.

3.9 Press [OK].

3.10 Press [Exit].

3.11 Press [Exit].

3.12 Press the [User Tools/Counter] key.

3.13 Turn off the power and the main power switch, and then turn the main power switch back on.

Model: AT-C2.5	Date: 20-Oct-11	No.: RD087033

4   Install the **FAX Option Type C5501**.
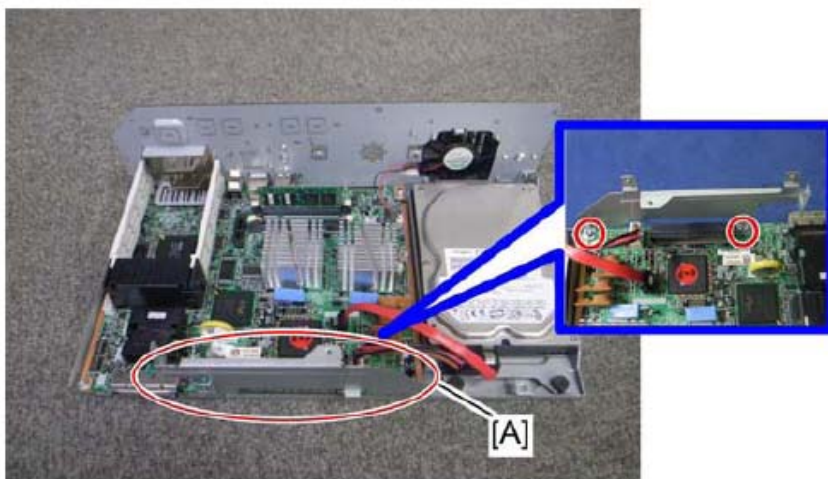
Installation Procedure for FAX Option Type C5501

Before Install the FAX option;
- Print out all data in the printer buffer.
- Turn off the main power switch and disconnect the power cord and the network cable.
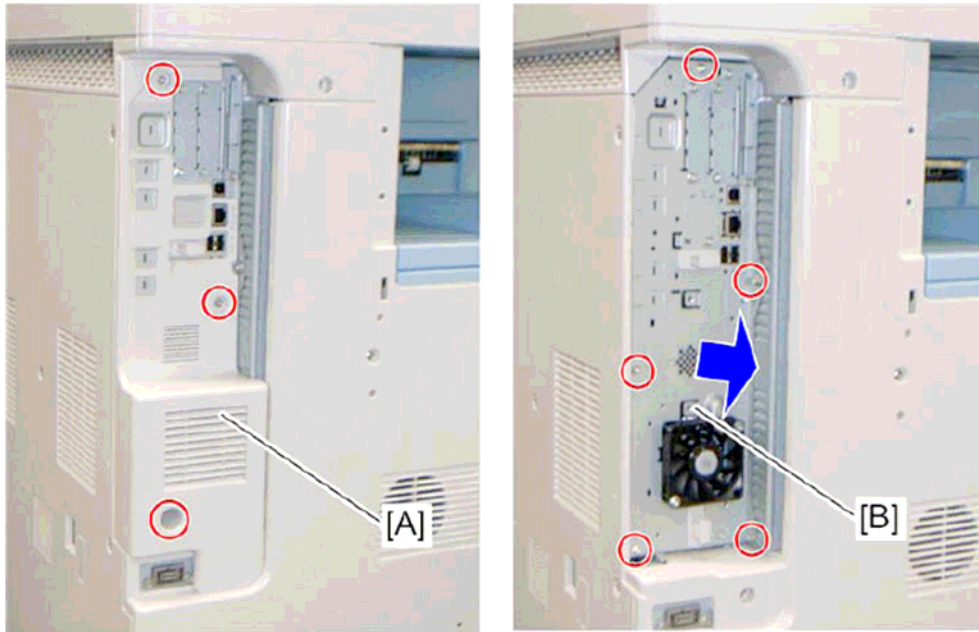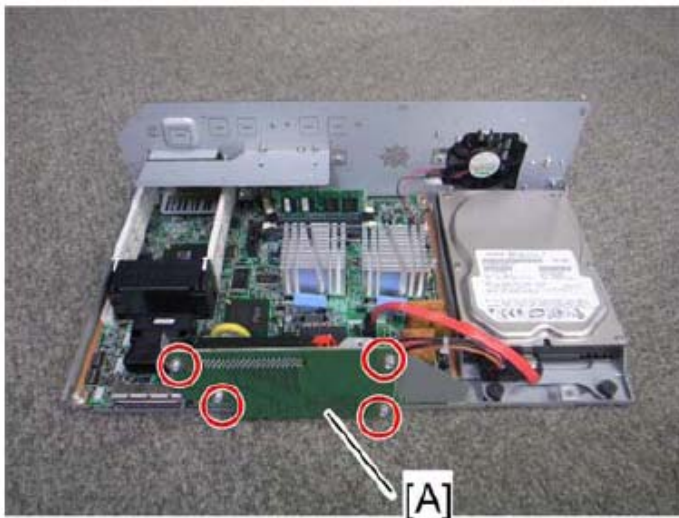

4.1 Remove the controller box cover [A]
4.2. Remove the controller box [B]

4.3 Attach the FCU I/F board bracket [A] to the controller board

Model: AT-C2.5	Date: 20-Oct-11	No.: RD087033

4.4 Attach the FCU I/F board [A] to the FCU I/F board bracket
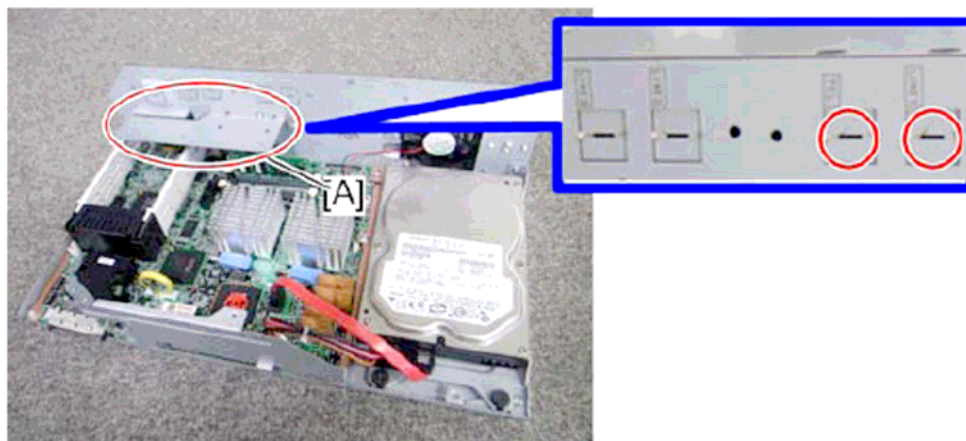
4.5 Attach the support bracket [A] to the controller box.
4.6 Remove the "TEL" and "LINE1" covers with a screw driver.
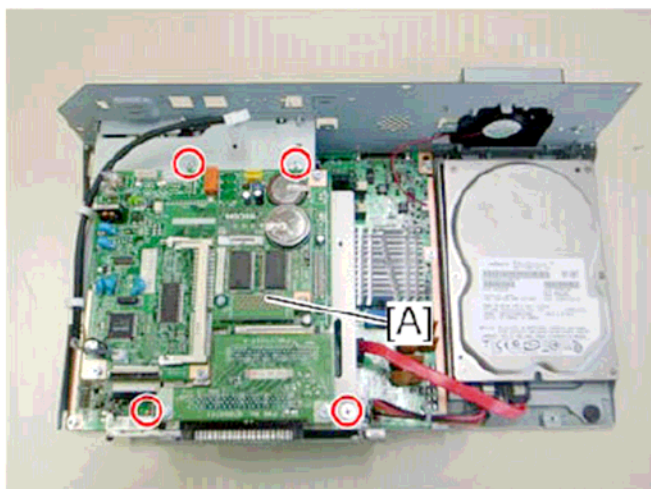
4.7 Install the FCU[A] to the controller board

Model: AT-C2.5	Date: 20-Oct-11	No.: RD087033
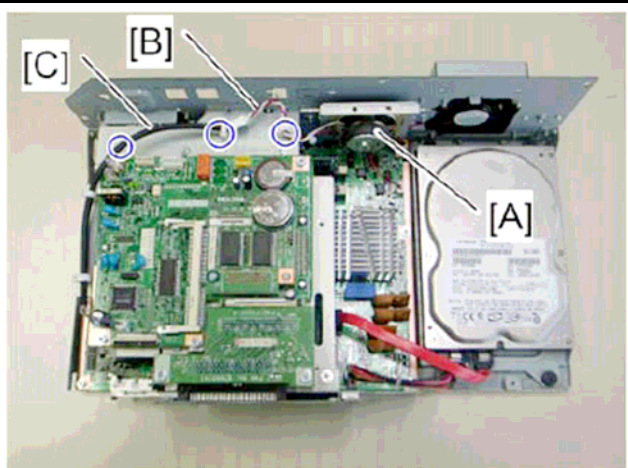
4.8 Install the speaker [A] to the controller box and connect the speaker cable [B] with the speaker relay cable [C].
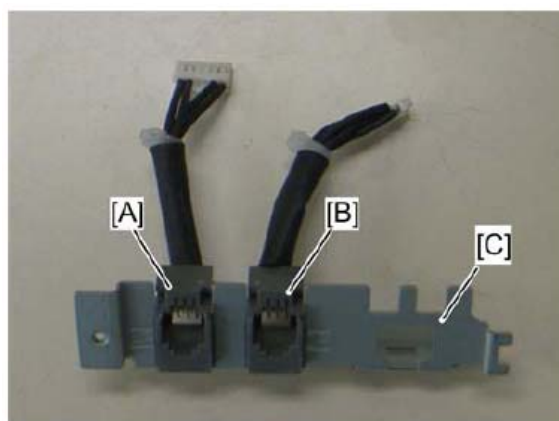
4.9 Connect the two modular harness [A] (TEL), [B] (LINE1) to the modular bracket [C].
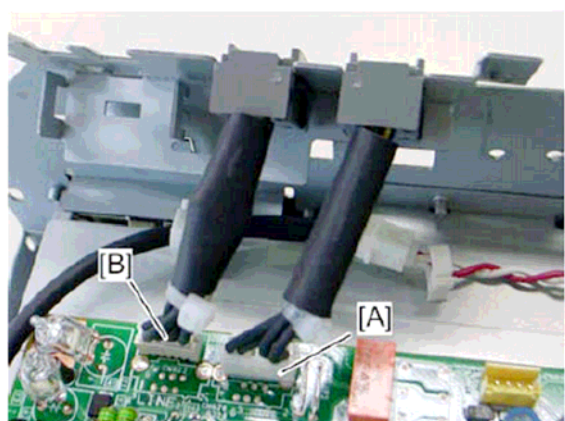
4.10   Connect the two modular harness [A] (TEL), [B](LINE1) to the FCU.

Model: AT-C2.5	Date: 20-Oct-11	No.: RD087033
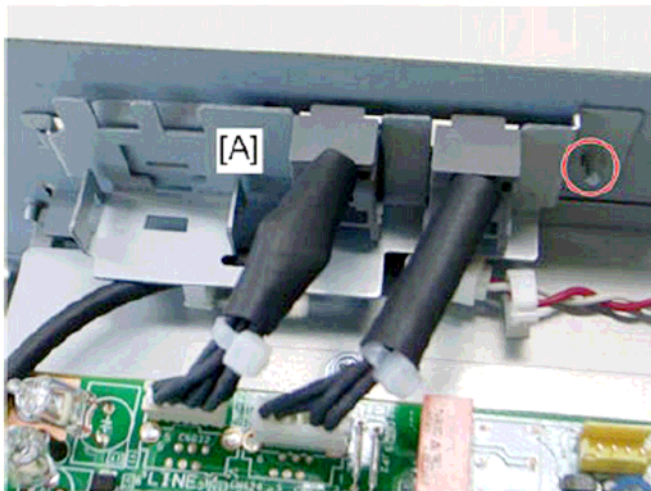
4.11 Attach the modular bracket [A] to the controller box.

4.12 Switch the MBU battery jumper switch [A] to "ON" position.
Note;
Make sure that the MBU board is firmly connected to the FCU.

4.13 Reinstall the controller box

4.14 Attach the handset support bracket and handset bracket to the copier, and then connect the handset cord with the ferrite core to the "TEL" jack if you install the handset to the machine.
Note;
For details, refer to the "Hand Set Installation" in the Service Manual for the Fax unit (D545)
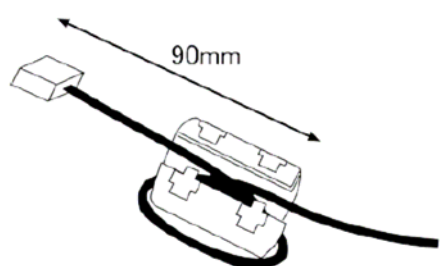
4.15   Attach the ferrite core to the telephone cord.

