

Reissued: 21-Apr-14

Model: Katana-P1 (Bellini-P1)	Date: 09-Feb-09	No.: RM002001g
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: Engine		Prepared by: Y. Tanimoto	
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> 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	M0025225H	May 2014 production	Available
1.08:04	M0025225G	December 2010 production	Available
1.07.1:04	M0025225F	October 2010 production	Available
1.06.2:04	M0025225E	March 2010 production	Available
1.05:04	M0025225D	November 2009 production	Available
1.04:04	M0025225C	September 2009 production	Available
1.03:04	M0025225B	August 2009 production	Available
1.02:04	M0025225A	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	Symptom Corrected: <ul style="list-style-type: none"> - <i>Blank sheet is falsely mixed in the recovery job after a double-feed jam.</i> - <i>SC990 might occur, if a jam in a peripheral device and a double-feed jam occurs simultaneously.</i> - <i>Relay motor does not activate after a double-feed jam.</i> - <i>SC990 might occur, if a jam occurs in a peripheral device while a double-fed paper remains in the registration roller.</i> - <i>Double-feed jam might occur while switching the output stacker.</i>
1.08:04	Specification Changes: SP2507 (Pattern During Jobs) was modified to prevent low image density problem that could happen when operating the machine after the machine was left unused for some time. When the value "n" is set between 100 and 200 on SP2507-003, pattern during jobs is created for the number of times based on the following calculation: "n - 100". Only the ID Sensor Pattern is created. Pattern for toner disposal is not created. ex) In the below settings, pattern during jobs is created at every 25 sheets for 5 times (105-100). SP2507-001 : 1

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Version	Modified Points or Symptom Corrected		
	SP2507-002 : 25 SP2507-003 : 105 Symptom Corrected: In a saddle-stitch job, jam411 occurs when resuming the job after running out of paper and reloading paper onto the tray.		
1.07.1:04	Symptom Corrected: 1. Auto Supply Replenishment for @Remote does not work 2. Jam 73 (SC990) occurs cleaning of charger(when [SP2804-1:Charge Corona Cleaner Setting] set to "3") . 3. Jam71 occurs while the sheet is cleared to the purge tray when all of the conditions below are met: - Configuration consists of the Decurl Unit DU5000 - Jam occurs in the Finisher - The sheet succeeding the jammed sheet in the Finisher is positioned between the Decurl Unit and the mainframe covering the Decurl Unit's entrance sensor and the mainframe's HP exit sensor. - The sheet positioned between the 2 units turns on the Decurl Unit's exit sensor. 4. When one of the feed trays on the mainframe has a fault and the job is run using a tray that works and a jam occurs, message "Please wait" remains and printing will not restart after clearing the jam. 5. Jam occurs when continuously running a job in which the sheets are not pre-stacked onto the pre-stack tray such as in a folding job, instantly after switching from a saddle-stitch operation.		
1.06.2:04	Symptom Corrected: 1. Two problems that could occur when initially installing the printer at the site: a) SC494; Toner bottle stored in a high temp environment could cause performance degradation of toner transport. b) SC495; Leaving the front doors open during the toner supply process causes abnormal behavior of the toner supply pump. 2. After a jam occurrence, paper transport (purge) stalls in incomplete status with paper sizes such as A5 LEF (vertical scan) due to the short intervals between the sheets. 3. Free-run operation of the finishing peripherals were disabled due to SP data corruption. 4. In a machine configuration installed with the De-curl unit, paper fed from the Cover Interposer could collide with the paper fed from the mainframe tray, resulting in a jam. Other Modifications: Productivity in booklet stapling operation has been improved on the Booklet Finisher SR5020.		
1.05:04	Symptom Corrected: • SC990 occurs when SP2960-001 is set to a value other than the default.		

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Model: Katana-P1 (Bellini-P1)		Date: 09-Feb-09	No.: RM002001g
Version	Modified Points or Symptom Corrected		
1.04:04	Symptoms Corrected: 1. Unable to adjust the values for SP6202 (Fine Adj Booklet Jog Fence Pos). 2. SP6325 (Registration Buckle Adjust) is reflected at 1/10 (only 10%) of the actual input value. Adjustment made on the High Capacity Stacker #2 (SP6608, SP6609, SP6610) falsely affects the value applied for stacker #1 (SP6602, SP6603, SP6604).		
1.03:04	Symptom corrected: - Value adjusted on SP6205 disappears when machine power is turned OFF/ON. - Symptoms involving non-reflected values adjusted on the SR5020. Value adjusted on SP6214 is falsely reflected to SP6205, value adjusted on SP6210 is falsely reflected to SP6209. - Cannot recover from a jam, indicating a SC990 even after removing the jammed paper. - Jam occurrence when sheets are fed out to the FD500, cannot recover even after removing the jammed paper.		
1.02:04	1st Mass production		

Reissued: 18-Apr-11

Model: Katana-P1(Bellini-P1)	Date: 09-Jul-09	No.: RM002002a
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RTB Reissue

The items in bold italics have been corrected.

Subject: Firmware Release Note: LCDC		Prepared by: J. Ohno	
From: PPBG QA/Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

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

EUR

Version	Program No.	Effective Date
1.06	<i>D0591525B</i>	<i>November 2010 production</i>
1.01	D0591525A	1st Mass production

USA

Version	Program No.	Effective Date
1.06	<i>D0591524B</i>	<i>December 2010 production</i>
1.01	D0591524A	1st Mass production

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.

EUR

Version	Modified Points or Symptom Corrected
1.06	<i>Change;</i> <i>1. To implement an icon and words related to specification change to enable HT4559, which is interchangeability to Hitachi Industrial LP Printer Language.</i> <i>2. Added additional descriptions related to PPC Exception Error.</i>
1.01	1st Mass production

USA

Version	Modified Points or Symptom Corrected
1.06	<i>Change;</i> <i>1. To implement an icon and words related to specification change to enable HT4559, which is interchangeability to Hitachi Industrial LP Printer Language.</i> <i>2. Added additional descriptions related to PPC Exception Error.</i>
1.01	1st Mass production

Reissued: 05-Oct-11

Model: Katana-P1(Bellini-P1)	Date: 10-Jul-09	No.: RM002003a
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RTB Reissue

The items in bold italics have been added.

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

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

Version	Program No.	Effective Date
<i>1.01</i>	<i>M0025554B</i>	<i>July 2011 production</i>
1.00	M0025554A	1st Mass production

Version	Modified Points or Symptom Corrected
<i>1.01</i>	<p><i>Specification Changes:</i> <i>To allow continuous stacking on the Stacker even after intermissions between jobs, an optional setting for low energy mode as described below was added, which will prevent the system from entering low energy mode when the configuration includes the Stacker.</i></p> <p><i>Optional Setting: Instead of setting the low energy mode timer to the maximum value 240, enter "999" and the system will not enter low energy mode.</i></p>
1.00	1st Mass production

Reissued: 02-Aug-12

Model: Katana-P1(Bellini-P1)	Date: 10-Jul-09	No.: RM002004a
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Network DocBox		Prepared by: J. Ohno	
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> 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
1.01	M0025557B	August 2012 production	Available
1.00	M0025557A	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
1.01	Symptom corrected: The device fails to transfer the job log or the access log to the Web Smart Device Monitor server or Remote Communication Gate S Pro. It affected if a control character was included in the log.
1.00	1st Mass production

Reissued: 02-Aug-12

Model: Katana-P1(Bellini-P1)	Date: 09-Jul-09	No.: RM002006c
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RTB Reissue

The items in bold italics have been corrected.

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

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

Version	Program No.	Effective Date	Availability of RFU
8.74	M0025553D	August 2012 production	Available
8.70	M0025553C	December 2010 production	Available
8.62.1	M0025553B	November 2009 production	Available
8.61.1	M0025553A	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
8.74	<i>Firmware was updated in accordance with the modified production process for managing the firmware versions.</i>
8.70	Symptoms Corrected: * When the device IP address and DNS server location are obtained from DHCP, the domain specified by the device setting will be overwritten by the domain obtained from DHCP.
8.62.1	Symptoms Corrected: 1. With machines running on DHCP, NetBIOS over TCP/IP crashes during network reboot. 2. Because the lease term cannot be renewed for the DHCP IP address, network reboot occurs when lease term expires.
8.61.1	1st Mass production

Model: Katana-P1 (Bellini-P1)

Date:18-Aug-09

No.: RM002007

Subject: Parts catalog correction

Prepared by: M. Abe

From: PPBG QA/Service Planning Dept.

Classification:

☐ Troubleshooting

☒ Part information

☐ Action required

☐ Mechanical

☐ Electrical

☐ Service manual revision

☐ Paper path

☐ Transmit/receive

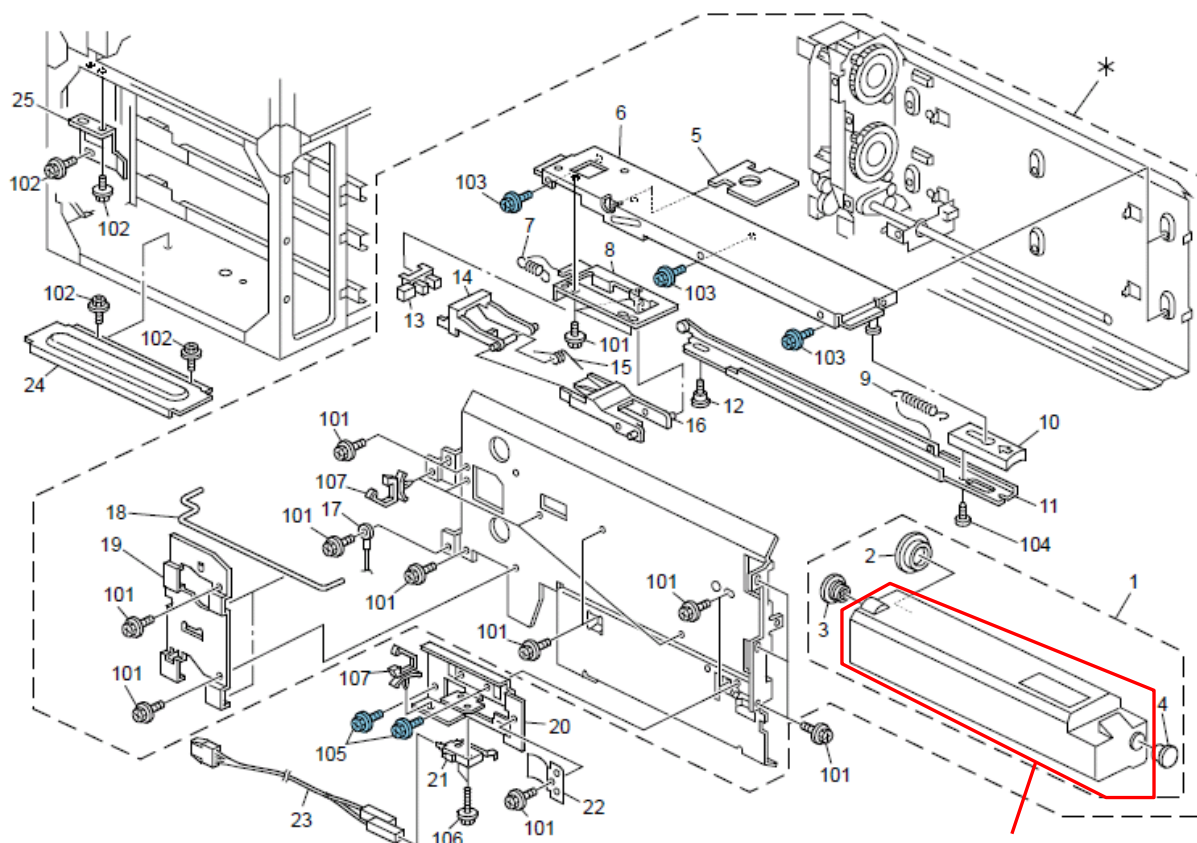
☐ Retrofit information

☐ Other ()

New part number	Description	Q'ty	Int	Page	Index	Note
B2343701	COLLECTION BOTTLE: ASS'Y	1	-	60	26	

Change: A new service part has been added.

23.Toner Bank Unit 1 (M002/M003/M004)



26

Reissued: 25-Apr-11

Model: Katana-P1(Bellini-P1)	Date: 21-Aug-09	No.: RM002008a
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Subject: Firmware Release Note: Language Install		Prepared by: T. Satoh	
From: PPMC Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
1.06	D0591527A	December 2010 production
1.01	D0591527	1st Mass production

Version	Modified Points or Symptom Corrected
1.06	Specification Changes 1. Addition of words and icons in the following languages to support interchangeability with HT4559: Japanese, English, English (for NA), French, German, Italian, Spanish, Dutch, Norwegian, Danish, Swedish, Polish, Portuguese, Hungarian, Czech, Finnish, Russian 2. Addition of words in the following languages to support spec changes involving PPC Exception Error: Japanese, English, English (for NA), French, German, Italian, Spanish, Dutch, Norwegian, Danish, Swedish, Polish, Portuguese, Hungarian, Czech, Finnish, Russian 3. Correction of Finnish translation in the "Adjustment Settings for Operators" menu
1.01	1st Mass production

Model: Katana-P1 (Bellini-P1)

Date: 15-Sep-09

No.: RM002009

Subject: Parts Catalog Correction

Prepared by: T.Tadokoro

From: PPMC Service Planning Department 1G

Classification:

☐ Troubleshooting

☒ Part information

☐ Action required

☐ Mechanical

☐ Electrical

☐ Service manual revision

☐ Paper path

☐ Transmit/receive

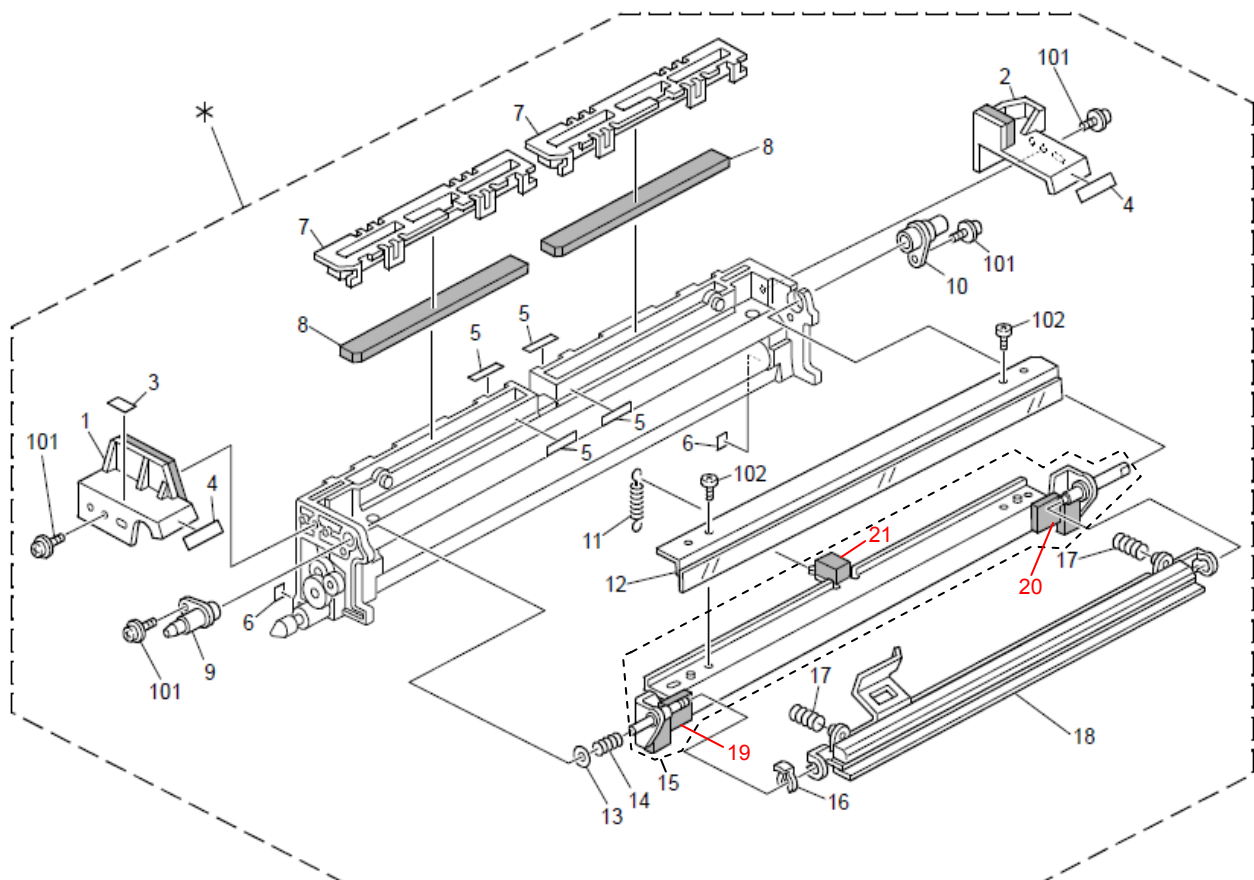
☐ Retrofit information

☐ Other ()

32.Cleaning Unit 1 (M002/M003/M004)

New part number	Description	Q'ty	Int	Page	Index	Note
B2343572	SEAL:BLADE:FRONT:ASS'Y	1	-	78	19	Add
B2343575	SEAL:BLADE:INNER BACK:ASS'Y	1	-	78	20	Add
B2343578	SEAL:BRACKET:BLADE	1	-	78	21	Add

Reason: Due to request from the field.



Model: Bellini-C3.5 (Katana-C1.5), Bellini-C4 (Katana-C2), Bellini-P1		Date: 16-Sep-09	No.: RM002010
Subject: SC494/495 Prevention at Installation		Prepared by: M. Abe	
From: PPMC Service Planning Department 1G			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

SYMPTOM

SC494/495 could occur during the initial installation of the machine, which results in discontinuance of the entire installation procedure.

CAUSE

Unknown.

TEMPORARY SOLUTION

Please refer to section "Installation > Main Machine > Installation > Initializing the Machine" of the service manual and do the following procedure.

1. Turn the main power OFF, then ON.
2. Redo SP2-207-002 "Toner Bank Toner Setup". (Step 11 of "Initializing the Machine")
(This process will take approx 5-6 minutes)
3. Then continue on with Steps 12-14 described in the manual.

(Excerpt from manual; step 12-14)

12. Do SP2962 and touch [EXECUTE]. This executes auto process control.
13. Do SP6008-003 and execute a free run for at least 3 minutes. Be sure to touch [OFF] before you exit the SP mode.
14. Clean the transport belt above the exposure glass.

NOTE

Although at a very low rate, SC494/495 could also occur after completing the installation, a condition in which the machine is still stable, for instance when the initial SMC is output. In such a case, please follow the same procedure as mentioned above to resolve the problem.

