Reissued: 14-Sep-07

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180001a

Subject: Firmware Release Note: Engine			Prepared by: F.Noguchi
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

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

Version	Program No.	Effective Date
P1.05:09	***G1805300D***	***September 2007 production***
P1.04:09	G1805300C	August 2007 production
P1.03 :09	G1805300B	1st Mass production.

Version	Modified Points or Symptom Corrected
P1.05:09	***Other changes:*** ***1. The folder unit can now be switched to Off-line Mode by pressing the Off-line key on the unit's operation panel, even when the N-P1 is in Panel Off or Energy Saver Mode.*** ***Note: If the N-P1 is in Auto Off Mode, you must turn the N-P1 main power switch and then press the Off-line key on the folder unit operation panel.***
P1.04:09	Other changes: The default values for the Adjustment of Margins in User Tools were changed as follows: NA: 1.0-1.5 inches --> 0.8-1.6 inches EU: 35-40mm --> 20-40mm Important: If the B889 folder unit is installed, to apply the above changes, update the folder unit firmware (B889 folder unit: JABARA 1.07).
P1.03 :09	1st Mass production.

Reissued: 12-May-09

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180002a

RTB Reissue

The items bold and italics have been added.

Subject: Firmware Release Note: Net File			Prepared by: F.Noguchi
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

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

Version	Program No.	Effective Date
1.15	***G1865886A***	***April 2009 production***
1.14	G1805886	1st Mass production

Version	Modified Points or Symptom Corrected
1.15	***Minor bug correction.***
1.14	1st Mass production

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180003

Subject: Firmware Release Note: NIB			Prepared by: F.Noguchi
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

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

Version	Program No.	Effective Date
6.05	G1805884	1st Mass production.

Version	Modified Points or Symptom Corrected
6.05	1st Mass production.

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180004

Subject: Firmware Release Note: prt_font			Prepared by: F.Noguchi
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the **prt_font (Onboard ExpFont).**

Version	Program No.	Effective Date
1.00	G1805883	1st Mass production.

Version	Modified Points or Symptom Corrected
1.00	1st Mass production.

Reissued: 11-Mar-08

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180005b

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Printer			Prepared by: F.Noguchi
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

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

Version	Program No.	Effective Date
1.02	***G1805882B***	***April 2008 production***
1.01.1	G1805882A	December 2007 production
1.00	G1805882	1st Mass production.

Version	Modified Points or Symptom Corrected
1.02	***Minor changes***
1.01.1	Other changes: When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".
1.00	1st Mass production.

Reissued: 3-Jun-08

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180006c

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: System/Copy	Prepared by: F.Noguchi
From: 2nd Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	Effective Date
1.03	***G1805881C***	***April 2008 production***
1.02	G1805881B	April 2008 production
1.01.1	G1805881A	December 2007 production
1.00	G1805881	1st Mass production.

Version	Modified Points or Symptom Corrected
1.03	***Other change:*** ***1. To support the Chinese version machine (G180-21).***
1.02	Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.02 or later), Websys firmware (version 1.03 or later) and NCS firmware (version 6.10 or later) needs to be applied to the device.
1.01.1	Other changes: When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".
1.00	1st Mass production.

Reissued: 15-Oct-08

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180006d

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: System/Copy	Prepared by: F.Noguchi
From: 2nd Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	Effective Date
1.05	***G1805881D***	***October 2008 production***
1.03	G1805881C	April 2008 production
1.02	G1805881B	April 2008 production
1.01.1	G1805881A	December 2007 production
1.00	G1805881	1st Mass production.

Version	Modified Points or Symptom Corrected
1.05	***Symptom corrected:*** ***1. When sending a print job (long print), the output is blank.*** ***2. RFU from @Remote may not be reported to the center.*** ***Other changes:*** ***1. The following error messages were deleted from the operation panel display, as it is not necessary to notify end users of these conditions (and therefore would be confusing):*** ***"Check the proxy settings. If the same error occurs,....." (embedded RC Gate)*** ***"Cannot connect to the server for remote diagnostic." (external RC Gate)***
1.03	Other change: 1. To support the Chinese version machine (G180-21).
1.02	Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.02 or later), Websys firmware (version 1.03 or later) and NCS firmware (version 6.10 or later) needs to be applied to the device.
1.01.1	Other changes: When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".
1.00	1st Mass production.

Reissued: 3-Jun-08

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180007c

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Web System	Prepared by: F.Noguchi
From: 2nd Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	Effective Date
1.04	***G1805885C***	***May 2008 production***
1.03	G1805885B	May 2008 production
1.02	G1805885A	December 2007 production
1.01.1	G1805885	1st Mass production.

Version	Modified Points or Symptom Corrected
1.04	***Other changes:*** ***1. To support the Chinese version machine (G180-21).***
1.03	Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.02 or later), Websys firmware (version 1.03 or later) and NCS firmware (version 6.10 or later) needs to be applied to the device.
1.02	Other changes: When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".
1.01.1	1st Mass production.

Reissued: 3-Jun-08

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180008a

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: GL2&TIFF-Filter			Prepared by: F.Noguchi
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the **GL2&TIFF-Filter.**

The following is the firmware upgrade procedure for the GL2&TIFF-Filter (G1805913x).

Firmware upgrade procedure:

1. Turn OFF the main power switch.
2. Remove the SD card containing the "TIFF/GL Filter" from Slot 2.
3. Delete the folder "sdk" from the SD card.
4. Open the Release Note for the GL2&TIFF-Filter
   (firmware filename: G1805913x).
5. Open the file " G1805913x.zip".
6. Extract all files to the SD card.
7. Confirm that the directory in the SD card is as follows:
   sdk/
   67633408
   67633664
8. Insert the SD card into Slot 2.
9. Turn ON the main power switch.

Version	Program No.	Effective Date
1.1.2	***G1805913C***	***June 2008 production***
1.1.0	***G1805913B***	***June 2008 production***
1.0.7	G1805913A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.1.2	***Other changes:*** ***Supports "Forced print". For details, see RG180005c.***
1.1.0	***Other changes:*** ***Supports the Chinese version machine (G180-21).***
1.0.7	Firmware standardization with Model G180.
1.0.0	First mass production

Reisued: 27-Aug-07

Model: **Neptune-C2/P1**	Date: 31-May-07	No.: RB286010a

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Folder FD6500A(JABARA)			Prepared by: F.Noguchi
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the **Folder FD6500A (JABARA).**

Version	Program No.	Effective Date
1.07	***B8895230D***	***August 2007 production***
1.06	B8895230C	1st Mass production.

Version	Modified Points or Symptom Corrected
1.07	***Symptom corrected:*** ***1. A folding jam occurs with A1T/140mm fold (the firmware uses 140mm for all folds).*** ***Other changes:*** ***2. The default values for the Adjustment of Margins in User Tools were changed as follows:*** ***NA:*** ***1.0-1.5 inches --> 0.8-1.6 inches*** ***EU:*** ***35-40mm --> 20-40mm*** ***Important: If the B889 folder unit is installed, to apply the above changes, use this firmware or later together with the following:*** ***N-C2 (B286/B289): Engine 1.07:14 or later*** ***N-P1 (G180): Engine P1.04:09 or later***
1.06	1st Mass production.