4.16   Connect the telephone cord to the "LINE 1" jack.
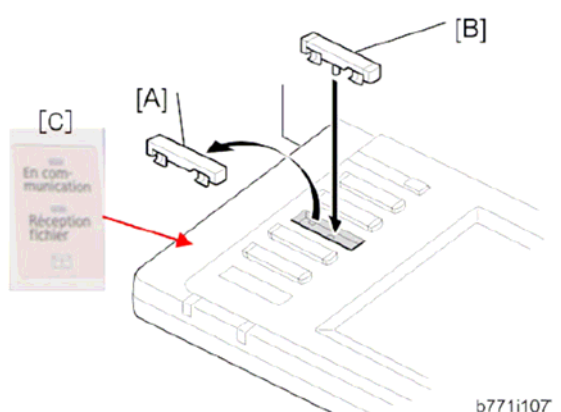
4.17   Replace bottom from the third key-slot cover [A] to the fax key [B]

4.18   Attach the Multi-Language Decals [C] (EU Only)
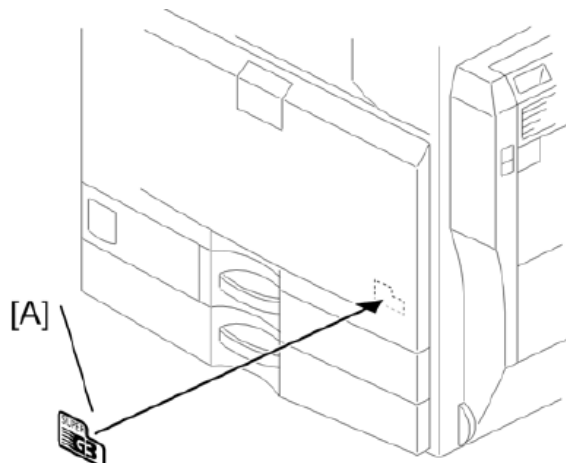
4.19   Attach the decal [A] (SUPER G3) to the front door.

4.20   Attach the serial number decal under the copier serial number decal on the rear cover of the machine.

4.21   Attach FCC decal on the rear cover of the machine (NA only)

4.22   Put the power plug into the outlet and turn on the main power of the machine.
Note;
- Make sure that the outlet is grounded.
- "SPRAM formatted" shows on the operation panel after you have turned the main switch on. Turn the main switch off and on again for normal use.

4.23   Make sure that the date and time are correctly set.

Model: AT-C2.5	Date: 20-Oct-11	No.: RD087033

5. 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.

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 August 2011 machines), install **the exact versions** shown in the table below.

● If the customer wants to install the machine as an equivalent of the August 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 At-C2.5 first achieved CC-CERTIFICATION: (August 2011)

Firmware Name:	Version:	Firmware Number:
System/Copy	**1.03**	D0875562F
Network Support	**10.54**	D0875563B
Scanner	**01.05**	D0875570A
Printer	**1.02**	D0875572C
Fax	**02.00.00**	D0875569B
RemoteFax	**01.00.00**	D0875564A
Web support	**1.05**	D0875565C
Web Uapl	**1.01**	D0875566A
NetworkDocBox	**1.01**	D0875567A
animation	**1.00**	D0875568A
PCL	**1.02**	D0895580A
OptionPCLFont	**1.02**	D0255589
Engine	**1.03:04**	D0875119D
OpePanel	**1.04**	D0871491D (NA) D0871492D (EU) D0871493D (AA)
LANG0	**1.04**	D0871496B
LANG1	**1.04**	D0871496B
Data Erase Std	**1.01x**	D3775922
GWFCU3-21(WW)	**03.00.00**	D5455570C

| Model: AT-C2.5 | Date: 20-Oct-11 | No.: RD087033 |

Ic Key and Ic Ctlr versions with which the At-C2.5 first achieved CC-CERTIFICATION:
(August 2011)

Hardware:	Version:
Ic Key	**01020700**
Ic Ctlr	**03**

Model: AT-C2.5	Date: 20-Oct-11	No.: RD087033

The list of Operating Instructions (O/I)

<For NA>

Paper Documents

- D088-7603A   C9130/C9135/C9145/C9145A/C9155/C9155A

  C9130G/C9135G/C9145G/C9145AG/C9155G/C9155AG

  LD630C/LD635C/LD645C/LD645CA/LD655C/LD655CA

  LD630CG/LD635CG/LD645CG/LD645CAG/LD655CG/LD655CAG

  Aficio MP C3001/C3501/C4501/C4501A/C5501/C5501A

  Aficio MP C3001G/C3501G/C4501G/C4501AG/C5501G/C5501AG

  Operating Instructions

  About This Machine

- D088-7653A   C9130/C9135/C9145/C9145A/C9155/C9155A

  C9130G/C9135G/C9145G/C9145AG/C9155G/C9155AG

  LD630C/LD635C/LD645C/LD645CA/LD655C/LD655CA

  LD630CG/LD635CG/LD645CG/LD645CAG/LD655CG/LD655CAG

  Aficio MP C3001/C3501/C4501/C4501A/C5501/C5501A

  Aficio MP C3001G/C3501G/C4501G/C4501AG/C5501G/C5501AG

  Operating Instructions

  Troubleshooting

- D088-7526   Quick Reference Copy Guide
- D088-7805   Quick Reference Printer Guide
- D088-7886   Quick Reference Scanner Guide
- D545-8506   Quick Reference Fax Guide
- D085-7906B   App2Me Start Guide
- D572-7010   Notes for Users
- D088-7608   Notes for Users
- D088-7759A   Notes for Users
- D029-7904   To Users of This Machine
- D088-7706   Operating Instructions Notes on Security Functions
- D088-7707   Notes for Administrators: Using this Machine in a Network Environment Compliant with IEEE Std. 2600.1™-2009

CD-ROMs

・D089-6906A   Manuals for Users

Aficio MP C3001/MP C3001G/MP C3501/MP C3501G/

MP C4501/MP C4501G/MP C4501A/MP C4501AG/

MP C5501/MP C5501G/MP C5501A/MP C5501AG

C9130/C9130G/C9135/C9135G/

C9145/C9145G/C9145A/C9145AG/

C9155/C9155G/C9155A/C9155AG

LD630C/LD630CG/LD635C/LD635CG/

LD645C/LD645CG/LD645CA/LD645CAG/

LD655C/LD655CG/LD655CA/LD655CAG

・D089-6907A   Manuals for Administrators

Aficio MP C3001/MP C3001G/MP C3501/MP C3501G/

MP C4501/MP C4501G/MP C4501A/MP C4501AG/

MP C5501/MP C5501G/MP C5501A/MP C5501AG

C9130/C9130G/C9135/C9135G/

C9145/C9145G/C9145A/C9145AG/

C9155/C9155G/C9155A/C9155AG

LD630C/LD630CG/LD635C/LD635CG/

LD645C/LD645CG/LD645CA/LD645CAG/

LD655C/LD655CG/LD655CA/LD655CAG

<For GSA>

Paper Documents

・D088-7609   C9130/C9135/C9145/C9145A/C9155/C9155A

C9130G/C9135G/C9145G/C9145AG/C9155G/C9155AG

LD630C/LD635C/LD645C/LD645CA/LD655C/LD655CA

LD630CG/LD635CG/LD645CG/LD645CAG/LD655CG/LD655CAG

Aficio MP C3001/C3501/C4501/C4501A/C5501/C5501A

Aficio MP C3001G/C3501G/C4501G/C4501AG/C5501G/C5501AG

Operating Instructions

About This Machine

・D088-7657	C9130/C9135/C9145/C9145A/C9155/C9155A
	C9130G/C9135G/C9145G/C9145AG/C9155G/C9155AG
	LD630C/LD635C/LD645C/LD645CA/LD655C/LD655CA
	LD630CG/LD635CG/LD645CG/LD645CAG/LD655CG/LD655CAG
	Aficio MP C3001/C3501/C4501/C4501A/C5501/C5501A
	Aficio MP C3001G/C3501G/C4501G/C4501AG/C5501G/C5501AG
	Operating Instructions
	Troubleshooting
・D088-7529	Quick Reference Copy Guide
・D086-7800	Quick Reference Printer Guide
・D088-7889	Quick Reference Scanner Guide
・D545-8506	Quick Reference Fax Guide
・D085-7905B	App2Me Start Guide
・D572-7010	Notes for Users
・D088-7404	Notes for Users
・D029-7903	To Users of This Machine
・D088-7708	Operating Instructions Notes on Security Functions
・D088-7709	Notes for Administrators: Using this Machine in a Network Environment Compliant with IEEE Std. 2600.1^{TM}-2009

CD-ROMs

・D089-6906A	Manuals for Users
	Aficio MP C3001/MP C3001G/MP C3501/MP C3501G/
	MP C4501/MP C4501G/MP C4501A/MP C4501AG/
	MP C5501/MP C5501G/MP C5501A/MP C5501AG
	C9130/C9130G/C9135/C9135G/
	C9145/C9145G/C9145A/C9145AG/
	C9155/C9155G/C9155A/C9155AG
	LD630C/LD630CG/LD635C/LD635CG/
	LD645C/LD645CG/LD645CA/LD645CAG/
	LD655C/LD655CG/LD655CA/LD655CAG
・D089-6907A	Manuals for Administrators

Aficio MP C3001/MP C3001G/MP C3501/MP C3501G/

MP C4501/MP C4501G/MP C4501A/MP C4501AG/

MP C5501/MP C5501G/MP C5501A/MP C5501AG

C9130/C9130G/C9135/C9135G/

C9145/C9145G/C9145A/C9145AG/

C9155/C9155G/C9155A/C9155AG

LD630C/LD630CG/LD635C/LD635CG/

LD645C/LD645CG/LD645CA/LD645CAG/

LD655C/LD655CG/LD655CA/LD655CAG

<For EU>

Paper Documents

・D088-7400A	Safety Information for	
	MP C3001/MP C3501/MP C4501/MP C4501A/MP C5501/MP C5501A/	
	Aficio MP C3001/Aficio MP C3501/	
	Aficio MP C4501/Aficio MP C4501A/	
	Aficio MP C5501/Aficio MP C5501A	
・D088-7525	Quick Reference Copy Guide	
・D545-8505	Quick Reference Fax Guide	
・D088-7804	Quick Reference Printer Guide	
・D088-7885	Quick Reference Scanner Guide	
・D085-7904B	App2Me Start Guide	
・D081-7602	Manuals for This Machine	
・D088-7430	Notes for Users	
・D088-7420	Notes for Users	
・D029-7904	To Users of This Machine	
・D088-7704	Operating Instructions Notes on Security Functions	
・D088-7705	Notes for Administrators: Using this Machine in a Network Environment Compliant with IEEE Std. 2600.1^{TM}-2009	

CD-ROMs

・D089-6931A	Manuals for Users
	Aficio MP C3001/MP C3501/MP C4501/MP C4501A/MP C5501/MP C5501A
	MP C3001/MP C3501/MP C4501/MP C4501A/MP C5501/MP C5501A
	A
・D089-6933A	Manuals for Administrators
	Security Reference
	Aficio MP C3001/MP C3501/MP C4501/MP C4501A/MP C5501/MP C5501A
	MP C3001/MP C3501/MP C4501/MP C4501A/MP C5501/MP C5501A

<For Asia>

Paper Documents

・D088-7605A	MP C3001/C3501/C4501/C4501A/C5501/C5501A
	MP C3001/C3501/C4501/C4501A/C5501/C5501A
	Aficio MP C3001/C3501/C4501/C4501A/C5501/C5501A
	Operating Instructions
	About This Machine
・D088-7655A	MP C3001/C3501/C4501/C4501A/C5501/C5501A
	MP C3001/C3501/C4501/C4501A/C5501/C5501A
	Aficio MP C3001/C3501/C4501/C4501A/C5501/C5501A
	Operating Instructions
	Troubleshooting
・D088-7527	Quick Reference Copy Guide
・D545-8507	Quick Reference Fax Guide
・D088-7805	Quick Reference Printer Guide
・D088-7887	Quick Reference Scanner Guide
・D085-7906B	App2Me Start Guide
・D088-7608	Notes for Users
・D088-7759A	Notes for Users
・D060-7781	Notes for Users

・D029-7904 　　　To Users of This Machine

・D088-7706 　　　Operating Instructions Notes on Security Functions

・D088-7707 　　　Notes for Administrators: Using this Machine in a Network
　　　　　　　　　Environment Compliant with IEEE Std. 2600.1^{TM}-2009