Model: Katana-P1		Date: 21-Oct.-09	No.: RM002011
Subject: Service Manual Correction: Pouring Developer		Prepared by: T. Mimura	
From: PPMC Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

Please apply the following correction concerning pouring developer in the service manual.

Location of the Incorrect Description

2. Installation > Main Machine (M002/M003/M004) > Installation> Pouring Developer;
step7

Incorrect Description

- Move the **toner** packet [A] from side to side while you pour a small amount of toner across the length of the gap.
- Stop pouring and turn the knob [B] so that the **toner** settles into the development unit.

Correction

- Move the **developer** packet [A] from side to side while you pour a small amount of toner across the length of the gap.
- Stop pouring and turn the knob [B] so that the **developer** settles into the development unit.

Reissued: 03-Jun-15

Model: Katana-P1 (Bellini-P1)	Date: 26-Oct-09	No.: RM002012r
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RTB Reissue

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

Subject: Firmware Release Note: EXTC-Printer-EGT		Prepared by: J.Ohno	
From: 1st PP Tech Service Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
<i>eb231</i>	<i>M0025724K</i>	<i>June 2015 production</i>	<i>Not available</i>
eb230	M0025724J	December 2014 production	Not available
eb229	M0025724H	October 2014 production	Not available
eb228	M0025724G	June 2014 production	Not available
eb227	M0025724F	November 2013 production	Not available
eb224	M0025724C	April 2013 production	Not available
eb221	M0025724A	December 2012 production	Not available
eb220	M0025724	September 2012 production	Not available
eb219	M0025716Z	August 2012 production	Not available
eb217	M0025716X	March 2012 production	Not available
eb215	M0025716V	December 2011 production	Not available
eb210	M0025716P	May 2011 production	Not available
eb204	M0025716J	October 2010 production	Not available
eb202	M0025716G	August 2010 production	Not available
eb135	M0025716D	April 2010 production	Not available
eb132	M0025716A	November 2009 production	Not available
eb131	M0025716	November 2009 production	Not available
eb058	M0025707C	September 2009 production	Not available
eb057	M0025707B	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote
“Available”: The firmware can be updated via RFU or SD card.

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Version	Modified Points or Symptom Corrected
<i>eb231</i>	<i>Error Correction:</i> <i>1) Job history data is not created at the correct timing.</i> <i>2) SSL 3.0 vulnerability issue (POODLE)</i>
eb230	Fixed: After the first stacker fills up, the job stops with an error instead of switching to the second stacker.
eb229	Symptom corrected: Task Exit (IPDS) : Individual release (eb169.5) Syntax error (PawTCP, LPD, AppleTalk) : Individual release (eb169h) Fault countermeasures of IPDS after set 5 series.

Reissued: 03-Jun-15

Model: Katana-P1 (Bellini-P1)		Date: 26-Oct-09	No.: RM002012r
Version	Modified Points or Symptom Corrected		
	<ul style="list-style-type: none"> - Print might stop when printing on simplex mode after 2 page is printed. - Last simplex page might not be punched on duplex mode. - PSF abend 0655 might occurs. - Printer might hang during printing job of the certain customer. - Task Exit error might occur. - Communication with Océ Prisma Management might be interrupted. - Some certain characters might not be printed. - Printed QR code might be not recognized. 		
eb228	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. PPC Exception Error might occur, if paper jam occurs continuously in staple mode when using stacker. 2. Task Exit Error might occur, if staple job runs with PS driver when using IPM. <p>Note: If customer uses IPDS, please use eb227.3 as before.</p>		
eb227	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. If the punch and fold options are specified together, job is supposed to be cancelled due to a conflict. However, the job is not cancelled and is printed out without the options. 2. If the jam recovery option is disabled, jobs are cancelled even when a running job is suspended due to reasons other than jams, for example, double-feeds or open doors. 3. If a job is cancelled in Web Image Monitor while the operation panel displays the error dialog, error dialog irrelevant to the error job is deleted. 4. If two or more copies of a simplex staple job containing two or more pages are run while the staples have run out, non-stapled sheets fed out from the stacking tray in the Finisher result in jam. 5. Wordings were changed for the dialog that appears on the operation panel when the STOP key is pressed while feeding out jobs to the Booklet Finisher shift tray. 6. Setting the machine to the factory default on the operation panel could cause the system to continue running the initialization process without completing the process. 7. Operating the Backup function on the operation panel could cause the system to continue running the backup process without completing the process. 8. Problems involving web connection time-out were fixed. 9. Problems involving vxWorks were fixed. 10. Problems involving the IPDS were fixed. 		
eb224	<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. When specifying 3 print parameters: paper size, type and tray, in PjL INSERTMEDIA command, paper size and type parameters are ignored. 2. Task exit occurs instead of displaying an error message when running the following 2 jobs continuously: 1st job: Valid job 2nd job: Single page folding job specified with a paper type that does not support folding 3. Task exit occurs when powering on the system if the Startup file contains UEL. 4. Error when PDF direct printing 5. Error message indicating empty tray status will not disappear if attempted to cancel the job from the web. 		

Reissued: 03-Jun-15

Model: Katana-P1 (Bellini-P1)		Date: 26-Oct-09	No.: RM002012r
Version	Modified Points or Symptom Corrected		
	<ol style="list-style-type: none"> All succeeding jobs are unaccepted if pressing the Stop button on the stacker followed by an immediate job cancellation on the operation panel. System stalls in 'printing' status if the front door is opened immediately before the first sheet of the job is picked up by the pick-up rollers. 		
eb221	<p>Symptoms corrected:</p> <ol style="list-style-type: none"> Paper jam notification is not sent to the mainframe for jams that occur immediately after the feed tray runs out of paper, disabling proper jam recovery. Fonts may not be selected correctly when software fonts are specified by their attributes (for example, by Symbol Set, Typeface, Height, etc) in PCL5e. Setting the PCL tray parameters on the Web Interface results in error when paper feeding options (LCT and Cover Interposer) are not included in the configuration. Pressing the renew button on the browser or the F5 key after deleting all jobs in the [Current/Waiting job list] on the Web Interface causes to repeat the delete function every time renew or F5 is pressed. <p>NOTE: This behavior has not been corrected, but a new function was added to display a warning message when deleting all jobs in the [Current/Waiting job list].</p>		
eb220	<p>Symptoms Corrected:</p> <ol style="list-style-type: none"> The operation panel could display an incorrect message window if a job is cancelled immediately after an error message. Ex. 1: The printer status indication could remain resetting job. Ex. 2: The status remains off-line even when switching the status by pressing the on-line/off-line button. The system could stall if the finisher stop button is pressed to ascend or descend the shift tray during a job that feeds out to the shift tray. The system stalls when the front doors are opened immediately after (within approx 1 sec) misfeed or double-feed jams that occur at the pick-up roller because jammed sheets are not detected in the paper path of the mainframe. MIB (Management Information Base) counter value may not correspond with the actual number of pages printed for uncollated jobs. If a jam occurs but the print position adjustment window is opened before the jam indication appears on the operation panel, the print position adjustment window freezes even if the jam indication disappears after removing the jam. <p>Other Change: IPDS Set4/5 has been supported.</p>		
eb219	<p>Symptom Corrected</p> <ol style="list-style-type: none"> The message queue in the Egret controller becomes full and causes the system to stall. Printing could stall or result in SC919 if print operations are run continuously for an extended time. If the system happens to recover from an error (job cancel) and reach ready status at the same time, the system will stall and will not run the succeeding job even in on-line status. Print data could be missing in the output with PCL5e jobs that use macro commands (overlays) or macro data stored in the HDD. Unsupported paper weights are falsely displayed as options when registering tracing paper, OHP transparencies, and labels on tray paper settings. If the job is assigned to feed paper from a certain tray for the main body of the job and feed separation sheets from one of the mainframe trays, 		

Reissued: 03-Jun-15

Model: Katana-P1 (Bellini-P1)	Date: 26-Oct-09	No.: RM002012r
Version	Modified Points or Symptom Corrected	
	<p>the paper for the main body of the job could be fed from a wrong tray.</p> <ol style="list-style-type: none"> The operation panel could stall while adjusting print positions on the operation panel. When a jam occurs in a staple job and the system fails to purge the sheets in the paper path, the non-purged sheets are falsely stapled together with sheets that are printed after jam recovery. If sheets are fed from the Cover Interposer with no finishing peripherals connected to the mainframe (for instance when running tests), the system will stall. Packet losses that occur while the system verifies the completion of lpr connection results in Task Exit error. Options are displayed incorrectly in tray paper settings; Thick2 is not included as an available option for Tray6. 	
eb217	<p>Symptoms Corrected:</p> <ol style="list-style-type: none"> The Finisher could run idle if a jam occurs in the mainframe while running a staple job. The system will then stall if the jammed sheets are removed from the mainframe while the Finisher is still running idle and the job is cancelled followed by pressing the online button. When running 10 single page jobs delivered to the Stacker and all the jobs are cancelled due to a jam and the online button is pressed, the system will stall without completing the job cancellation. SC955 is issued if a jam occurs during a recovery operation from a double-feed in a staple job. If a jam occurs in a staple job and the Finisher runs idle, the system falsely attempts to recover without purging the sheets remaining in the Finisher. Printing is duplicated if the online button is pressed to recover after a jam that occurred while feed tray switched in a job run in limitless feeding. Some of the software fonts defined in a PCL5e job are missing from the printouts. Printing is duplicated in a print operation after modifying the image position adjustment value. The following Stacker delivery problems occur when separate jobs are not stacked together on the same Stacker in a configuration consisted of 2 High Capacity Stackers. <ol style="list-style-type: none"> When 2 jobs are sent to the printer and the first job is delivered to Stacker 1 and results in a jam immediately before all the pages are delivered, the remaining pages printed after recovering from the jam are falsely delivered to Stacker 2 with the second job. When 2 jobs are sent to the printer with Stacker 1 already containing a stack from a previously operated job and the first job is delivered to Stacker 2 and results in a jam immediately before completing the job, the jam cannot be recovered with the operation panel indicating that jammed sheets need to be removed. <p>These fixes are effective only with System ver1.11 or newer.</p> If the tray runs out of paper on the very last page of a job operated in limitless feeding and the tray switches, the error message indicating empty tray is displayed for a split second followed by an offline status. If the Suspend/Resume button on the Finisher is pressed (and the shift tray is positioned to the bottom) and the feed tray runs out of paper and the tray switches on the very last page of a multi-fold job delivered to the Multi-folder, 	

Reissued: 03-Jun-15

Model: Katana-P1 (Bellini-P1)	Date: 26-Oct-09	No.: RM002012r
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Version	Modified Points or Symptom Corrected						
	<p>operation panel displays an error message indicating that the job has been suspended.</p> <p>11. Label paper cannot be selected from the paper type settings menu.</p> <p>12. SC997 is issued if Adjust Print Position button is pressed and then the User Tools hard key is pressed during a job operation.</p>						
eb215	<p>Symptoms Corrected:</p> <p>1. Firmware upgrade procedures for version eb204 or older were modified.</p> <p>See the procedure below when upgrading from versions eb204 or older to eb211 or newer.</p> <p>The additional procedure involving reset to factory default, which was needed when upgrading to eb210 is no longer needed.</p> <p>-----</p> <p>Upgrading the Bellini-P1 Egret Controller: Version Supporting "Print Position Adjustment"</p> <p><u>General</u></p> <p>To resolve the problem of print position shift, which occurs when upgrading the Egret controller from a version that does not support the print position adjustment function to the version supporting this function, in which the shift occurs unless the Egret controller is reset to the factory default settings, this document explains the procedures for updating the Egret controller to the version supporting the print position adjustment function without having to reset to factory default settings.</p> <p><u>Affected Egret Versions</u></p> <p>The upgrade procedure described in this document is effective for the versions listed in Table 1 below.</p> <p>Table 1. Affected Egret Versions</p> <table><tr><td></td><td>Versions Prior to Upgrade</td><td>Versions After Upgrade</td></tr><tr><td>EXP</td><td>eb204 or older</td><td>eb211 or newer</td></tr></table> <p>Note 1: Standard upgrade restraints between certain versions will also apply for the upgrade described in this document.</p> <p>Note 2: Derived versions are included.</p> <p><u>Upgrade Procedure</u></p> <p>The upgrade procedure described in this document is a combination of the standard upgrade procedure and the "Import/Export of pre-set paper settings information from the Web Interface".</p> <p><u>Step 1. Exporting pre-set paper settings information</u></p> <p><u>Step 1-1.</u> Access the Web Interface and open [Programmed Tray Paper Settings] from [Configurations/Jobs]-[Printer Settings].</p> <p><u>Step 1-2.</u> Click on the "Export" button in the Programmed Tray Paper Settings window.</p> <p>Record the save location of the exported file as it will be imported after the upgrade. File will be saved under the name "presetdata.pjl".</p> <p><u>Step 2. Upgrade</u></p> <p>Upgrade the Egret in the standard procedure.</p>		Versions Prior to Upgrade	Versions After Upgrade	EXP	eb204 or older	eb211 or newer
	Versions Prior to Upgrade	Versions After Upgrade					
EXP	eb204 or older	eb211 or newer					

Reissued: 03-Jun-15

Model: Katana-P1 (Bellini-P1)	Date: 26-Oct-09	No.: RM002012r
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Version	Modified Points or Symptom Corrected						
	<p><u>Step 3. Importing the Pre-set Paper Settings</u></p> <p><u>Step 3-1.</u> Send the file saved in "Step 1" to the Bellini-P1 IP address.</p> <ul style="list-style-type: none"> - Launch "Command prompt" window - Type the command [lpr -S(IP address of printer) -P(VP name, lp, vp-pcl,,) file name of exported file] <p><u>Step 3-2.</u> Access the Web Interface, and open Programmed Tray Paper Settings from[Configurations/Jobs]-[Printer Settings].</p> <p>If the "Import" button is grayed-out and invalidated, this indicates that the file was not transmitted correctly. Resend the file to the printer IP address.</p> <p><u>Step 3-3.</u> Click "Import" on the Programmed Tray Paper Settings window.</p> <p><u>Step 3-4.</u> After importing the file, confirm the print position adjustment value is "0" on the control panel.</p> <p>-----</p> <ol style="list-style-type: none"> 2. Problem involving the change in HDD was fixed. 3. Cannot resume printing after a double-feed jam. 4. Measures for cross-site scripting vulnerability 5. Connection to Web Interface invalid 6. HDD data corruption 7. Pages are lost when printing mixed plex PS jobs with the method for switching between 1 and 2 side feed specified to "Speed Priority". <p>The printer cannot recover from a stalling status when a job containing a downloaded PS font that was not properly saved onto the HDD is sent to the printer.</p>						
eb210	<p>Symptoms Corrected :</p> <ol style="list-style-type: none"> 1. When jams occur frequently in a short period, printing could halt for jobs that are transmitted after the jams. 2. Paper could be fed from the incorrect tray when validating Auto Tray Switching. 3. PPC Exception error could occur with jobs containing incorrect font definition data. 4. Modifications for more reliability in VxWorks 5. Support for SAP: BOP(Barcode OCR Package)/InternationalFont/Unicode printing 6. Memory leak in PS form printing jobs created with StreamServe application results in PS and PPC Exception errors. 7. Print position adjustments on Tab stock is not reflected. 8. Task Exit error occurs when cancelling large volume of jobs, or when print operation is stalling. 9. Printing stalls when recovering from a jam in a stapling job. 10. Disabled to download Trace Data <p>Other changes :</p> <ol style="list-style-type: none"> 1. Improved log capturing function 2. Function added to enable print position adjustment 3. Function added to enable Face-up stacking for IPDS jobs <p>Note:</p> <p>The Egret controller firmware must be applied together with the following firmware versions (or newer).</p> <table border="1"> <tr> <th>Firm Category</th><th>Version</th></tr> <tr> <td>System</td><td>1.10</td></tr> <tr> <td>Network Support</td><td>8.70</td></tr> </table>	Firm Category	Version	System	1.10	Network Support	8.70
Firm Category	Version						
System	1.10						
Network Support	8.70						

Reissued: 03-Jun-15

Model: Katana-P1 (Bellini-P1)	Date: 26-Oct-09	No.: RM002012r
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Version	Modified Points or Symptom Corrected								
	<table> <tr> <td>OpePanel.EXP_USA(en,e)</td><td>1.06</td></tr> <tr> <td>OpePanel.EXP_EUR(gb,f)</td><td>1.06</td></tr> <tr> <td>Language Install</td><td>1.06</td></tr> <tr> <td>Engine</td><td>1.08:04</td></tr> </table> <p>Note: One of the following procedures must be carried out after updating from eb204(or older) to eb210.Select among the three options depending on the situation.</p> <p>Procedure "A": Do this when only print position adjustment is required.</p> <ol style="list-style-type: none"> 1. Power cycle the printer after upgrading to firmware version eb210. 2. Select "Adjust Print Position" on the control panel. 3. Set the print position values to "0.00 inch" for both Left/Bottom positions in Front/Back sides respectively. 4. Press "OK" to complete. <p>Procedure "B": This procedure will enable to reset the print positions after clearing the current settings and restoring factory default values. Select this procedure if the customer applies many settings.</p> <ol style="list-style-type: none"> 1. Power cycle the printer after upgrading to firmware version eb210. 2. Execute "Test Print" by selecting the following menu on the control panel. Printer Features - Basic Configuration - Test Print - System/Printer Information or Configuration 3. Execute "Reset" to reset printer features to factory defaults by selecting the following menu on the control panel. Printer Features - Administrator Configuration - Printer Management - Reset to Defaults - Reset Printer Features to Factory Defaults 4. Power Cycle the printer again. 5. To restore the original settings before upgrade, manually re-input the values. <p>Procedure "C": This procedure should be followed for upgrading to eb210 upon new site installation.</p> <ol style="list-style-type: none"> 1. Power cycle the printer after upgrading to firmware version eb210. 2. Execute "Reset" to reset printer features to factory defaults by selecting the following menu on the control panel. Printer Features - Administrator Configuration - Printer Management - Reset to Defaults - Reset Printer Features to Factory Defaults 3. Power Cycle the printer again. 	OpePanel.EXP_USA(en,e)	1.06	OpePanel.EXP_EUR(gb,f)	1.06	Language Install	1.06	Engine	1.08:04
OpePanel.EXP_USA(en,e)	1.06								
OpePanel.EXP_EUR(gb,f)	1.06								
Language Install	1.06								
Engine	1.08:04								
eb204	<p>Symptoms Corrected:</p> <ol style="list-style-type: none"> 1. Auto Tray Switching does not function occassionally when printing in duplex. 2. Print operation occasionally stops in 'Please Wait' status after recovering from a jam. 3. Pressing the on-line button immediately after cancelling a job due to 'No Paper' status could falsely indicate 'Printing' even when paper is not set to the trays. 4. Charge counter is falsely activated when printing in SP mode. 5. Settings are reflected even when an error is detected in (by) the Web I/F. 6. Print operation stops or SC919 occurs due to insufficient memory. 7. Cannot download WebI/F:IPDS log (Capture/Trace window) 8. Hang up of the control panel 9. Job constraint problem in a stapling job consisted of Z-folded and unfolded 								