Model: Neptune-C2/P1	Date: 06-Sep-07	No.: RB286015

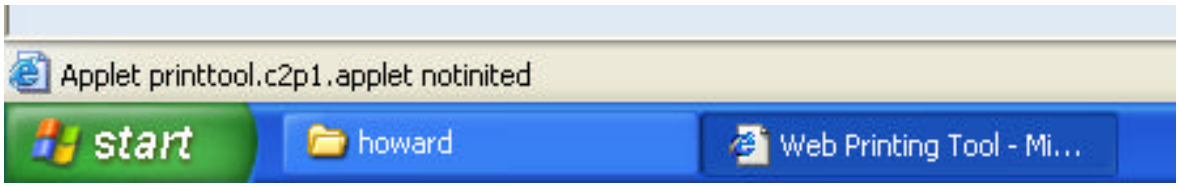
Subject: Error "Applet printtool.c2pl applet notinited"	Prepared by: F.Noguchi
From: 2nd Tech Support Sec. Service Support Dept.	

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

SYMPTOM

"Applet printtool.c2pl applet notinited" (error message) is displayed if WebPrint is used together with Java 6 Update 2, Version 1.6.0_**2**.

Note: This does not occur if Java 6 Update 2, Version 1.6.0_**1** or earlier is installed.



CAUSE

The default setting for “Temporary Internet Files” in the Java Control Panel was changed from Java 6 Update 2, Version 1.6.0_**2**.

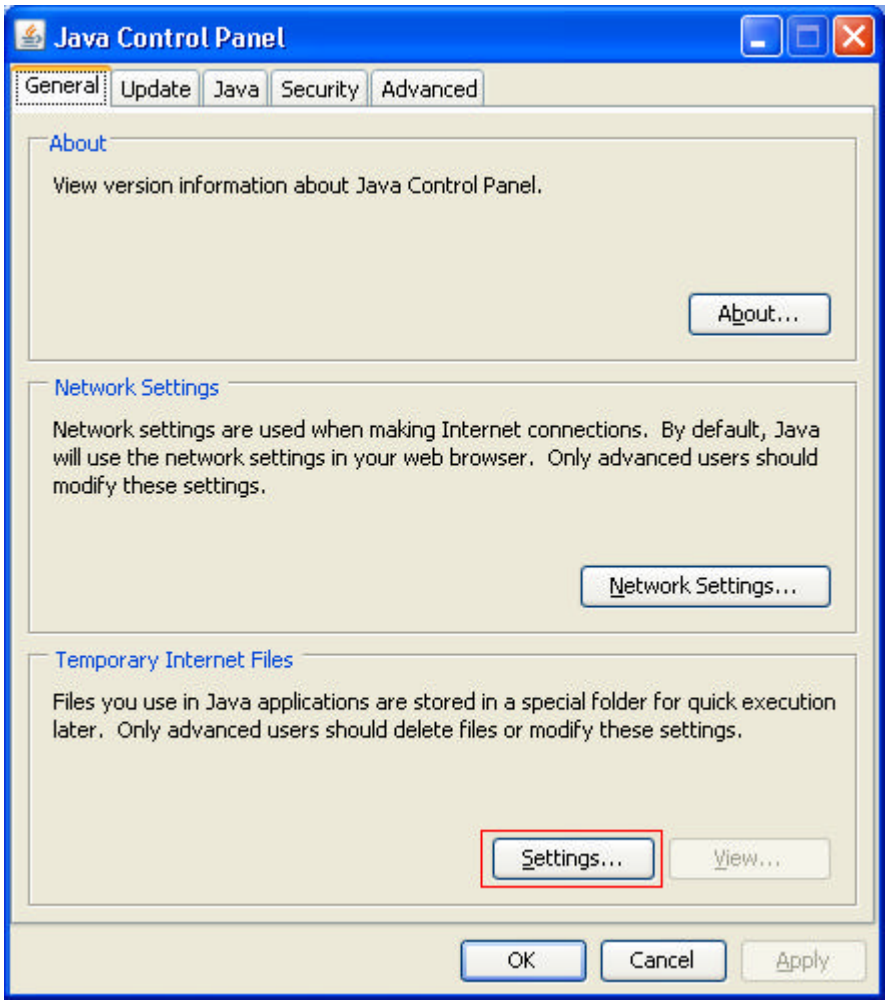
SOLUTION

Change the “Temporary Internet Files” setting in the Java Control Panel.

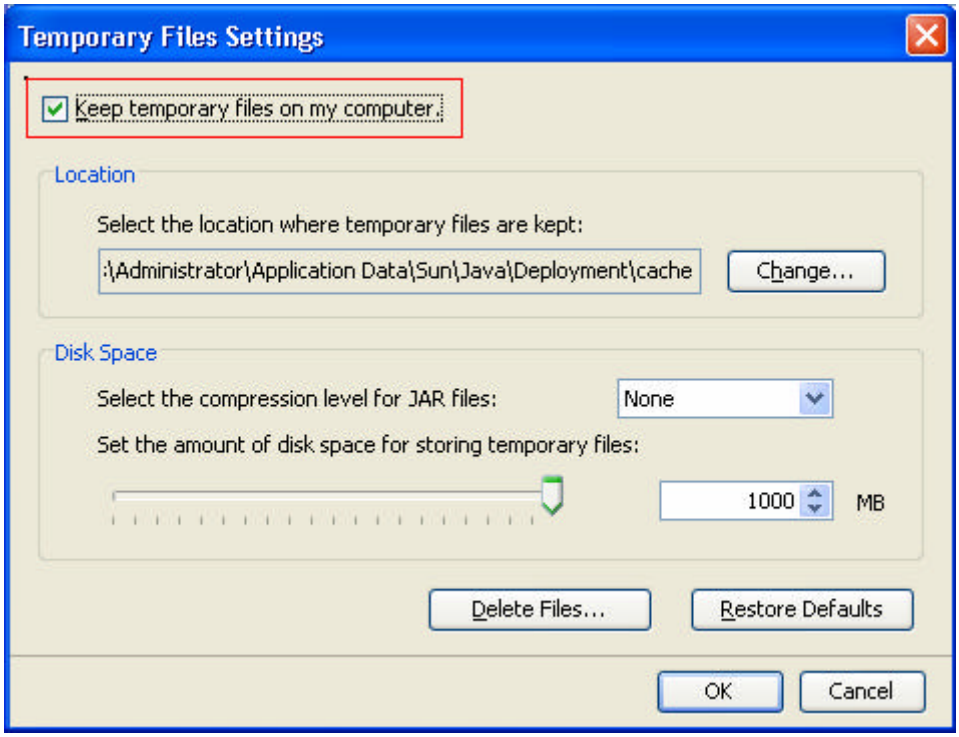
See the procedure below

Procedure

1. Access the Java Control Panel.
2. From the “General” Tab, click the "Settings" button for Temporary Internet Files.



3. Uncheck the box next to "Keep temporary files on my computer".
4. Click "OK".
5. Go back to the "General" tab and click "Apply".
6. Click "OK".



Reissued: 11-Mar-08

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180003a

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: NIB	Prepared by: F.Noguchi
From: 2nd Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	Effective Date
6.10	***G1805884A***	***May 2008 production***
6.05	G1805884	1st Mass production.

