RICOH

Technical Bulletin

Reissued:05-Aug-10

Model: GlobalScan NX	Date: 27-Nov-08	No.: RD420006a
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RTB reissue:

- Table listing target MFP models and supported VM versions.
- Remote Updating Procedure was corrected.

Subject: Globals	Scan NX (L) Lapnet edition Inst	tallation Guide	Prepared	d by: T.Nihei
From: 1st Overse	eas Tech Support Sec., 1st PC	M Dept.		
Classification:	Troubleshooting	Part informat	ion	Action required
	Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🛛 Other ()	🛛 Tier 2

This RTB has been issued to announce the GlobalScan NX (L) version 1.4 (Lapnet edition) Installation Guide release information.

GlobalScan NX (L) Lapnet edition is a copy-protected VM card containing a pre-installed copy of the GlobalScan NX SDK application. When the VM card is inserted into a MFP, Java VM and the GlobalScan NX (L) SDK application will be installed and started-up automatically.

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GlobalScan NX Installation /Update Guide (Lapnet Edition)

July, 2010 Subject to change Ricoh Company LTD

Target MFP models and supported VM versions.

For each MFP model, make sure to install the following or newer version.

Model Name	VM Ver.
B222/B224	V2.15
B230/B237	V2.15
B246/B248/B249	V2.15
D052/D053/D054	V2.15
D009/D012	V4.20
D011/D013	V4.20
D014/D015	V4.20
D017/D019	V4.20
D018/D020	V4.20
D046/D049 (see [NOTE])	V4.22
D084/D085	V4.20
D091/D092	V4.20
D023/D025	V4.20
D027/D029	V4.20
D037/D038/D040/D041	V4.20
D062/D063/D065/D066	V5.09.04
D067/D068/D069/D072	V6.04
D081/D082	V7.03.09

[NOTE]

To use GSNX V1.4 SDK application with BE-C1 (D046/D049), the following versions of system firmware and a VM card are required.

System firmware:

V3.00.1 or later

Printer Firmware (necessary when using the Printer Option):

V3.01 or later

VM Card: V4.22 or later

NOTE:

RCL will prepare a special VM card including a NTL Filter (V2.2.7 or later) for BE-C1 (D046/D049).

Installation

Confirmation Points before Installation

- Make sure that the system firmware of the target machine is the latest version.
- Make sure that the firmware of the VM card is the latest version
- GlobalScan NX requires that the device's Auto Off Timer be set to 5 minutes or longer. This is because the device might not work correctly if it enters Sleep Mode before the VM, GlobalScan NX applications finish starting up.
- To use GlobalScan NX with the following models, please have the customer purchase memory modules to expand the available system (MFP) memory:
- AL-C1(D009/D011/D012/D013), R-C5(D017/D018/D019/D020) (monochrome scanner models): Needs to be expanded to 768MB (max.).
- DI-C1(D037/D038/D040/D041): Needs to be expanded to 1024MB (max.).
- For AL-C1(D009/D011/D012/D013) and R-C5(D017/D018/D019/D020), the IPDS option and Global Scan NX (Java VM) cannot be used at the same time.

Installation of GlobalScan NX (L)

- 1. Turn off the target machine.
- 2. Install the VM card in the service slot of the target machine.
- 3. Turn on the target machine.
- 4. Turn off the Auto Off Timer.
- 5. Ask a machine administrator to login to the target machine with the login name and password of the machine's administrator.



6. Enter the "User Tools", and then press "Extended Feature Settings" on the LCD.

Extended Feature Setting Menu		Exit	
Extended Feature Settings	JavaTM Platform		

- 7. Press "Extended Feature Settings" on the LCD.
- 8. Allocate the Function key (on the operation panel) for the Java VM applications if the customer wants to use a key other than "Other Functions" (default).
- 9. Enter the "Extended Features Settings".
 - "User Tools/Counter" > "Extended Features Settings" > "Extended Features Settings"

🛃 Extend	led Featu	re Setting	5			Exit
Startup Setting	Install	Uninstall	Change Allocation	Extended Feature Info	Administrator Tools	+
elect item(s) to	set.					
Copy Exten	ded Features					
Copy Card	Save Dato					
Web Installa	ition Settings					
Heap / Stack	Size Settings					
u⊤oner Cartridge is a						AUG 7.2008
aloner Cartridge is a Yellow	most empty.		System S	tatus Job Lis	t	8:05PM
						al i11

10. Press the "Administrator Tools" tab, and then press the "Heap/ Stack Size Settings" button.

\overline 🔠 Extended Feature	Settings			Exit
Startup Setting Install Select item(s) to set. Copy Extended Features			Cancel	ок
Web Installation Settings Heap / Stack Size Settings		KB Change	Restore Defaults	
	Free Total	System Memor 38,674,432 203,923,456	y Heap 3,008,132 8,388,608	
Toner Cartridge is almost empty. Vellow		System Status	lob List	AUG 7,2008 8:02PM gl_i117

11. Press the "Change" button.

😤 Extended Feature	e Settings				Exit
Startup Setting Install	Heap / Stack Siz	e Settings	(Car	ОК
Select item(s) to set.	Specify size(s). Heap Size <2	MB to 16 MB>			
Copy Extended Features	10	IB Change	Restore	Defaults	Clear
Web Installation Settings	64	52 KB to 128 KB> KB Change	Restore	Defaults	(#)
Heap / Stack Size Settings					
		System Mem		Heap	
	Free Total	38,674,432 203,923,456		3,008,200 8,388,608	
≛Toner Cartridge is almost empty. Yellow		System Status	Job List		AUG 7,2008 8:05PM
					al i118

<4-line LCD models>

Administrator Tool	S	
Apply	ack	
Web Installation Settings		
Web Installation Setting HTTP Proxy	s : ○ On	
Server Port		
User Name Password	: Change	
URL	3]
Heap / Stack Size Setting	S	14
Heap Size	: 12	MB (2 - 16 MB)
Stack Size	: 64	KB (32 - 64 KB)
Memory Status		

12. Input an appropriate value (see the table below) with the numeric keys on the operation panel, and then press the "# (Enter)" key.

Required heap size for the "Heap/ Stack Size Settings" depends on a combination of installed applications. For details, refer to the table below.

GlobalScan NX	CAP	ELP-NX	Required Heap Size
Yes	-	-	Default Setting
Yes	Yes	-	16 MB
Yes	Yes	Yes	16 MB

13. Press the "OK" button to return to the previous screen.

14. Press the "User Tools/Counter" key to exit the UP mode.

15. Turn the target machine off and on.

16. Set the Auto Off Timer to "5 minuties".

Remote Updating Procedure

Updating of GlobalScan NX SDK application

S Important

- First update the Java VM Platform if the Java VM Platform and GlobalScan NX SDK Application are supposed to be updated at the same time.
- It is not possible to update Ver1.1.X directly to Ver1.4.x.
- Make sure to turn off the Auto Off Timer. If the timer is left on, the machine will enter Auto Off Mode while the installation is in progress, causing the installation to fail.
- 1. Ask a machine administrator to stop the GlobalScan NX SDK Application with the operation panel (the procedure for stopping a GlobalScan NX SDK application is described below for reference).

• Note

- Stop other SDK Applications if they have been installed in the machine.
- You can also stop the GlobalScan NX SDK Application with the web image monitor (the procedure for stopping a GlobalScan NX SDK application is described below for reference).
- 2. Launch the Remote Manager.
- 3. Add a GlobalScan NX SDK Application for updating in the Remote Manager
 - File name of the zip file is subject to change.
 - See the "Adding a DSDK Application in the Remote Manager" sub section of the "DSDK Application Installation" section of the "Embedded Software Remote Manager Operation Guide".
- 4. Install the GlobalScan NX SDK Application for updating in the target machine **Note**

See the "Installing the DSDK Application in the Target Machine" sub section of the "DSDK Application Installation" section of the "Embedded Software Remote Manager Operation Guide".

- 5. Turn off and on the target machine.
- 6. Ask a machine administrator to check if the version of the GlobalScan NX SDK Application is updated and if the installed GlobalScan NX SDK Application is "Starting Up".

To stop a GlobalScan NX SDK application with Operation Panel

- 1. Press User Tools/Counter key on the machine's operation panel.
- 2. Log in the "User Tools" using a machine administrator account (user name and password).

🚸 Us	er Tools / Cou	nter / Ing	uiry		Exit
A	C. L. C.W.	B	Copier / Document Server Features	æ	Español
	System Settings	ß	Facsimile Features	i	Inquiry
		<u></u>	Printer Features		
B	Maintenance	6	Scanner Features		
123	Counter		Extended Feature Settings		
			System Status Job Lis	t	FEB 27,2008 11:48PM

cav2i063

- The screen shown above is displayed.
 Press "Extended Features Settings".