CD-ROMs

・D089-6908A 　　Manuals for Users

　　　　　　　　Aficio MP C3001/MP C3501/MP C4501/MP C4501A/

　　　　　　　　MP C5501/MP C5501A

　　　　　　　　MP C3001/MP C3501/MP C4501/MP C4501A/

　　　　　　　　MP C5501/MP C5501A

・D089-6909A 　　Manuals for Administrators

　　　　　　　　Aficio MP C3001/MP C3501/MP C4501/MP C4501A/

　　　　　　　　MP C5501/MP C5501A

　　　　　　　　MP C3001/MP C3501/MP C4501/MP C4501A/

　　　　　　　　MP C5501/MP C5501A

RICOH

Technical **B**ulletin

Reissued:01-Jul-11

Model: AT-C2.5	Date: 13-Jun-11	No.: RD087034a

RTB Reissue

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

Subject: SC798 on SR3050 ~~installation~~	Prepared by: N.Yoshida	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.		
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

SYMPTOM

SC798 is displayed when the SR3050 (D372) is unpacked or installed*, or later during machine operation if the lift sensor switch or motor was damaged during machine installation.*

CAUSE

- *The section of the exit tray circled in the photo below is contacted (hit) during the shipping process, or*
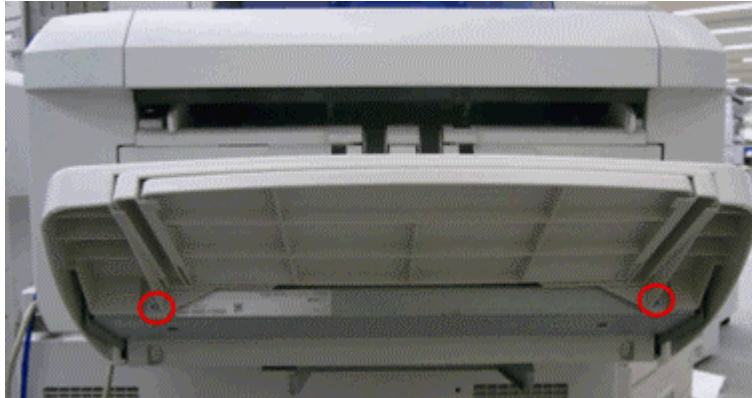- *The customer lifts the tray all the way up*

SOLUTION

- *If the symptom occurs at machine installation, do Procedure 1 below.*
- *If the symptom occurs during machine operation after installation, do Procedure 2 below.*
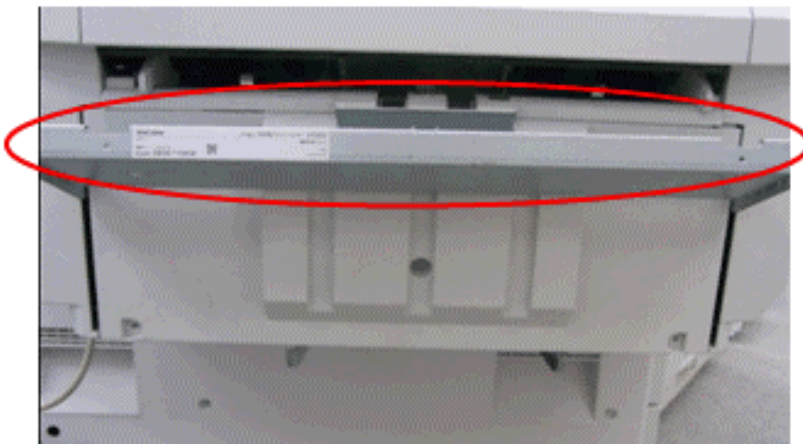
Procedure 1

Do this procedure if the symptom occurs at machine installation.

1. Turn OFF the main power switch.
2. Remove the shift tray (screws x 2).

3. Remove the shift tray bracket (screws x 2).

4. Remove the end fence (screws x 3, connector x 1).

Screws:
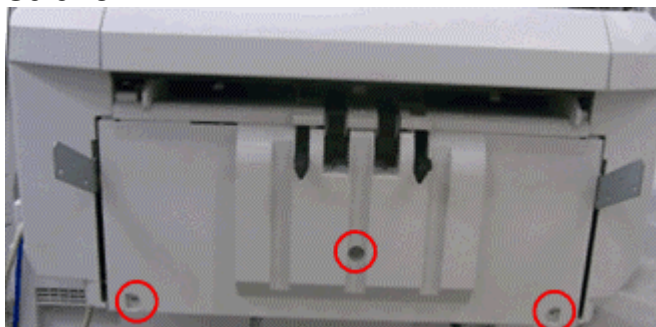
Connector:

5. Remove the snap attached beside the gear (snap x 1).
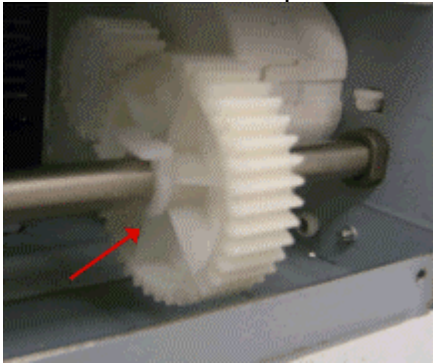
6. Push down the two tray support plates (left and right sides) all the way.
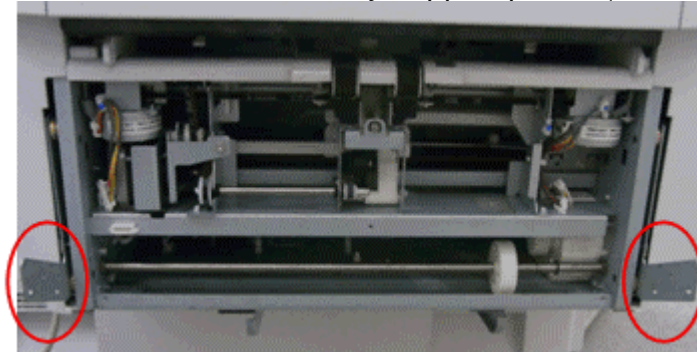
7. Attach the above gear and snap (snap x 1).

8. Attach all parts and connectors that you removed in Steps 1-4.

9. Turn ON the main power switch and make sure that SC798 does not occur.

Procedure 2

Do this procedure if the symptom occurs after installation, during regular operation.
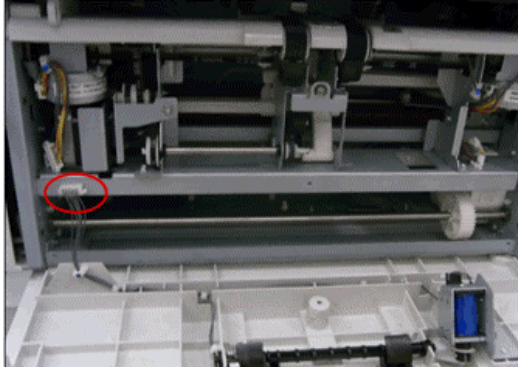
1. Check the tray position.
2. Check the position and ON-OFF response of the tray lift sensor switch.
3. Check the tray lift motor and tray lift sensor harness.
4. Remove and reattach the tray lift motor.
5. Replace the tray lift motor or tray lift sensor.

Important:

Whenever you lift or carry the SR3050, always **hold it by the bottom edges** of the front and rear covers, as shown below. If you do not, SC798 will occur when you attach the finisher. **DO NOT** hold the finisher by the tray holder.

RICOH **T**echnical **B**ulletin

Model: AT-C2.5	Date: 28-Jun-11	No.: RD087035

Subject: @Remote notification of supply alarm is not sent.	Prepared by: N. YOSHIDA
From: 1st Overseas Tech Support Sec, 1st PQM Dept	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

SYMPTOM

With the main power ON, if a supply alarm that is not related to paper or the staple feature (e.g. toner, toner collection bottle, fusing unit, other) happens nine or more times, an @Remote notification is not sent to the @Remote center.

CAUSE

Firmware bug

ACTION

At machine installation or the next service visit, update the **System**/**Copy** firmware to the following version or later (if an older version is installed).

Note: You can check the current version using SP5990-005.

Version	Program No.	Effective Date	Availability of RFU
2.01	D0875562L	July 2011 production	The firmware can be updated via RFU or SD card

Technical **B**ulletin

Reissued: 12-Apr-12

Model: **AT-C2.5**	Date: 28-Jul-11	No.: RD087036b

RTB Reissue

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

Subject: Firmware Release Note: (Java VM v7 std for eDC)	Prepared by: H. Tamaki
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

This RTB has been issued to announce the firmware release information for the **Java VM v7 std for eDC.**

Version	Program No.	Effective Date
7.17.04	***D0895594G_edc***	***March 2012 production***
7.16.07	D0895594F_edc	November 2011 production
7.14.03	D0895594E_edc	June 2011 production

Version	Modified Points or Symptom Corrected
7.17.04	***Other changes:*** ***1. A software button was added to the Copier screen, which can be assigned to specific SDK applications.*** ***Note: In order to utilize this change, the SDK application itself must also support this functionality. For details, see the Release Notes for each application.*** ***2. Software Keyboard type was changed for Taiwan model.***
7.16.07	*This module is for Remote Install Manager and updating JavaVM. Symptom corrected: 1. SDK/J starting logo screen does not change. 2. Vulnerability to the re-negotiation of SSL/TLS . 3. Multi installation to HDD fails for VM card Type-C applications. 4. Other minor bug corrections. Other changes: 1. Kerberos certification corresponding to RC4-HMAC code form. 2. VM card Type-C application remote installation. 3. Support for eDC-i1.2.
7.14.03	Initial release

RICOH

Technical Bulletin

Reissued: 07-Dec-12

Model: **AT-C2.5**	Date: 01-Sep-11	No.: RD087037a

RTB Reissue

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

Subject: Firmware Release Note: PS3/PDF	Prepared by: H. Tamaki
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

This RTB has been issued to announce the firmware release information for the **PS3/PDF.**

Version	Program No.	Effective Date	Availability of RFU
1.02	***D0895588C***	***December 2012 production***	***Available***
1.01	D0895588B	October 2011 production	Available
1.00	D0895588A	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

1.02	***1) Additional Model Information:***
	 a) PDF Direct jobs will be reset as following:
	    - ***Containing transparency data created using tiling.***
	    - ***Jods created by specific application such as PDFNet.***
	    - ***Jods created by specific Mac OS X application.***
	 b) Device might stall if available memory is less than 900 MB for printing.
	
	 2) Other changes:
	 PDF Direct jobs containing incorrect data in cross reference section will be reset.

1.01	Symptom corrected: 1. PDF Direct jobs containing a mask that was created using tiling, will be reset. (GFPR#OS11070002)
1.00	1st Mass production

RICOH

Technical Bulletin

Reissued: 07-Dec-12

Model: **AT-C2.5**	Date: 01-Sep-11	No.: RD087038a

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

Subject: Firmware Release Note: PDF	Prepared by: H. Tamaki
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.02	**D0895559C**	**December 2012 production**	**Available**
1.01	D0895559B	October 2011 production	Available
1.00	D0895559A	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
1.02	**1) Additional Model Information:** **a) PDF Direct jobs will be reset as following:** - **Containing transparency data created using tiling.** - **Jods created by specific application such as PDFNet.** - **Jods created by specific Mac OS X application.** **b) Device might stall if available memory is less than 900 MB for printing.** **2) Other changes:** **PDF Direct jobs containing incorrect data in cross reference section will be reset.**
1.01	Symptom corrected: 1. PDF Direct jobs containing a mask that was created using tiling, will be reset. (GFPR#OS11070002)
1.00	1st Mass production

Technical **B**ulletin

Model: Model At-C2.5		Date: 07-Nov-11	No.: RD087039
Subject: Patch Release for E-3200 V.1.0 (1-1C5GYZ.ps)		Prepared by: H. Tamaki	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier 2

This RTB is the release note for Patch File **1-1C5GYZ.ps** for Color Controller E-3200 System version 1.0.

Patch File	Issue(s)
1-1C5GYZ.ps	Some pages are printed out as blank pages if the Paper End condition occurs while the print job data is being sent from the EFI controller to the MFP engine.

Prerequisite(s):

Before this patch is applied, the following patches should already be applied on the system.

- 1-1AEV71

Patch Update Procedure

1. Extract the **D5577557.exe** until you get the **1-1C5GYZ.ps** file.
2. Download/Import the patch file "**1-1C5GYZ.ps**" with Command Workstation to the "**Direct**" queue.
3. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
4. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System"
5. Wait until the Fiery has come to idle and print out the configuration page.
6. Verify the **Update Info** section. It should contain the patch number "**1-1C5GYZ**".