Reissued: 03-Jun-15

Model: Katana-P1 (Bellini-P1)		Date: 26-Oct-09	No.: RM002012r
Version	Modified Points or Symptom Corrected		
	<p>sheets of the same size</p> <p>Other changes:</p> <ol style="list-style-type: none"> 1. SAP authentication is supported. 2. Enhanced logging functions 		
Eb202	<p>Symptoms Corrected:</p> <ol style="list-style-type: none"> 1. When applying an original PS file instead of a printer driver (Post Script) and printing under the conditions mentioned below, image (page) that should be printed on the face side of the second sheet is printed on the back side, and the face side turns out in blank. <ul style="list-style-type: none"> - Duplex: ON - Duplex printing - Different print properties applied between the first and second pages 2. Sheets are constantly fed from the inserter tray when printing under the following conditions: <ul style="list-style-type: none"> - Feed trays available at maximum configuration (7 trays) - Limitless feeding function invalidated for all trays - Feed tray set to automatic in the job settings 3. Printing did not turn out in normal behavior due to not supporting the IPDS job. <ul style="list-style-type: none"> - Invalidated the page mode shift function. - PCL and PS jobs are applicable as usual. 4. Machine does not resume from energy saving mode even when loading an IPDS job. <p>Other changes:</p> <ol style="list-style-type: none"> 1. IPDS Set3 (Object Container) has been supported. 2. Z-folding on the Multi-Folding Unit FD5000 has been supported. 		
eb135	<p>Symptoms Corrected:</p> <ol style="list-style-type: none"> 1. Output cannot be fed out to the High Capacity Stacker SK5010 proof-tray, and results in a jam and an SC990 when the configuration doesn't include either the Booklet Finisher SR5020 or the Finisher SR5000. This is due to the Egret controller falsely constraining the conditions of paper thickness for feed-out to the SR5020/SR5000 shift tray instead of for the SK5010 proof-tray. 2. Alert message does not appear on the control panel when the STOP button on the SK5010 is pressed during a job. This is due to the delay in the controller process which is effected by the timing of when the STOP button is pressed during the job. 3. Egret controller falsely detects a Task Exit Error when the printed sheets are stacked on the Pre-stack Tray (of both SR5020/SR5000) before stapling. This is due to the commands that are transmitted from the Engine --> GW --> Egret (to notify the feed-out process after printing) are falsely transmitted in an incorrect order, which occurs at a very low rate. 4. Printing position is shifted in duplex due to a processing problem in the PCL5e. 		
eb132	<p>Symptoms Corrected:</p> <ol style="list-style-type: none"> 1. Due to the delay in the process execution command sent from the Egret, productivity could be reduced, or the output could be ejected to the incorrect tray when two Stackers are installed and two jobs are operated continuously in which Stacker A is assigned for the first job and Stacker B is assigned for the succeeding job. 2. Problem in display of the maximum page counter value for "RIP Pages" and 		

Reissued: 03-Jun-15

Model: Katana-P1 (Bellini-P1)		Date: 26-Oct-09	No.: RM002012r
Version	Modified Points or Symptom Corrected		
	<p>"Ejected" of the "Current / Waiting Job List" menu on the control panel Page counter display has been changed from 4 digits to 5 digits for the above two items: 9999 => 99999.</p> <ol style="list-style-type: none"> Problem involving the display and print operation of the unsupported functions on/from the control panel in an off-line operation. The functions below will be deleted from the UI. <ol style="list-style-type: none"> Printer setup menu on the control panel Print results of off-line print operation (list of menu and settings) Settings list of Web I/F download files Delay in the output of the very last sheet and incorrect display of the Windows printer dialog box when printing from the IPP-SSL port. Problem involving a subsequent job being disabled when the first job is switched to off-line during its print operation from AIX <p>Others</p> <ol style="list-style-type: none"> Display on the control panel has been modified to indicate the current tray in operation. Extended Support for Tray Grouping Behavior has been changed so that the sheets would continue to be fed from the current tray even when switched to a new job. (Maximum number of trays is three) MAC Address Ricoh vendor code has been changed: 00-00-74 => 00-26-73 		
eb131	<p>Symptoms Corrected:</p> <ol style="list-style-type: none"> "Insufficient Memory" occurs and print operation stops when printing approximately 200 pages of PowerPoint on the PCLXL. When SC Punch Unit is installed, "2 holes" is falsely selectable on the punch option menu of the sample print for checking the finish output. (The problem involves the incorrect indication on the panel only; actual job is punched in "4 holes".) LEF/SEF icon appears when setting custom size paper on the feeder trays. Task Exit error occurs during the print operation and stops the operation. Setting items of the Web Interface virtual printer list and the waiting job list are corresponding. "@" and "&" characters cannot be input using the English keyboard when entering for the PCL String Substitution function on Web I/F virtual printer. Stopping or pausing a print job could falsely delete the log files saved up until the stop/pause. Trim pattern is printed with no margin in width when printing a sample print for checking the finish output. <p>Other changes:</p> <ol style="list-style-type: none"> IPDS optional print functions have been supported. <p>※ NOTE Upgrade the firmwares below to validate the IPDS.</p> <ul style="list-style-type: none"> EXTC-Printer-EGT(ver.eb131 or later) System(ver.1.07 or later) 		
eb058	Symptoms Corrected:		

Reissued: 03-Jun-15

Model: Katana-P1 (Bellini-P1)		Date: 26-Oct-09	No.: RM002012r
Version	Modified Points or Symptom Corrected		
	<ol style="list-style-type: none">1. Job consisted of multiple sheets cannot be folded on the Virtual Printer.2. When "Direct printing" a PDF file consisted of transparencies, error "suspended task" occurs and the file cannot be printed.3. Paper is fed from the normal tray even when the Interposer has been assigned as the feeder on the PS driver. <p>Other Changes:</p> <ol style="list-style-type: none">1. Productivity for limitless feeding has been enhanced.2. Image process has been optimized. (Enhanced performance in the font searching feature of the PS)		
eb057	1st Mass production		

Model: Bellini-C4(Katana-C2)		Date: 04-Nov-09	No.: RM002013
Subject: Service manual correction: SP2902		Prepared by: M. Abe	
From: PPMC Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

Please apply the following correction to your service manual.

Location of the error:

Appendices > 3. Appendix: Service Program Mode > System SP2-nnn Drum: 2

Incorrect information:

SP2902-001 (IPU Scanning Test Pattern) and SP2909-002 (IPU Printing Test Pattern).

Please disregard the above 2 SPs. Both of these SPs are not required as they are equivalent to "SP4417 - IPU Test Pattern" described in the section "System SP4-nnn Scanner".

NOTE: When a scanning/printing test pattern is needed, please use SP4417 (IPU Test Pattern).

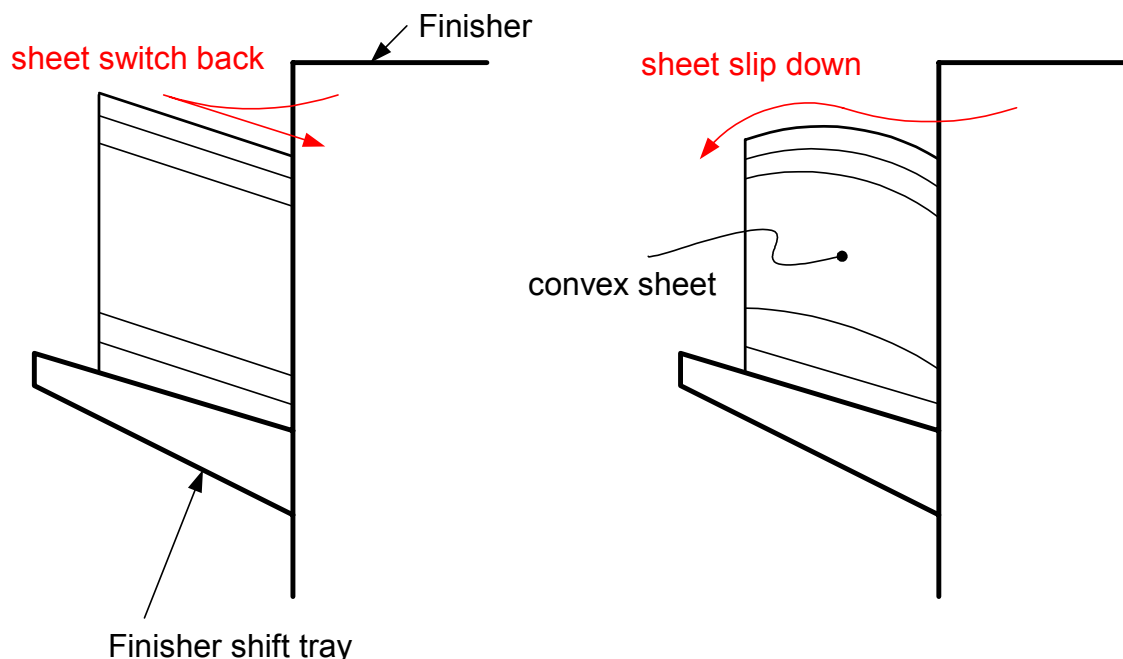
Model: Katana-P1 (Bellini-P1)		Date: 09-Nov-09	No.: RM002014
Subject: Adjustment of Decurl Unit DU5000		Prepared by: K. Tsutsui	
From: PP Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

Problem

When convex-curved sheets are stacked on the Finisher shift tray, they could slip down from the tray to the ground.

Cause

The exited sheets are switched back on the Finisher shift tray, which is at an angle. However, when the sheets have convex curl and are stacked in a large amount, the slope becomes flat at the top of the stack. The flat stack stops the exited sheets from switching back and causes them to slip over due to their momentum.



Countermeasure and Action

Set the de-curl roller unit upside down and adjust the value in the User Tools. Refer to the service manual and the operation manuals.

Model: Katana-P1(Bellini-P1)	Date: 22-Jan-10	No.: RM002015
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Subject: IPDS Unit Type 1357 Option Release		Prepared by: T. Satoh	
From: PPBG Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB contains the installation procedure for the IPDS Unit Type 1357 option when used on the Model Katana-P1.

The IPDS option will be released in Dec 2009. The installation procedure for this option on the Model Katana-P1 is shown below.

IPDS Unit Type 1357

Accessories

Description

Q'ty

1. IPDS SD Card 1

Installation instructions

Note: When you install IPDS option to these model and serial #, you have to exchange the HDD of the Egret controller

Model	S/N
M00217	~S6491000024
M00227	~S6490900018
M00317	~S6591100001
M00327	~S6590900012
M00417	~S6691100001
M00427	~S6690900016

Step: Exchange the HDD of the Egret controller. (Part No: **M0026866** / Egret version eb131 or later)

Please refer to section **Egret Controller HDD, p418** of the **Pro 907/Pro 1107/Pro 1357 Service Manual** for the replacement procedure.

Normal steps:

- Step 1 Insert IPDS activation SD card in the upper slot
- Step 2 Power ON
- Step 3 Go to SP mode
- Step 4 Input 5-878-003. (Option Setup IPDS)
- Step 5 Push "Execute"
- Step 6 Push "Execute" again
- Step 7 Exit SP mode
- Step 8 Turn Power Off then ON.

Model: Katana-P1(Bellini-P1)

Date: 26-Oct-09

No.: RM002015

GW Controller

Step 1: Upgrade GW F/W and make sure that it is later than the following. If you will be using the IPDS MICR feature, the GW F/W needs to be later than the following version.

Module	Version
System	1.06 or later
Engine	1.03.04 or later
LCDC	1.01 or later
NIB	8.61 or later

-The SD card is registered with the engine, and cannot be used with other engines. In other words, the SD card can only be used once.

- Keep the SD card in the upper slot for IPDS Activation.

- Do NOT format the SD card or delete any files in the SD card.

Model: Katana-P1	Date:27-Jan-10	No.: RM002016
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Subject: Parts catalog correction		Prepared by: T. Satoh	
From: PPBG Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Incorrect part number	Correct part number	Description	Q'ty	Page	Index	Note
M0265760		HDD:HITACHI:160GB				
	→ M0026866	HDD:PROGRAM:IPDS:INNER ASSEMBLY:EXP	1	143	1	

Change/Reason: The part number and description in the Parts Catalog were corrected.

Reissued:15-Dec-10

Model: Katana-P1 (M002/M003/M004)	Date: 6-Dec-10	No.: RM002017b
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RTB Reissue

Correction of model and description

This modification also applies to Katana-C1/1.5, C2. Please refer to the corresponding RTB.

Subject: Part Changes – Duplex Unit		Prepared by: T. Komori	
From: PP Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Change: Shape of the part

Reason: Higher reliability; to prevent breakage of the gear in the duplex unit

Model: Katana-P1 (M002/M003/M004)

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
D0594880	D0594870	DUPLEX UNIT:ASS'Y	1	X/O	105	*	
B2344631	D0594632	BRACKET:SUPPORT:POSITIONING PIN:MAIN	1	X/X	113	23	

The support bracket has been modified (B2344631 → D0594632) to prevent the possible breakage of the gear, which has also been modified for higher durability (B2344649 → D0594649).

The duplex unit also has a new p/n because of this modification.

NOTE

- Replace the gear (B2344649) with the modified gear (D0594649) if it breaks.
- If the breakage were to recur, please replace the duplex unit with the modified duplex unit installed with the NEW support bracket.
- The NEW support bracket (D0594632) cannot be installed on the old duplex unit (X/X).

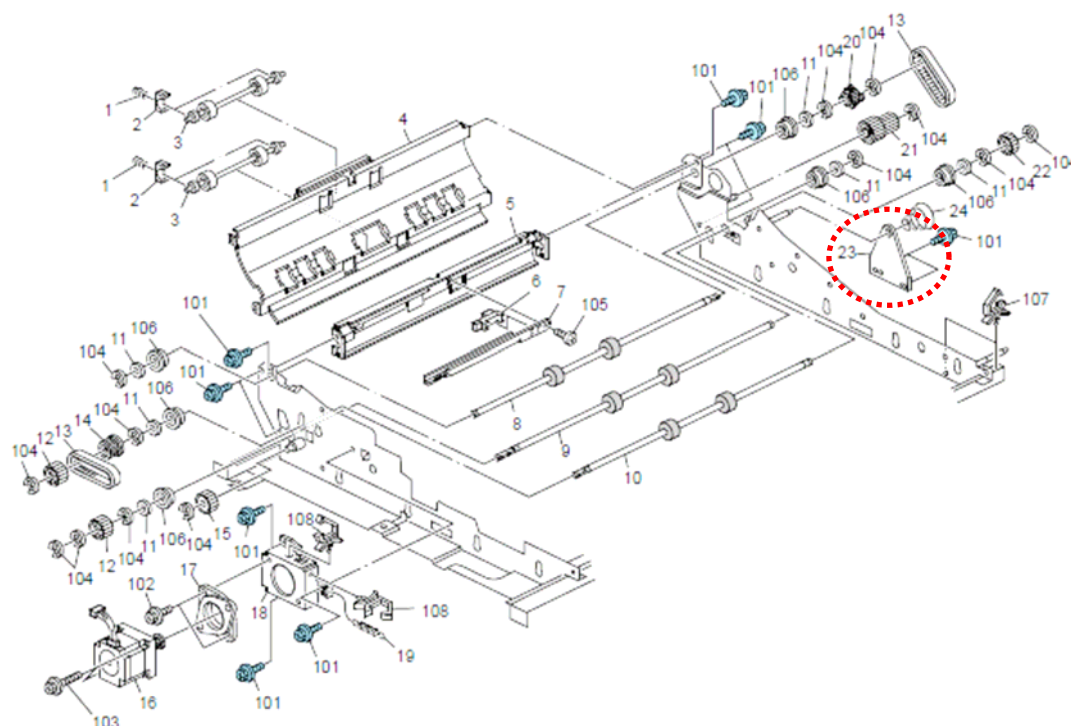
Reissued:15-Dec-10

Model: Katana-P1 (M002/M003/M004)

Date: 6-Dec-10

No.: RM002017b

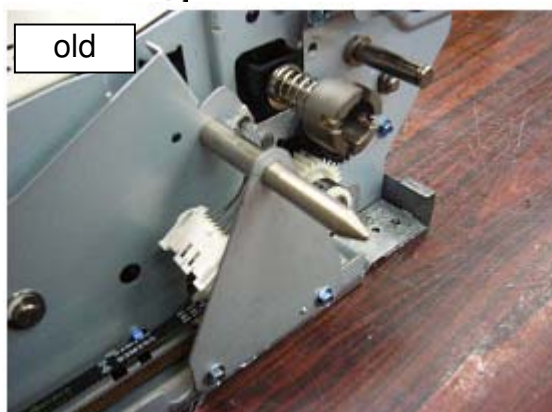
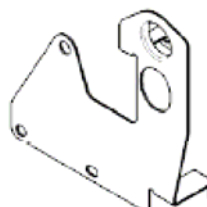
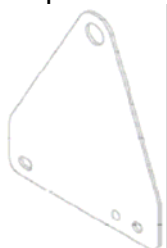
49.Duplex Unit 5 (M002/M003/M004)



Support Bracket:

Old p/n: B2344631

New p/n: D0594632



Model: Katana-P1 (Bellini-P1)		Date: 13-Dec-10	No.: RM002018
Subject: Egret Controller Troubleshooting Guide		Prepared by: J. Ohno	
From: PPMC Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

This RTB has been issued to announce the Troubleshooting Guide for the Egret Controller.

Bellini-P1 Troubleshooting Guide for Field Service Personnel

Model: Katana-P1 (Bellini-P1)

Date: 13-Dec-10

No.: RM002018

Revision Table

Manual Rev.	Description	Date
01	First Edition	Aug. 2010
02	The following sections have been added: <ul style="list-style-type: none">- Scope- Errors During Start-up Diagnostics- General Controller System Errors- The Controller Status Flowchart- Troubleshooting guide: Backup/Restore Error- Troubleshooting guide: Data Exception Error	Sep. 2010

Model: Katana-P1 (Bellini-P1)

Date: 13-Dec-10

No.: RM002018

Scope

This document is about the printer controller on the Bellini-P1. Bellini-P1 has two controllers, one is the printer controller (controller board) and the other is the system controller (system board). Please refer to other documents about the system board and/or the printer engine.