-	Extended Feature Setting Me	nu	1	Exit
	Extended Feature Settings		JavaTM Platform	
				cav2i064

- 5. The screen shown above is displayed.
- 6. Press "Extended Features Settings".

elect extende	ed feature(s) to s	1 1	cation Feature Info	Administrator Tools	
iority Sta	tus Type	Extended Feature Name	Description	Version	Startup Location
iority Suspen	nd Type-J	GlobalScan NX		1.00	SD Card Slot 3
Startin	ng Up Type-C	JavaTM Platform	PRE02 Extended Feat	. 2.13	SD Card Slot 3

7. Press the GlobalScan NX SDK application bar to stop the application.

Description	Version	Startup Location
	1.00	SD Card Slot 3
Extended Feat	2.13	SD Card Slot 3

cav2i094

8. "Stop" is displayed in the Status column and the GlobalScan NX SDK application bar turns white when the GlobalScan NX SDK application is stopped.

To stop a GlobalScan NX SDK application with Web Image Monitor

	Res Jools Help	
	🖹 😰 🏠 🔎 Search 👷 Favorites 🚱 🔗 - 🍡 🔟 - 🛄 🏭	
igdress and http:// x0000		🖌 💌 🔂 Go 🛛 Links
	💌 🛃 Search • 📓 Find Images 🌟 QuickSearch •	
EXMARK . Print Now:	Ramal @Quick @Black and White R Text Only Photos CPreview	
RICOH #	Aficio MP C3000 Web image monitor	= 9 ? i (Logi
Home	Home	English 💌 🖉 Rafnah 🍘
Document Server		
Faz Received File	Status Device Info Counter Inquity	
Printer: Print Jobs	Device Name : RICOH Aficio MP C3000 Location	-
Job	Controls	
Configuration	Host Name XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	
Configuration		
Centiguation	State	
Configuration	Same Frater (9) Adet	
Configuration	Sane Printer (2) Alert (2) Printer:	
Configuration	Status Pattor (1) Alert Derroter:	
Ceediguation	Statue Printer: Cogier (1) Alert (1) No Paper: Tray 1	
Cenfigunion	Status Printer: Copier (1) Ahrt (2) Printer: No Paper: Tray 1 No Paper: Tray 1 No Paper: Tray 4	
Configuration	Status Printer: Copier (1) Ahrt (2) Printer: No Paper: Tray 1 No Paper: Tray 1 No Paper: Tray 4	
Configuration	States Printer: 10 Allert Department Cogies 10 Allert Department Fax 10 Allert Department Scenare 10 Ready	
Configurion	Status Prister (B) Alett (D) Prister (B) Alett (D) Price (B) Alett (D) Scenaer (B) Roody (D) Taser	

- 1. Access the target machine's Web Image Monitor.
- 2. Click the "Login" button.

RICOH	
	Web Image Monitor
Login User Name : Login Password : Login	
Cancel	cav2i088

3. Login to the target machine using a machine administrator name and password.

Home	Home			
Document Server	Status	Device Info Counter Inquiry		
Fax Received File	Jointo	Device must counter majory		
Printer: Print Jobs	 Device Naz Location 	me : RICOH Aficio MP C3500		
Job	Comment			Contraction of the local division of the loc
Configuration	Host Name	RNPA90FD5		
				A V
	Status			ΠV
	Status System	Call Service		n P
		Call Service	Printer:	n V ×
	System			
	System Printer	M Toner Almost Empty	Printer: No Paper: Tray 1 No Paper: Tray 2 Low: Yellow Toner Panel Off Mode	
	System Printer Copier	Toner Almost Empty Toner Almost Empty	No Paper: Tray 1 No Paper: Tray 2 Low: Yellow Toner	

4. Click "Configuration".



5. Click "Startup Setting" in the "Extended Feature Settings" section.

all and the second	Setting					
Bac	k					
	Up/Stop					
3 🖲 1	/I 💽 🕒					
Selection	Total Applications 2 Extended Feature Name	Priority	Туре	Status	Description	Versio
	Total Applications 2	Priority	Туре Ј	Status Starting Up	Description	Versio 1.00

cav2i091

6. Check the radio button of a GlobalScan NX SDK application to be updated, and then click the "Start Up/Stop".

	Setting						
Bar	k						
E Start	Up/Stop Priority/Co	ancel					
	Extended Feature Name		Priority	Type	Status	Description	
Selection	Extended Feature Name	69					Versio
Selection	GlobalScan NX			J	Stop		Versio: 1.00

^{cav2i092}
 7. "Stop" is displayed in the Status column if the GlobalScan NX SDK application is stopped.

RICOH

Model: GlobalScan NX

Date: 05-Aug-10 No.: F

No.: RD420008

Correct items

- Table listing target MFP models and supported VM versions.
- Remote Updating Procedure was corrected.

Subject: Globals Guide	Scan NX Installation/Uninstalla	Prepared	d by: T. Nihei	
From: 1st Overse	eas Tech Support Sec., 1st PC			
Classification:	Troubleshooting	Part informat	tion	Action required
	🗌 Mechanical	Electrical		Service manual revision
	Paper path	eive	Retrofit information	
	Product Safety	🛛 Other ()	🛛 Tier 2

This RTB has been issued to announce the GlobalScan NX SDK Application version 1.4.x Installation / Uninstalltion / Update Guide release information.

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GlobalScan NX Installation/Uninstallation/Update Guide (Activation Version)

July, 2010 Subject to change Ricoh Company LTD

Target MFP models and supported VM versions.

For each MFP model, make sure to install the following or newer version.

Model Name	VM Ver.
B222/B224	V2.15
B230/B237	V2.15
B246/B248/B249	V2.15
D052/D053/D054	V2.15
D009/D012	V4.20
D011/D013	V4.20
D014/D015	V4.20
D017/D019	V4.20
D018/D020	V4.20
D046/D049 (see [NOTE])	V4.22
D084/D085	V4.20
D091/D092	V4.20
D023/D025	V4.20
D027/D029	V4.20
D037/D038/D040/D041	V4.20
D062/D063/D065/D066	V5.09.04
D067/D068/D069/D072	V6.04
D081/D082	V7.03.09

[NOTE]

To use GSNX V1.4 SDK application with BE-C1 (D046/D049), the following versions of system firmware and a VM card are required.

System firmware:

V3.00.1 or later

Printer Firmware (necessary when using the Printer Option):

V3.01 or later

VM Card: V4.22 or later

NOTE:

RCL will prepare a special VM card including a NTL Filter (V2.2.7 or later) for BE-C1 (D046/D049).

Installation

Confirmation Points before Installation

- Make sure that the System firmware of the **target machine** is the latest version.
- Make sure that the version of Java VM installed to the card is the latest version. (See the "Release Note of GlobalScan NX SDK Application" regarding the System firmware and Java VM version requirements.)
- Only the Card Authentication Package (CAP) and Enhanced Locked Print NX (ELP NX) SDK applications are supported for use with the GlobalScan NX SDK application. Other Type C or Type J SDK applications are not supported.
- Please confirm the version compatibility between GlobalScan NX and CAP. For details, refer to the following table:

	CAP V1.3	CAP V1.4
XG-SD V1.3	OK	OK
XG-SD V1.4	OK	OK

- GlobalScan NX requires that the device's Auto Off Timer be set to 5 minutes or longer. This is because the device might not work correctly if it enters Sleep Mode before the VM, GlobalScan NX applications finish starting up.
- To use GlobalScan NX with the following models, please have the customer purchase memory modules to expand the available system (MFP) memory:
- AL-C1(D009/D011/D012/D013), R-C5(D017/D018/D019/D020) (monochrome scanner models): Needs to be expanded to 768MB (max.).
- DI-C1(D037/D038/D040/D041): Needs to be expanded to 1024MB (max.).
- For AL-C1(D009/D011/D012/D013) and R-C5(D017/D018/D019/D020), the IPDS option and Global Scan NX (Java VM) cannot be used at the same time.

Installation of GlobalScan NX SDK Application

There are two installation methods for the "GlobalScan NX SDK Application". You can choose one of these installation methods;

- For installing in a small number of machines, "Installation Method 1" is recommended.
- For installing in a large number of machines, "Installation Method 2" is recommended.

Installation Method 1

Note

 This method is not usable with 4-line LCD models due to the limited display capabilities of the S-C4's 4-line LCD panel.

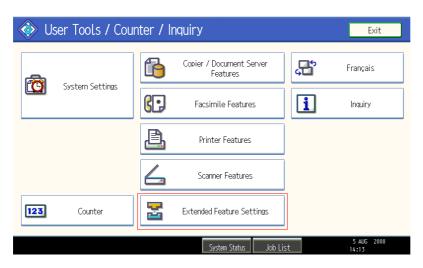
- 1. Prepare the GlobalScan NX SDK application on your PC.
- 2. Unzip the GlobalScan NX SDK application file to create the "336920832" folder and "package.xml" file.

336920832	
曾 package.xml	

3. Insert a VM card to a Panasonic SD Card Reader/Writer that is connected to the PC. Access the VM card, and verify that the following folders exist. Copy the "336920832" folder to the "dist" folder (sdk/dsdk/dist) of the VM card, as shown below.



- 4. Remove the VM card from the Panasonic SD Card Reader Writer.
- 5. Go to the target machine and insert the VM card into the service slot when it is turned off.
- 6. Turn on the target machine, and Java VM will install itself on the target machine.
- 7. Ask the machine's administrator to login to the target machine as an administrator.
- 8. Press the "User Tools" key, and then push the "Extended Feature Settings" button on the operation panel.