Model: AT-C2.5	Date: 15-Nov-11	No.: RD087040

Subject: Not detect Full waste toner	Prepared by: N. Yoshida
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

SYMPTOM

Mechanical noise is heard at the front (D0896481) and rear (D0896540) of the machine.

> **Note:** If the noise goes unnoticed, the waste toner can overflow into the development unit or transfer belt-cleaning unit. In such cases, the machine may stop and display SC errors related to driven units.
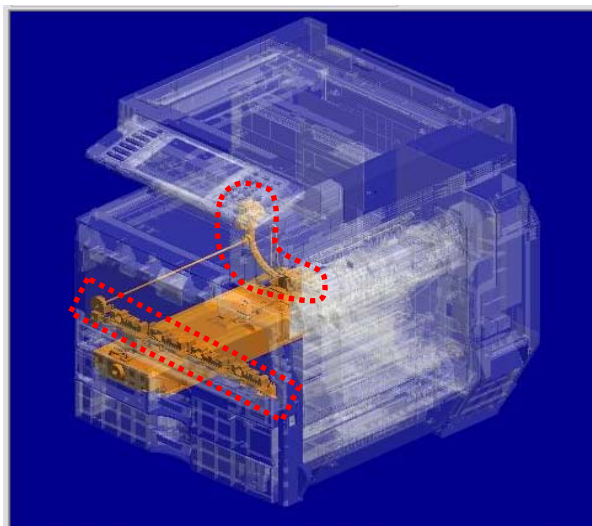
CAUSE

Engine firmware bug

The machine cannot detect the Near Full or Full conditions for the waste toner bottle once it enters Energy Saver Mode (To detect the conditions again, the power must be turned OFF/ON). As a result, once the bottle is full, excessive load is placed on the waste toner transport coil, breaking the coil and producing the mechanical noise.

Model: AT-C2.5	Date: 15-Nov-11	No.: RD087040

SOLUTION

Production line

The Engine firmware was modified to **v1.07** for the AT-C2.5, AP-C2.5, and AP-C2.5 single-pass DF models.

Applied from: November 2011 production

In the field

Do the following at the next service visit:

1. Check the waste toner bottle (D0896509), and if it is full or nearly full, replace it.
2. Upgrade the Engine firmware to **v1.07** or later.

Important: For newly installed machines, make sure that the Engine firmware is **v1.07** or later at installation.

Technical **B**ulletin

Model: AT-C2.5	Date: 17-Nov-11	No.: RD087041

Subject: Firmware bug on Color Controller E-3200		Prepared by: H. Tamaki
From: 1st Tech Service Sect., MFP/P Tech Service Dept.		

Classification:	☒ Troubleshooting	☐ Part information	☒ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

This RTB concerns an issue found with the **1-1AEV71 patch**, which was released in April 2011 for the Color Controller E-3200.

SYMPTOM

Some pages are printed out as blank pages if the Paper End condition occurs while the print job data is being sent from the EFI controller to the MFP engine.

> **Note:** This is true even when Limitless Paper Loading is enabled.

CAUSE

Under the conditions described above, a program bug with the 1-1AEV71 patch causes the controller to send the delete command for the wrong pages (pages not yet printed out).

SOLUTION

Production line:

A modified patch (1-1C5GYZ) has been applied to machines in production from November 1, 2011. These units have a green dot on the bar code label, as shown below.

Model: AT-C2.5	Date: 17-Nov-11	No.: RD087041

Affected units

- Machines in which the patch (1-1AEV71) was applied in the field :
  2011 Jan. production (W35149xxxxx) - 2011 Mar. production (W35151xxxxx)

- Machines in which the affected patch was installed initially:
  2011 Apr. production (W35152xxxxx) - 2011 Oct. production (W35158xxxxx)

Cut in S/N list of corrected units

D557-01 (US)

W3515300046	W3515300052	W3515700002	W3515700007	W3515700012
W3515300048	W3515300055	W3515700003	W3515700008	W3515700013
W3515300049	W3515300057	W3515700004	W3515700009	
W3515300050	W3515600012	W3515700005	W3515700010	
W3515300051	W3515700001	W3515700006	W3515700011	

D557-02 (EU/ Asia):

W3515800001	W3515800005	W3515800009	W3515800013	W3515800017
W3515800002	W3515800006	W3515800010	W3515800014	W3515800018
W3515800003	W3515800007	W3515800011	W3515800015	W3515800019
W3515800004	W3515800008	W3515800012	W3515800016	W3515800020

* The modified patch will be applied to the machines in Nov. production or later (W35159xxxxx -).

In the field:

Apply the **1-1C5GYZ patch** on machines that use the 1-1AEV6U patch.

Items to prepare

1. **A Windows XP/2000/Vista computer ("PC") with:**
   - Support for 100BaseTX or 1000BaseT.
   - Command WorkStation installed.

2. **Patch 1-1AEV71.ps, 1-1C5GYZ.ps**

   Find and download the 1-1AEV71.ps patch and the 1-1C5GYZ.ps patch from the download site.

3. **Ethernet network cable**

   Use a cross-over cable (if connecting the network cable directly between the PC and controller), or a straight cable (if connecting the network cable to a hub).

A. For Color Controller E-3200 units already installed and in use

Make a special site visit for these units and download/import the patch file "1-1C5GYZ.ps". Please refer to the patch installation procedures in the following section.

> **Note:** If patch "**1-1AEV71**" is not installed, the following corrective action is not necessary.

B. For Color Controller E-3200 units not yet installed

Do the following when you install a new Color Controller E-3200.
> **Note:** Procedures for the hardware installation and initial setup can be found in the *Installation Procedure* document.

Normal installation tasks:
1. Unpack the E-3200 and connect it to the copier.
2. Do the startup and initial setup, and then make sure the controller is connected correctly.

Installing patch 1-1C5GYZ.ps:

> **Important:** Do not install the patch on units that have a green dot ( ) on the barcode label (on the outside of the box). On these units, the patch is already installed.

1. Print the configuration page and check the IP address of the controller.
2. Connect the PC to the network..
3. Launch *Command WorkStation*.
4. Input the IP address and establish a connection with the Fiery Controller.
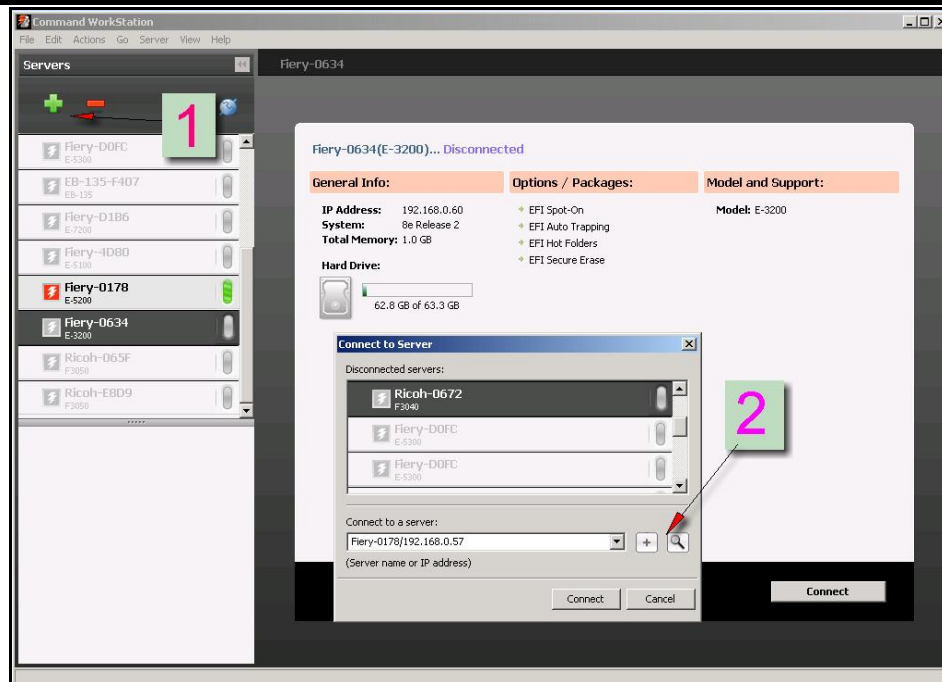
5.   Check the "Update Information" on Configuration sheet. If patch "**1-1AEV71**" is not installed, download/import the patch file "**1-1AEV71**.ps" before installing patch **1-1C5GYZ**.ps as shown in the following steps.

6.   Download/import the patch file "**1-1C5GYZ**.ps" using Command Workstation to the "Direct" queue.

i)   ii)
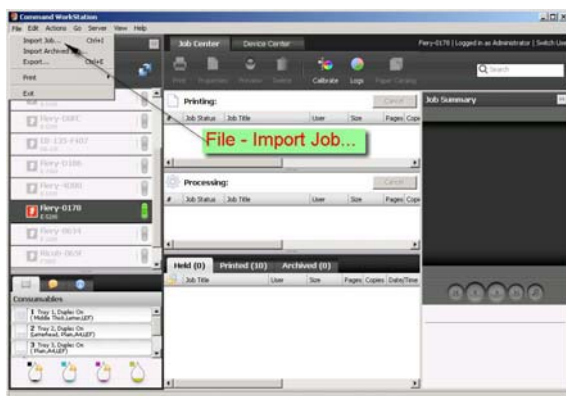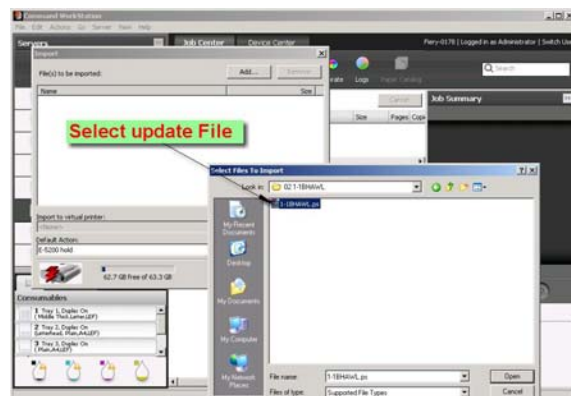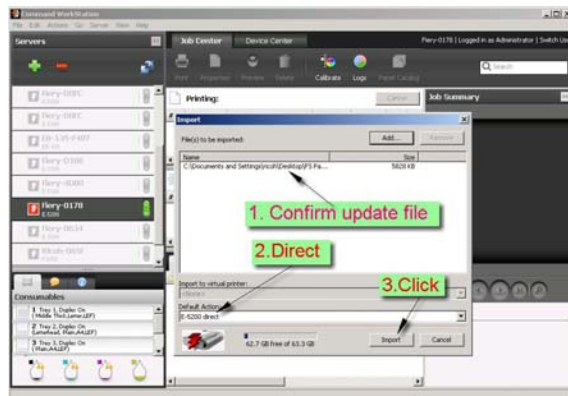
iii)   iv)
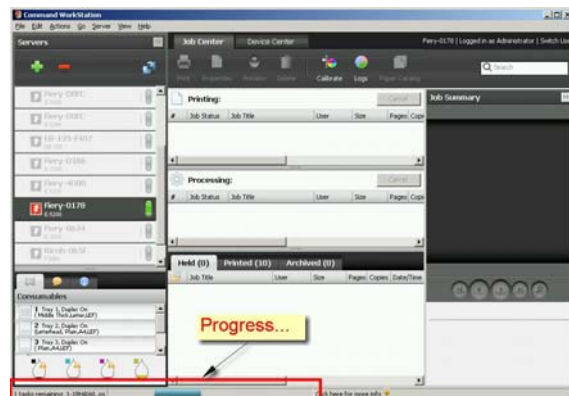
7.   Wait at least 60 seconds after the patch file is downloaded/imported, and then reboot the system.

> **Note:** This is to make sure that the patch file is completely processed.

8.   From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System".
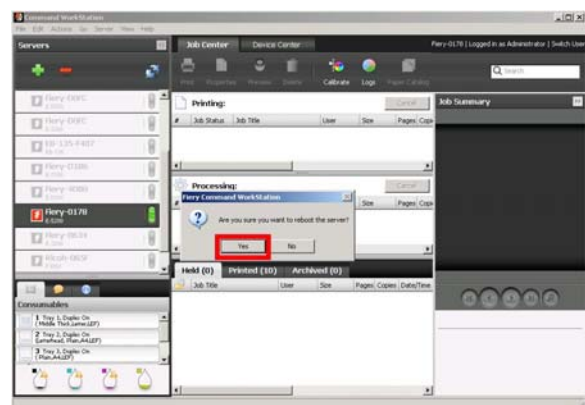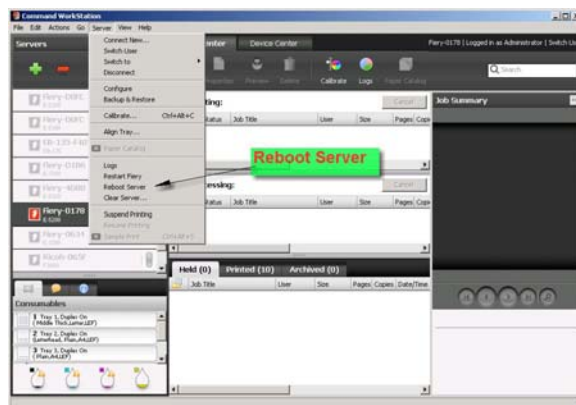
9.   Wait until the Fiery has come to idle, and then print out the configuration page.