Version	Modified Points or Symptom Corrected
6.10	***Symptom corrected:*** ***1. The performance of WIM might be reduced if SSDP is enabled on the device.*** ***2. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011)*** ***3. The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped.*** ***4. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer.*** ***5. An SSL2.0 client code fails to properly check for NULL (CVE-2006-4343). (TechMail#OTS-2008-185)*** ***6. Multiple RSA implementations fail to properly handle signatures (CVE-2006-4339). (TechMail#OTS-2008-276)*** ***7. The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA.*** ***8. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed:*** ***– The Ethernet Speed is changed to any setting except "Auto Select", from the operation panel.*** ***– The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited.*** ***9. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled.*** ***Other changes:*** ***1. The new WLAN card is now available. (TechMail#OTS-2008-543)*** ***Note: To use this new card, System firmware (version 1.02 or later),***

Reissued: 11-Mar-08

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180003a

Version	Modified Points or Symptom Corrected
	Websys firmware (version 1.03 or later) and NCS firmware (version 6.10 or later) needs to be applied to the device.
6.05	1st Mass production.

Model: General	Date: 12-Mar-08	No.: RGene027

Subject: New Wiress LAN Option	Prepared by: H.K.
From: 1st Tech. Support Sec. Service Support Dept.	

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

Important Information on the Release of a New Wireless LAN Option

Overview

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

Details

1. Discontinued wireless LAN options:

for US

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

for EU and Asia

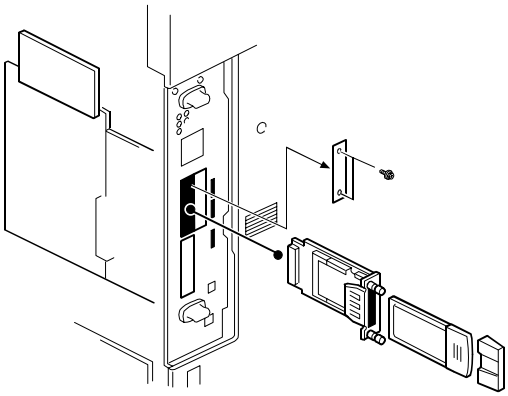
Code	EDP	Description	Note
B736-07	412177	IEEE 802.11b Interface Unit Type E	discontinued in 1st 2007
G813-02	402358	802.11b Interface Unit Type F	discontinued in 1st 2007 due to country origin issue
G813-10	403020	802.11b Interface Unit Type F	change from EDP:402358
G813-05	402379	IEEE802.11b Interface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

2. Specifications of the new wireless LAN option:

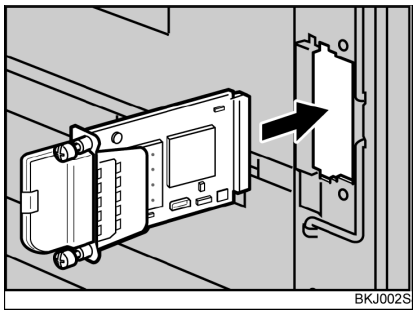
Print_B7367059.pc

Specification Sheet:

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



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



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

Action in the Field

1. MFP Models

Update the firmware on the target MFP models to the necessary versions at the installation.
See "Target Models" below.

2. LP Models

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

Notice to users (excerpt on next page):

print_B7367058.pd

Excerpt from the Operating Instructions for LP models

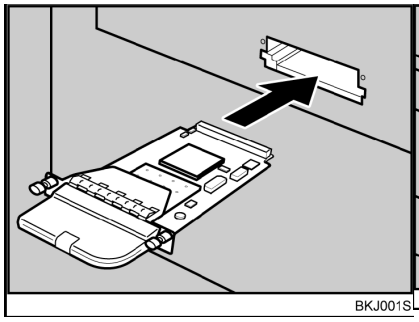
Installing the Optional Wireless LAN Interface Unit

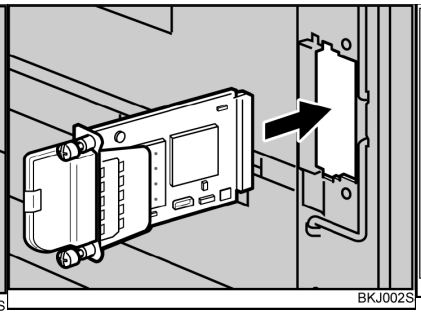
Important:

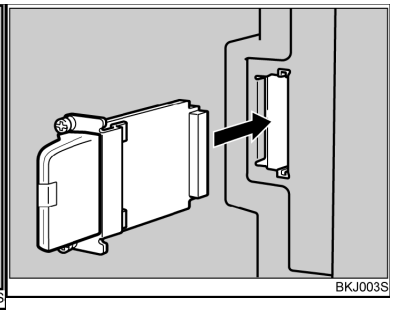
- Before handling the wireless LAN interface unit, ground yourself by touching something metal to discharge any static electricity. Static electricity can damage the wireless LAN interface unit.
- Do not subject the wireless LAN interface unit to physical shocks.

1. Turn off the power of the printer, and then unplug the power cable and the interface cable.
2. Remove the two screws from the interface unit's slot cover, and then remove the slot cover.
   The removed cover is not used when installing the wireless LAN interface unit. Keep it for possible future use.

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







   Insert the end of the wireless LAN interface unit into the slot.
   Slot types vary according to device. For details, see the manual provided with your printer.
4. Fasten the wireless LAN interface unit to the controller board with the two screws.
   Check the wireless LAN interface unit is connected firmly to be controller board.

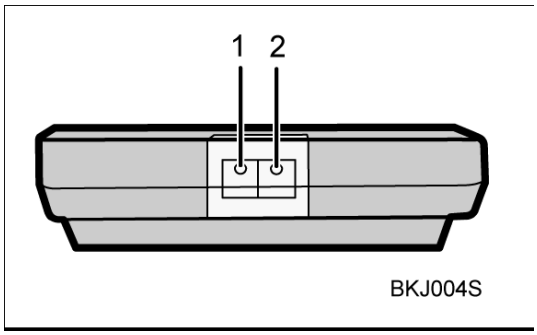
Note

- Use a coin or similar object if the screws do not turn easily.
- After finishing installation, you can check the wireless LAN interface unit is properly installed: Print the configuration page from the [List / Test Print] menu. If it is installed properly, the name of wireless LAN interface unit will appear for "Device Connection" on the configuration page.

- If the wireless LAN interface unit is not installed properly, reinstall it following this procedure. If you cannot install it properly even after attempting reinstallation, contact your sales or service representative.
- You need to make settings with the control panel before using the wireless LAN interface unit. For more information, see the manual provided with your printer.

Checking the Connection

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



1. The orange light indicates normal network connectivity.
2. The green light indicates that the optional wireless LAN interface unit is properly powered.
   If both lights are lit, the wireless connection is fully operational.

Reissued: 10-Jun-08

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

Target Models

MFP

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

Note:

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

LP

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

Note:

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

Reissued: 3-Jun-08

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180005c

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Printer	Prepared by: F.Noguchi
From: 2nd Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	Effective Date
1.04	***G1805882D***	***June 2008 production***
1.03	***G1805882C***	***June 2008 production***
1.02	G1805882B	April 2008 production
1.01.1	G1805882A	December 2007 production
1.00	G1805882	1st Mass production.

Version	Modified Points or Symptom Corrected
1.04	***Other changes:*** ***Supports "Forced print". For details, see attached pages.***
1.03	***Other changes:*** ***Supports the Chinese version machine (G180-21).***
1.02	Minor changes
1.01.1	Other changes: When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".
1.00	1st Mass production.