9. Next, select "Extended Feature Settings".

😤 Extended Feature Setting Menu	E	xit
Extended Feature Settings JavaTM Platform		
System Status Job List	5 AUG 14:16	2008

10. Select the "Install" tab, followed by "SD Card".

\overline 🗄 Extended	nded Feature Settings							
Startup Setting	nstall		ange Extended cation Feature Info	Administrator Tools				
Select a source media, then select extended feature(s) to install.								
Media	Туре	Extended Feature Name	Description	Version	Source			
SD Card	Type-J	GlobalScan NX		1.00	SD Card Slot 2			
Web Server	Type-C	JavaTM Platform	Extended Feature(Ja.	4.07	SD Card Slot 2			
			System Status 🛛 Job List		5 AUG 2008 14:26			

11. Select GlobalScan NX, and select the service slot (the actual slot will vary depending on the machine) and "Auto Start". By selecting "Auto Start", the GlobalScan NX service will automatically start-up after completing the activation process and rebooting the machine. Press "Next" to continue this installation procedure.

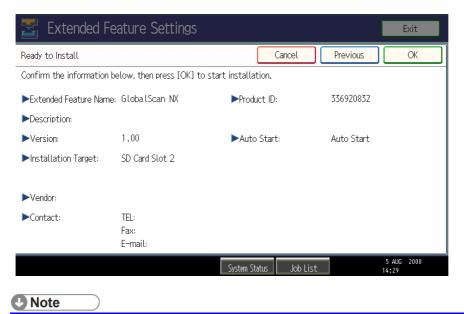
🚰 Extended Feature Settings 🛛 🔤 Exit					
Startup Setting Select a source medi	Install	Extended Feature Installati Select installation target a		Cancel	Next
Media SD Card Web Server	Type Type-J G Type-C J	►Install to Machine HDD SD Card Slot 1	SD Card Slot 2	SD Ca	rd Slot 3
		▶Startup Method Auto Start	Do not Auto Star	t	
		System S	tatus 🛛 Job List		5 AUG 2008 14:28

Note

• Do not install "GlobalScan NX" to the HDD of the target machine.

 Switching GlobalScan NX manually between "Stop" and "Starting-up" on the operation panel might cause the device to run out of memory. So, we recommend using Auto Start.

12. Verify that the displayed SDK application name and version number are correct.



 If the displayed SDK application is not what you want to install, verify that the contents of the VM card are correct and retry this installation.

- 13. Press "OK" to complete this installation.
- 14. Java VM applications use the "Other Functions" key by default. If the user wants reassign the key used to access GlobalScan NX, please use the "Change Allocation" tab, located on the "Extended Feature Settings" screen.

\overline Extended Feature Settings						Ex	
Startup Setting		nstall	Uninstall	Change Allocation	Extended Feature Info	Administrator Tools	
Select an extended feature to change key allocation.							
St	atus	Extended Fe	ature Name	Description	Version	Allo	cated Key

15. Press the "Administrator Tools" tab, and then press the "Heap/ Stack Size Settings" button.

Startup Setting	Install	Uninstall	Change Allocation	Extended Feature Info	Administrator Tools	←
ect item(s) t	to set.					
Copy Exte	ended Features					
Copy Ca	rd Save Data	_				
Web Instal	llation Settings	1				
Heap / Sta	ck Size Settings					

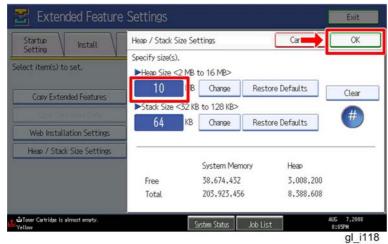
16. Press the "Change" button.

苦 Extended Feature	Settings			Exit
Startup Setting Install	Heap / Stack Siz	e Settings	Cancel	ОК
Select item(s) to set. Copy Extended Features Web Installation Settings	Specify size(s). Heap Size <2 8 Stack Size <3 64	Mt Change 4 52 KB to 128 KB>	e Defaults	
Heap / Stack Size Settings	Free Total	System Memory 38,674,432 203,923,456	Heap 3,008,132 8,388,608	
Toner Cartridge is almost empty. Yellow		System Status Job	List	405 7.2008 8:02PM gl i117

17. Input the appropriate value using the numeric keys on the operation panel and then press the "# (Enter)" key. The required heap size depends on the combination of installed applications. For

details, refer to the table below:

GlobalScan NX	CAP	ELP-NX	Required Heap Size
Yes	-	-	Default Setting
Yes	Yes	-	16 MB
Yes	Yes	Yes	16 MB



18. Press the "OK" button to return to the previous screen.

- 19. Press the "User Tools" key to exit the UP mode.
- 20. Turn the target machine off and on.
- 21. Activate "GlobalScan NX" using Remote Manager.

Note

- For details, see "Product Activation" in the "Embedded Software Remote Manager Operation Guide".
- 22. Reboot the MFP. If using Auto Start (as recommended), GlobalScan NX will start up after activation and rebooting the MFP.

Note

1. Both Web Image Monitor and the MFP's Extended Feature Settings screen may display the status of GlobalScan NX as "Suspend". This is equivalent to "Starting Up" and is normal behavior.

Installation Method 2

🔂 Important

- Make sure to turn off the Auto Off Timer. If the timer is left on, the machine will enter Auto Off Mode while the installation is in progress, causing the installation to fail.
- 1. Install the GlobalScan NX SDK application to the target machine using Remote Manager.

Note

- Use the zipped file as it is (do not unzip it).
- For the correct procedure, see the "Installation and Activation" section in the "Embedded Software Remote Manager Operation Guide".
- Activate "GlobalScan NX" using Remote Manager.
 Note
 For details, see "Product Activation" in the "Embedo"

For details, see "Product Activation" in the "Embedded Software Remote Manager Operation Guide".

- 3. Access the target machine's Web Image Monitor.
- 4. Login to the target machine using a machine administrator name and password.
- 5. Click the "Configuration" button.
- 6. Click "Extended Feature Info".
- 7. Click the "Details" icon for "GlobalScan NX" (see below).

RICOH Aficio MP C3300 Web Image Monitor

Extended Feature Info						
Back						
· · · · · ·						
	Tot	tal Applica	ations:2	2		
Extended Feature Name		Priority	Type	Status	Description	
GlobalScan NX			J	Starting Up		
JavaTM Platform	E		С	Starting Up	Extended Feature(JavaTM Platform)	

8. Make sure that Auto Start is set to "On". (Default: On)

RICOH Aficio MP C3300 Web Image Monitor

Back	
Extended Feature Na	ame : GlobalScan NX
Description	1
Version	: 1.3.3.0
Product ID	: 336920832
Startup Location	: SD Card Slot 2
Vendor	:
Contact	
TEL	:
Fax	:
E-mail	:
Auto Start	: On

9. Reboot the MFP using the "Reset Device" button located on the Web Image Monitor main page. As long as Auto Start set to "On", GlobalScan NX will start up automatically after activation and the MFP has been rebooted.

		B 9 ?
RICOH Af	icio MP C3300 Web Image Monitor	· 같 오
Home	Home	English
Document Server	Status Device Info Counter Inquiry	
Printer: Print Jobs		
Job	Device Name : RICOH Aficio MP C3300 Location :	
Address Book	Comment :	
Configuration	Host Name : RNPFB821B	
	Reset Device Reset Printer Job	
		10
	Status	

U Note

 Both Web Image Monitor and the MFP's Extended Feature Settings screen may display the status of GlobalScan NX as "Suspend". This is equivalent to "Starting Up" and is normal behavior.

10. If required, change the "Heap/ Stack Size Settings" using Web Image Monitor. Heap/Stack Size can be set on the screen accessed by Configuration > Extended Feature Settings > Administrator Tools

Administrator Tools Apply Back		
Web Installation Settings		
Web Installation Settings HTTP Proxy Server Port User Name Password URL	: O on Off : O on Off : : : : : Change	
Heap / Stack Size Settings Heap Size Stack Size	: 12	MB (2 - 16 MB) KB (32 - 64 KB)
Memory Status		KB (32 - 04 KB)

Note

• The required heap size depends on the combination of installed applications. For details, refer to the table below:

GlobalScan NX	CAP	ELP-NX	Required Heap Size
Yes	-	-	Default Setting
Yes	Yes	-	16 MB
Yes	Yes	Yes	16 MB

Uninstallation

Uninstallation of GlobalScan NX SDK application

- 1. Turn on the target machine.
- Deactivate the "GlobalScan NX" application using Remote Manager. For details, see "Deactivation" in the "Embedded Software Remote Manager Operation Guide".
 Important
 - Before uninstalling activated SDK applications, deactivation must be done. Otherwise, the product key will become unusable.
- Uninstall the GlobalScan NX SDK application, but not the Java VM application, using the operation panel or Remote Manager.
 Note

• Please use Remote Manager if the target MFP is 4-line LCD model.

4. Reboot the target machine.

Remote Updating Procedure

Updating of GlobalScan NX SDK application

C Important

- First update the Java VM Platform if the Java VM Platform and GlobalScan NX SDK Application are supposed to be updated at the same time.
- Make sure to turn off the Auto Off Timer. If the timer is left on, the machine will enter Auto Off Mode while the installation is in progress, causing the installation to fail.
- 1. Ask a machine administrator to stop the GlobalScan NX SDK Application with the operation panel (the procedure for stopping a GlobalScan NX SDK application is described below for reference).