10. Check the **Update Info** section. It should mention patch number "**1-1C5GYZ**".

Reissued:26-Dec-11

Model: AT-C2.5	Date: 13-Dec-11	No.: RD087042a

RTB Reissue

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

Subject: Fusing Unit	Prepared by: H. Tamaki
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D0874020	***D0874021***	***FUSING UNIT:NA:MAINTENANCE:ASS'Y***	***1***	***X/O***	***-***	***-***	***-***
D0874016	***D0874040***	***FUSING UNIT:TWN:MAINTENANCE:ASS'Y***	***1***	***X/O***	***-***	***-***	***-***
D0874035	D0874036	FUSING UNIT:EU:MAINTENANCE:ASS'Y	1	X/O	-	-	-
D0874253	-	STRIPPER PLATE:PRESSURE ROLLER	1	X/X As a set	-	-	-
AA066406	-	COIL SPRING:STRIPPER PLATE:PRESSURE:FRONT	1		-	-	-
AA066407	-	COIL SPRING:STRIPPER PLATE:PRESSURE:REAR	1		-	-	-
D0894251	D0874251	GUIDE PLATE:FUSING EXIT:RIGHT	1		-	-	-
D0894252	D0874252	GUIDE:FUSING EXIT:PFA	6		-	-	-

Change: 1) The stripper plate and two of its coils were deleted.

2) The shapes of the fusing exit guide and plate were changed.

Reason: To ensure that condensation that can form on the stripper plate is not transferred to the paper.

AA066407

D0874253

AA066406

Model: AT-C2.5	Date: 13-Dec-11	No.: RD087042a

Fusing exit guide and plate:

D0894251 → D0874251

D0894252 → D0874252

RICOH

Technical Bulletin

PAGE: 1/1

Model: AT-C2.5	Date: 17-Jan-12	No.: RD087043

Subject: PSU bracket		Prepared by: H. Tamaki
From: 1st Tech Service Sect., MFP/P Tech Service Dept.		

Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	D0895830	BRACKET:PSU:ASS'Y	1	-	-	-	-

Change: The PSU bracket was added as a service part.

D0895830
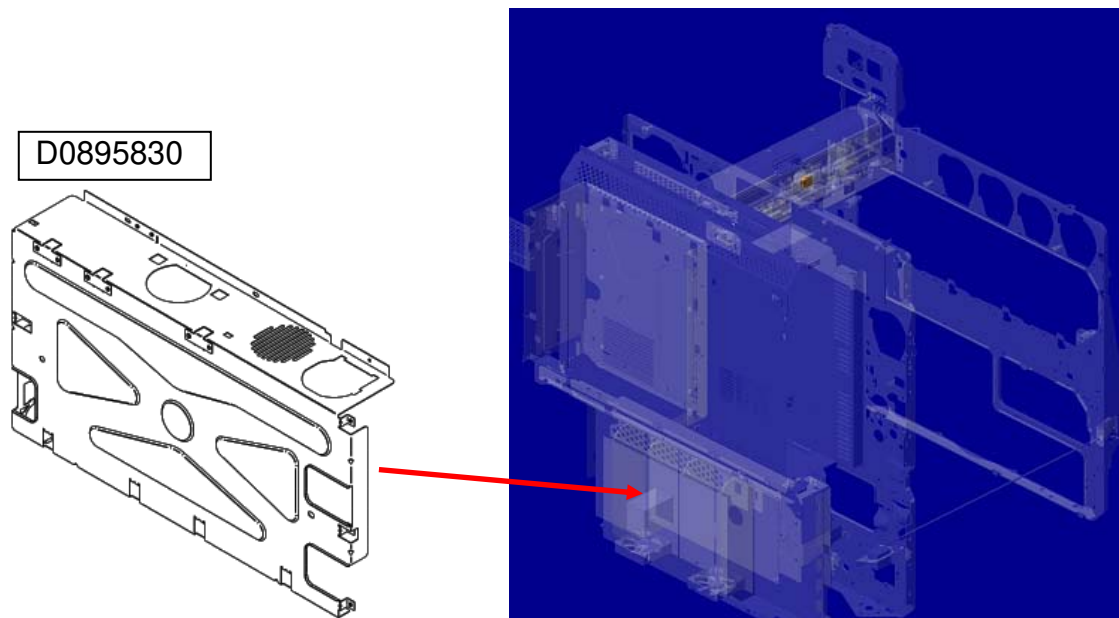
Model: AT-C2.5	Date: 07-Feb-12	No.: RD087044

Subject: Dog ear or Jam on ADF3050		Prepared by: N.Yoshida		
From: 1st Tech Service Sect., MFP/P Tech Service Dept.				
Classification:	☒ Troubleshooting	☐ Part information	☒ Action required	
	☐ Mechanical	☐ Electrical	☐ Service manual revision	
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information	
	☐ Product Safety	☐ Other ( )	☒ Tier 2	

SYMPTOM

Dog ear or jam occurs at the rear side of the original document when the original is fed through the ADF.

CAUSE

Torque of the hinge increases with time and it can create an imbalance in the pressure applied to the original between the front and rear sides of the ADF.

SOLUTION

Temporary action

Remove the following stud screws and reinstall them with a white spacer (07080080N) under each screw.

NOTE:

If a thick spacer is used, the pressure at the front side may increase too much. Make sure that jams or dog ears do not occur after installing the spacers.
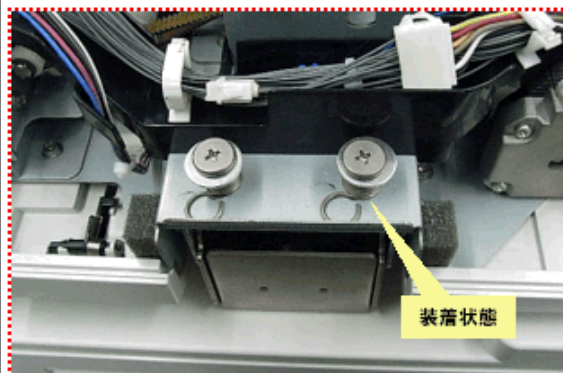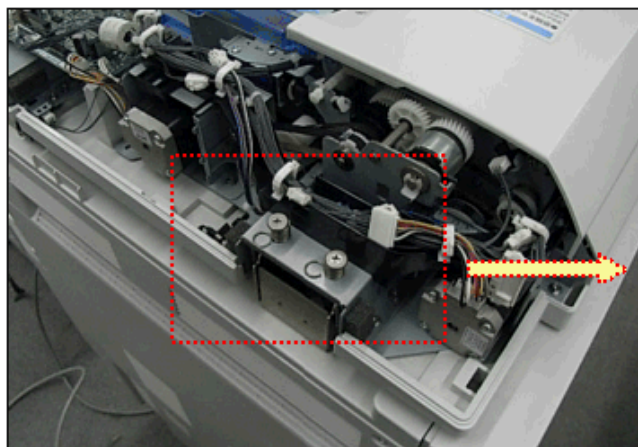
<u>Countermeasure</u>

 Replace Hinge: Left (D3661271) with the new part (D5411271).

The shape of the new hinge reduces the tendency for torque to increase over time.

Machine Code	SN
D36617	M7717603100~
D36695	M7717704012~
D54117	W2117807601~
D54121	W2117711125~

RICOH

Technical Bulletin

Model: Model At-C2.5		Date: 12-Mar-12	No.: RD087045

Subject: Patch Release for E-3200 V.1.0 (1-1A62NB.ps)		Prepared by: C.Tsuji
From: PP Solution Support Sec., PP Tech Service Dept.		
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier 2

This RTB is the release note for Patch File **1-1A62NB.ps** for Color Controller E-3200 System version 1.0.

Patch File	Issue(s)
1-1A62NB.ps	Patch to Upgrade BIOS to v2.15.

Before installing 1-1A62NB.ps

1. This patch is not exclusive. It may be installed along with other patches. One server reboot is sufficient for all patches to take effect on the system.
2. This patch upgrades the BIOS to version 2.15. Reinstallation of System Software will not affect the BIOS version.
3. It is not necessary to apply this patch if the BIOS Version is already 2.15. The BIOS Version can be found in the BIOS Setup section of the Configuration page.

Patch Update Procedure

1. Extract the **D5577552.exe** until you get the **1-1A62NB.ps** file.
2. Make sure that the Fiery controller reaches Idle.
3. Use Command WorkStation to import the patch file **1-1A62NB.ps** to the Direct connection.
4. Before rebooting the system, to ensure that the patch files is completely processed, please wait up to 60 seconds or until CWS shows the file is done processing.
5. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Confirm that in the BIOS Setup section of the Configuration page, the BIOS Version is **2.15**.

Model: Model At-C2.5	Date: 12-Mar-12	No.: RD087046

Subject: Patch Release for E-3200 V.1.0 (2012_Feb)	Prepared by: C.Tsuji
From: PP Solution Support Sec., PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☐ Tier 2

This RTB is the release note for set of patches (8 patches in total) for Color Controller E-3200 System version 1.0.

Files included in this release

Folder Name	/ File Name	/ File Size	/ Reboot
1st / 01	/ 1-1BG9F3.ps /	642,483 byte	/ not Exclusive
1st / 02	/ 1-1BQAKV.ps /	174,166 byte	/ not Exclusive
1st / 03	/ 1-1CKWT8.ps /	1,709,170 byte	/ not Exclusive
1st / 04	/ 1-1CYI8B.ps /	107,325 byte	/ not Exclusive
1st / 05	/ 1-1CWVVO.ps/	9,170,289 byte	/ not Exclusive
1st / 06	/ 1-1CYHX2.ps /	1,708,943 byte	/ not Exclusive
1st / 07	/ 1-1CYG5R.ps /	2,475,830 byte	/ not Exclusive
1st / 08	/ 1-1D1118.ps /	592,964 byte	/ not Exclusive

Not Exclusive: These 8 patches can be downloaded together and controller reboot is required only once.

Important Note:

Keep the order of patches to be applied as shown in the table above.
If some of the patches were not applied or were not applied in the indicated order by mistake, then system software re-installation is required for recovery.

Issue(s) addressed with this release:

1. Composite patch to address Device Link and Scan to email issues.
2. Patch to address duplex printing issue with PCL5 data.
3. After recovery from a Paper End condition when SEF jobs are being printed, LEF paper is requested.
4. A particular PS job is classified as PCL.
5. Blank part of PDF data is garbled for a particular file.
6. Job Error occurs when a particular file is printed with larger than 12x18 page size and 1200dpi.
7. One part of image is printed in color for a particular file.
8. Scaling is not honored when Impose template that has Custom Scale set is used.

Prerequisite(s):

Please print out the configuration page. Verify the **System Updates Log** section.

- The prerequisites listed below must be installed in the order specified before the **1-1BG9F3**.ps, **1-1BQAKV**.ps, **1-1CKWT8**.ps, **1-1CYI8B**.ps, **1-1CWVVO**.ps, **1-1CYHX2**.ps, **1-1CYG5R**.ps, and **1-1D1118**.ps patch is applied:
     •1-1AEV71.ps

- Do NOT install any of the following patches after installing the **1-1CKWT8**.ps patch. If you are required to install any of the patches below, do so before installing the 1-1CKWT8.ps patch:
     •1-1C5GYZ.ps

- Do NOT install any of the following patches after installing the **1-1CYHX2**.ps patch. If you are required to install any of the patches below, do so before installing the 1-1CKWT8.ps patch:
     •1-1C5GYZ.ps
     •1-1CKWT8.ps

Preparation before installation:

1. Extract **D5577651.exe**.
2. Check that 1st folder which consists of 8 patches is created.
   (Refer to the table on the top of this RTB.)