Reissued: 3-Jun-08

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180005c

Forced Printing (ver.1.04)

The firmware modified to meet the request for forced printing:

Old specifications (pre-modification):

The machine does not print the image if the original size does not match the paper size (to minimize printing errors).
e.g.,

Setting/conditions:	Original size, paper size:	Result:
Auto-tray	Original size and paper size do not match	Image cannot be printed
Tray 1 or 2	Original size and paper size do not match	Image cannot be printed
Paper cassette	Original size and paper size do not match	Image cannot be printed

Note: In cases where the image cannot be printed, the job must be reset (from the machine operation panel). Please see the attached procedure for how to avoid the size mismatch even with the old firmware.

New specifications (post-modification):

If one of the roll trays is selected (Tray 1 or 2), the image will be printed out even if the original size and paper size do not match.

Setting/conditions:	Original size, paper size:	Result:
Auto-tray	Original size and paper size do not match	Image cannot be printed
Tray 1 or 2	Original size and paper size do not match	Image is printed ("forced printing")
Paper cassette	Original size and paper size do not match	Image cannot be printed

Note: In cases where the image cannot be printed, the job must be reset (from the machine operation panel).

Modification procedure:

The following steps will force the machine to print out the image in cases where the original/paper size do not match, effectively enabling the "forced print" feature of the modified firmware. However before doing so, **please make sure to explain the limitations described below to the customer.**

1. Update the firmware
2. Change the setting of the Printer SP: BitSW No. 6-0 to a value of "1" to enable Forced Print.

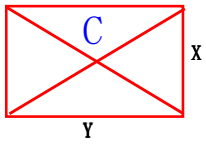
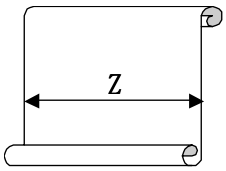
Limitations:

1. If you are storing the image to the HDD in addition to printing it out, the page width will be equal to the width of the roll paper in the selected tray.
2. Regardless of the size or final printing orientation of the original image, the paper size logged in the job log and counted up in the machine counters is the actual size of the paper used to print the image.
3. When using forced print together with folding functions, in some cases, the relationship between the folds and the image (number of folds in the paper, orientation of the image, etc.) may not be what the customer intended. This is because the original image is being printed onto paper of a different size, and/or the image is being rotated.
4. With PDF Direct Print, the driver will search for a roll tray first. If a roll tray is found that contains paper of the same size as the original, the paper will be fed from that tray. However if a match is not found, the Priority Tray will be used.
5. The only PS driver supported is the Ricoh original PS driver.

Reissued: 3-Jun-08

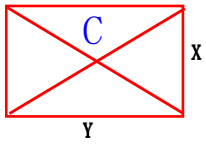
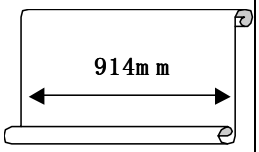
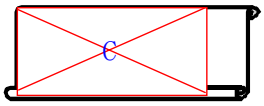
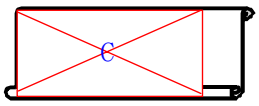
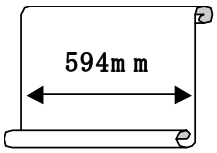
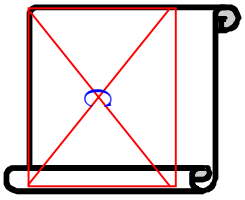
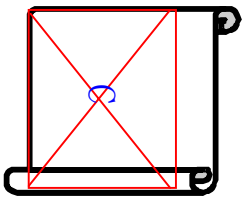
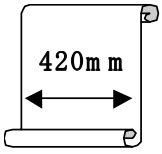
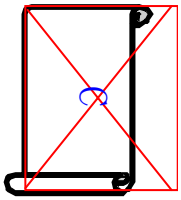
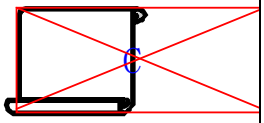
Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180005c

Specific example:

Original	TRAY
X > Y 	**Roll paper width = Z** 

Size Condition	RPCS driver	PS driver
Z > Y	**No Rotation** (Image is not cropped)	**<=**
Y > Z **Z > X**	**Rotation** (Image is not cropped)	**<=**
Y > Z **X > Z**	**Rotation** (Image is cropped)	**No Rotation** (Image is cropped)

Example

Original	TRAY	Source TRAY	RPCS driver	PS driver
X=600mm **Y=800mm** 	**TRAY 1**  **Roll paper width: 914 mm**	**TRAY 1**	**No Rotation** (Image is not cropped)  **Roll paper width: 914 mm**	**<=**  **Roll paper width: 914 mm**
	TRAY2  **Roll paper width: 594 mm**	**TRAY2**	**No Rotation** (Image is not cropped)  **Roll paper width: 594 mm**	**<=**  **Roll paper width: 594 mm**
	TRAY 3  **Roll paper width: 420 mm**		**Non Rotate** (Image is cropped)  **Roll paper width: 420 mm**	**Non Rotate** (Image is cropped)  **Roll paper width: 420 mm**

Reissued: 15-Oct-08

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180005d

RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Printer	Prepared by: F.Noguchi
From: 2nd Tech. Support Sec. Service Support Dept.	

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

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

Version	Program No.	Effective Date
1.05	***G1805882E***	***October 2008 production***
1.04	G1805882D	June 2008 production
1.03	G1805882C	June 2008 production
1.02	G1805882B	April 2008 production
1.01.1	G1805882A	December 2007 production
1.00	G1805882	1st Mass production.

Version	Modified Points or Symptom Corrected
1.05	***version/ suffix change only***
1.04	Other changes: Supports “Forced print”. For details, see attached pages.
1.03	Other changes: Supports the Chinese version machine (G180-21).
1.02	Minor changes
1.01.1	Other changes: When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".
1.00	1st Mass production.

Model: Neptune-P1	Date: 11-Mar-09	No.: RG180009

Subject: Printer SP1001: Bit Switch	Prepared by: F.Noguchi
From: 2nd Tech Support Sec. Service Support Dept.	

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

Please correct your Service Manual as follows.

Add the description for Printer SP1001: Bit Switch with the following:

Printer SP Table

1001	**Bit Switch**			
001	Bit Switch 1		0	1
	bit 0	DFU	-	-
	bit 1	DFU	-	-
	bit 2	DFU	-	-
	bit 3	**No I/O Timeout**	Disabled	Enabled
		Enable: The MFP I/O Timeout setting will have no effect. I/O Timeouts will never occur.		
	bit 4	**SD Card Save Mode**	Disabled	Enabled
		Enable: Print jobs will be saved to an SD Card in the GW SD slot (☛ “Card Save Function” in "System Maintenance Reference" section of the Field Service Manual).		
	bit 5	DFU	-	-
	bit 6	DFU	-	-
	bit 7	**[RPCS,PCL]: Printable area frame border**	Disabled	Enabled
		Enable: The machine prints all RPCS and PCL jobs with a border on the edges of the printable area.		