Note

- Stop other SDK Applications if they have been installed in the machine.
- You can also stop the GlobalScan NX SDK Application with the web image monitor (the procedure for stopping a GlobalScan NX SDK application is described below for reference).
- 2. Launch the Remote Manager.
- 3. Add a GlobalScan NX SDK Application for updating in the Remote Manager
 - File name of the zip file is subject to change.
 - See the "Adding a DSDK Application in the Remote Manager" sub section of the "DSDK Application Installation" section of the "Embedded Software Remote Manager Operation Guide".
- 4. Install the GlobalScan NX SDK Application for updating in the target machine **Note**

See the "Installing the DSDK Application in the Target Machine" sub section of the "DSDK Application Installation" section of the "Embedded Software Remote Manager Operation Guide".

- 5. Turn off and on the target machine.
- Ask a machine administrator to check if the version of the GlobalScan NX SDK Application is updated and if the installed GlobalScan NX SDK Application is "Starting Up".

To stop a GlobalScan NX SDK application with Operation Panel

- 1. Press User Tools/Counter key on the machine's operation panel.
- 2. Log in the "User Tools" using a machine administrator account (user name and password).

🚸 Us	Exit		
R	System Settings	Copier / Document Server Features	Español
	System Settings	Facsimile Features	i Inquiry
		Printer Features	
ß	Maintenance	Scanner Features	
123	Counter	Extended Feature Settings	
		System Status Job List	FEB 27,2008 11:48PM

cav2i063

- The screen shown above is displayed.
 Press "Extended Features Settings".

Extended Feature Setting Me	nu	1	Exit
Extended Feature Settings		JavaTM Platform	
			cav2i064

- 5. The screen shown above is displayed.
- 6. Press "Extended Features Settings".

vpe-J Global	ed Feature Name Scan NX Platform	Descript	tion Ver 1.00	rsion Startup Loca
			1.00	SD Card Slot
vpe-C JavaTM	Platform			
		PRE02 Extende	d Feat 2.13	SD Card Slot
		PREUZ Extende	d Feat 2.13	SD Card Slot

7. Press the GlobalScan NX SDK application bar to stop the application.

Priority Stop Type-J GlobalScan NX 1.00 SD Card Slot 3	Startup Setting	Install	Uninstall Chang Allocat		Administrator Tools	
Priority Stop Type-J GlobalScan NK 1.00 SD Card Slot 3	_	ature(s) to st	art or stop.			
	Priority Status	Туре	Extended Feature Name	Description	Version	Startup Location
Starting Up Type-C JavaTM Platform PRE02 Extended Feat 2.13 SD Card Slot 3	Priority Stop	Type-J	GlobalScan NX		1.00	SD Card Slot 3
	Starting Up	Type-C	JavaTM Platform P	RE02 Extended Feat.	2.13	SD Card Slot 3

cav2i094

8. "Stop" is displayed in the Status column and the GlobalScan NX SDK application bar turns white when the GlobalScan NX SDK application is stopped.

To stop a GlobalScan NX SDK application with Web Image Monitor



- 1. Access the target machine's Web Image Monitor.
- 2. Click the "Login" button.

RICOH	
	Web Image Monitor
Login User Name : Login Password : Login	
Cancel	cav2i088

3. Login to the target machine using a machine administrator name and password.

Home	Home						
Document Server	Status	Device Info Counter Inquiry					
Fax Received File	Jointo	Levice must commer (majon y					
Printer: Print Jobs		me : RICOH Aficio MP C3500					
Job	Comment	Comment					
Configuration	Host Name	RNPA90FD5					
				n V			
	Status			n P			
	Status System	Call Service		n P			
		😢 Call Service 🔀 Toner Almost Empty	Printer:	n V			
	System						
	System Printer	M Toner Almost Empty	Printer: No Paper: Tray 1 No Paper: Tray 2 Low: Yellow Toner Parel Off Mode				
	System Printer Copier	Toner Almost Empty Toner Almost Empty	No Paper: Tray 1 No Paper: Tray 2 Low: Yellow Toner				

4. Click "Configuration".



5. Click "Startup Setting" in the "Extended Feature Settings" section.

Startup							
Bac	k						
	Up/Stop	incel					
0 0 1	N () ()						
1	Total Applications 2						
Selection			Priority	Туре	Status	Description	Versio
	Total Applications 2		Priority	Туре Ј	Status Starting Up	Description	Versio 1.00

cav2i091

6. Check the radio button of a GlobalScan NX SDK application to be updated, and then click the "Start Up/Stop".

Startun	Setting						
Startup	Security						
Bac	k						
送 Start	n () ()	ancel					
Selection	Total Applications 2 Extended Feature Name		Priority	Туре	Status	Description	Version
C	GlobalScan NX			J	Stop		1.00
	JavaTM Platform			c	Starting Up	PRE02 Extended Feature(JavaTM Platform)	213

7. "Stop" is displayed in the Status column if the GlobalScan NX SDK application is stopped.

RICOH

Technical Bulletin

PAGE: 1/36

Model: GlobalSc	Dat	e: 02-Sept	t-11	No.: RD420011		
Subject: Global		Prepared	d by: Mir	noru Kuramochi		
From: Global To						
Classification:	Troubleshooting	Part info	orma	ation Actior		n required
	Mechanical Electrical				Servic	e manual revision
	Paper path Transmit/				Retro	fit information
	Product Safety	Other ()	Tier 2	

This RTB has been issued to announce the release of the GlobalScan NX update guide for the MIF replacement required by the SD-Card failure and potential data loss issue.

[Note]

This guide has been prepared for RA only. It is not intended for use by other regions.

GlobalScan NX Update Guide

August 15th, 2011 Solution Value Proposition Section Global Technology Support Department Service and Support Center Global Marketing Group Ricoh Company LTD

Abstract

Notification

This document is written based on the understanding that GSNX is already installed and working. As described in the "GlobalScan NX Installation/Uninstallation/Update Guide", this means:

- Any required Hardware Options are attached (Optional Memory, etc.)
- The Heap/Stack Size settings configured correctly:

GlobalScan NX	CAP	ELP-NX	Required Heap Size
Yes	-	-	Default Setting
Yes	Yes	-	16 MB
Yes	Yes	Yes	16 MB

• The Auto Off Timer is set to 5 minutes or longer.

Preparation

Please review the customer's environment before starting the v1.5.2 update. Information that should be reviewed and confirmed is as follows:

- **Customer Models**
 - Java VM cards
 - Latest System FW

GSNX Edition (Server/Serverless)

FAX function is used or not.

Other installed SDK applications

- If the customer uses an SDK application that requires activation (such as CAP), please prepare the object and a new product key in advance.

- Please confirm that the installed version of CAP is compatible with GSNX. For details, refer to the following table:

	CAP V1.4
GlobalScan NX V1.5	OK

Procedure (Outline)

- 1. (If the fax function is used) Change the Reception File Setting from "Store" to "Print" in the Facsimile Features menu.
- 2. Update the GSNX PC application and optional plug-ins.
- 3. Deactivate the GSNX SDK application and any other applications which require activation.
- 4. Replace the VM card.
- 5. Install the GSNX SDK application.
- 6. Install the other SDK applications.
- 7. Synchronize the GSNX profile with the devices.
- 8. Confirm that the profiles were distributed properly.
- 9. (If the fax function is used) Set the Reception File Setting to "Store" in the Facsimile Features menu.

U Note

To avoid unexpected trouble, do not synchronize the PC application with the SDK application until after the SDK application is upgraded to v1.5.2.

Note

If you are already familiar with the procedures required by the above steps, you do not need to continue using this document.

Target MFP models and supported VM versions

For each MFP model, make sure to install the following or newer VM version.

Model Code	Java VM Parts Number	Version	Firmware (System)	Version
B222/B224	B8619900	V2.15	B2215601S	V1.70
B230/B237	B8619900	V2.15	B2385601X	V1.71
B246/B248/B249	B8619900	V2.15	B2475101W	V3.05
D052/D053/D054	B8619900	V2.15	B2475101W	V3.05
D009/D012	D3779900	V4.23	D0125751V	V1.13
D011/D013	D3779900	V4.23	D0135751V	V1.13
D014/D015	D3779900	V4.23	D0145761N	V1.12
D017/D019	D3779900	V4.23	D0195331P	V1.17
D018/D020	D3779900	V4.23	D0205331P	V1.17
D046/D049	D3779900	V4.23	D0465749A	V3.01
D084/D085	D3779900	V4.23	D0855751B	V1.01
D091/D092	D3779900	V4.23	D0925751B	V1.01
D023/D025	D4309900	V4.23	D0255562V	V1.24
D027/D029	D4309900	V4.23	D0295562V	V1.24
D038/D041	D4309900	V4.23	D0395521J	V1.17
D062/D063/D065/D066	D4639900	V5.12	D0625572H	V1.19
D067/D068/D069/D072	D4679900	V6.07	D0675530D	V1.02
D115	D4679900	V6.07	D1155530A	V1.03
D081/D082	D0819901	V7.09.3	D0815760D	V1.03
D093/D094	D5069900	V7.09.3	D0935605A	V3.01
D088/D089	D0899900	V7.09.3	D0895562J	V2.05
D086/D087	D0899900	V7.09.3	D0875562H	V1.05
D104/D106	D1069900	V7.09.3	D1055730D	V1.02
M022/M024/M026/M028	M0269900	V7.09.3	M0265771F	V1.04

GlobalScan NX PC Software Upgrade

Pre-Check

Before upgrading the PC Software, please check the following:

#1. Is Serverless Edition installed? [Yes, No]

#1.1. If Yes, does the customer want the job/error log saved? [Yes, No]#2. Is the Load Balance or Secondary Delivery Server function used? [Yes, No]#3. Are any Optional Plug-ins installed? [Yes, No]

#3.1. If Yes, is the MS SharePoint Server plug-in installed? [Yes, No]

Note

Try to get the answers from the customer. If this is not possible, check them yourself using the procedures described in Appendix A-D.