Where Problems Occur

The controller as a built-in print server for the printer is generally part of a configuration. Problems may occur in one of the following areas:

- The interface between the controller board and the printer
- The interface between the controller and computers that print to it
- The controller board or printer itself

Before You Go to the Customer Site

Before you make a service call to a customer site, talk to the customer on the phone and check out the following items:

1. Does the printer work?

If the printer works but the user cannot print the controller Status Page, have the customer check for any error messages in the Control Panel. If the Control Panel reports an error, check the cables between the controller board and the system board.

2. Has the customer made any network changes?

If network changes have occurred, request that the customer's network administrator verify the controller network requirements.

3. Is the user having printing problems with a particular image file?

If there are problems with files from particular applications, the user may be more successful using different print settings. If your telephone call fails to clear up the problem, proceed to the next phase, the preliminary on-site checkout.

Preliminary On-site Checkout

Your goal in the preliminary on-site checkout is to eliminate obvious problems, such as loose or missing cables and connectors.

Model: Katana-P1 (Bellini-P1)
Date: 13-Dec-10
No.: RM002018

Checking Connections

Before you remove the printer cover to inspect cables:

- If a PC is attached to the controller network port, make sure that the network cable is properly connected.
- Make sure the printer power cable is plugged into the wall outlet and that the printer is powered on.
- Remove the rear cover and CE box cover. Make sure the printer cables are attached to the controller board and to the printer.
- Make sure the DIMMs are plugged in properly.
- Make sure the HDD cable is attached to the HDD and to the controller board.

If all the connectors are in place and the problem still exists when the printer is powered on, then proceed to the next stage of troubleshooting.

Errors During Start-up Diagnostics

When you power on the printer or reboot the controller, the system goes through a series of diagnostic tests that check the controller board. If an error occurs during the Start-up diagnostics, the display may change to the "Error Screen", and there will be no control from the Operator Panel. When you encounter this condition, power off and open the printer and inspect the controller for an obviously loose part or cable. Then check the other components as suggested in the following sections.

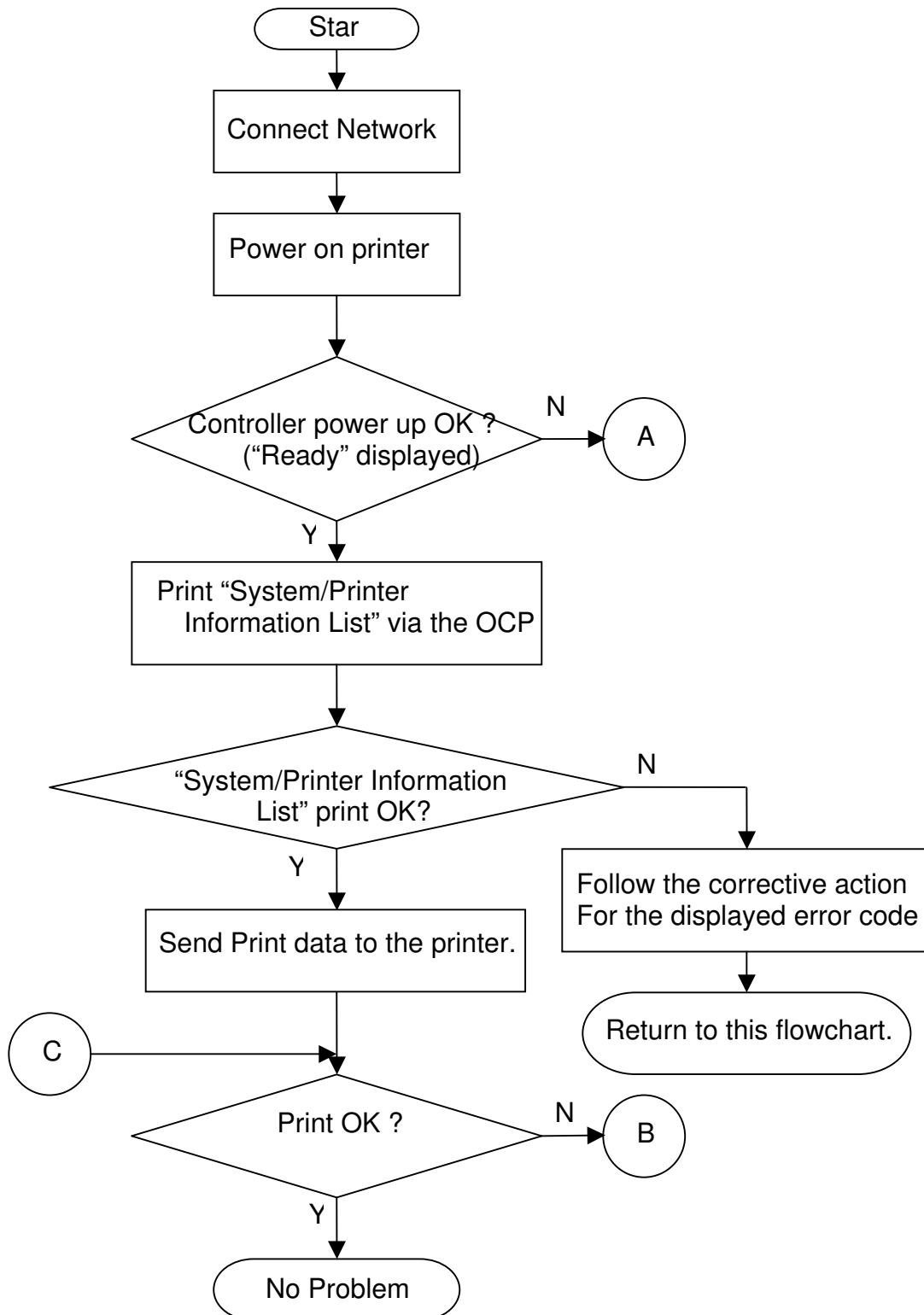
General Controller System Errors

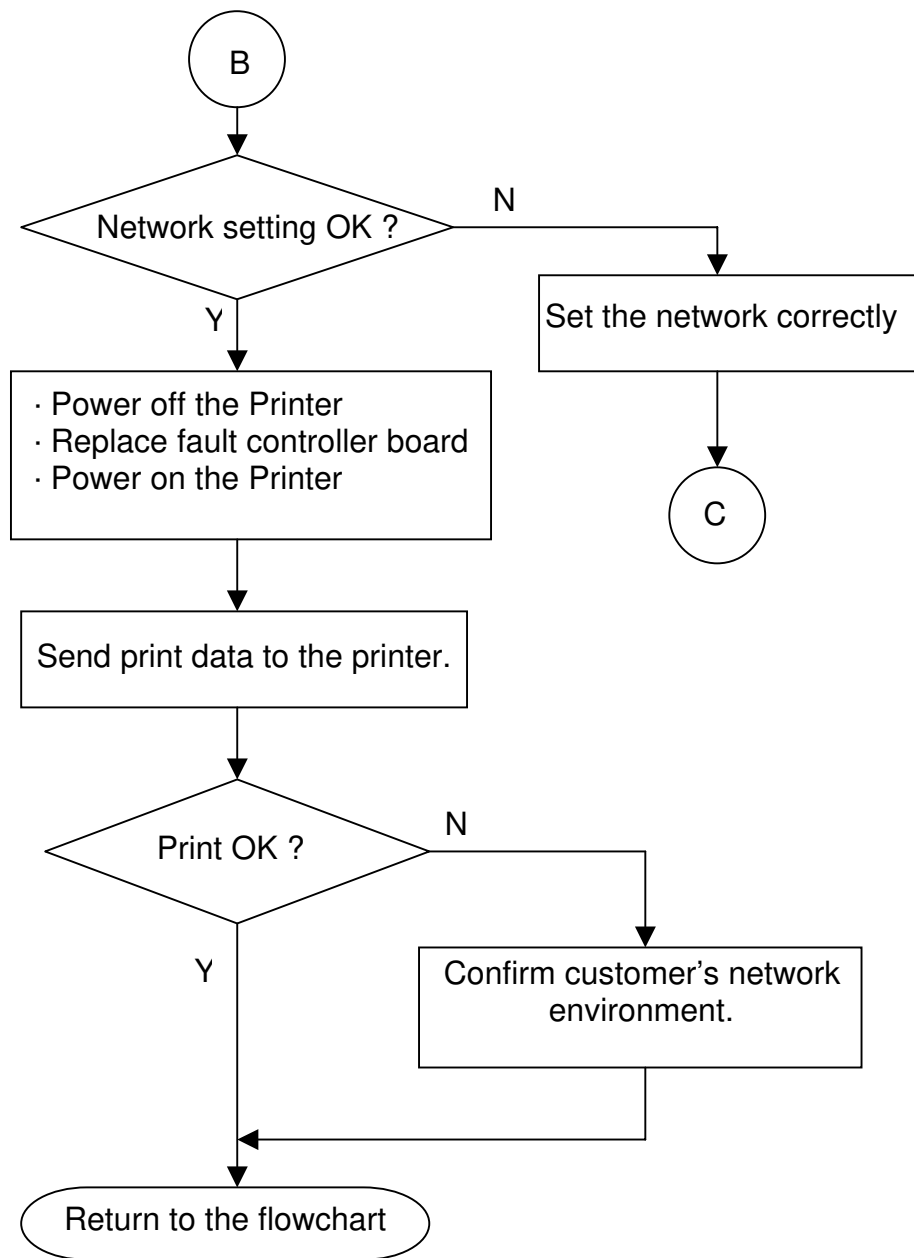
When you start up the system or when you install system software, you may encounter error conditions that are not reported during the Start-up diagnostics. The table lists error conditions and suggests corrective actions.

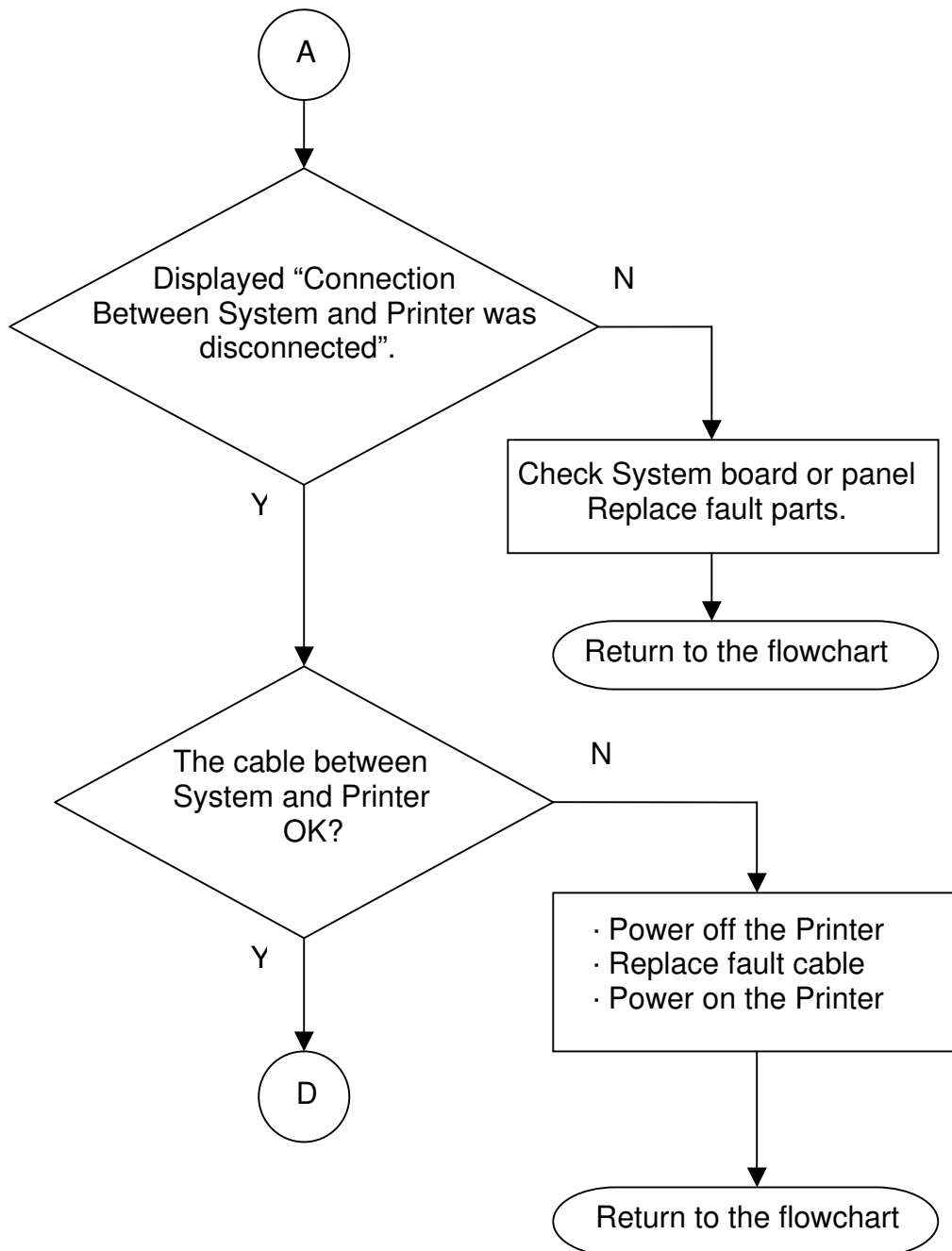
When you first encounter this error condition, check as suggested below.

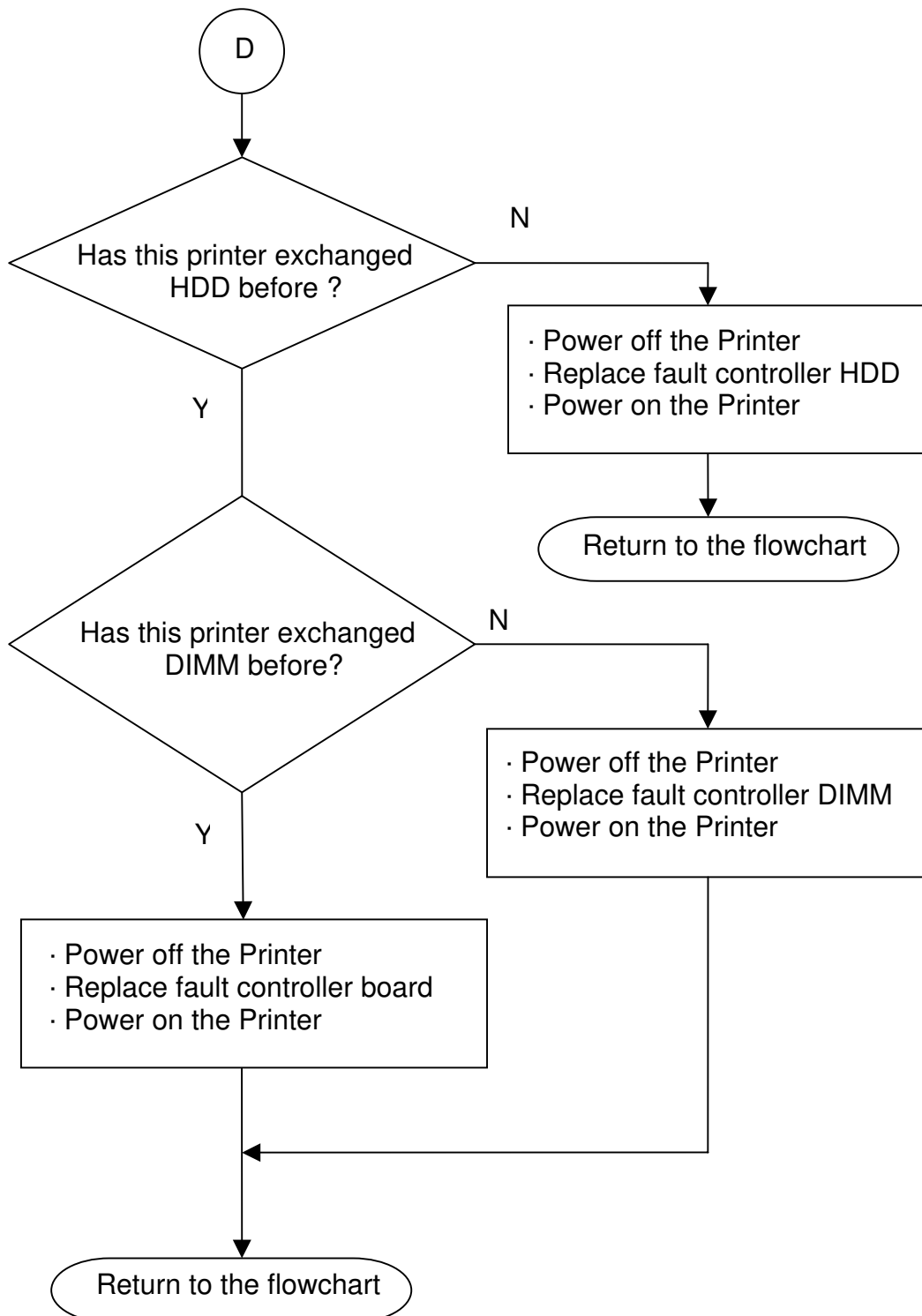
Symptom	Suggested Action
Controller does not start up. Following message is displayed. "Connection between System and Printer was disconnected. Press the operation switch, make sure the LED is turned off. After 1 minute, turn the main power switch off then switch back on again. If a function is in process, turn off the machine after 20 minutes."	*Check the cable that connects the system board with the controller board. *If the problem persists, replace the controller board.

The Controller Status Flowchart









Model: Katana-P1 (Bellini-P1)
Date: 13-Dec-10
No.: RM002018

Controller Error Codes

An extensive system of tests and checks are performed by the printer during the power-up cycle and normal operations. Most cause a message or error code to be displayed. This section lists errors with possible solutions.

Error message	Display
SC Error in Controller Board	SC Error Dialog Box
Operator Call error	Red Dialog Box
Operator Call error	Blue Dialog Box
Warning	Blue Dialog Box
Status Warning message	Message in Status Line
Status Normal message	Message in Status Line

The numbers described in brackets in “Error message / Error code” correspond to the numbers indicating the solution in the “Solution Message List”.

SC Error List

Error message / Error code	Brief Description
Functional problem has occurred. (1) SC915-01	Connection between System and Printer was disconnected.
Functional problem has occurred. (1) SC915-02	Connection between System and Printer was disconnected.
Functional problem has occurred. (1) SC915-03	Temperature of printer CPU has been over limit.
Functional problem has occurred. (1) SC915-04	An error has occurred access HDD.
Functional problem has occurred. (1) SC915-05	An error has occurred at printer board.