1001	**Bit Switch**		
002	Bit Switch 2 **DFU**	-	-

1001	**Bit Switch**		
003	Bit Switch 3 **DFU**	-	-

1001	**Bit Switch**

004	Bit Switch 4 **DFU**	-	-

1001	**Bit Switch**			
005	Bit Switch 5		0	1
	bit 0	**Show "Collate Type", "Staple Type" and "Punch Type" buttons on the operation panel.**	Disabled	Enabled
		If enabled, users will be able to configure a Collate Type, Staple Type, and Punch Type from the operation panel. The available types will depend on the device and configured options. After enabling the function, the settings will appear under: "User Tools > Printer Features > System"		
	bit 1	DFU	-	-
	bit 2	DFU	-	-
	bit 3	**[PS] PS Criteria**	Pattern3	Pattern1
		Change the number of PS criterion used by the PS interpreter to determine whether a job is PS data or not. Pattern3: includes most PS commands. Pattern1: A small number of PS tags and headers		
	bit 4	**Increase max number of the stored jobs to 1000 jobs.**	Disable (100)	Enable (1000)
		Enable: Changes the maximum number of jobs that can be stored on the HDD via Job Type settings to 1000. The default is 100.		
	bit 5	DFU	-	-
	bit 6	DFU	-	-
	bit 7	DFU	-	-

1001	**Bit Switch**			
006	Bit Switch 6		0	1
	bit 0	Forced printing	Disable	Enable
		If enabled, the image will be printed regardless of whether the specified roller is of the correct size paper or not. This is similar to "Form Feed" on a standard printer. The default is disabled. Note Applied to following firmware: Printer firmware ver. 2.01 GL2&TIFF-Filter ver. 1.1.2		

1001	Bit Switch		
007	Bit Switch 7 **DFU**	-	-

1001	Bit Switch			
008	Bit Switch 8		0	1
	bit 0	DFU	-	-
	bit 1	DFU	-	-
	bit 2	DFU	-	-
	bit 3	**[PCL,PS]: Allow BW jobs to print without requiring User Code**	Disable	Enable
		Enable: BW jobs submitted without a user code will be printed even if user code authentication is enabled.		
	bit 4	DFU	-	-
	bit 5	DFU	-	-
	bit 6	DFU	-	-
	bit 7	DFU	-	-

Reissued: 12-May-09

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180003b

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: NIB			Prepared by: F.Noguchi
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

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

Version	Program No.	Effective Date
6.12	***G1805884B***	***April 2008 production***
6.10	G1805884A	May 2008 production
6.05	G1805884	1st Mass production.

Version	Modified Points or Symptom Corrected
6.12	***Symptom corrected:*** ***1. The device might not be able to access the network after the Log collection tool is run.*** ***2. IPP print jobs are cancelled. This happened very infrequently.*** ***3. After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will no longer accept any more jobs until rebooted.***
6.10	Symptom corrected: 1. The performance of WIM might be reduced if SSDP is enabled on the device. 2. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011) 3. The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped. 4. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer. 5. An SSL2.0 client code fails to properly check for NULL(CVE-2006-4343). (TechMail#OTS-2008-185) 6. Multiple RSA implementations fail to properly handle signatures(CVE-2006-4339). (TechMail#OTS-2008-276) 7. The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA. 8. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed:

Reissued: 12-May-09

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180003b

Version	Modified Points or Symptom Corrected
	– The Ethernet Speed is changed to any setting except "Auto Select", from the operation panel. – The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited. 9. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled. Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.02 or later), Websys firmware (version 1.03 or later) and NCS firmware (version 6.10 or later) needs to be applied to the device.
6.05	1st Mass production.

Reissued: 12-May-09

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180005e

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Printer			Prepared by: F.Noguchi
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

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

Version	Program No.	Effective Date
1.06	***G1805882F***	***April 2009 production***
1.05	G1805882E	October 2008 production
1.04	G1805882D	June 2008 production
1.03	G1805882C	June 2008 production
1.02	G1805882B	April 2008 production
1.01.1	G1805882A	December 2007 production
1.00	G1805882	1st Mass production.

Version	Modified Points or Symptom Corrected
1.06	***Symptom corrected:*** ***When printing onto non-standard sized paper with the following dimensions, the counter is SP8441-239 is incremented (the counter in SP8441-240 should be incremented):*** ***- Length: 841mm or longer but less than 1189mm*** ***- Width: A0 width***
1.05	version/ suffix change only
1.04	Other changes: Supports “Forced print”. For details, see attached pages.
1.03	Other changes: Supports the Chinese version machine (G180-21).
1.02	Minor changes
1.01.1	Other changes: When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".
1.00	1st Mass production.

Reissued: 12-May-09

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180005e

Reissued: 12-May-09

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180005e

Forced Printing (ver.1.04)

The firmware modified to meet the request for forced printing:

Old specifications (pre-modification):

The machine does not print the image if the original size does not match the paper size (to minimize printing errors).
e.g.,

Setting/conditions:	Original size, paper size:	Result:
Auto-tray	Original size and paper size do not match	Image cannot be printed
Tray 1 or 2	Original size and paper size do not match	Image cannot be printed
Paper cassette	Original size and paper size do not match	Image cannot be printed

Note: In cases where the image cannot be printed, the job must be reset (from the machine operation panel). Please see the attached procedure for how to avoid the size mismatch even with the old firmware.

New specifications (post-modification):

If one of the roll trays is selected (Tray 1 or 2), the image will be printed out even if the original size and paper size do not match.

Setting/conditions:	Original size, paper size:	Result:
Auto-tray	Original size and paper size do not match	Image cannot be printed
Tray 1 or 2	Original size and paper size do not match	Image is printed ("forced printing")
Paper cassette	Original size and paper size do not match	Image cannot be printed

Note: In cases where the image cannot be printed, the job must be reset (from the machine operation panel).

Modification procedure:

The following steps will force the machine to print out the image in cases where the original/paper size do not match, effectively enabling the "forced print" feature of the modified firmware. However before doing so, **please make sure to explain the limitations described below to the customer.**

1. Update the firmware
2. Change the setting of the Printer SP: BitSW No. 6-0 to a value of "1" to enable Forced Print.

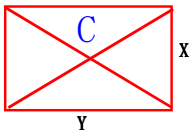
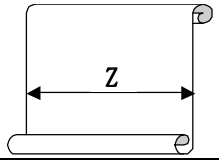
Limitations:

1. If you are storing the image to the HDD in addition to printing it out, the page width will be equal to the width of the roll paper in the selected tray.
2. Regardless of the size or final printing orientation of the original image, the paper size logged in the job log and counted up in the machine counters is the actual size of the paper used to print the image.
3. When using forced print together with folding functions, in some cases, the relationship between the folds and the image (number of folds in the paper, orientation of the image, etc.) may not be what the customer intended. This is because the original image is being printed onto paper of a different size, and/or the image is being rotated.
4. With PDF Direct Print, the driver will search for a roll tray first. If a roll tray is found that contains paper of the same size as the original, the paper will be fed from that tray. However if a match is not found, the Priority Tray will be used.
5. The only PS driver supported is the Ricoh original PS driver.