Procedure

U Note

Steps 1, 2, 3 and 8 (in Bold) are mandatory. The other steps are optional.

1. Perform a Manual Backup (for safety).

2. Download a Backup File (for safety).

3. Export a Device List (for safety).

- 4. (If #1.1 is "Yes") export the System Log and Job Log.
- 5. (If #1.1 is "Yes") download the Error jobs.
- 6. (If #2 is "Yes") disable the Secondary Delivery Server/Load Balance settings.
- 7. (If #3.1 is "Yes") uninstall the MS SharePoint Server Plug-in.

8. Upgrade the GlobalScan NX (v1.5.2) Software.

9. (If #3 is "Yes") upgrade the GlobalScan NX Optional Plug-ins.

1. Perform a Manual Backup (for safety)

1. The Backup menu is available from the [Maintenance] tab of the [Maintenance Settings] screen.

lobalSo					1 Built-in Administrator	Logo
Home	Configuration	Maintenance Settings	Job Management	Logs		
Mainten	ance System Cont	rol				
lainte	nance					
Task in Pri	10855					
8						
Backup	Restore Downlo	ad Upload Delete				
Sløt No.	Date/Time	Comment				-
1	Blank					
2	Blank					i i
з	Blank					
4	Blank					
5	Blank					
6	Blank					
	Blank					
7						

- 2. Select (highlight) a slot.
- 3. Click [Backup].

1	Blank		
2	Blank		
3	Blank		
-4	Blank		
5	Blank		
0	Bilanik.		
7	Blank		
8	Blank		

4. A message will appear with a [Comment] field. Enter a comment if desired, and then click [OK]. Another message will be displayed indicating that the Backup operation was successful.

5. Click [OK]. The newly-created backup file will have been added to the list.

Slot No.	Date/Time	Comment	-
1	06/09/2009 17:41:56	June 1	
2	Blank		
з	Blank		

2. Download a Backup File (for safety)

1. Select the backup data you created in the previous section.

2. Click [Download].

You can set a password to protect the backup file. If entered, this password will be required when the backup file is uploaded. Only alphanumeric characters can be used for the password.

3. If using a password, please enter it twice.

Co	nfirm		
Do	you want to c	iownload?	
	ssword	1	 _
Co	nfirm Passwor	d	

- 4. Save the backup file to the desired location.
- A message will appear indicating that the download operation was successful.

3. Export the Device List (for safety)

Please export the current device list.

To export the device list, please click the "Export Device List" button after selecting all registered devices.

Home	Contigura	tion Ma	aintenance Settings	Job Management	Logs
System	Profile	Device			
Device L	ist	2	- Star Contraction of the Contra		
/O device					
	Edit	Delete	Profile Batch Co	nfiguration 🔍 📥 Svi	nchronize
📌 Add	Edit	Delete	Profile Batch Co	nfiguration 🛛 () Syr	nchronize
📌 Add	Edit Edit		Profile Batch Co	nfiguration 🛛 () Syr	nchronize
Add →≧ Import	t Device List	Export	Device List	nfiguration 🛛 🖚 Syr	nchronize
Add →≧ Import	t Device List		Device List	nfiguration 🗼 Syn	nchronize Profile Name

4. Export the System Log and Job Log (Serverless Edition Only)

• Note

This step can be skipped if Server Edition is used.

If your customer wants to save the MFPs' Job and System Logs, please export them. Do not forget to export them from all target MFPs.

Procedure:

- 1. Open the Log screen, select the desired log, and then select a target device (MFP) by clicking the displayed device name to open a device selection dialog.
- 2. Click the "Refresh" button to update the log.
- 3. Click the Export button and input a file name.

System Log			V-C3(Auto 😯 Refresh
		Searc	10			
1000		Jearc		<u>,, en</u>		
📋 Delete All 💽 🗲	Export	1				8 logs
Recorded Date/Time •	Level	Job ID	Error Code	Error Message	Action Message	Remarks
	Level ERROR	Job ID 67c3559		Error Message Failed to deliver the data to th	Action Message	
05/31/2011 10:14:24		1.	54010003	1.2.2.2	Action Message	smb error occur
05/31/2011 10:14:24 05/31/2011 10:11:23	ERROR	67c3559	54010003 54010003	Failed to deliver the data to th	Action Message	Remarks smb error occur: smb error occur: smb error occur: smb error occur:
Recorded Date/Time v 05/31/2011 10:14:24 05/31/2011 10:11:23 05/31/2011 10:08:22 05/31/2011 10:05:21	ERROR ERROR	67c3559 67c3559	54010003 54010003 54010003	Failed to deliver the data to th Failed to deliver the data to th	Action Message	smb error occur smb error occur

5. Download the Error jobs (Serverless Edition Only)

Note

This step can be skipped if Server Edition is used.

If your customer wants to save the image data of jobs stored in the MFPs' error queue, please download those to the PC's HDD. Do not forget to download from all target MFPs and to check both the Scan and Fax error queues.

Procedure:

- 1. Open the Job Management screen, select the Error Queue, and then select a target device (MFP) by clicking the displayed device name to open a device selection dialog.
- 2. Click the "Refresh" button to update the queue.
- 3. Select the jobs to download.
- 4. Click the "Download" button and input the file name.

Home Configurat	ion Maintenance S	Settings	Job Mana	gement	Logs		
Job Queue Error	Queue						
Error Queue	V-0	C 3(192.1	168.0.10)		🗌 Auto	• Refresh
	Search Dis	splay All					
							1 logs
C Retry Error In	nage 🖳 Download	Del	ete				
Generation Date	Last Refresh Date	Job ID	Status	No. of R	Project Name	User Name	Document
☑ 05/31/2011 10:05:19	05/31/2011 10:14:24	67c3559	🔺 error	3	аа		201105310

6. Disable Secondary Delivery Server/Load Balance settings (Option)

Note
This step can be skipped if Secondary Delivery Server/Load Balance Server is
not used.

If the customer is using Secondary Delivery Server /Load Balance settings, you need to disable this setting before update the GlobalScan NX software. For the details, please refer the Appendix D

7. Uninstall MS SharePoint Server Plug-in (Option)

Note

This step can be skipped if SharePoint Server Plug-in is not installed.

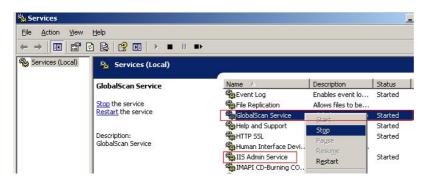
If the customer is using MS SharePoint Server Plug-in, you need to uninstall this plug-in before update the GlobalScan NX software. Uninstallation can be performed by [Start] > [Control Panel] > [Add/Remove Programs]

Note

 Uninstallation is required when upgrading the MS SharePoint Server plug-in from v1.4.4 or earlier to v1.5.2.

8. Upgrade GlobalScan NX (PC application, v1.5.2)

- 1. Close all applications currently running on your computer.
- 2. Stop the GlobalScan Service.



3. If you are using IIS as the web server, stop the IIS Admin Service.

4. Insert the media containing the GlobalScan NX installer into the computer.

- 5. The GlobalScan NX Start screen displays.
- If AutoRun does not start the installer, search for and run "RDLaunch.exe".

6. Select the software you wish to install: Serverless Edition [AdminTool] or Server Edition [Application & AdminTool].

- 7. The language selection screen appears.
- 8. Select the desired language, and then click [OK].
- 9. An alert will appear. Please click [Yes] to confirm overwrite installation.

Alert	
•	This product is already installed. Installation Folder: C:¥Program Files¥GlobalScan Are you sure you want to perform an installation overwrite? Yes <u>N</u> o

- 10. A welcome screen is displayed.
- 11. Click [Next].
- 12. Read the licensing agreement, and then select "I accept...".
- 13. Click [Next].
- 14. Enter a password to be used for the built-in user, and then click [Next].
- 15. Final confirmation for the overwrite installation appears.

Alert		×
?	Are you sure you want to perform an installation overwrite?	2
	Yes No	

16. Click [**Yes**] to start installation.

9. Upgrade GlobalScan NX Option Plug-ins (if necessary)

• Note This step can be skipped if no option plug-in is installed.