Model: Katana-P1 (Bellini-P1)
Date: 13-Dec-10
No.: RM002018
Operator call Error(red dialog box) List

Error message / Error code	Brief Description
An error has occurred. (2) EC#13	No PBLK in the fifo.
An error has occurred. (2) EC#16	Image lock time-out detected (60 sec)
AppleTalk communication error has occurred. (2) IF#10	AppleTalk communication error has occurred.
AppleTalk communication error has occurred. (2) IF#11	AppleTalk communication error has occurred.
AppleTalk communication error has occurred. (2) IF#12	AppleTalk communication error has occurred.
AppleTalk communication error has occurred. (2) IF#13	AppleTalk communication error has occurred.
AppleTalk communication error has occurred. (2) IF#14	AppleTalk communication error has occurred.
AppleTalk communication error has occurred. (2) IF#15	AppleTalk communication error
Failed to initialize PCL emulation. (2)	An error has occurred during PCL initialize.
Failed to print TIFF / CCITT files due to insufficient memory. (2)	
Task Exit error has occurred. (2)	Printer program error has occurred.
PPC Exception error has occurred. (2)	Printer program error has occurred.
Failed to access Printer HDD. (2)	An error has occurred access Printer HDD.
Failed to access Printer memory. (2)	An error has occurred access Printer memory.
Failed to access Flash ROM. (2)	An error has occurred access Flash ROM.
Suspended Task error has occurred. (2)	Printer program error has occurred.
Logs exceeded the memory capacity. (2)	
Failed to access Printer configuration file. (2)	An error has occurred access Printer configuration file.
Failed to access Printer log file.	An error has occurred access Printer log file.

Model: Katana-P1 (Bellini-P1)
Date: 13-Dec-10
No.: RM002018

(2)

Operator call Error(red dialog box) List (continued)

Error message / Error code	Brief Description
Failed to access alert file. (2)	An error has occurred access Printer configuration file.
Failed to access job history file. (2)	An error has occurred access job history file
Received invalid PCL image data. (2)	
Flash ROM write error has occurred. (2)	
Error has occurred. (2) EC#10	Invalid Print parameter set in PAGEOBJ.
Specified paper tray is not available. (2) EC#11	No paper Hopper designated in PAGEOBJ.
Error has occurred. (2) EC#14	No free space in fifo to put a new sheet.
Failed to compress print data	An error has occurred during compressing print data

Model: Katana-P1 (Bellini-P1)
Date: 13-Dec-10
No.: RM002018
Operator Call Error List

Error message / Error code	Remarks
Connection between System and Printer was disconnected. (4)	
Backup / Restore error has occurred. Please try again. BR#xx	Refer Backup/Restore Error
Remove the paper from Stacker Upper Tray.	
Remove the paper from Stacker Tray.	
Remove the paper from Second Stacker Upper Tray.	
Remove paper from Stacker Tray.	
Remove the paper from Stacker Tray.	
Remove the paper from Second Stacker Upper Tray.	
Remove paper from Stacker Tray.	
Remove paper from Second Stacker Tray.	
Remove paper from Stacker Tray and Second Stacker Tray.	
Remove paper from Finisher Upper Tray.	
Remove paper from Finisher Shift Tray.	
Remove paper from Finisher Upper Tray.	
Remove paper from Finisher Shift Tray.	
Remove paper from Finisher Booklet Tray.	
Remove paper from Folding Unit Tray..	
Remove paper from Trimmer Tray.	
Paper is left in Stacker Tray. Open the Stacker Front Cover and remove the paper.	
Paper is left in 2 nd Stacker Tray. Open the 2 nd Stacker Front Cover and remove the paper.	
Paper is left in Folding Unit Tray. Open the Folding Unit Front Cover and remove the paper.	
The Suspend / Resume key of finisher has been pressed to stop printing temporarily. To resume printing, press the Suspend /Resume key again.	
LCT cover is open. Cannot print.	
Reset Tray # correctly.	
Reset Tray 1 correctly.	
Load following paper in Tray #1. paper size #2 paper type #3 paper color #4	
Load following paper in Interposer Upper Tray.	
Load following paper in Interposer Lower Tray.	
Specified paper size / paper type / paper color / paper thickness / do not match any tray paper settings. (5)	
Tray paper settings do not match the specified paper size. (6)	
Tray paper settings do not match the specified paper type. (7)	
Tray paper settings do not match the specified paper colour. (8)	
Interposer error. Paper settings of the Interposer Tray do not match the specified paper size.	

Model: Katana-P1 (Bellini-P1)
Date: 13-Dec-10
No.: RM002018

(9)

Interposer error.

Paper settings of the Interposer Upper Tray do not match the specified paper size.

(10)

Operator Call Error List (continued)

Error message / Error code	Remarks
Interposer error. Paper settings of the Interposer Lower Tray do not match the specified paper size. (11)	
Booklet is not available with this paper. (3)	
Booklet is not available with this paper thickness. (12)	
Fold is not available with this paper. (3)	
Fold is not available with this paper thickness. (12)	
Fore Edge Cut is available only when Booklet is selected. (3)	
Exceeded the maximum number of multi-sheet fold. (3)	
Multi-sheet fold is not available with the selected fold type. (3)	
Cannot staple paper of different sizes. (3)	
Fold is not available with different paper sizes. (3)	
Selected function cannot be used with Fold mode. (3)	
Booklet is available only when collate is selected. (3)	
Fold is available only when collate is selected. (3)	
Selected paper size is not supported. (3)	

Model: Katana-P1 (Bellini-P1)
Date: 13-Dec-10
No.: RM002018
Warning message List

Message	Remarks
PostScript error has occurred. Job will be cancelled.	
Entered value is invalid. Please enter again.	
Previous backup was cancelled because the main power switch was turned off during the process. Press [OK] to perform backup again.	
Previous Printer HDD memory erasure was interrupted because the main power switch was turned off during the process. Please try again.	
This function is currently unavailable. Please try again later.	
One set has been printed. If you want to print the remaining sets, press [Continue]. To cancel printing, press [Stop].	
Please wait without turning off the main power switch. Otherwise it may result in serious damage to the machine.	
Preparing to print Event Logs... Please wait.	
Preparing to print Error Logs... Please wait.	
Preparing to print Software Logs... Please wait.	
Preparing to print Management Logs... Please wait.	
Preparing to print Application / System I/F Logs... Please wait.	
Please wait.	
Ready to start. Please go back to the initial screen to begin.	
Press [OK] to start update/restore firmware. After the process has finished check controller software version before restarting the machine. If the version is not the same, update/restore controller software as well.	
Press [OK] to start update/restore controller software. After the process has finished check firmware version before restarting the machine. If the version is not the same, update/restore firmware as well.	
Completed the process. Turn the main power switch off momentarily and then switch back on again.	
Error has occurred. The process will be cancelled. (2)	
There is a problem with the overwrite data. Please send the data again.	
There is no overwrite data. Process will be cancelled.	
Overwrite data is broken. Process will be cancelled.	
Completed the process. Turn the main power switch off momentarily and then switch back on again.	
Error has occurred. (13)	
The changes will be applied after the machine is restarted.	

Model: Katana-P1 (Bellini-P1)	Date: 13-Dec-10	No.: RM002018
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(2)	
Preparing to print System / Printer Information List... Please wait.	

Warning message List (continued)

Message	Remarks
Preparing to print Configuration Page... Please wait.	
Preparing to print Menu List... Please wait.	
Preparing to print Printer HDD Usage Status List... Please wait.	
Preparing to print Programmed Tray Paper Settings List... Please wait.	
Preparing to print PS Configuration / Font Page... Please wait.	
Preparing to print PCL Configuration / Font Page.... Please wait.	
Preparing to print IPDS Information List... Please wait.	
Ready to print. Please go back to the initial screen to start printing.	

Model: Katana-P1 (Bellini-P1)
Date: 13-Dec-10
No.: RM002018
Status Warning Messages List

Message	Remarks
Empty the hole punch receptacle.	
Staple receptacle is full. Empty the receptacle.	
Supply staples.	
Empty the hole punch receptacle.	
The Trimmer waste paper receptacle is full. Empty the receptacle.	
No response from the server.	
Authentication has failed.	
Authentication has failed. Job was cancelled.	
Paper in staple tray. Open cover and remove paper.	
Paper is left in Stacker Tray.	
Open the Stacker Front Cover and remove the paper.	
Paper is left in 2nd Stacker Tray.	
Open the 2nd Stacker Front Cover and remove the paper.	
Paper is left in Folding Unit Tray.	
Open the Folding Unit Front Cover and remove the paper.	
Close Interposer Right Cover.	
[Speed Priority] is set for [Method for Switching between 1 & 2 Sided Feed].	
Only one set can be printed due to insufficient HDD memory.	
Spooling...	
Resetting: memory shortage	
Auto backing up...	
Please wait.	
Initialize network module...	
Waiting for print data...	
Processing print jobs...	
Printing...	
Resetting job...	
Offline	
Ready	

Model: Katana-P1 (Bellini-P1)

Date: 13-Dec-10

No.: RM002018

Solution Message List

Number	Solution Message	Remarks
1	Please call service and report the service code.	SC Error
2	Press the operation switch on the control panel, make sure the LED is turned off. After 1 minute, turn the main power switch off momentarily and then switch back on again.	red dialog
3	Press [Job Reset] to cancel printing.	
4	Press the operation switch, make sure the LED is turned off. After 1 minute, turn the main power switch off then switch back on again. If a function is in process, turn off the machine after 20 minutes.	
5	Please try again.	
6	Change the tray paper settings to the following paper size / paper type / paper color / paper thickness. paper size #1 paper type #2 paper color #3 paper weight #4	
7	Change the tray paper settings to the following paper size, or press [Job Reset] to cancel printing. Paper size:#2	
8	Change the tray paper settings to the following paper color, or press [Job Reset] to cancel printing. Paper color:#2	
9	Change the paper settings of Interposer Tray to the following paper size, or press [Job Reset] to cancel printing. Paper size :#1	
10	Change the paper settings of Interposer Upper Tray to the following paper size, or press [Job Reset] to cancel printing. Paper size :#1	
11	Change the paper settings of Interposer Lower Tray to the following paper size, or press [Job Reset] to cancel printing. Paper size :#1	
12	Change the paper in the paper tray to paper which has the correct thickness available for booklet, or press [Job Reset] to cancel printing. #1	
13	Turn the main power switch off momentarily and then switch back on again.	

Model: Katana-P1 (Bellini-P1)

Date: 13-Dec-10

No.: RM002018

Backup/Restore Error Codes

Error Code	Brief Description
BR#11	The software revision is not matched.
BR#12	This is no HDD data.
BR#13	Read error of HDD backup data
BR#14	Write error of HDD backup data
BR#16	Write error of time stamp for HDD data.
BR#31	This is no Controller data.
BR#32	Read error of Controller backup data
BR#33	Write error of Controller backup data
BR#34	Write error of time stamp for Controller data.
BR#35	There is no Click Charge Count data.
BR#36	Read error of Click Charge Count data.
BR#37	Write error of Click Charge Count data
BR#39	Write error of time stamp for Click Charge Count data
BR#41	Data Compression Error
BR#42	Read error of HDD data.
BR#43	Write error of HDD data.
BR#44	Write error of time stamp for HDD data.
BR#45	The software revision is not matched.
BR#46	Time stamp of HDD data is not matched.
BR#47	Time stamp of Controller data is incorrect
BR#48	Time stamp of HDD data is incorrect
BR#61	Read error of Controller data.
BR#62	Write error of Controller data.
BR#63	Write error of time stamp for Controller data.
BR#64	Time stamp of Controller data is not matched.
BR#65	Time stamp of HDD data is incorrect.
BR#66	Time stamp of Controller data is incorrect.
BR#67	Read error of Click Charge Count data
BR#69	Write error of Click Charge Count data
BR#70	Write error of time stamp for Click Charge Count data
BR#71	Time stamp of Click Charge Count is not matched (Controller)
BR#72	Time stamp of Click Charge Count is not matched (HDD).
BR#73	Time stamp of Click Charge Count is not matched (All).

Model: Katana-P1 (Bellini-P1)

Date: 13-Dec-10

No.: RM002018

Troubleshooting guide: Backup/Restore Error

BR#13 / BR#16 / BR#33 / BR#36 / BR#37 / BR#43 / BR#61 / BR#63 / BR#67 / BR#70 / BR#71 / BR#72 / BR#73

Problem Cause	Corrective Action
1. Faulty Controller Board.	1. Replace Controller Board.

BR#14 / BR#31 / BR#32 / BR#34 / BR#39 / BR#42 / BR#44 / BR#62 / BR#69

Problem Cause	Corrective Action
1. HDD Assy is not properly connected.	1. Reattach HDD Assy.
2. Faulty HDD Assy.	1. Replace HDD Assy.

BR#11 / BR#45

Problem Cause	Corrective Action
1. Revision mismatch between backup HDD data and new replacing HDD Assy.	1. Set the user settings manually and back up the "HDD data".
2. Revision mismatch between backup HDD data and new upgrading the system software.	1. Follow the procedure of upgrading the System Software.
3. HDD data is not backed up after replacing Controller Board.	1. Back up "HDD data".

BR#12 / BR#36 / BR#46 / BR#64

Problem Cause	Corrective Action
1. HDD data is not backed up after replacing Controller Board.	1. Back up "HDD data".
2. HDD data is not restore after replacing HDD Assy.	1. Restore "HDD data".
3. Controller data is not backed up after replacing HDD Assy.	1. Back up "Controller".
4. Controller data is not restored after replacing Controller Board.	1. Restore "Controller".

BR#41 / BR#47 / BR#66

Problem Cause	Corrective Action
1. Faulty Controller Board.	1. Replace Controller Board.
2. HDD data is not backed up after replacing Controller Board.	1. Back up "HDD data".
3. Controller data is not restored after replacing HDD Assy.	1. Restore "Controller".
4. HDD data compression error.	1. Replace Controller Board.

Model: Katana-P1 (Bellini-P1)
Date: 13-Dec-10
No.: RM002018
BR#48 / BR#65

Problem Cause	Corrective Action
1. HDD Assy is not properly connected.	1. Reattach HDD Assy.
2. Faulty HDD Assy.	1. Replace HDD Assy.
3. HDD data is not restore after replacing HDD Assy.	1. Restore "HDD data".
4. Controller data is not backed up after replacing HDD Assy.	1. Back up "Controller".
5. HDD data is not backed up after executing "Factory Default".	1. Restore "HDD data".

BR#4x / BR#6x

Problem Cause	Corrective Action
1. Faulty backup before.	1. Back up "All"

Troubleshooting guide: Data Exception Error

Functional problem has occurred...SC915-01/ SC915-03
Failed to access Flash ROM.
Flash ROM write error has occurred.

Problem Cause	Corrective Action
1. Faulty Controller Board.	1. Replace Controller Board.

Functional problem has occurred...SC915-02
Failed to initialize PCL emulation.
Failed to access Printer HDD.
Failed to access Printer configuration file.
Failed to access Printer log file.
Failed to access alert file.
Failed to access job history file.

Problem Cause	Corrective Action
1. HDD Assy. is not properly connected.	1. Reattach HDD Assy.
2. Faulty HDD Assy.	1. Replace HDD Assy.

Functional problem has occurred...SC915-04

Problem Cause	Corrective Action
1. Faulty System Board.	1. Check System Board.

Model: Katana-P1 (Bellini-P1)

Date: 13-Dec-10

No.: RM002018

Functional problem has occurred...SC915-05**Connection between System and Printer was disconnected.**

Problem Cause	Corrective Action
1. Communication Cable is not properly connected.	1. Reattach Communication Cable between the system board and the controller board.
2. Faulty Controller Board.	1. Replace Controller Board.
3. Faulty System Board.	1. Check System Board.

An error has occurred...EC#13/EC#16**PPC Exception error has occurred.****Failed to access Printer memory.****Suspended Task error has occurred.****Failed to compress print data.**

Problem Cause	Corrective Action
1. Faulty DIMM.	1. Replace DIMM
2. Faulty Controller Board.	1. Replace Controller Board.

AppleTalk communication error has occurred...IF#10/IF#11/IF#12/IF#13/IF#14/IF#15

Problem Cause	Corrective Action
1. Network Interface Cable is not properly connected.	1. Reattach connection of Network Interface Cable.
2. Faulty Controller Board.	1. Replace Controller Board.

Task Exit error has occurred.**Logs exceeded the memory capacity.**

Problem Cause	Corrective Action
1. Faulty DIMM.	1. Replace DIMM
2. Faulty Controller Board.	1. Replace Controller Board.
3. Faulty HDD Assy.	1. Replace HDD Assy.

Note. Errors may not be displayed if there is a fault in the system board.

Model: Katana-P1 (M002/M003/M004)		Date: 12-Aug-11	No.: RM002019
Subject: Part Changes – Paper Feed Unit		Prepared by: J. Ohno	
From: PP Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Change: Shape and position of components in the paper feed unit

Reason: Higher reliability; to prevent mis-feed jams in the paper feed unit

Model: Katana-P1 (M002/M003/M004)

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
D0596200	D0596201	PAPER FEED UNIT:PAPER BANK:ASS'Y	3	X/O	45	*	
B2346212	D0596212	Reverse Lever	1	X/O	49	12	

Insufficient pressure between the Feed and Reverse rollers could result in mis-feed jams. The shape of the component in the paper feed unit and the reverse lever have been modified, and the Reverse roller has been raised to a slightly higher position to maintain the optimum pressure between the two rollers.

NOTE

- This modification also applies to Katana-C1.5/C2. RTBs have been issued for all models respectively.