Reissued: 12-May-09

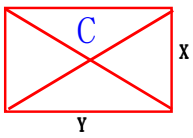
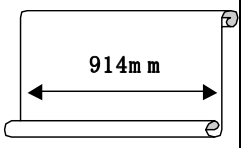
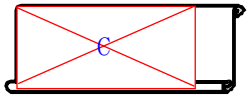
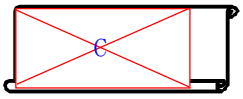
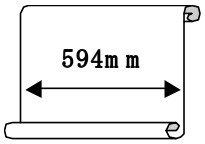
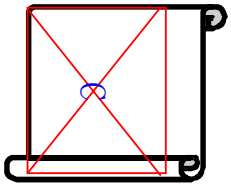
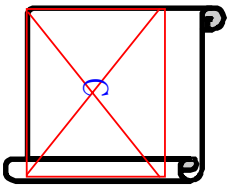
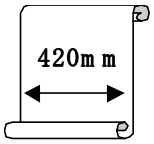
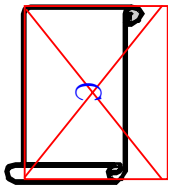
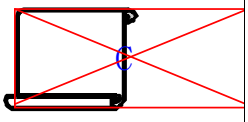
Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180005e

Specific example:

Original	TRAY
X > Y 	**Roll paper width = Z** 

Size Condition	RPCS driver	PS driver
Z > Y	**No Rotation** (Image is not cropped)	**<=**
Y > Z **Z > X**	**Rotation** (Image is not cropped)	**<=**
Y > Z **X > Z**	**Rotation** (Image is cropped)	**No Rotation** (Image is cropped)

Example

Original	TRAY	Source TRAY	RPCS driver	PS driver
X=600mm **Y=800mm** 	**TRAY 1**  **Roll paper width: 914 mm**	**TRAY 1**	**No Rotation** (Image is not cropped)  **Roll paper width: 914 mm**	**<=**  **Roll paper width: 914 mm**
	TRAY2  **Roll paper width: 594 mm**	**TRAY2**	**No Rotation** (Image is not cropped)  **Roll paper width: 594 mm**	**<=**  **Roll paper width: 594 mm**
	TRAY 3  **Roll paper width: 420 mm**		**Non Rotate** (Image is cropped)  **Roll paper width: 420 mm**	**Non Rotate** (Image is cropped)  **Roll paper width: 420 mm**

Reissued: 12-May-09

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180006e

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: System/Copy			Prepared by: F.Noguchi
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

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

Version	Program No.	Effective Date
1.06	***G1805881E***	***April 2009 production***
1.05	G1805881D	October 2008 production
1.03	G1805881C	April 2008 production
1.02	G1805881B	April 2008 production
1.01.1	G1805881A	December 2007 production
1.00	G1805881	1st Mass production.

Version	Modified Points or Symptom Corrected
1.06	***Symptom corrected:*** ***1. Display error:*** - ***If RC Gate is disconnected after the machine is registered with @Remote, "Toner Order Failed" is displayed.*** ***2. Multiple @Remote notification emails are sent out announcing that supplies have been successfully ordered.***
1.05	Symptom corrected: 1. When sending a print job (long print), the output is blank. 2. RFU from @ remote may not be reported to the center. Other changes: 1. The following error messages were deleted from the operation panel display, as it is not necessary to notify end users of these conditions (and therefore would be confusing): "Check the proxy settings. If the same error occurs,....." (embedded RC Gate) "Cannot connect to the server for remote diagnostic." (external RC Gate)
1.03	Other change: 1. To support the Chinese version machine (G180-21).

Reissued: 12-May-09

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180006e

Version	Modified Points or Symptom Corrected
1.02	Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.02 or later), Websys firmware (version 1.03 or later) and NCS firmware (version 6.10 or later) needs to be applied to the device.
1.01.1	Other changes: When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".
1.00	1st Mass production.

Reissued: 12-May-09

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180007d

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Web System			Prepared by: F.Noguchi
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

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

Version	Program No.	Effective Date
1.05	***G1805885D***	***April 2009 production***
1.04	G1805885C	May 2008 production
1.03	G1805885B	May 2008 production
1.02	G1805885A	December 2007 production
1.01.1	G1805885	1st Mass production.

Version	Modified Points or Symptom Corrected
1.05	***Symptom corrected:*** ***The Web Image Monitor main frame is blank (or HTTP 500 error) if the operation panel language is Russian.***
1.04	Other changes: 1. To support the Chinese version machine (G180-21).
1.03	Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.02 or later), Websys firmware (version 1.03 or later) and NCS firmware (version 6.10 or later) needs to be applied to the device.
1.02	Other changes: When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".
1.01.1	1st Mass production.

Reissued: 12-May-09

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180008b

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: GL2&TIFF-Filter			Prepared by: F.Noguchi
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the **GL2&TIFF-Filter.**

The following is the firmware upgrade procedure for the GL2&TIFF-Filter (G1805913x).

Firmware upgrade procedure:

1. Turn OFF the main power switch.
2. Remove the SD card containing the "TIFF/GL Filter" from Slot 2.
3. Delete the folder "sdk" from the SD card.
4. Open the Release Note for the GL2&TIFF-Filter
   (firmware filename: G1805913x).
5. Open the file " G1805913x.zip".
6. Extract all files to the SD card.
7. Confirm that the directory in the SD card is as follows:
   sdk/
   67633408
   67633664
8. Insert the SD card into Slot 2.
9. Turn ON the main power switch.

Version	Program No.	Effective Date
1.1.4	***G1805913D***	***April 2009 production***
1.1.2	G1805913C	June 2008 production
1.1.0	G1805913B	June 2008 production
1.0.7	G1805913A	1st Mass production.

Version	Modified Points or Symptom Corrected
1.1.4	***Symptom corrected:*** ***WebPrintingTool doesn't work with JRE 1.6.x.x.***
1.1.2	Other changes: Supports “Forced print”. For details, see RG180005c.
1.1.0	Other changes: Supports the Chinese version machine (G180-21).
1.0.7	Firmware standardization with Model G180.

Reissued: 12-May-09

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180008b

Version	Modified Points or Symptom Corrected
1.0.0	First mass production

Reissued: 26-Jun-09

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180008c

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: GL2&TIFF-Filter			Prepared by: F.Noguchi
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

This RTB has been issued to announce the firmware release information for the **GL2&TIFF-Filter.**

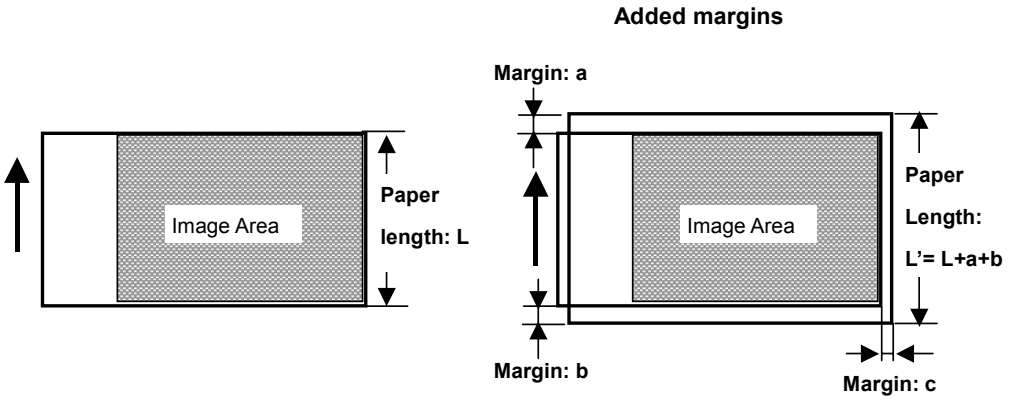
The following is the firmware upgrade procedure for the GL2&TIFF-Filter (G1805913x).