If your customer is using GSNX Option Plug-in(s), please update them to the newest version. The newest versions are packaged with the GSNX installer.

To find installed plug-ins, please refer Appendix D

Installation Procedure

Suspend	d the Delivery	Service.		
GlobalSc	an NX Ver 1.5.2.0			 Running Built-in Administrator
Home	Configuration	Maintenance Settings	Job Management	Logs
	System	Profile		Device
			all all	
Home	Configuration	↓ Maintenance Settin		
Mainte		n Control	12	
Syster	m Control			
Delivery S	Service Status Runn i	ing Refresh		
Switch	Delivery Service Sta	itus		

Please run the plug-in's installer.

During the installation, a confirmation window for the overwrite installation appears. Please click [Yes] to continue the installation.

GlobalScan NX Barcode Plug-in	- InstallShi	ield Wizard	×
Are you sure you want to perform	n an installat	ion overwrite?	
Yes	<u>N</u> o		

Update System FW

Please update each MFP's system firmware to the latest version. We recommend using Remote Firmware Update if the customer has several models of MFPs in the office.

GlobalScan NX SDK application Installation

- 1. Start "Remote Manager".
- 2. Open the Work state archive (filename.caz) that was saved after activating the GSNX application.

If your customer did not keep the Work state archive, please refer to **Appendix E** before proceeding to step 3.

- 3. Click the "Device List" icon on the left panel.
- 4. Select the GSNX DSDK Application.

lemote Manager				
Device list · Applicatio	n: GlobalScan NX(336920832)	•		
Address	Description	# of	Product Key	Lock Code
xxx.xxx.xxx.xx	AL-C1	1	14150-10000-0	400-*1H82
	Device list · Applicatio	Device list - Application: GlobalScan NX(336920832) Address Description	Device list Application: GlobalScan NX(336920832) Address Description # of	Device list Application: GlobalScan NX(336920832) Address Description # of

5. Select the "Operation" menu and click "Uninstall...".

0	Operations View I	Help						
E	Add Delete Properties	Del Enter) jei	Device list · Application	GlobalScan NX(336920832)	•		
-	Export			Address	Description	# of	Product Key	Loc
2	Install Uninstall				AL-C1	1		400
	Get License Reissue License Store License Deactivate	in an						

6. A confirmation message appears. Please ignore this message and click "Yes".



7. The "?" icon appears next to the device in the Device list, indicating that the DSDK Application has been properly uninstalled.

🗱 ee.caz – Embedded Software Rem	ote Manager		
<u>F</u> ile <u>O</u> perations <u>V</u> iew <u>H</u> elp			
🖓 💛 👪 🐞 🖓 🔗			
Embedded Software Remote Manager	Device list - Application:	GS-NX(336920832)	•
🗄 👰 Product Key	Address	Description	# of A Product Key
GS-NX(336920832)	2000.000.000.000	V-C3	0

8. Delete the GSNX application from the Software list.

Delete Del Anager Properties Enter Manager	Software list		
Product Key	Software Name	Version	Туре
Product Key GS-NX(336920832) Software	🗃 GlobalScan NX	1.4.4.0	Application

9. Save the current status as a Work state archive (filename.caz).

🛨 Important

 This Work state archive will be used in order to install and reissue the replacement GSNX application.

Replacement Java VM card preparation

SD-Card Production Date Confirmation

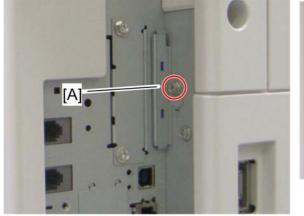
Please confirm that the Year & Month on the provided SD Card's label (this sample is 1005). The replacement's Year & Month label should be 1107 or later.

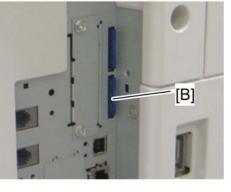


Java VM card replacement

ACAUTION

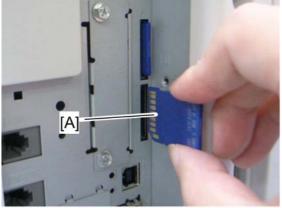
Unplug the main machine power cord before you do the following procedure.





d104i119a

- 1. Remove the SD slot cover [A] for SD cards (***** x 1).
- 2. Remove the existing VM card [B] from SD slot 2.
- 3. If the existing VM card [B] contains other SDK applications that do not require activation, copy them to the new VM card.

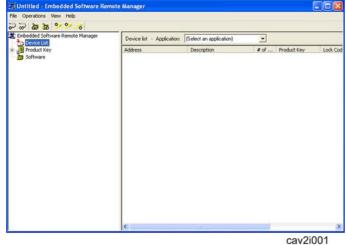


d104i204

- 4. Insert the new VM card [A] into SD card slot 2 so that the label faces the front of the machine. Push it in slowly until you hear a click.
- 5. Attach the SD slot cover (***** x 1).
- 6. Make sure that the machine recognizes the SDK application(s).

GlobalScan NX SDK application Installation (Continued)

1. Open "Remote Manager".



- 2. Open the Work state archive (filename.caz) which was saved after uninstalling the GSNX application.
- 3. Select the "View" menu and click "Refresh.
- 4. Open the Device Properties window to verify that the Java VM has been installed and is a supported version.
 - Device List > Operations > Properties
 - Device List > right-click the device > Properties

Device Propertie	S		×
Address:	xxx.xxx.xxx.xx		
Model name:	Aficio MP 5000		
Java VM version:	4.08		
Application list:			
Application name	Version	Status	
		OK	
		cav2i0)9F

Adding a GSNX DSDK Application with the "Remote Manager"

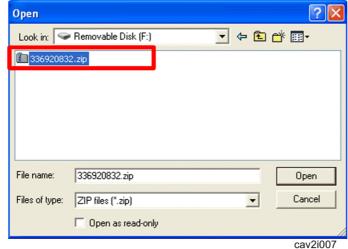
Click the "Software" icon in the left panel.
 Untitled - Embedded Software Remote Manager

File Operations View Help	
👯 Embedded Software Remote Manager	Software list
Product Key Software	Software Name
	-
	cav2i005a

6. Select the "Operations" menu and click "Add...".

Hintitled - Embedded Software Remote Manager					
File Operations View Help					
💬 🔁 Add					
E Delete Del Manager	Software list				
Properties Enter					
Product Key Software	Software Name				
	cav2i006ra				

7. Select a DSDK application zip and click the "Open" button.

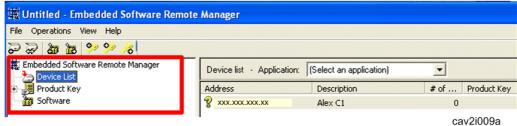


8. The software name and version number now appear in the "Software List".

<u>File Operations View H</u> elp		
P 0 2 2 2 2 2		
Embedded Software Remote Manager	Software list	
🗄 🔏 Product Key	Software Name	Version Type
5 Software	GlobalScan NX (N)	1.5.2.0 Application

Installing the DSDK Application on the Target Machine

9. Click the "Device List" icon to return to the Device List.



10. Click the display name of the target machine on the "Device List".

File Operations View Help			
🕺 % % 🕺 🕷 🕷 ਓ			
Embedded Software Remote Manager	Device list - Application	(Select an application)	•
Product Key Software	Address	Description	# of Product Key
5 Software	👰 xxx.xxx.xxx.xx	Alex C1	0

11. Select the "Operations" menu and click "Install...".

H121 -	Intitled Embedded Coff	usus Dom	te Manager	
File	Operations View Help Add Delete Del Properties Enter Export Install Uninstall Get License	jer	Device list - Application: [Select an application] Address Description # of Product Key XXX.XXX.XXX Alex C1	
	Reissue License Store License Deactivate		cav2i011a	

12. Select the software to be installed and the SD card slot where the VM card has been installed.

🔸 Note

For some DSDK applications, selecting the slot is not required (drop-down window is grayed out).

Install			
Select software to install a Software:	nd its destinat	tion.	
Software Name	Version	Туре	1
GlobalScan NX (N)	1.5.2.0	Application	
Destination: SD slot	1	<u> </u>	Cancel

- 13. Click the "OK" button.
- 14. Input the machine administrator's user name and password.



- 15. Click the "OK" button.
- 16. Click the "OK" button after the installation completion screen has appeared.

Install	\mathbf{X}
Installing software on devices	0%
	cav2i014
Install	×
Software installation completed. Refresh the window after restarting the device to see the	e results.
	100%
ОК	
	cav2i015

• Note

If internet connection is unavailable at customer site, please save this device status data as a Work state archive (filename.caz).

Reissue a License for the GSNX DSDK Application

• Note

If you execute this step at a remote location, please perform the following steps first:

- 1. Open "Remote Manager".
- 2. Open the Work state archive (filename.caz) which was saved after installing the GSNX application.
- 1. Click the "Device List" icon on the left panel.
- 2. Click the target device in the "Device List" panel (make sure it is highlighted).
- 3. Select the DSDK Application which is already installed from the "Application" dropdown window.