Model: Katana-P1 (M002/M003/M004)

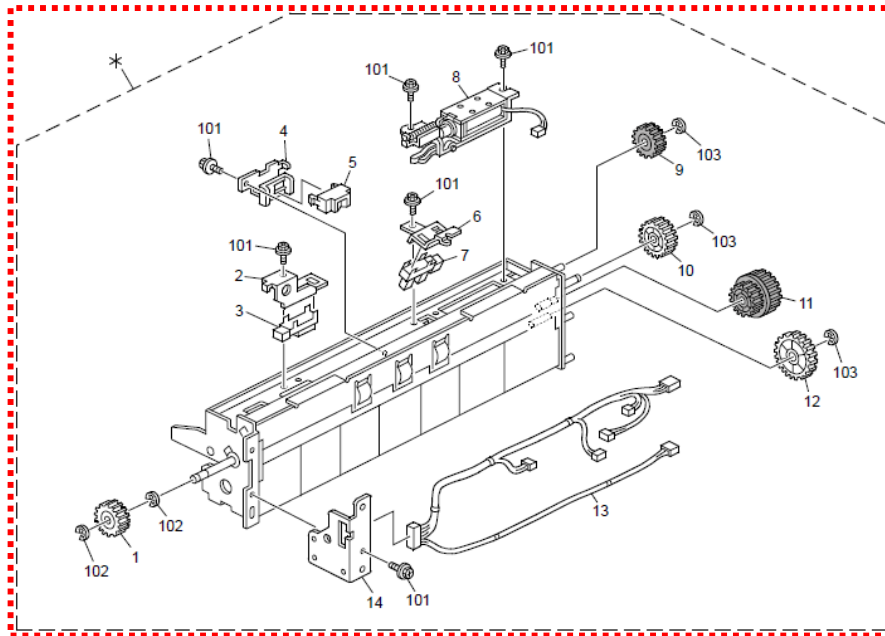
Date: 12-Aug-11

No.: RM002019

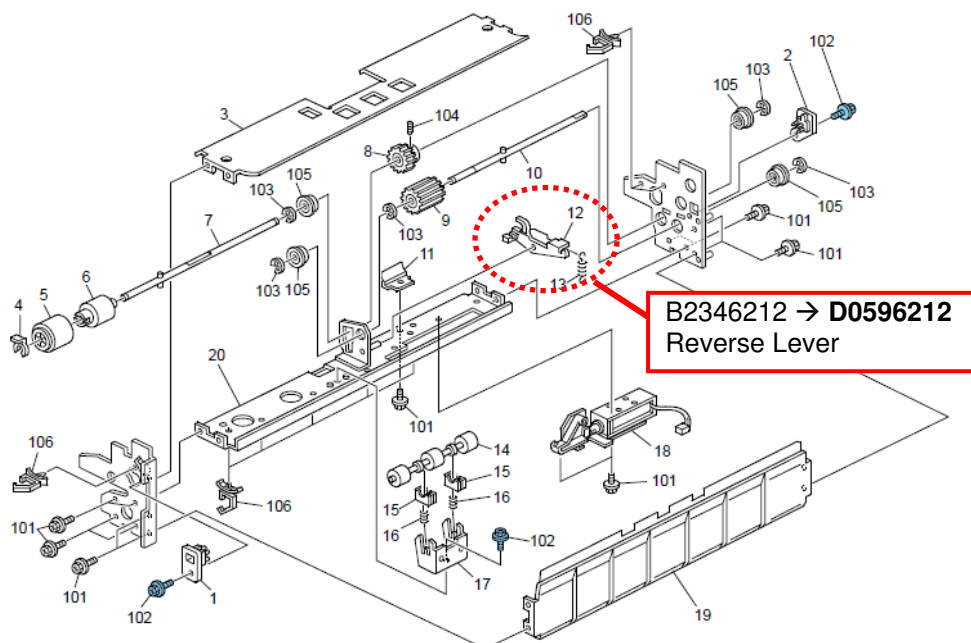
D0596200 → **D0596201**

PAPER FEED UNIT:PAPER BANK:ASS'Y

15.Paper Feed Unit 1 (M002/M003/M004)



17.Paper Feed Unit 3 (M002/M003/M004)



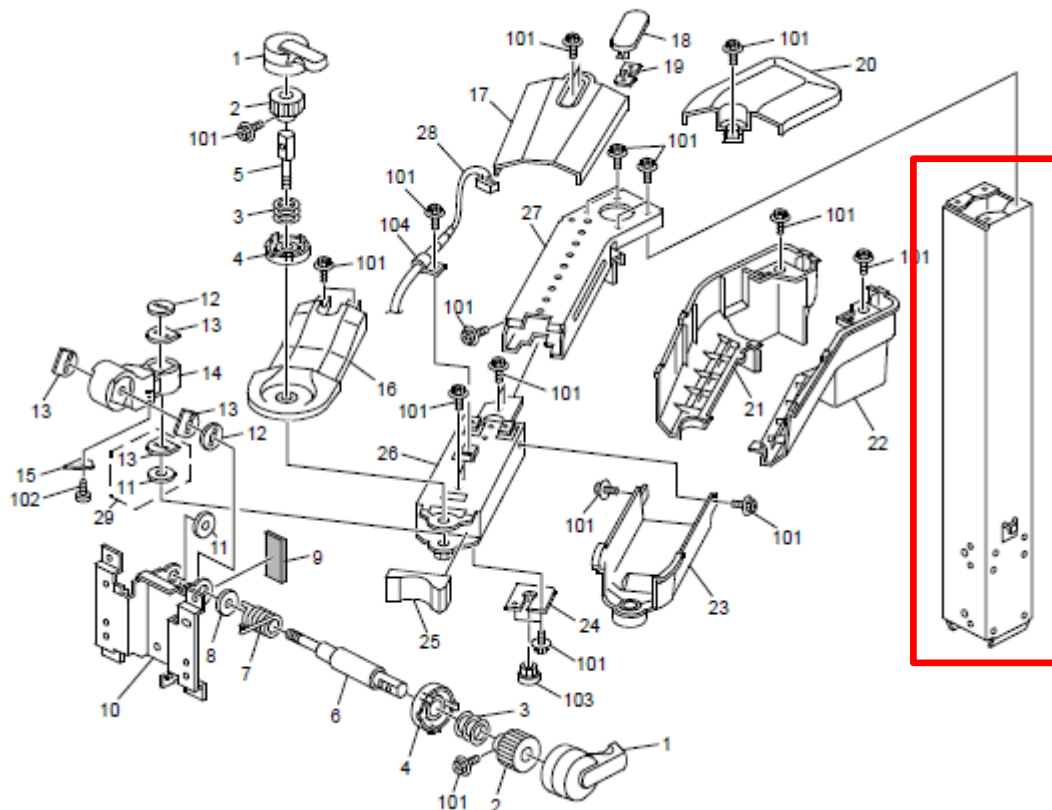
Model: Katana-P1 (M002/M003/M004)		Date: 22-Sep-11	No.: RM002020
Subject: Parts Catalog Correction		Prepared by: T. Komori	
From: PP Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other () <input type="checkbox"/> Tier 2		

Change: Parts Catalog Correction

Reason: Missing from the Parts Catalog.

New Part Number	Description	Q'ty	Page	Index	Note
M0021433	FRAME:ARM:OPERATION SUB-UNIT	1	31	30	Add

8.Operation Panel 4 (M002/M003/M004)

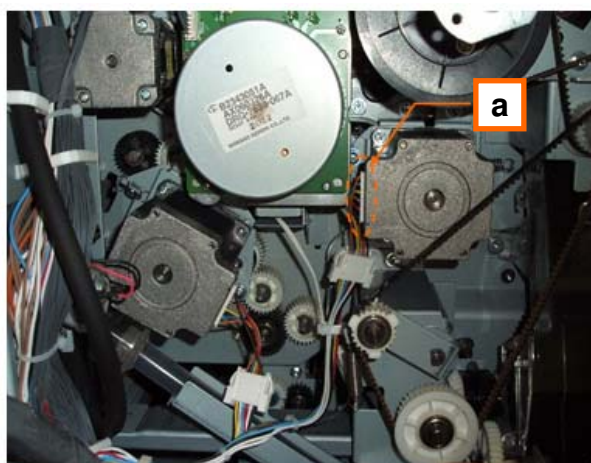


Model: Katana-P1(M002)		Date: 16-Dec-11	No.: RM002021
Subject: Part Changes		Prepared by: A. Takada	
From: PP Tech Service Dept., 1st PP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

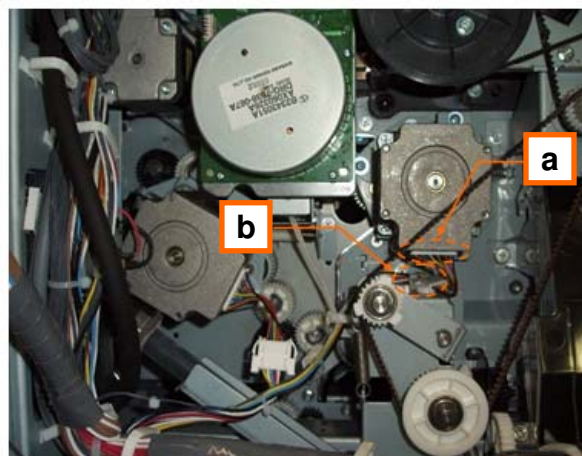
Change: a) Orientation of the DC Stepper Motor; 90 degrees counterclockwise
 b) Addition of a clamp (in accordance with the change in the motor orientation)

Reason: To prevent possible damage to the registration motor harnesses

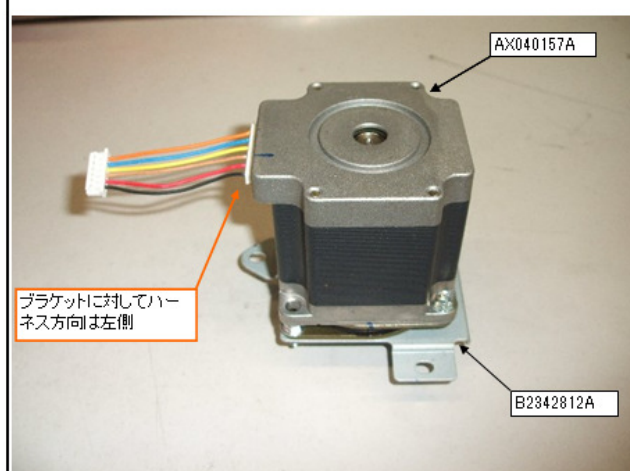
Old



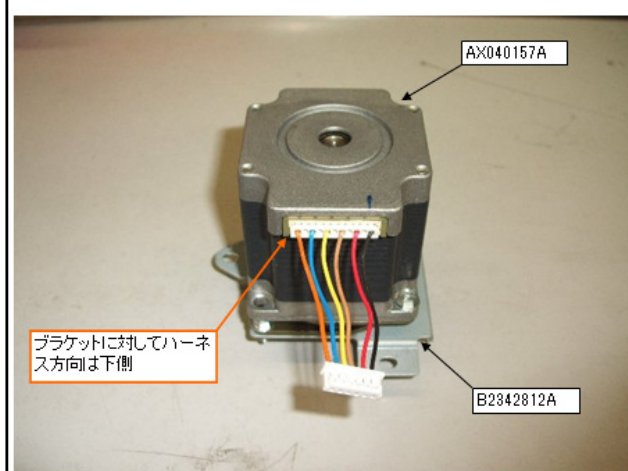
New



B2342811(DC Stepper Motor:Registration:Ass'y)



D0592840(DC Stepper Motor:Registration:Ass'y)



Model: Katana-P1(M002)

Date: 16-Dec-11

No.: RM002021

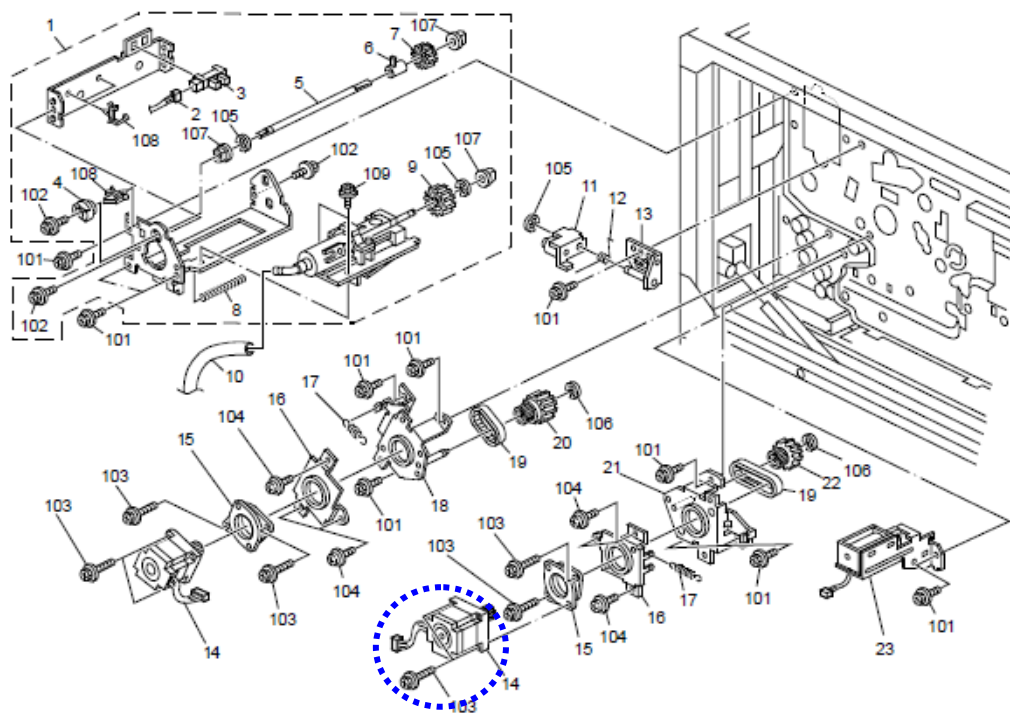
Katana-P1(M002)

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
-	11050516	Clamp	1	-	127	110	-

NOTE: The newly added clamp is immediately below the harness connector of the motor indicated with the blue circle in the diagram below, and attaches to a bracket that is not registered as a service part.

The modification described in this bulletin also applies to ALL of the Katana Models (B234,B235,B236,D059,D060,D061,D101,D102,D103,M003,M004).

56.Drive Section 5 (M002/M003/M004)



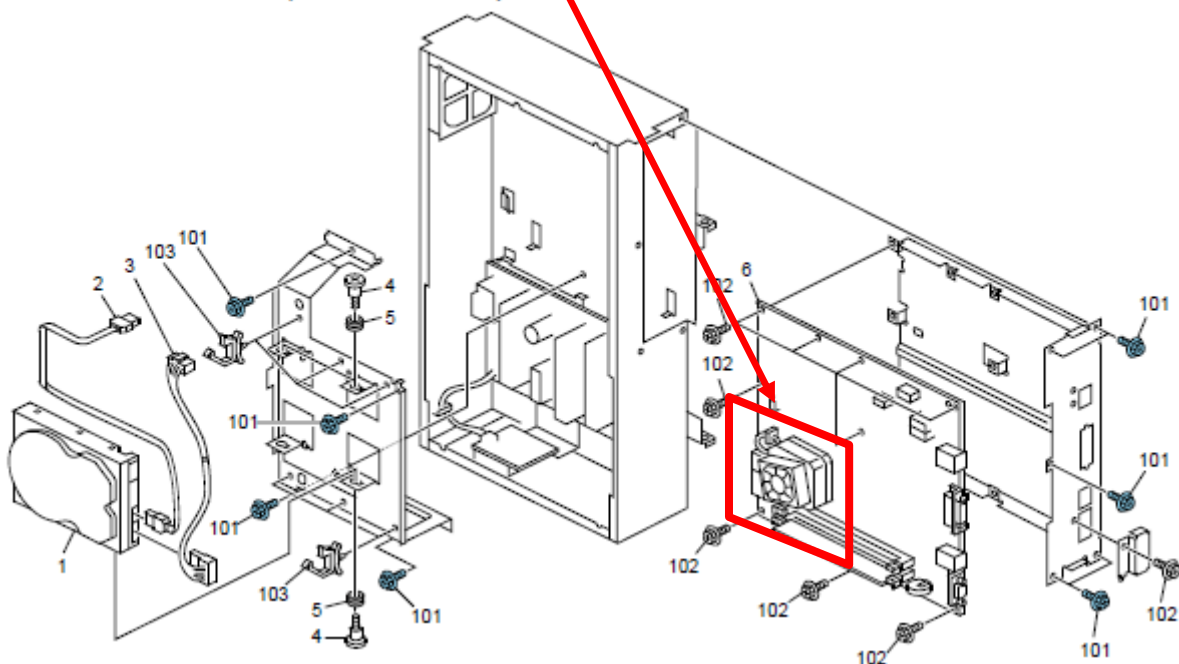
Model: Katana-P1 (M002/M003/M004)		Date: 19-Dec-11	No.: RM002022
Subject: Parts Catalog Correction (IC:DDR2)		Prepared by: T. Komori	
From: PP Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Change: Parts Catalog Correction

Reason: Missing from the Parts Catalog

New Part Number	Description	Q'ty	Page	Index	Note
M0025708	IC:DDR2:1GB	1	143	7	Add

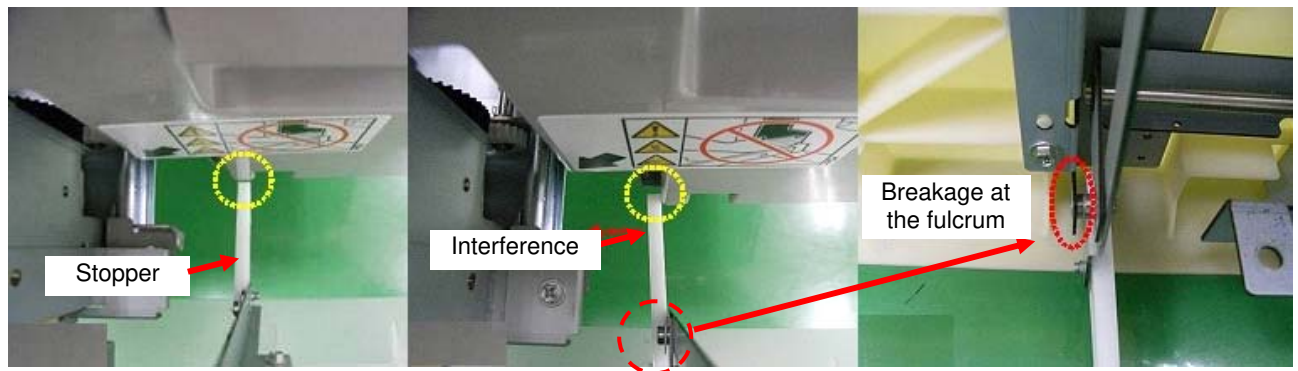
64.Electrical Section 6 (M002/M003/M004)



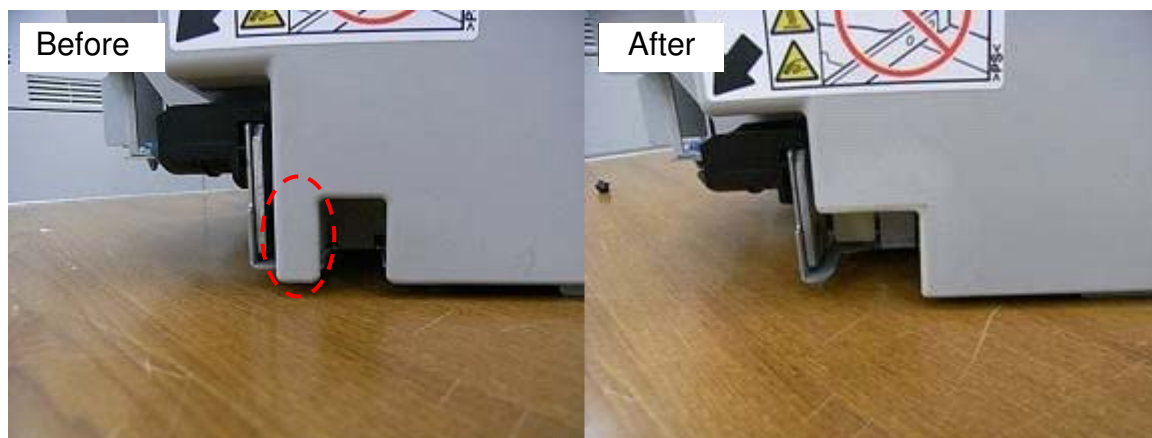
Model: Katana-P1 (Bellini-P1)		Date: 24-Feb-12	No.: RM002023
Subject: Part change - New Tandem Tray Inner Cover		Prepared by: J. Ohno	
From: PP Tech Service Dept., 1st PP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Change: Shape of the tandem tray inner cover

Reason: When closing the tray, the tip of the white plastic stopper (p/n: D0596702) could interfere with the tandem ray inner cover and damage the fulcrum of the stopper, disabling proper set of the tray.