Patch Update Procedure:

1. Download/Import the patch file "**1-1BG9F3.ps**" with Command Workstation to the "Direct" queue.
2. You must wait at least 60 seconds after the patch file downloaded/imported before rebooting the system. This will ensure the patch file is completely processed.
3. Download/Import the next patch file "**1-1BQAKV.ps**" with Command Workstation to the "Direct" queue. Wait at least 60 seconds before going to the next step.
4. Repeat step 3 with the rest of the patch files "**1-1CKWT8.ps**", "**1-1CYI8B.ps**", " **1-1CWVVO.ps**", " **1-1CYHX2.ps**", " **1-1CYG5R.ps**", and "**1-1D1118.ps**".
5. From either Command Workstation or the Fiery LCD, select "Shut Down" and then "Reboot System".
6. Wait until the Fiery has come to idle and print out the configuration page.
   Verify the **Update Info** section. It should contain the patch number [**1-1BG9F3**], [**1-1BQAKV**], [**1-1CKWT8**], [**1-1CYI8B**], [**1-1CWVVO**], [**1-1CYHX2**], [**1-1CYG5R**], and [**1-1D1118**].

RICOH

Technical **B**ulletin

Model: Model At-C2.5		Date: 27-Sep-12	No.: RD087047

Subject: Patch Release for E-3200 V.1.0 (2012_Aug)	Prepared by: C.Tsuji
From: PP Solution Support Sec., PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☐ Tier 2

This RTB is the release note for a set of patches (4 patches in total) for Color Controller E-3200 System version 1.0.

Files included in this release

Folder Name			File Name	File Size (byte)
D5577659	1st	01	1-1DKGY5.ps	3,890,996
		02	1-1D83RA.ps	247,653
		03	1-1DKGKH.ps	2,372,235
		04	1-1ED3MV.ps	174,638

Important Note:

Keep the order of patches to be applied as shown in the table above.
If some of the patches were not applied or were not applied in the indicated order by mistake, then system software re-installation is required for recovery.

Issue(s) addressed with this release:

1. A particular file does not print correctly.
2. The font list is blank when viewed from Command WorkStation.
3. An error message appears when printing a particular file with Mixed Media.
4. The next job is not transmitted until a current job is printed out.

Prerequisite(s):

- Please print out the configuration page. Verify the System Updates Log section.

- The prerequisites listed below must be installed in the order specified before the 4 patches are applied:

   •1-1AEV71.ps

   •1-1BQAKV.ps (Included in April 2012 Package)

   •1-1CYG5R.ps (Included in April 2012 Package)

- If there is a patch missing, follow the instructions in that patch's Release Note to install it.

- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Model: Model At-C2.5	Date: 27-Sep-12	No.: RD087047

Preparation before installation:

1. Extract the **D5577659.exe**.
2. Check that 1st folder which consists of 4 patches is created.
   (Refer to the table on the top of this RTB.)

Patch Update Procedure:

1. Make sure that the Fiery controller has reached Idle.
2. Use Command WorkStation to import the patch file the Direct connection.

   * While importing each patch, please wait for 60 seconds.

Order	File Name	Import to…	Waiting time before **each** reboot(s)/restart(s) or installation	Required number of reboot(s)/restart(s)
1	1-1DKGY5.ps	Direct Queue	60 seconds	0
2	1-1D83RA.ps	Direct Queue	60 seconds	0
3	1-1DKGKH.ps	Direct Queue	60 seconds	0
4	1-1ED3MV.ps	Direct Queue	60 seconds	1

3. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
4. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the System Updates Log section contains the patch numbers in the installed order.

Notes:

- You should keep the installation order when the patch will be installed.

- These patches are not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.

RICOH

Model: Model At-C2.5	Date: 02-Oct-12	No.: RD087048

Subject: Patch Release for E-3200 V.1.0 (2012_Sep)		Prepared by: C.Tsuji
From: PP Solution Support Sec., PP Tech Service Dept.		

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☐ Tier 2

This RTB is the release note for set of patches (3 patches in total) for Color Controller E-3200 System version 1.0.

Files included in this release

Folder Name			File Name	File Size
D5577663	1st	01	1-1EZGQ4.ps	262.55 KB
		02	1-1F4IRP.ps	1.63 MB
		03	1-1F4JOB.ps	1.63 MB

Important Note:

Keep the order of patches to be applied as shown in the table above.
If some of the patches was not applied or was not applied in the indicated order by mistake, then system software re-installation is required for recovery.

Issue(s) addressed with this release:

1. Print position is moved when a blank is inserted before the first page.
2. Load A4 LEF paper request is displayed, even though paper is available in the tray.
3. The server fails to convert the paper size for A4 or A3 jobs to Letter or Tabloid.

Prerequisite(s):

- Please print out the configuration page. Verify the **System Updates Log** section.
- The prerequisites listed below must be installed in the order specified before the 4 patches are applied:
  - •1-1AEV71.ps
  - •1-1C5GYZ.ps
  - •1-1CKWT8.ps (Included in Feb 2012 Package)
  - •1-1CYHX2.ps (Included in Feb 2012 Package)

  If there is a patch missing, follow the instructions in that patch's Release Note to install it.
- In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Preparation before installation:

1. Extract **D5577663.exe**.
2. Check that the 1st folder which consists of 3 patches is created.
   (Refer to the table on the top of this RTB.)

Patch Update Procedure:

1. Make sure that the Fiery controller has reached Idle.
2. Use Command WorkStation to import the patch file to the Direct connection.
   * While importing each patch, please wait for 60 seconds.

Order	File Name	Import to…	Waiting time before **each** reboot(s)/restart(s) or installation	Required number of reboot(s)/restart(s)
1	1-1EZGQ4.ps	Direct Queue	60 seconds	0
2	1-1F4IRP.ps	Direct Queue	60 seconds	0
3	1-1F4JOB.ps	Direct Queue	60 seconds	1

3. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
4. From Command WorkStation, choose Server-> Reboot Server, or from the Fiery LCD, select Restart Fiery -> Restart System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the System Updates Log section contains the patch numbers in the installed order.

Notes:

- You should keep the installation order when the patch will be installed.

- These patches are not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
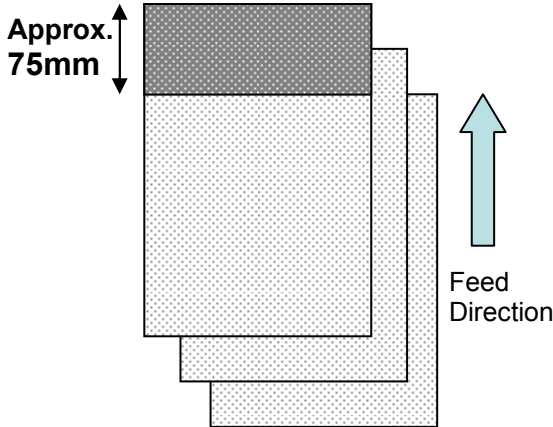
RICOH Technical Bulletin

Model: AT-C2.5	Date: 07-Dec-12	No.: RD087049

Subject: Dirty background	Prepared by: H.Tamaki
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other (　　)	☒ Tier 2

SYMPTOM

Dirty background sometimes occurs under low-temperature, low-humidity conditions.

CAUSE

The charge (Vd) applied to the drum via the charge roller tends to drop below the target when the temperature and humidity are low.

Black	Color (CMY)
Approx. 75mm — Feed Direction	Feed Direction
The area that gets dirtiest is the leading edge of the first sheet. This is because the charge on the drum during the first rotation is lower than later rotations.	All pages are uniformly dirty, since the leading edge of the first sheet contacts the drum from the drum's second or later rotations. This is different from B/W printing, due to the difference in timing in the image creation process.

SOLUTION

Increase the potential level for the color on which the symptom occurs **by 40V.**

Background Potential Setting: Offset (default 140V to 180V):
SP3241-005(K), SP3241-006(M), SP3241-007(C), SP3241-008(Y)

Model: Model At-C2.5		Date: 11-Dec-12	No.: RD087050

Subject: Patch Release for E-3200 V.1.0 (2012_Dec)		Prepared by: C.Tsuji	
From: PP Solution Support Sec., PP Tech Service Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☒ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier 2

This RTB is the release note for set of patches (3 patches in total) for Color Controller E-3200 System version 1.0.

Files included in this release

Folder Name			File Name	File Size
D5577666	1st	01	1-1F8HYR.ps	6.09 MB
		02	1-1G8OI6.ps	9.06 MB
		03	1-1GV5RN.ps	3.71 MB

Important Note:

Keep the order of patches to be applied as shown in the table above.
If some of the patches was not applied or was not applied in the indicated order by mistake, then system software re-installation is required for recovery.

Issue(s) addressed with this release:

- Scan to SMB fails when Windows Live ID is installed on a Windows 7 PC.
- Unable to send Scan data to the Mac OS X 10.7 share location.
- Some characters are not printed for a particular file.

Prerequisite(s):

The following prerequisites must be installed in the order specified before these patches are installed:
  1-1AEV71.ps
  1-1DKGY5.ps (Included in August 2012 Package)

- These patches are not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.
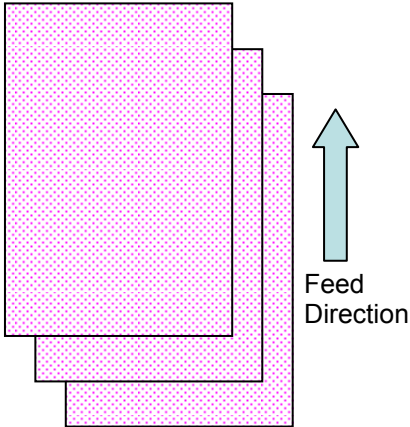 In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

- You should keep installing order when the patch will be installed.
   If there is a patch missing, follow the instructions in that patch's Release Note to install it.

  - In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Preparation before installation:

1. Extract **D5577666.exe**.
2. Check that 1st folder which consists of 3 patches is created.
   (Refer to the table on the top of this RTB.)

RICOH

Model: Model At-C2.5	Date: 11-Dec-12	No.: RD087050

Patch Update Procedure:

1. With Command Workstation, import the patch to the "Direct" queue one by one with the following order.

   * Whenever you install each patch, be sure to reboot / restart. From Command Workstation, choose Server -> Reboot Server, or from the fiery LCD, select Restart Fiery -> Restart System.

   * Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.

   * Please note that frequency of reboot / restart is different with each patch.

Order	File Name	Import to…	Waiting time after importing **each** patch.	Required number of reboot(s)/restart(s)
1	1-1F8HYR.ps	Direct Queue	60 seconds	0
2	1-1G8OI6.ps	Direct Queue	60 seconds	0
3	1-1GV5RN.ps	Direct Queue	60 seconds	1

2. Please wait until the Fiery has come to idle after the last reboot/restart.
3. Print out the configuration page.
4. Verify the System Updates Log section. It should show the patch names in the installed order.
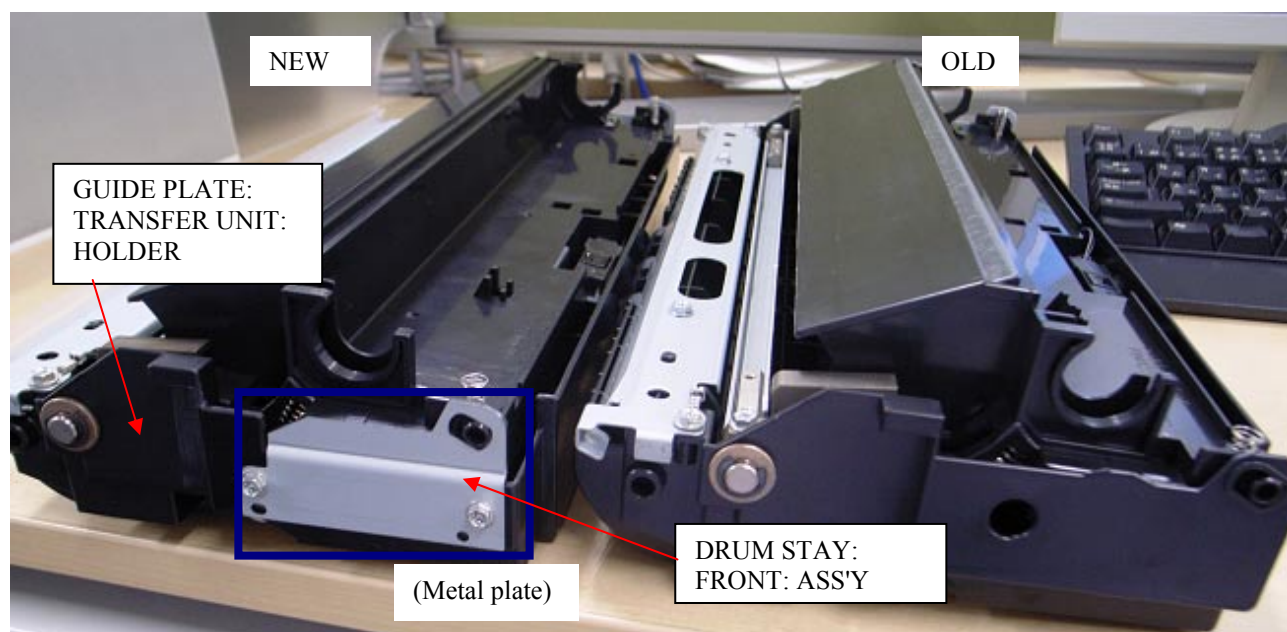
Model: AT-C2.5	Date: 04-Mar-13	No.: RD087051

Subject: Parts change information.	Prepared by: H. Tamaki
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D0296286	D0296288	CASE:TRANSFER ROLLER	1	X/X	-	-	
D0894663	D0894664	GUIDE PLATE:TRANSFER UNIT:HOLDER	1	X/X			
	D0894665	SHAFT:HOLDER:REAR	1	X/X	-	-	-
	04583010N	HEXAGON HEAD TAPPING SCREW:3X10	1	X/X	-	-	-
	D0894666	DRUM STAY:FRONT	1	X/X	-	-	-
	04583008N	HEXAGON HEAD TAPPING SCREW:3X8	2	X/X	-	-	-

Change: The material of the parts was changed from a resin to a metal.