Firmware upgrade procedure:

1. Turn OFF the main power switch.
2. Remove the SD card containing the "TIFF/GL Filter" from Slot 2.
3. Delete the folder "sdk" from the SD card.
4. Open the Release Note for the GL2&TIFF-Filter (firmware filename: G1805913x).
5. Open the file “G1805913x.zip".
6. Extract all files to the SD card.
7. Confirm that the directory in the SD card is as follows:
   sdk/
   67633408
   67633664
8. Insert the SD card into Slot 2.
9. Turn ON the main power switch.

Version	Program No.	Effective Date
1.1.4a	***G1805913E***	***July 2009 production***
1.1.4	G1805913D	April 2009 production
1.1.2	G1805913C	June 2008 production
1.1.0	G1805913B	June 2008 production
1.0.7	G1805913A	1st Mass production.

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180008c

Version	Modified Points or Symptom Corrected
1.1.4a	***Other changes:*** ***Supports the use of the Synchro-cut feature with the HDI printer driver.*** ***Important:*** ***- To enable the use of this feature with the HDI driver, after installing this version, turn the Hard Clip setting OFF as follows:*** 1. ***Press the "Menu" key.*** 2. ***Press [▲] or [▼] to select "Extended Features" and then press the [OK] key.*** 3. ***Check "GL2/ & TIFF" is selected, and then press the [OK] key.*** 4. ***Press [▲] or [▼] to select "GL/2 Print Settings", and then press the [OK] key.*** 5. ***Press [▲] or [▼] to select "Hard Clip", then press the [OK] key.*** 6. ***Press [▲] or [▼] to select "Off", and then press the [OK] key.*** ***- After you do this, the Cut Method settings will not be applied.*** ***- To prevent the edges of the image from being overwritten by margins applied by the mainframe during image development, make sure to specify margins a, b, c in the printer driver (which are added to the edges without overwriting them) for the leading, trailing, and right edges.*** 
1.1.4	Symptom corrected: WebPrintingTool doesn't work with JRE 1.6.x.x.
1.1.2	Other changes: Supports "Forced print". For details, see RG180005c.
1.1.0	Other changes: Supports the Chinese version machine (G180-21).
1.0.7	Firmware standardization with Model G180.
1.0.0	First mass production

Reissued: 13-Sep-10

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180003c

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: NIB	Prepared by: F.Noguchi
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.	

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

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

Version	Program No.	Effective Date
6.12.1	***G1805884C***	***September 2010 production***
6.12	G1805884B	April 2008 production
6.10	G1805884A	May 2008 production
6.05	G1805884	1st Mass production.

Version	Modified Points or Symptom Corrected
6.12.1	***Symptom corrected:*** ***1. The device might not be able to access the network after the Log collection tool is run.*** ***2. IPP print jobs are cancelled. This happened very infrequently.*** ***3. After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will no longer accept jobs until rebooted.***
6.12	Symptom corrected: 1. The device might not be able to access the network once the Log collection tool is run. 2. IPP print jobs are cancelled. This happened very infrequently. 3. After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will no longer accept any more jobs until rebooted.
6.10	Symptom corrected: 1. The performance of WIM might be reduced if SSDP is enabled on the device. 2. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011) 3. The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped. 4. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer. 5. An SSL2.0 client code fails to properly check for NULL(CVE-2006-4343). (TechMail#OTS-2008-185) 6. Multiple RSA implementations fail to properly handle signatures(CVE-2006-4339). (TechMail#OTS-2008-276) 7. The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA.

Reissued: 13-Sep-10

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180003c

Version	Modified Points or Symptom Corrected
	8. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed: – The Ethernet Speed is changed to any setting except "Auto Select", from the operation panel. – The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited. 9. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled. Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.02 or later), Websys firmware (version 1.03 or later) and NCS firmware (version 6.10 or later) needs to be applied to the device.
6.05	1st Mass production.

Reissued: 30-Nov-10

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180003d

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: NIB			Prepared by: F.Noguchi
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other (Firmware)		

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

Version	Program No.	Effective Date
6.18	***G1805884D***	***December 2010 production***
6.12.1	G1805884C	September 2010 production
6.12	G1805884B	April 2008 production
6.10	G1805884A	May 2008 production
6.05	G1805884	1st Mass production.

Version	Modified Points or Symptom Corrected
6.18	***Other changes:*** ***1. Windows Authentication fails if the username or password includes lower-case European characters.*** ***2. The device's SMB timeout was too short (1sec). This caused problems when being used across subnets. For this reason, it has been increased to 10 sec.*** ***Symptom corrected:*** ***1. The printer's IP address lease renewal request is incorrectly formatted and rejected by DHCP relay agents. This will result in a loss of connectivity that lasts until the printer reinitializes the network connection (10 seconds).*** ***2. Windows authentication might fail on a domain controller whose hostname contains 2 byte characters.*** ***3. Unable to retrieve the Windows group name from a Windows 2008 R2 server during Windows Authentication. Because of this, logged in users will only be granted the "Available Functions" specified for them in the Addressbook.*** ***4. The device is unable to assign group privileges to a logged in user if that***

Reissued: 30-Nov-10

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180003d

Version	Modified Points or Symptom Corrected
	group has a name consisting of more than 20 bytes. To address this issue, the supported group name length will be increased to 40 bytes. ***5. The printer's Windows Authentication function is unable to use Kerberos when being authenticated on a Windows 2008 or Windows 2008 R2 server. The printer will still be successfully authenticated because it is able to fail back to NTLMv2.*** ***6. If the printer's IP address is changed to an IP address of another subnet, users will not be able to browse the network until the printer is rebooted.*** ***7. An httpd timeout has been implemented to prevent Web Image Monitor lockups that sometimes occurred when applications accessed the printer by http.*** ***8. If Windows Authentication is enabled, printing a large number of copies of a job might take longer than might typically be expected.***
6.12.1	Symptom corrected: 1. The device might not be able to access the network once the Log collection tool is run. 2. IPP print jobs are cancelled. This happened very infrequently. 3. After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will no longer accept any more jobs until rebooted.
6.12	Symptom corrected: 1. The device might not be able to access the network once the Log collection tool is run. 2. IPP print jobs are cancelled. This happened very infrequently. 3. After a job consisting of a multiple of exactly 8KB (8192 bytes) is submitted via IPP, the device will no longer accept any more jobs until rebooted.
6.10	Symptom corrected: 1. The performance of WIM might be reduced if SSDP is enabled on the device. 2. LPR jobs containing a ustatus readback will cause devices to stall if the USB interface is disabled. "Processing" will be displayed in the operation panel. (FPR# RC07050011) 3. The device will stall if a PCL job is submitted via sftp while the printer spooler (off by default) or sftp spooler (on by default) are stopped. 4. Jobs submitted from Mac OS via AppleTalk might result in an error or be discarded completely by the printer. 5. An SSL2.0 client code fails to properly check for NULL(CVE-2006-4343). (TechMail#OTS-2008-185) 6. Multiple RSA implementations fail to properly handle signatures(CVE-2006-4339). (TechMail#OTS-2008-276) 7. The connection to a WLAN might be dropped if the device has been connected for an extended period of time and was authenticated using WPA. 8. If WLAN is enabled, an SC991 might be displayed on the Operation Panel if either of the following settings are changed: – The Ethernet Speed is changed to any setting except "Auto Select", from

Reissued: 30-Nov-10

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180003d

Version	Modified Points or Symptom Corrected
	the operation panel. – The Communication Mode is changed to "Ad hoc mode" and then User Tools is exited. 9. The Interface Speed in NIB summary will be shown as "Link down" if WLAN is enabled. Other changes: 1. The new WLAN card is now available. (TechMail#OTS-2008-543) Note: To use this new card, System firmware (version 1.02 or later), Websys firmware (version 1.03 or later) and NCS firmware (version 6.10 or later) needs to be applied to the device.
6.05	1st Mass production.