The bottom corner of the INNER COVER: TANDEM LCT (indicated with a red circle in the photo below) was cut out to prevent the stopper from interfering.



Model: Katana-P1 (Bellini-P1)

Date: 24-Feb-12

No.: RM002023

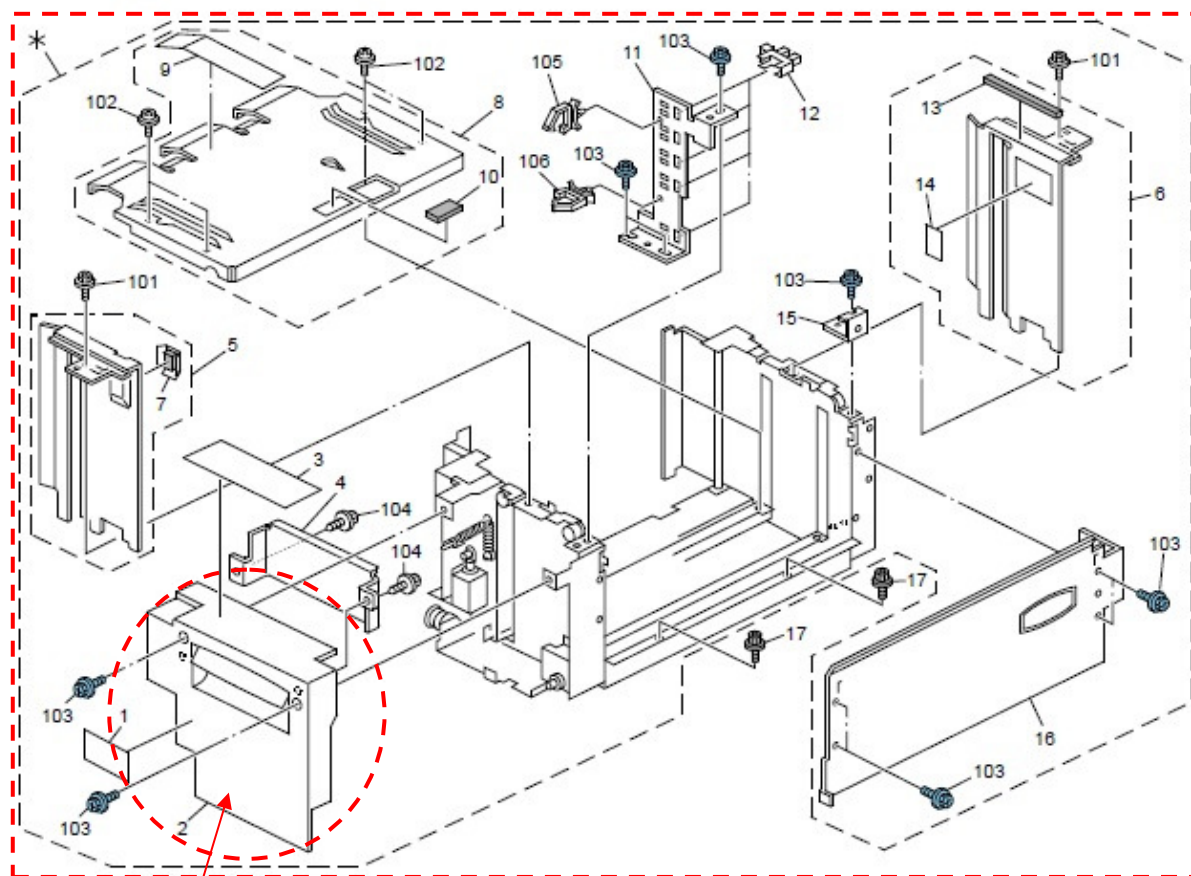
12. Tandem Tray 2 (M002-17/M003-17/M004-17)

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
D0596619	D0596613	TANDEM LCT: RIGHT: NA: ASS'Y	1	X/O	39	*	-
D0596698	D0596712	INNER COVER: TANDEM LCT	1	X/X	39	2	-

12. Tandem Tray 2 (M002-27/M003-27/M004-27)

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
D0596618	D0596612	TANDEM LCT: RIGHT: DOM: ASS'Y	1	X/O	39	*	-
D0596698	D0596712	INNER COVER: TANDEM LCT	1	X/X	39	2	-

12. Tandem Tray 2 (M002/M003/M004)



D0596698 → **D0596712** (Change)
INNER COVER: TANDEM LCT

D0596619 → **D0596613** (Change)
TANDEM LCT: RIGHT: NA: ASS'Y
D0596618 → **D0596612** (Change)
TANDEM LCT: RIGHT: DOM: ASS'Y

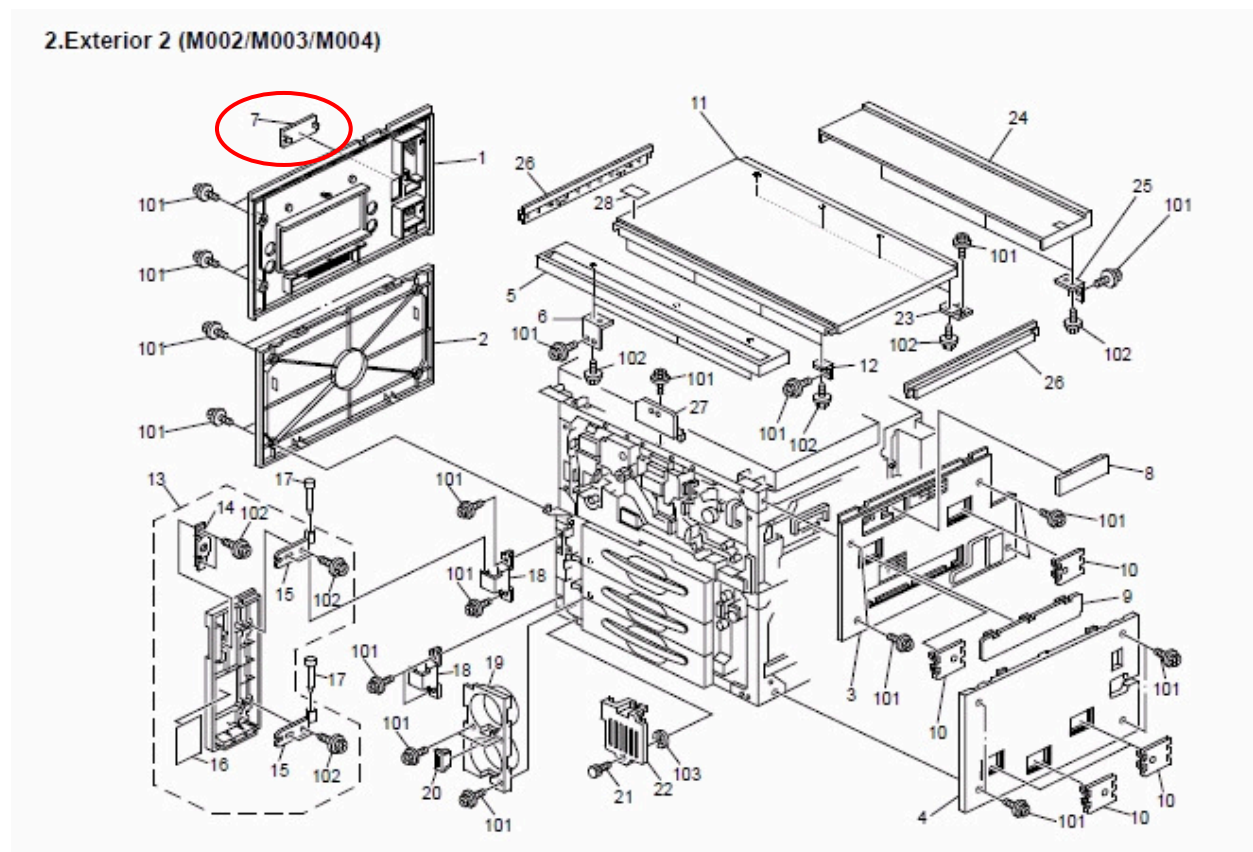
Model: Katana-P1 (Bellini-P1)		Date: 01-Jun-12	No.: RM002024
Subject: Part elimination – Connector cap		Prepared by: J. Ohno	
From: PP Tech Service Dept., 1st PP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Change: The connector cap used commonly for the Cover Interposer Tray CI5000 and LCIT RT5030 / 5040 was eliminated.

Reason: To reduce production cost

Please delete the following part from your Katana-P1 parts catalog.

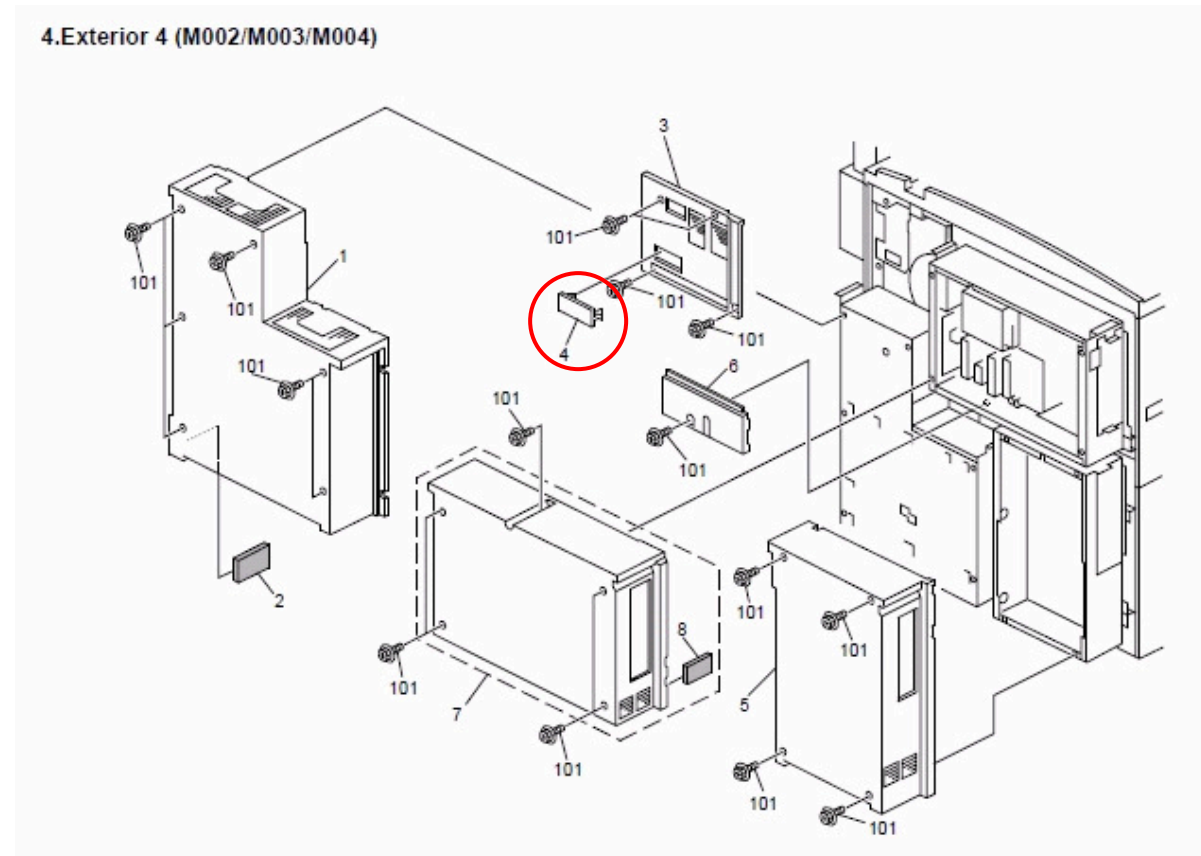
Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
B2341341	-	CAP:CONNECTOR	1	-	19	7	-



Model: Katana-P1 (Bellini-P1)	Date: 01-Jun-12	No.: RM002024
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Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
B2341341	-	CAP:CONNECTOR	1	-	23	4	-

4.Exterior 4 (M002/M003/M004)



Reissued:28-Jun-12

Model: Katana-P1 (Bellini-P1)	Date: 05-Jun-12	No.: RM002025a
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RTB Reissue

Items in ***bold italics*** have been added.

Subject: New HDD P/N		Prepared by: J. Ohno	
From: PP Tech Service Dept., 1st PP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Correction 1: P/N of Egret HDD

The original bulletin mistakenly announced the same p/n for both GW HDD and Egret HDD. The Egret HDD includes an exclusive program and is registered with a different p/n.

Correction 2: Descriptions of Egret controller board replacement and f/w update

The Egret controller board DOES NOT have to be replaced as a set with the GW and Egret HDD. Also, the firmware DOES NOT have to be updated before replacing the 2 HDDs.

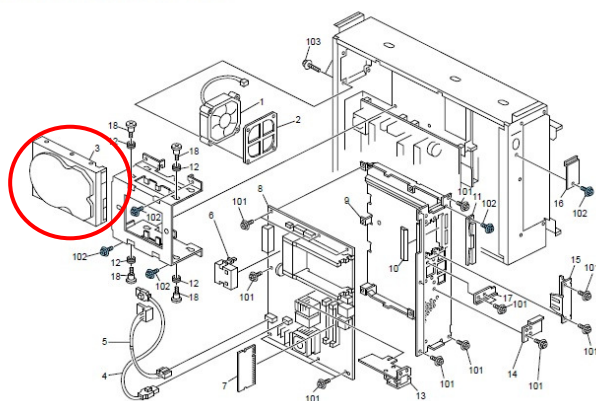
Change: P/N of the HDD was changed.

Reason: Change in the vendor.

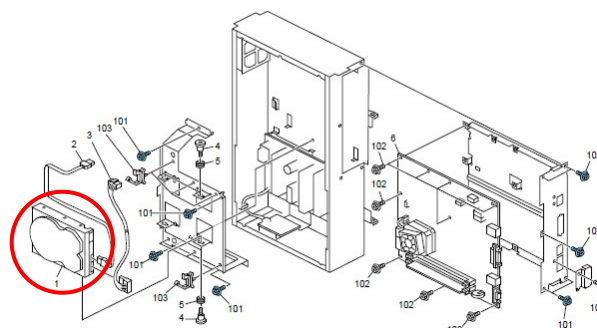
Please apply the following changes to your Katana-P1 parts catalog.

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
D0895765	D0295792	HDD:WD:160GB:63N9A0	1	X/O	139	3	-
D0895765	D0295792 <i>M0026868</i>	HDD:WD:160GB:63N9A0 <i>HDD:PROGRAM:IPDS:INNER ASSEMBLY:EXP</i>	1	X/O	143	1	-

62.Electrical Section 4 (M002/M003/M004)



64.Electrical Section 6 (M002/M003/M004)



Reissued:28-Jun-12

Model: Katana-P1 (Bellini-P1)	Date: 05-Jun-12	No.: RM002025a
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NOTE

1. Replace the above 2 HDD and the Egret controller board (p/n: M0025701) as a set.
2. ***Once these parts (Egret HDD; M0026868, GW HDD; D0295792) have been replaced as a set, they no longer have to be replaced as a set each time the GW or Egret HDD needs to be replaced.*** Before replacing the HDD, upgrade the firmware version of the Egret controller board.
See the following page for the procedure of upgrading the Egret controller board firmware version.

Procedure: Upgrading the f/w version of the Egret controller board

1. Replace the ***two HDD (p/n:M0026868 and p/n:D0295792)*** Egret controller board (p/n: M0025721), and then, turn on the machine power.
2. Wait approximately 10 minutes for the operation panel to display the "System-Printer communication error" message.
3. Wait approximately another 15 minutes (25 min since powering on) for the LED indicator on the operation panel to flash in red.
4. Wait for the LED indicator on the operation panel to light, which indicates that the Egret controller has been activated, and press the "Printer" button on the operation panel. The panel should display "BR#xx error".
5. Perform the "Back Up" to resolve the BR#xx error. (Refer to the service manual.)
6. From the client PC, send the upgrade file (EXTC-Printer-EGT Ver eb211 or newer) to the printer.
7. Upgrade the firmware version on the operation panel. (Refer to the service manual.)
 - * Make sure that the firmware has been upgraded to Version 0.27 or newer.

Model: Katana-P1 (Bellini-P1)		Date: 07-Jun-12	No.: RM002026
Subject: New P/N of PCB Controller Board		Prepared by: J. Ohno	
From: PP Tech Service Dept., 1st PP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

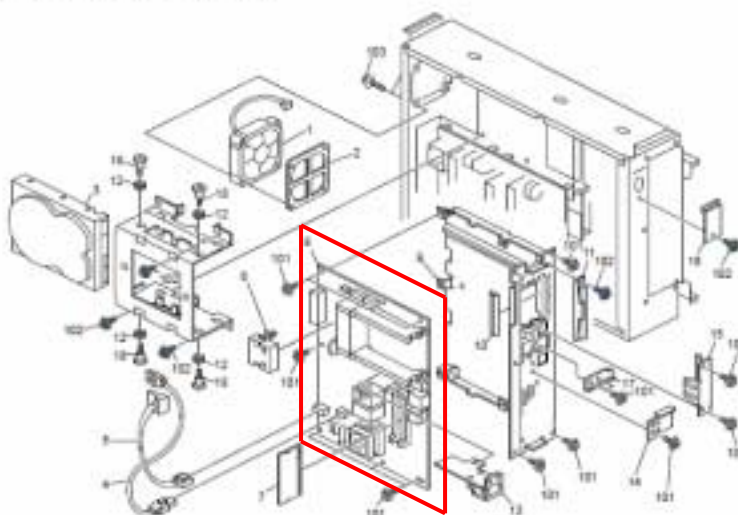
Change: The PCB Controller Board was registered with a new p/n.