Reason: To further increase the load-bearing strength of the parts.

Important: Interchangeability is **X/O as a set** (all six parts together).
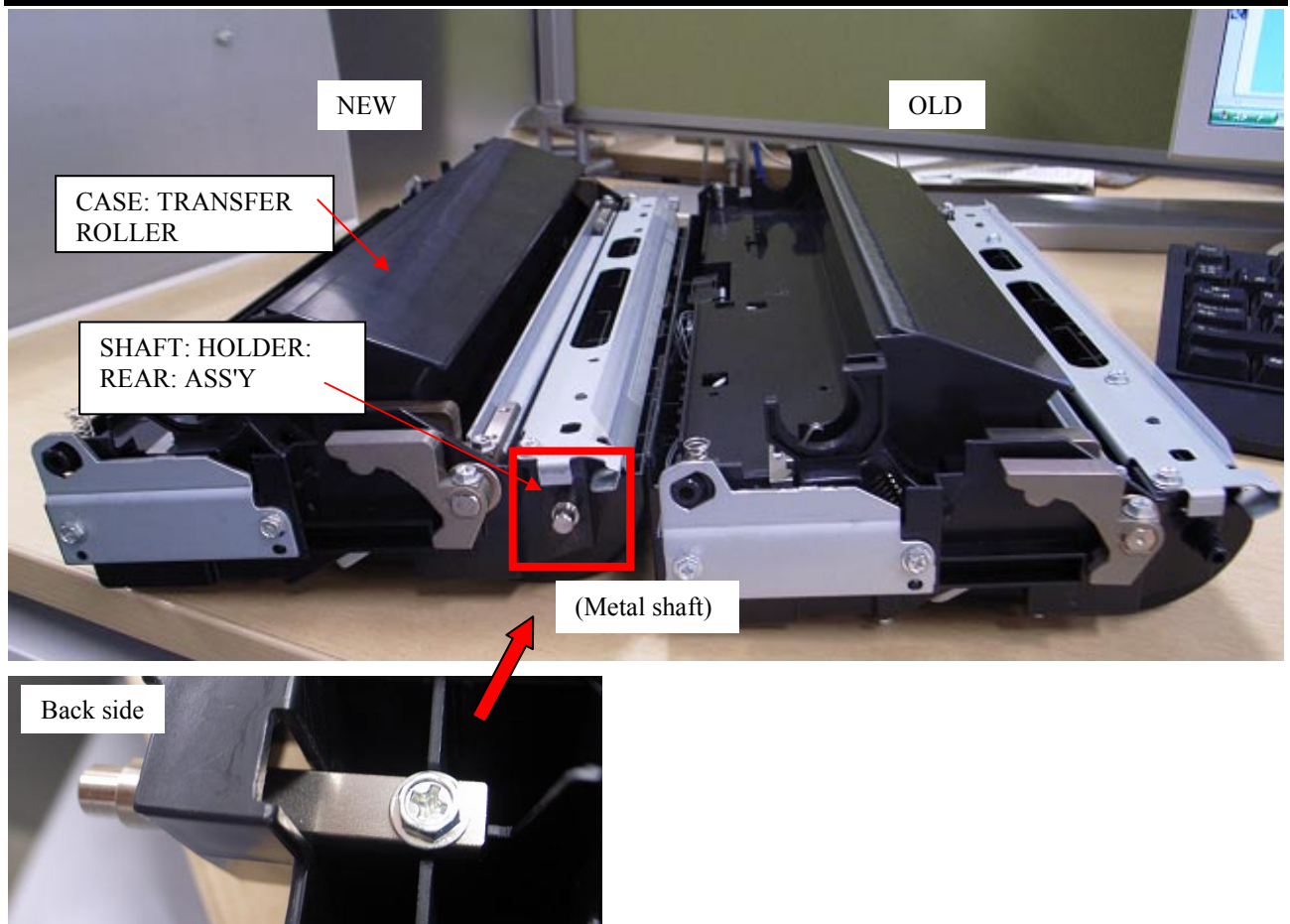

NEW   OLD

GUIDE PLATE: TRANSFER UNIT: HOLDER

(Metal plate)

DRUM STAY: FRONT: ASS'Y

Model: AT-C2.5	Date: 04-Mar-13	No.: RD087051

NEW

OLD

CASE: TRANSFER ROLLER

SHAFT: HOLDER: REAR: ASS'Y

(Metal shaft)

Back side

RICOH

Technical **B**ulletin

PAGE: 1/1

Model: General	Date: 26-Feb-13	No.: RGene060

Subject: The System Software reloading error occurrs when using HDD(D6504004/D0295795/D0295796)		Prepared by: Chihiro Shimaji
From: 1st Tech Service Sect., MFP/P Tech Service Dept.		

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

SYMPTOM

A formatting time-out error occurs when reloading the System software using an Ethernet network cable after replacing the HDD with one of the following:

D6504004 (160GB), D0295795 (500GB), D0295796 (500GB)

Note: Even under these conditions, there are cases in which the error does not occur. If it does not occur, the HDD can be used without any functional issues. However, the original storage capacity of the HDD (see CAUSE below) will appear on the Configuration Sheet / CWS (Command WorkStation).

CAUSE

The usable storage capacity of the HDD mentioned above was not "capped" to 80GB/160GB before the drives were registered as Service parts.

Note:

- ・ Capping has been performed on HDDs installed in machines at the factory since the beginning of production.
- ・ The D0295795 and D0295796 HDDs can be used on At/Ap-C2/C2.5, Mt-C4, because the specified HDD size of these machines is 500GB.

SOLUTION

Service parts:
The usable storage capacity has been capped.

In the field:
If the symptom occurs, replace the HDD with the following:

Model		Code	Specified value	New P/N
V-C1 EFI	Color Controller E-7000	D815-41/42	80GB	**D5021020** (clipped from 500GB to 80GB)
V-C2 EFI	Color Controller E-7100	D380		
V-C3 EFI	Color Controller E-7200	D502		
At/Ap-C1 EFI	Color Controller E-3000/5000	G878/889		
At/Ap-C2 EFI	Color Controller E-3100/5100	D479/480		
At/Ap-C2.5 EFI	Color Controller E-3200/5200	D557/558		
B-C3 EFI	Printer Controller EB-135	G847		
At/Ap-C3 EFI	Color Controller E-3300/5300	D650/D651	160GB	**D6501020** (clipped from 500GB to 160GB)

Model: AT-C2.5		Date: 28-Aug-13	No.: RD087052

Subject: Patch Release for E-3200 V.1.0 (1-1FS789.ps)	Prepared by: Y.Okano
From: PP Solution Support Sec., PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☐ Tier 2

This RTB is the release note for Patch File **1-1FS789.ps** for Color Controller E-3200 system version 1.0.

Patch File	Issue(s)
1-1FS789.ps	- A patch to address behavior of storing blank page.

Before installing 1-1FS789.ps

1. This patch is not exclusive. It may be installed along with other patches.
   One server reboot is sufficient for all patches to take effect on the system.

2. The following prerequisites must be installed in the order specified before the **1-1FS789.ps** patch is installed:

   - 1-1AEV71.ps

3. Do <u>NOT</u> install any of the following patch(es) <u>after</u> installing the **1-1FS789.ps** patch. If you must install any of the patch(es) below, do so <u>before</u> installing the **1-1FS789.ps** patch:

   - 1-1C5GYZ.ps
   - 1-1CKWT8.ps
   - 1-1CYHX2.ps
   - 1-1F4IRP.ps
   - 1-1F4JOB.ps

4. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Extract the **D5577670.exe** until you get the **1-1FS789.ps** file.
2. Make sure that the Fiery controller reaches Idle.
3. Use Command WorkStation to import the patch file **1-1FS789.ps** to the Direct connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
5. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.

Model: AT-C2.5	Date: 28-Aug-13	No.: RD087052

6.   Wait until the Fiery controller reaches Idle and print the Configuration page.
7.   Verify that the System Updates Log section contains the patch number **1-1FS789.**

RICOH **T**echnical **B**ulletin

Model: AT-C2.5	Date: 28-Aug-13	No.: RD087053

Subject: Patch Release for E-3200 V.1.0 (1-1JHC4L.ps)	Prepared by: Y.Okano
From: PP Solution Support Sec., PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☐ Tier 2

This RTB is the release note for Patch File **1-1JHC4L.ps** for Color Controller E-3200 system version 1.0.

Patch File	Issue(s)
1-1JHC4L.ps	- IE10 Compatibility patch: This patch will address an issue where launching Setup/Configure on Internet Explorer 10, the Setup/Configure window is blank.

Before installing 1-1JHC4L.ps

1. This patch is not exclusive. It may be installed along with other patches.
   One server reboot is sufficient for all patches to take effect on the system.

2. The following prerequisites must be installed in the order specified before the **1-1JHC4L.ps** patch is installed:

   - 1-1AEV71.ps

3. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Extract the **D5577671.exe** until you get the **1-1JHC4L.ps** file.
2. Make sure that the Fiery controller reaches Idle.
3. Use Command WorkStation to import the patch file **1-1JHC4L.ps** to the Direct connection.
4. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
5. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
6. Wait until the Fiery controller reaches Idle and print the Configuration page.
7. Verify that the System Updates Log section contains the patch number **1-1JHC4L.**

Model: AT-C2.5	Date: 28-Apr-14	No.: RD087054

Subject: Patch Release for E-3200 V.1.0 (1-1KK86Z.ps)	Prepared by: C.Tsuji
From: PP Solution Support Sec., PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☐ Tier 2

This RTB is the release note for Patch File **1-1KK86Z.ps** for Color Controller E-3200 system version 1.0.

Patch File	Issue(s)
1-1KK86Z.ps	Validity period of SSL certificate has been extended.

Before installing 1-1KK86Z.ps

1. This patch is not exclusive. It may be installed along with other patches.
   One server reboot is sufficient for all patches to take effect on the system.

2. The following prerequisites must be installed in the order specified before the **1-1KK86Z.ps** patch is installed:

   - 1-1AEV71.ps
   - 1-1JHC4L.ps

3. Do <u>NOT</u> install any of the following patch(es) <u>after</u> installing the **1-1KK86Z.ps** patch. If you must install any of the patch(es) below, do so <u>before</u> installing the **1-1KK86Z.ps** patch:

   None

4. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Make sure that the Fiery controller reaches Idle.
2. Use Command WorkStation to import the patch file **1-1KK86Z.ps** to the Direct connection.
3. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
4. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the System Updates Log section contains the patch number **1-1KK86Z.**

Model: AT-C2.5	Date: 28-Apr-14	No.: RD087055

Subject: Patch Release for E-3200 V.1.0 (1-1F3CRV.ps)	Prepared by: C.Tsuji	
From: PP Solution Support Sec., PP Tech Service Dept.		

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☐ Tier 2

This RTB is the release note for Patch File **1-1F3CRV.ps** for Color Controller E-3200 system version 1.0.

Patch File	Issue(s)
1-1F3CRV.ps	Firebird database for Linux OS has been updated to ver. 1.5.6.5026.

Before installing 1-1F3CRV.ps

1. This patch is not exclusive. It may be installed along with other patches.
    One server reboot is sufficient for all patches to take effect on the system.

2. The following prerequisites must be installed in the order specified before the **1-1F3CRV.ps** patch is installed:

     None

3. Do <u>NOT</u> install any of the following patch(es) <u>after</u> installing the **1-1F3CRV.ps** patch. If you must install any of the patch(es) below, do so <u>before</u> installing the **1-1F3CRV.ps** patch:

     None

4. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Make sure that the Fiery controller reaches Idle.
2. Use Command WorkStation to import the patch file **1-1F3CRV.ps** to the Direct connection.
3. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
4. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the System Updates Log section contains the patch number **1-1F3CRV.**

Model: AT-C2.5	Date: 27-Aug-14	No.: RD087056

Subject: Patch Release for E-3200 V.1.0 (FIT204566.ps)	Prepared by: C.Tsuji
From: PP Solution Support Sec., PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☐ Tier 2

This RTB is the release note for Patch File **FIT204566.ps** for Color Controller E-3200 system version 1.0.