File Operations View Help				
2 2 2 2 2 2 2 2				
Embedded Software Remote Manager	Device list - Application:	(Select an application)	•	
Product Key	Address	(Select an application) GlobalScan NX(336920832)	1	oduct Key
GlobalScan NX(336920832)	XXX.XXX.XXX.XX	AL-C1	1	

4. Select the "Operation" menu and click "Reissue License...".

	<u>O</u> perations <u>V</u> iew	Help						
Er	<u>A</u> dd <u>D</u> elete <u>P</u> roperties	Del Enter	•	ger	Device list - Application	(336920832)		•
石	<u>E</u> xport				Address	Description	# of A	Produc
-	Install Uninstall				COCCOCCOCCOCC	V-03	1	14150-
	<u>G</u> et License							
	<u>R</u> eissue License Store License							

5. Enter the "User ID and Password" registered with the activation server. Click the "OK" button.

Login		
Enter user authentical Activation Server.	tion information to logir	n to the
User ID:		
Password:		
Register User	ОК	Cancel
		cav2i025

6. Click the "OK" button once the license has been reissued successfully.

Reissue License	×
The license has been issued successfully.	
100%	
<u> </u>	

Note

If you are not working at the customer's site, please save the device status data as a Work state archive (filename.caz). Then, visit the customer with this caz file and proceed to the next step.

Storing a License in a Target Machine

Note

If the previous operation was done at a remote location, please perform the following steps first:

- 1. Open "Remote Manager".
- 2. Open the Work state archive (filename.caz) which was saved after reissuing the license(s).
- 1. The picture below shows the following:
 - The DSDK application has been installed in the target machine.
 - The product license for the selected DSDK application has already been obtained from the activation server.
- 2. Select the "Operation" menu item and click "Store License..." to store the product license in the target machine.

Operations	View Help						
Add Delete Propertie	Del	ger	Device list - Application	GlobalScan NX(336920832)	-		
Export			Auuress	Description	* 01	Product Key	LOCK COUR
Install Uninstall			\$ \$;xxx.xxx.xxx.xx	AL-C1	1	14150-10000-0	400-*1H82
Get Licer Reissue	ise License						
Store Lic Deactiva							

- 3. The "Store License" process runs and displays a notification box when it is completed.
- 4. Click the "OK" button.

Store License	X
License information has been stored with the selected devices.	
100%	
OK	
cav2i	029

5. Make sure that the blue icon is displayed. It appears in the "Device list" when the DSDK Application is activated (license for the selected application has been stored in the target machine).

File Operations View Help					
8 % % 🕺 🕷 🐨 🕤					
Embedded Software Remote Manager	Device list - Applicatio	n: GlobalScan NX(336920832)	•		
🖻 🌉 Product Key	Address	Description	# of	Product Key	Lock Code
GlobalScan NX(336920832)	• xxx.xxx.xxx	AL-C1	1	14150-10000-0	400-*1H8
	1			cav2i0	30a

Vote Note

If any other icon except blue appears in the "Device list", check the icon appeared in the "Device List". And then retry this procedure.

- 6. Cycle the power on the target device.
- 7. Save this device's status as a Work state archive (filename.caz) after storing the license and ask a customer to keep it.
- 8. Select the "File" menu item, and then "Exit" to close "Remote Manager".

Other SDK application Installation

To install other SDK applications, please refer to the installation procedure provided for that application.

GlobalScan NX Synchronization

After the upgrade operation is finished, the devices must be synchronized with a Profile.

Procedure:

- 1. Access the Device List, which is located under the [Configuration] menu, [Device] tab.
- 2. Select the target MFP(s) to synchronize.
- 3. Click [Synchronize] and then [OK] to start the synchronization process.

(∰ +∰	Add 🖉 Edit 🕤	T Delete] 🚾 Profil ∰+ Export Device List	e Batch Configuration	🗰 Synchronize			
						0	Refres
ų.	IP Address/Host Na+	Device Name	Model	Screen Size	Profile Name	Status	
1	192, 168, 8, 234 192, 168, 8, 245	· · · · · · · · · · · · · · · · · · ·	imagio MP 07500 imagio MP 2550	WVGA WVGA	Accounting Dept.(pf_4) Accounting Dept.(pf_4)		

Confirmation of Upgrade

Once synchronization finishes, access a synchronized device to verify that the profile was distributed correctly.



Appendix

A) Installed GlobalScan NX Edition Confirmation

Services		Startup	*	0	el tote como concerce e of
🚺 Windows Updat	: 5	Internet Explorer Outlook Express			GlobalScan NX Activation Tool GlobalScan NX AdminTool
	1	Remote Assistance		1	GlobalScan NX Manuals
	1	Symantec Endpoint Protection	•	•	GlobalScan NX SSL Setting Tool
		Administrative Tools	•		Readme
All Programs 🕨	Gin	GlobalScan NX	•		Readme (Barcode Plug-in)

If your customer is using a Server Edition, you will find the installed server edition in the Activation List. If Serverless edition is installed, no entry appears in the Activation List. (The sample below shows that Enterprise Server Edition has been installed).

obalScan NX			1
Activation List			
GlobalScan NX Barco GlobalScan NX Enterj	de Plug-in for Ent prise Server	erprise Server	
	2130 DOI 101		
	(5	0.45
	: <u>N</u> ex	<u></u>	Quit

B) Secondary Delivery Server/Load Balance Server Confirmation

1) Check the System menu for the following two selections.

* If the settings are not available, these options are not used by that customer's environment.

Home	Configuration	Maintenance Settin
System	Profile	Device
System S	Settings	
500	General Se	ttings
- And	Services/F	ilters
1 💝	Authenticat	tion Profiles
	Administrat	tor
	Job Setting	s
	System Log	Js
	Certificate	
	Replaceme	nt Table
	Secondary	Delivery Server Settings
	Load Balan	ce Server Settings
	Kerberos O	ption

2) If the above settings are available, please check to see if your customer is actually using them:

Secondary Delivery Server



If a Secondary server is used, this setting needs to be removed before upgrading the GlobalScan NX software. For the details, please refer to Appendix C.

Load Balance Server

	Home	Configuration		Maintenance Settings	Job Mar
	System	Profile	Devi	ce	
Lo	ad Bala	ance Server S	Set	tings	
	Add Load I	Balance Server			
	Add	Delete			
	Load Bala	ance Member Server	List	Previous Synchronization [Date
	http://192	.168.0.10:8080/gs	nx	11/28/2010 10:17:59	

If a Load Balance server is used, this setting needs to be removed before upgrading the GlobalScan NX software. For the details, please refer to Appendix C.

C) How to disable Secondary Server/Load Balance Server settings

• Note

This section also describes the basic process for upgrading the software installed on any Secondary Delivery or Load Balance servers.

Secondary Delivery Server.

Uncheck the [Use Secondary Delivery Server] check box.

Home	Configuration	Maintenance	Job Manage
System	Profile	Device	
Seconda	ry Delivery S	Server Settings	E.
🗹 Use Se	condary Delivery Se	erver	
	condary Delivery Se andary Delivery Sen		

[Procedure for upgrading GlobalScan NX Software]

- 1. Perform overwrite data installation on the Secondary server.
- 2 Perform overwrite data installation on the Primary server.
- 3. Add the Secondary server to the Primary server.
- 4. Synchronize the Primary Delivery Server with the Secondary Server.

Load Balance Server

Remove the Load Balance Server(s) from the Load Balance Member Server list on the Primary server.

Home	Configuration	Maintenance Settings	Job	
System	Profile	Device		
Load Bal	ance Server	Settings		
Add Load I	Balance Server			
Add Load I	Balance Server			
Add		er List Previous Synchronization	Date	

[Procedure for upgrading GlobalScan NX Software]

- 1. Perform overwrite data installation on the Load Balance server(s).
- 2. Perform overwrite data installation on the Primary server.
- 3. Add the Load Balance Server(s) to the Primary server.
- 4. Synchronize the Primary Delivery Server with the Load Balance Servers.

D) How to determine if Option Plug-ins are installed

Please run the GlobalScan NX Activation Tool.

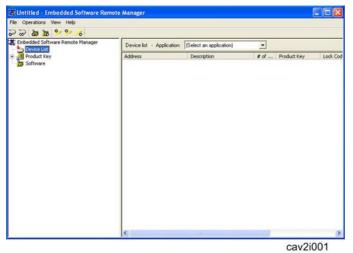


The Activation List shows the installed & activated option plug-ins. This sample image shows that the Barcode Plug-in has been installed.

balScan NX			
Activation List GlobalScan NX Barco	ide Plua-in for Enter	rorise Server	
GlobalScan NX Enter		prise serier	
	(<u>N</u> ext>	<u> </u>	Quit

E) Retrieving Device Information without a Work State Archive

1. Open "Remote Manager".



2. If any previous settings appear on the screen, open the "File" menu and select "New" to refresh the screen.

File Operations View		note Manager
New Ctrl+N Open Ctrl+O Save Ctrl+S Save As Ctrl+S	ote Manager	Device list - Application: [
Recent Files		Aduress
	_	cav2i050a

3. Click the "Device List" icon on the left panel.



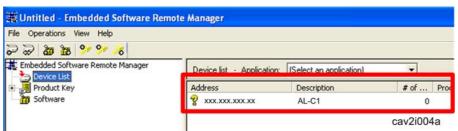
4. Open the "Operation" menu and click "Add" > "Manual Input...".