Reason: The PCB Controller Board was modified to resolve the failure in activating the printer.

Please apply the following changes to your Katana-P1 parts catalog.

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
M0025505	M0025507	PCB:B-P1A:SERVICE:ASS'Y	1	X/O	139	8	-
-	M0025607	PCB:B-P1A:SERVICE:ASS'Y	1	-	139	19	Add
M0035505	M0035507	PCB:B-P1B:SERVICE:ASS'Y	1	X/O	139	8	-
-	M0035607	PCB:B-P1B:SERVICE:ASS'Y	1	-	139	19	Add
M0045505	M0045507	PCB:B-P1C:SERVICE:ASS'Y	1	X/O	139	8	-
-	M0045607	PCB:B-P1C:SERVICE:ASS'Y	1	-	139	19	Add

62.Electrical Section 4 (M002/M003/M004)



NOTE:

Use M0025507/M0035507/M0045507 for GW controllers assigned with the Mac address 00:00:74:XX:XX:XX.

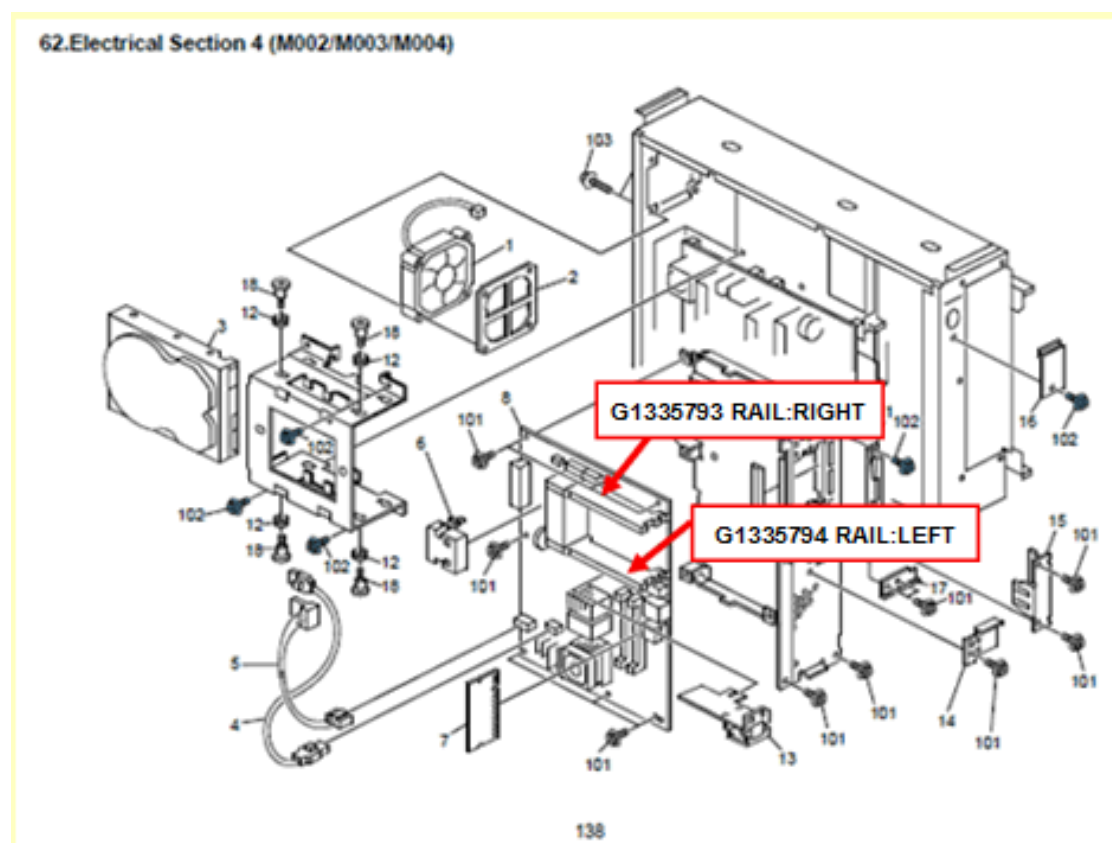
Use M0025607/M0035607/M0045607 for GW controllers assigned with the Mac address 00:26:73:XX:XX:XX.

Model: Katana-P1 (M002)		Date: 11-Jul-12	No.: RM002027
Subject: P/N of Guide Rails installed on the controller board		Prepared by: A. Takada	
From: PP Tech Service Dept., 1st PP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

The following parts have been added to the parts catalog.

NOTE: Information in this bulletin also applies to Katana-C2 (D059/D060/D061).

New Part Number	Description	Q'ty	Int	Page	Index	Note
G1335793	Rail:Right	1	-	138	19	Add
G1335794	Rail:Left	1	-	138	20	Add



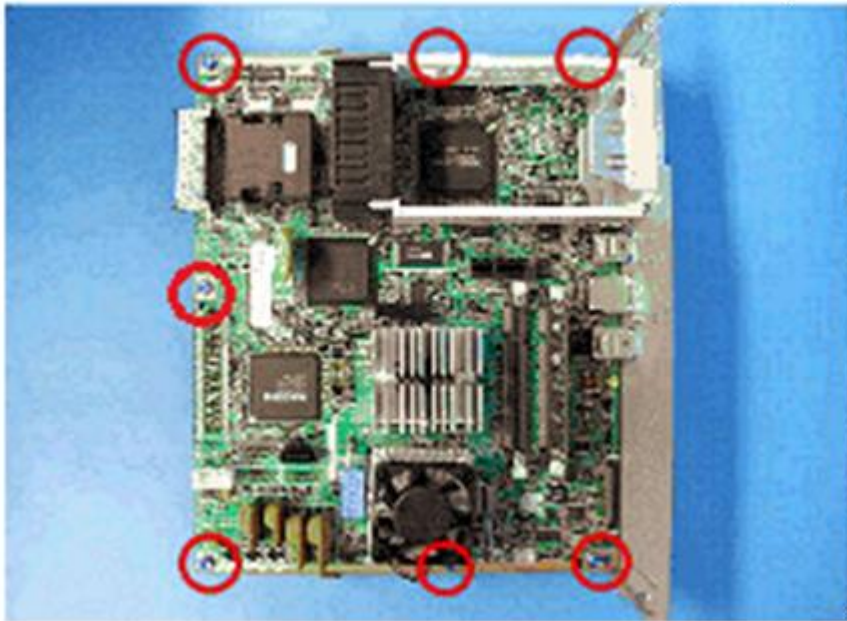
Model: Katana-P1 (M002)

Date: 11-Jul-12

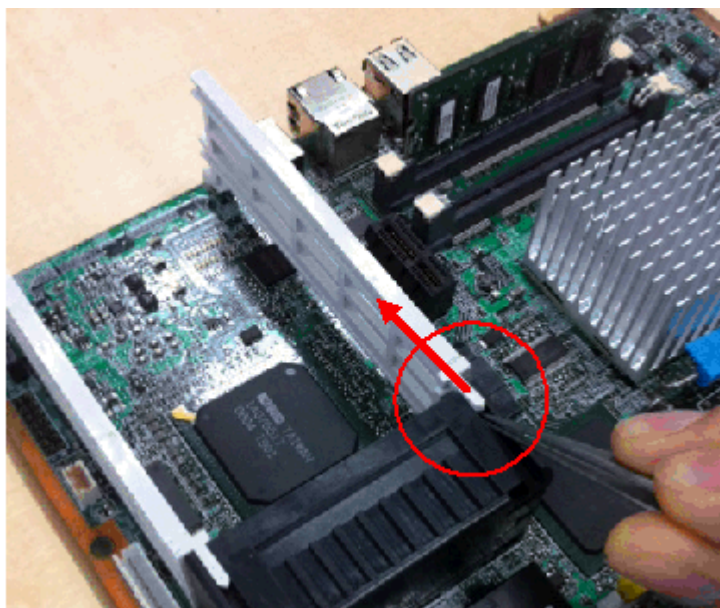
No.: RM002027

Replacement procedure

1. Disconnect the board from the faceplate. (screw x7)



2. Remove the rails by lifting up the protrusion with a pincher and pushing it towards the direction indicated with the arrow in the photo below.



Model: Katana-P1 (Bellini-P1)		Date: 26-Oct-12	No.: RM002028
Subject: IPDS option Recovery procedure		Prepared by: T. Satoh	
From: PP Solution Support Sec. PP Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier2

This RTB has been issued to announce the IPDS option recovery procedure for Katana-P1.

IPDS option recovery procedure

The following describes the recovery procedure for printers that have been replaced with a new GW controller.

1. Activate the printer without the IPDS option authenticated and wait until the printer reaches ready status.
2. Insert the brand new IPDS SD card into the UPPER slot.
3. Enter SP5-873-003 and execute the IPDS option setup. Make sure the SD card is unlocked to allow device unique data to be written onto the SD card in this step.
4. Restart the printer.

The following are the possible causes when a device fails to re-validate the IPDS option:

- a) The IPDS SD card which was thought to be brand new was not.
- b) The SD card inserted to validate the IPDS option was locked.
- c) The GW controller was replaced with a GW controller that was previously authenticated for an IPDS option that used to run on a different printer; so authentication data had already been written to the NVRAM.

When encountering any of the above, the problem can be resolved by "procuring a new SD card and replacing the motherboard with a new motherboard (or a motherboard that has never been programmed with the IPDS option) and redoing the authentication procedure.

Please make sure to identify the procedure that resulted in the failure to prevent repeated mistakes.

Please inform if the procedure exactly as above was carried out when the failure occurred. If the procedure was different from the above, please advise the differences in detail.

Model: Katana-P1 (Bellini-P1)	Date: 26-Oct-12	No.: RM002028
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In addition, please check and advise the following:

- * Was the IPDS SD Card really brand new, never used?
- * Was the GW controller replaced with a brand new one?

Questions concerning printer status after transferring the old NVRAM data to the new NVRAM:

Q1. Can the printer be activated normally and print PCL and PS jobs?

Q2. Are there any error messages that appear when activating the printer?

Q3. When the SC998 disappeared (after transferring the old NVRAM data to the new NVRAM), does the operation panel appear similar to the screen displayed when the GW controller is replaced?

Model: Katana-P1 (Bellini-P1)		Date: 04-Dec-12	No.: RM002029
Subject: New service part - Drum Heater		Prepared by: J. Ohno	
From: PP Tech Service Dept., 1st PP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

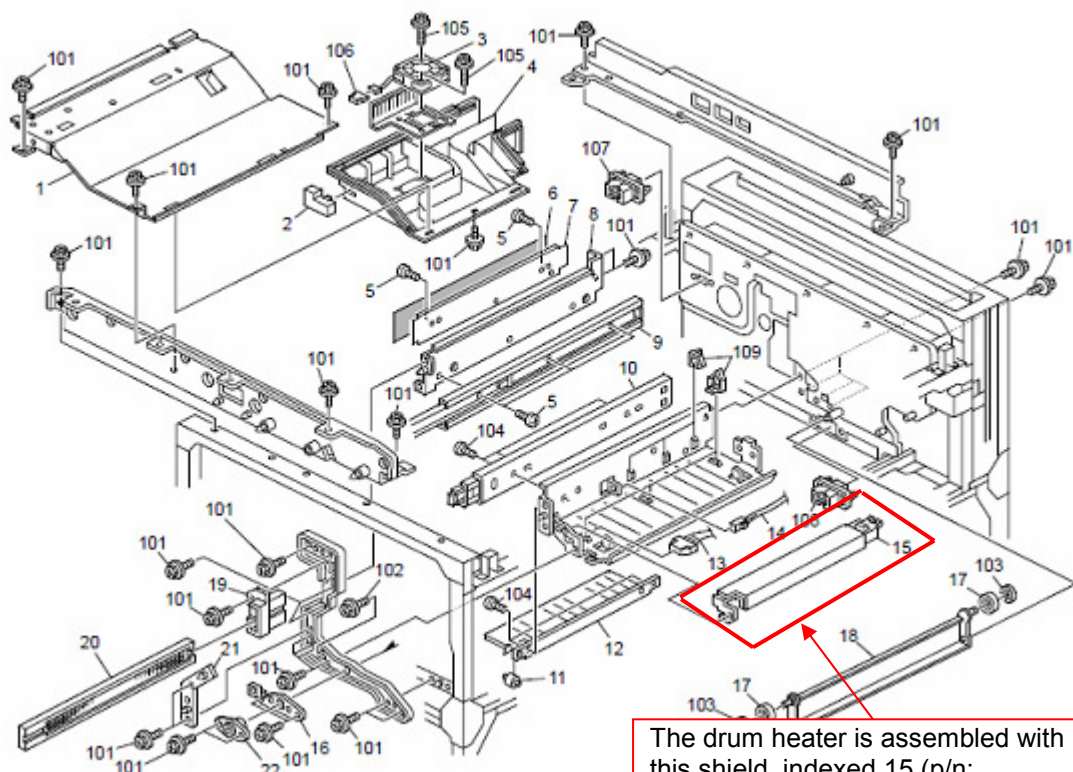
Change: The drum heater was registered as a new service part.

Reason: For better performance of devices installed in highly humid regions

73. Frame Section 3 (M002/M003/M004)

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
-	AX400198	HEATER - 240V/9W	1	-	161	23	Add

73.Frame Section 3 (M002/M003/M004)



The drum heater is assembled with this shield, indexed 15 (p/n: B2343871) in the parts catalog.

Model: Katana-P1a		Date: 10-Nov-14	No.: RM002030
Subject: LD Decal Change		Prepared by: Y. Tanimoto	
From: 3rd Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other () <input type="checkbox"/> Tier 2		

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
G0291982	G0291980	DECAL - LD	2	2	33	1	

Change:

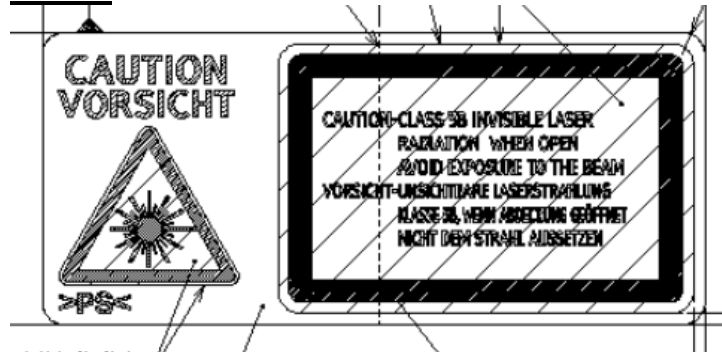
The laser caution decal was changed.

Reason:

The laser caution decal must include French language to meet the Canadian safety certification.

This change has been applied to the mass production machines since July 2014.

Before



After



Model: Katana-P1a		Date: 23-Jan-15	No.: RM002031
Subject: New service part- Guard cover of Fan motor		Prepared by: Y. Tanimoto	
From: 3rd PP Tech Service Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

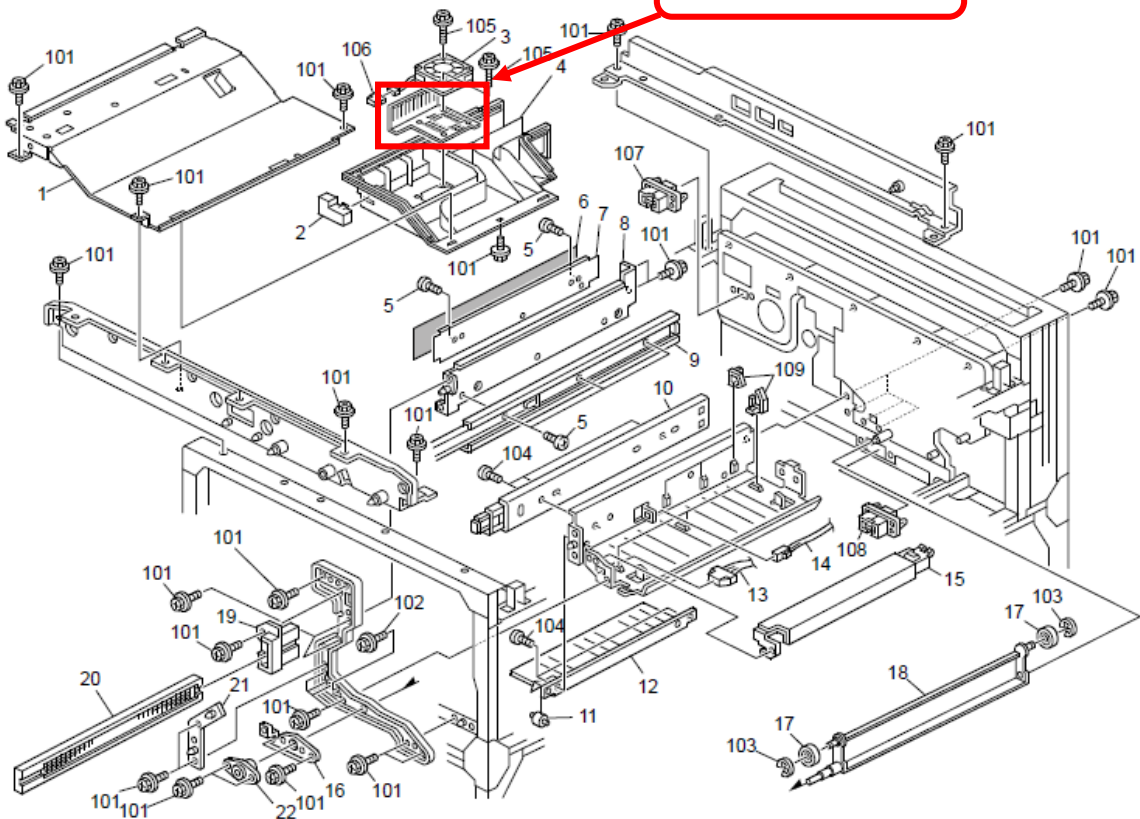
The following part was registered as service part to meet requests received from the field.

Old p/n	New p/n	Description	Q'ty	Int	Page	Index	Note
-	D0594384	GUARD:FAN:MM60	1	-	161	24	Add

Affected models: M002-17/-27, M003-17/-27, M004-17/-27

84.Frame Section 3 (D059/D060/D061)

#24 p/n : D0594384
GUARD:FAN:MM60



Model: Katana-P (Bellini-P1)		Date: 24-Dec-2015	No.: RM002032
Subject: Parts Catalog Correction New service part – SLIDE RAIL		Prepared by: R. Shohda	
From: 1st Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Please add the following correction to your parts catalog.

New p/n	Description	Q'ty	Int	Page	Index	Note
B2342485	SLIDE RAIL:TRAY UNIT:AROUND THE PHOTOCONDUCTOR	2	-	75	29	Add

30.PCU 1 (M002/M003/M004)