Reissued: 18-Sep-12

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180005f

RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Printer			Prepared by: F.Noguchi
From: 2nd PP Tech Service Sect., PP Tech Service Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

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

Version	Program No.	Effective Date	Availability of RFU
1.09	***G1805882G***	***October 2012 production***	***Available***
1.06	G1805882F	April 2009 production	Available
1.05	G1805882E	October 2008 production	Available
1.04	G1805882D	June 2008 production	Available
1.03	G1805882C	June 2008 production	Available
1.02	G1805882B	April 2008 production	Available
1.01.1	G1805882A	December 2007 production	Available
1.00	G1805882	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:*** ***The use of SDK applications that access the GPS Filter (such as the PDL filter) might result in slow printing.***
1.06	Symptom corrected: When printing onto non-standard sized paper with the following dimensions, the counter is SP8441-239 is incremented (the counter in SP8441-240 should be incremented): - Length: 841mm or longer but less than 1189mm - Width: A0 width
1.05	version/ suffix change only
1.04	Other changes: Supports "Forced print". For details, see attached pages.
1.03	Other changes: Supports the Chinese version machine (G180-21).
1.02	Minor changes

Reissued: 18-Sep-12

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180005f

Version	Modified Points or Symptom Corrected
1.01.1	Other changes: When "36inch/914mm" is selected as the paper size on the 220V machine, the display will read "914mm".
1.00	1st Mass production.

Reissued: 18-Sep-12

Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180005f

Forced Printing (ver.1.04)

The firmware modified to meet the request for forced printing:

Old specifications (pre-modification):

The machine does not print the image if the original size does not match the paper size (to minimize printing errors).

e.g.,

Setting/conditions:	Original size, paper size:	Result:
Auto-tray	Original size and paper size do not match	Image cannot be printed
Tray 1 or 2	Original size and paper size do not match	Image cannot be printed
Paper cassette	Original size and paper size do not match	Image cannot be printed

Note: In cases where the image cannot be printed, the job must be reset (from the machine operation panel). Please see the attached procedure for how to avoid the size mismatch even with the old firmware.

New specifications (post-modification):

If one of the roll trays is selected (Tray 1 or 2), the image will be printed out even if the original size and paper size do not match.

Setting/conditions:	Original size, paper size:	Result:
Auto-tray	Original size and paper size do not match	Image cannot be printed
Tray 1 or 2	Original size and paper size do not match	Image is printed ("forced printing")
Paper cassette	Original size and paper size do not match	Image cannot be printed

Note: In cases where the image cannot be printed, the job must be reset (from the machine operation panel).

Modification procedure:

The following steps will force the machine to print out the image in cases where the original/paper size do not match, effectively enabling the "forced print" feature of the modified firmware. However before doing so, **please make sure to explain the limitations described below to the customer.**

1. Update the firmware
2. Change the setting of the Printer SP: BitSW No. 6-0 to a value of "1" to enable Forced Print.

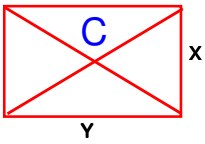
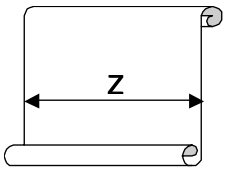
Limitations:

1. If you are storing the image to the HDD in addition to printing it out, the page width will be equal to the width of the roll paper in the selected tray.
2. Regardless of the size or final printing orientation of the original image, the paper size logged in the job log and counted up in the machine counters is the actual size of the paper used to print the image.
3. When using forced print together with folding functions, in some cases, the relationship between the folds and the image (number of folds in the paper, orientation of the image, etc.) may not be what the customer intended. This is because the original image is being printed onto paper of a different size, and/or the image is being rotated.
4. With PDF Direct Print, the driver will search for a roll tray first. If a roll tray is found that contains paper of the same size as the original, the paper will be fed from that tray. However if a match is not found, the Priority Tray will be used.
5. The only PS driver supported is the Ricoh original PS driver.

Reissued: 18-Sep-12

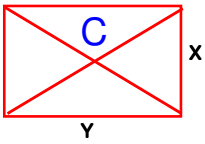
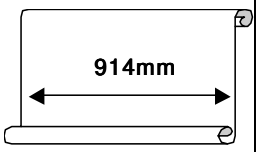
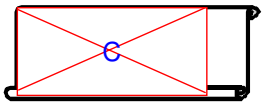
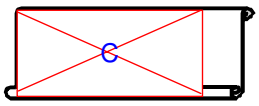
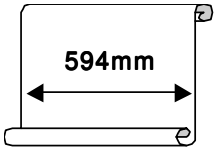
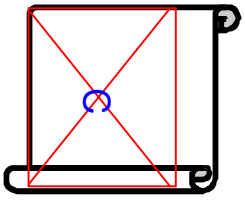
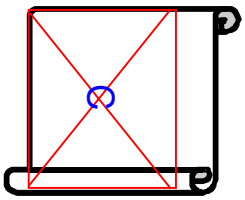
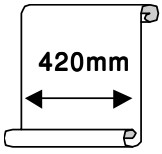
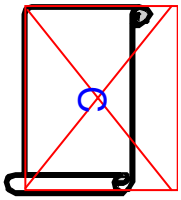
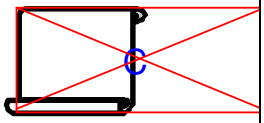
Model: **Neptune-P1**	Date: 27-Aug-07	No.: RG180005f

Specific example:

Original	TRAY
X > Y 	**Roll paper width = Z** 

Size Condition	RPCS driver	PS driver
Z > Y	**No Rotation** (Image is not cropped)	**<=**
Y > Z **Z > X**	**Rotation** (I mage is not cropped)	**<=**
Y > Z **X > Z**	**Rotation** (Image is cropped)	**No Rotation** (Image is cropped)

Example

Original	TRAY	Source TRAY	RPCS driver	PS driver
X=600mm **Y=800mm** 	**TRAY 1**  **Roll paper width: 914 mm**	**TRAY 1**	**No Rotation** (Image is not cropped)  **Roll paper width: 914 mm**	**<=**  **Roll paper width: 914 mm**
	TRAY2  **Roll paper width: 594 mm**	**TRAY2**	**No Rotation** (Image is not cropped)  **Roll paper width: 594 mm**	**<=**  **Roll paper width: 594 mm**
	TRAY 3  **Roll paper width: 420 mm**		**Non Rotate** (Image is cropped)  **Roll paper width: 420 mm**	**Non Rotate** (Image is cropped)  **Roll paper width: 420 mm**