Patch File	Issue(s)
FIT204566.ps	Unable to launch Configure window from WebTools on Windows/Mac OS installed with Java 1.7u51.

Before installing FIT204566.ps

1. This patch is not exclusive. It may be installed along with other patches.
   One server reboot is sufficient for all patches to take effect on the system.

2. The following prerequisites must be installed in the order specified before the **FIT204566.ps** patch is installed:

   1-1AEV71.ps

3. Do <u>NOT</u> install any of the following patch(es) <u>after</u> installing the **FIT204566.ps** patch. If you must install any of the patch(es) below, do so <u>before</u> installing the **FIT204566.ps** patch:

   1-1KK86Z.ps

4. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Make sure that the Fiery controller reaches Idle.
2. Use Command WorkStation to import the patch file **FIT204566.ps** to the Direct queue.
3. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
4. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the System Updates Log section contains the patch number **FIT204566.**

Model: AT-C2.5	Date: 27-Aug-14	No.: RD087057

Subject: Patch Release for E-3200 V.1.0 (FIT210957.ps)	Prepared by: C.Tsuji
From: PP Solution Support Sec., PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☐ Tier 2

This RTB is the release note for Patch File **FIT210957.ps** for Color Controller E-3200 system version 1.0.

Patch File	Issue(s)
FIT210957.ps	Scan To SMB: "General SMB operation error" alert message appears and the Fiery cannot connect to the Mac OS X 10.9 shared folder.

Before installing FIT210957.ps

1. Set correct date and time on server as well as client machine before applying the patch for the fix to take effect.

2. This patch is not exclusive. It may be installed along with other patches.
    One server reboot is sufficient for all patches to take effect on the system.

3. The following prerequisites must be installed in the order specified before the **FIT210957.ps** patch is installed:

    1-1AEV71.ps
    1-1G8OI6.ps

4. Do <u>NOT</u> install any of the following patch(es) <u>after</u> installing the **FIT210957.ps** patch. If you must install any of the patch(es) below, do so <u>before</u> installing the **FIT210957.ps** patch:

    None

5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Make sure that the Fiery controller reaches Idle.
2. Use Command WorkStation to import the patch file **FIT210957.ps** to the Direct queue.
3. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
4. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the System Updates Log section contains the patch number **FIT210957.**

Model: AT-C2.5	Date: 22-Jan-15	No.: RD087058

Subject: Patch Release for E-3200 V.1.0 (FIT100803189.ps)	Prepared by: C.Tsuji
From: 3rd Tech Service Sec. PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☐ Tier 2

This RTB is the release note for Patch File **FIT100803189.ps** for Color Controller E-3200 system version 1.0.

Patch File	Issue(s)
FIT100803189.ps	Configuration page supports 12-digit patch ID display.

Before installing FIT100803189.ps

1. Known issues listed below, read before installing **FIT100803189.ps** patch:

   - None.

2. The following prerequisites must be installed in the order specified before the **FIT100803189.ps** patch is installed:
   - 1-1AEV71.ps

3. Do <u>NOT</u> install any of the following patch(es) <u>after</u> installing the **FIT100803189.ps** patch. If you must install any of the patch(es) below, do so <u>before</u> installing the **FIT100803189.ps** patch:

   - None.

4. This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.

5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Make sure that the Fiery controller reaches Idle.
2. Use Command WorkStation to import the patch file **FIT100803189.ps** to the Direct queue.
3. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
4. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the System Updates Log section contains the patch number **FIT100803189.**

Reissued: 30-Jan-15

Model: AT-C2.5	Date: 22-Jan-15	No.: RD087059a

RTB Reissue

The items in bold red italics has been corrected.

Subject: Patch Release for E-3200 V.1.0 (FIT100698425.ps)	Prepared by: C.Tsuji
From: 3rd Tech Service Sec. PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☐ Tier 2

This RTB is the release note for Patch File **FIT100698425.ps** for Color Controller E-3200 system version 1.0.

Patch File	Issue(s)
FIT100698425.ps	*Configuration page supports 12-digit patch ID display.* *Linux OS was updated in the Fiery system software.*

Before installing FIT100698425.ps

1. Known issues listed below, read before installing **FIT100698425.ps** patch:

   • None.

2. The following prerequisites must be installed in the order specified before the **FIT100698425.ps** patch is installed:

   • None

3. Do <u>NOT</u> install any of the following patch(es) <u>after</u> installing the **FIT100698425.ps** patch. If you must install any of the patch(es) below, do so <u>before</u> installing the **FIT100698425.ps** patch:

   • None.

4. This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.

5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Make sure that the Fiery controller reaches Idle.
2. Use Command WorkStation to import the patch file **FIT100698425.ps** to the Direct queue.
3. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
4. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the System Updates Log section contains the patch number **FIT100698425.**

Model: AT-C2.5	Date: 04-Sep-2015	No.: RD087060

Subject: Patch Release for E-3200 V.1.0 (FIT101039153.ps)	Prepared by: C.Tsuji
From: 1st Tech Service Sec. PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☐ Tier 2

This RTB is the release note for Patch File **FIT101039153.ps** for Color Controller E-3200 system version 1.0.

Patch File	Issue(s)
FIT101039153.ps	If Composite overprint is enabled, crop marks are printed in the wrong color.

Before installing FIT101039153.ps

1. Known issues listed below, read before installing **FIT101039153.ps** patch:

   - None.

2. The following prerequisites must be installed in the order specified before the **FIT101039153.ps** patch is installed:

   - **1-1CYG5R.ps**

3. Do <u>NOT</u> install any of the following patch(es) <u>after</u> installing the **FIT101039153.ps** patch. If you must install any of the patch(es) below, do so <u>before</u> installing the **FIT101039153.ps** patch:

   - None.

4. This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.

5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

Patch Update Procedure

1. Make sure that the Fiery controller reaches Idle.
2. Use Command WorkStation to import the patch file **FIT101039153.ps** to the Direct queue.
3. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
4. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the System Updates Log section contains the patch number **FIT101039153.**

RICOH

Technical Bulletin

PAGE: 1/1

Model: AP-C3	Date: 7-Oct-15	No.: RD144089

Subject: Safety caution - Cover of Controller board	Prepared by: K. Yamamotoi
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Product Safety	☐ Other ( )	☒ Tier 2

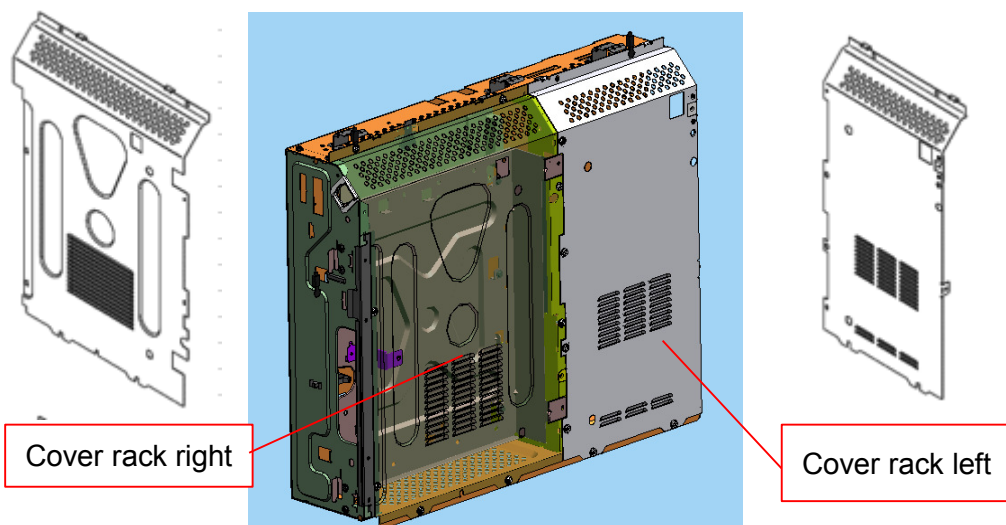This RTB applies to the **AP/AT-C3, C2.5, C2** and **AP-P1.**

IMPORTANT SAFETY INFORMATION about the Controller Board Cover

Take caution **when removing the controller board cover,** as the edges of the cover are sharp.

AP/AT-C3, C2.5, C2
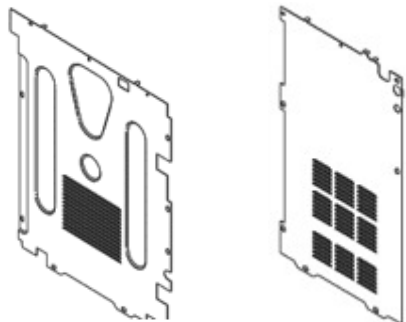Cover rack right: D0295811
Cover rack left: D0295810

Cover rack right

Cover rack left

AP-P2
Cover rack right: G1335811
Cover rack left: G1335810

RICOH

Technical **B**ulletin

Reissued: 24-Mar-16

Model: **AP-2.5/AT-C2.5**	Date: 02-Mar-11	No.: RD089035c

RTB Reissue

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

Subject: Firmware Release Note: GWFCU3-21(WW)	Prepared by: Y.Taniguchi	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept		
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Product Safety ☒ Other (Firmware) ☒ Tier 2	

This RTB has been issued to announce the firmware release information for the
GWFCU3-21(WW).

Version	Program No.	Effective Date	Availability of RFU
07.00.00	***D5455570G***	***April 2016 production***	***Available***
06.00.00	D5455570F	December 2012 production	Available
05.00.00	D5455570E	March 2012 production	Available
04.00.00	D5455570D	February 2011 production	Available
03.00.00	D5455570C	December 2010 production	Available
01.00.00	D5455570B	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
07.00.00	***Symptom corrected:*** ***If an error, for example, 14-30 occurs during folder transfer, the machine may not recover from the error nor report the error.***
06.00.00	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.
05.00.00	Symptom corrected: FAXes received using Substitute Reception cannot be printed out after the machine recovers to the print-ready condition.
04.00.00	Symptom corrected: FAX reception fails when receiving from a specific FAX server.
03.00.00	Symptoms corrected: 1. Minor software bugs were corrected. Other changes: 1. Modifications were made to conform to the Chinese GB18030 Standards.
01.00.00	1st Mass production

Model: AT-C2.5	Date: 30-Mar-16	No.: RD087061

Subject: Patch Release for E-3200 V.1.0 (FIT101092522.ps)	Prepared by: C.Tsuji
From: 1st Tech Service Sec. PP Tech Service Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ( )	☐ Tier 2

This RTB is the release note for Patch File **FIT101092522.ps** for Color Controller E-3200 system version 1.0.

Patch File	Issue(s)
FIT101092522.ps	Patch to upgrade PHP, OpenSSL, Apache web server and Samba to below mentioned versions: - Apache: 2.2.29 - OpenSSL: 0.9.8zf/ 1.0.1m - PHP: 5.6.7 - Samba version : 3.5.22

Before installing FIT101092522.ps

1. Known issues listed below, read before installing **FIT101092522.ps** patch:

   • None.

2. The following prerequisites must be installed in the order specified before the **FIT101092522.ps** patch is installed:

   • **1-1AEV71.ps**

   • **1-1F8HYR.ps**

   • **1-1G8OI6.ps**

   • **1-1KK86Z.ps**

   • **FIT204566.ps**

   • **FIT210957.ps**

   • **FIT100803189.ps**

3. Do NOT install any of the following patch(es) after installing the **FIT101092522.ps** patch. If you must install any of the patch(es) below, do so before installing the **FIT101092522.ps** patch:

   • None.

4. This patch is not exclusive, it can be installed along with other patches concurrently, and one server Reboot or Restart is sufficient for all patches to take effect on the system.

5. In the case where the customer needs to install a patch which was previously skipped in the patch order, it is necessary to reinstall the system.

RICOH

Model: AT-C2.5	Date: 30-Mar-16	No.: RD087061

Patch Update Procedure

1. Make sure that the Fiery controller reaches Idle.
2. Use Command WorkStation to import the patch file **FIT101092522.ps** to the Direct queue.
3. Before rebooting the system, to ensure that the patch file is completely processed, please wait up to 60 seconds or until Command WorkStation shows that the file is done processing.
4. After the file is done processing, please reboot the system: From Command WorkStation, choose Server > Reboot Server, or from the Fiery LCD, select Restart Fiery > Restart System.
5. Wait until the Fiery controller reaches Idle and print the Configuration page.
6. Verify that the System Updates Log section contains the patch number **FIT101092522.**