Operation	ns View	Help		
Add			Manual	Input
Delete		Del	From Fil	
Proper	ties	Enter		Device list - Applica
Export				Address
Install				
Uninst	all			
Get Lic	ense			
Reissu	e License.			
Store I	License			
_	vate			

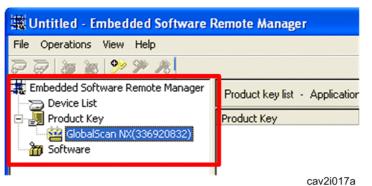
- 5. Enter the IP address or host name of the target machine and give a display name to
- the target machine (Description).Select to retrieve the installed application information (check box [A]), and then click the "OK" button

	Add Device - Manual Input 🛛 🛛 🔀
	Address:
[A]	Retrieve installed application information
	OK Cancel
	cav2i003

7. The IP address or host name and description of the target machine now appears in the "Device List" panel.



- 8. Click the "Product Key" icon on the left panel.
- 9. Select the GSNX DSDK application (highlighted).



10 Select the "Operation" menu and click on "Add...".

鐵山	Intitled - F	mhed	ded Software	Remote Manager
Fle	Operations	View	Help	
321	Add		P 28	
E JE	Delete	Del	note Manager	Product key list - Application:
3	Import			
E	Export			Product Key
8	7 Software	ACOLLINA		
	Distance.			
				cav2i018a

11. Enter the "Product Key" which was used when activating the GSNX DSDK application.

Add Product Key	
Product key:	
OK	Cancel
	cav2i020

Technical Bulletin

Reissued: 18-Oct-11

Date: 18-Dec-09

No.: RD420005e

RTB Reissue

Model: XG-SD1

The items in bold italics have been corrected.					
Subject: Release	e Note: GlobalScan NX (Lapne	t Update Module)	Prepared by: T.Nihei		
From: MFP/Printe	From: MFP/Printer Tech Service Dept., 2nd Tech Service Sect.				
Classification:	Troubleshooting	Part information	Action required		
	Mechanical	Electrical	Service manual revision		
Paper path Transmit/receive			Retrofit information		
$\square Product Safety \qquad \square Other (Firmware) \qquad \square Tier 2$					

This RTB has been issued to announce the module release information for the **GlobalScan NX.**

This module is used for updating the GlobalScan NX SDK application from ver. 1.3.x using Remote Manager.

Version	Program No.	Effective Date	Availability of RFU
1.5.3.0	D4205181E	October 2011 production	-
1.5.2.0	D4205181D	June 2011 production	-
1.4.4.0	D4205181C	December 2010 production	-
1.4.2.0	D4205181B	August 2010 production	-
1.3.5.0	D4205181A	April 2010 production	_
1.3.4.1	D4205181	December 2009 production	_

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.5.3.0	1) Device Support Changes
	- GlobalScan NX Serverless/Business Server/Enterprise Server Edition
	V1.5.3.0 now supports the following devices:
	Aficio SP 5200S/Aficio SP 5210SF/Aficio SP 5210SR/
	Aficio MP 2352SP/Aficio MP 2852SP/Aficio MP 3352SP
	2) Specification Changes
	- A "Batch Download Logs" button has been added to the AdminTool's Maintenance Settings. It is used to download different log types from the AdminTool and the selected devices in a batch operation.
	 NTLM authentication requests now use standard formatting. Previous versions used a different formatting that could be authenticated even if the time skew between GSNX and the authenticating server was great.
	3) Fixed Issues
	- Fixed: The Send to Email function does not send Notifications.
	 Fixed: Wide format paper sizes would not be displayed on the Scan Size tab after updating to V1.5.2.0.
	 Fixed: Garbage/useless data would be included in imported Profiles. If a single Profile went though multiple export-import cycles, it could

Technical Bulletin

Model: XG-SD1			Date: 18-Dec-09		No.: RD420005e		
Version	Modified Points or Symptom Corrected						
	 eventually cause SC997 on synchronization. Fixed: Send to Folder can fail due to an out of memory error if a non- domain controller responds to a request when using a NetBIOS user name and the amount of scan data is large. 						
	GW ver.	Model Code	Firmware Version Java VM (System) (For Version-up)			Version	
	05A models	B222/B224 B230/B237	B2215601S B2385601X	V1.70 V1.71	B8615200Q V.		V2.15
	07A	B246/B248/B249 D052/D053/D054 D009/D012	B2475101W B2475101W D0125751V	V3.05 V3.05 V1.13			V4.24.03
	models	D011/D013 D014/D015 D017/D019	D0135751V D0145761N D0195331P	V1.13 V1.12 V1.17			
		D018/D020 D046/D049 D084/D085	D0205331P D0465749A D0855751B	V1.17 V3.01 V1.01	D5685765 D3775918	-	V4.24.03 V4.24.03
	08S models	D091/D092 D023/D025 D027/D029	D0925751B D0255562V D0295562V	V1.01 V1.24 V1.24	D4135765	БМ	V4.24.03
	08A	D038/D041 D062/D063/D065/D066	D0395521J D0625572H	V1.17 V1.19	D4635200)L	V5.13.02
	models 09S models	D067/D068/D069/D072	D0675530D	V1.02	D4675200	IJ	V6.08.02
	09A	D115/D116 D081/D082	D1155530A D0815760D	V1.03 V1.03	D0815792	Œ	V7.14.03
	models	D081/D082 D093/D094	D0815780D D0935605A	V 1.03 V 3.01	D0815792 D5065917		V7.14.03
	105	D088/D089	D0895562L	V3.01	D0895594		V7.14.03
	models	D086/D087	D0875562L	V2.01			
		D104/D106	D1055730F	V2.01	D1065743	-	V7.14.03
		M022/M024/M026/M028	M0265771H	V2.01	M0265738		V7.14.03
		M052/M053/M054 D120/D121/D122/D139/	M0525771C D1205530A	V1.03 V1.04	M0525738 D1205565		V7.13.03 V7.15.04
		D140/D141	D1200000A	1.04	D1200000	7	V7.15.04
1.5.2.0	 Globa now s Aficio M 2) Specif Users A new Support 	e Support Changes IScan NX Serverless Supports the following P 201F/201SPF. ication Changes can now scan direct Scan Method, "Mixe ort for PDF/A when u) device: tly from the I ed Batch," w sing the Ser	Metadata inpu as added.	t screen.		
	 LDAP Search results are now sorted. Support for the UPN (username@FQDN) is now available when using A Directory as the authentication method. Please note that if the UPN's FQDN and the domain stored in the AD authentication profile do not match, the UPN's domain must be registered trusted domain. NTLM v2 authentication is now supported for authenticating with a WebE server. 					ered as a	

Model: xo	G-SD1	Date: 18-Dec-09	No.: RD420005e		
Version	Modified Points or Symptom Corrected				
	 3) Fixed Issues Fixed: Projects requiring authentication cannot be logged in to on 4-line MFPs, if the project was searched for by number. Fixed: Users could attempt to login to the SDK application during synchronization. This would always fail, and is no longer possible. Fixed: E-mail addresses that GSNX failed to deliver to (due to an invalid IP address for the SMTP server, etc.) are included in the Job Log's "Destination Address" column. Fixed: A SFTP connection session remains even after the FTP delivery service completes delivery. Fixed: Extra authentication information is included in imported profiles. If the extra information builds up, it could eventually reduce performance when changing screens on the operation panel or SC997. 				
	 4) Other GSNX no longer writes data to the SD When the "Cancel" button is used to ca job is now moved to the error queue. 				
1.4.4.0	 Device Support Changes GlobalScan NX Serverless/Business Server/Enterprise Server Editions V1.4.4.0 now supports the following devices: Aficio MP C300/C400/C4501/C5501/C3001/C3501/C2051/C2551/ W2401/W3601 The Aficio MP C300/C400 does have a limitation: 				
	 2) Specification Changes It is now possible to select the location Replacement filter is saved. SDK application version information an system log when the MFP starts up. 3) Fixed Issues Fixed: Exported Replacement Tables that of Target String are not imported correctly. 	d other data are now w	ritten to the GSNX		
1.4.2.0	 Changes from GlobalScan NX Lapnet Editi 1) Device Support Changes GlobalScan NX Serverless/Business Server/Er the following devices: Be-C1 - N-C3 		/1.4.2.0 now supports		
	 2) Specification Changes A hardware key can now be used to access the MP 171SPF/LD117SPF/917SPF. The GlobalScan NX icon is now displayed on the Activation Tool can now be used to activate the Kerberos option is now supported for use to acti	he Extended Featues scre e the Kerberos option.			

Technical Bulletin

Model: xo	G-SD1	Date: 18-Dec-09	No.: RD420005e	
Version				
	Version Modified Points or Symptom Corrected "Passwordless Authentication" (Active Directory and LDAP) has been added as an authentication method. A confirmation dialogue now appears when a scan job completes. Wide format paper sizes have been added to scan settings menu. "Continue flow without performing replacement" has been added to the "Select Action when Table Data does not Match" menu. A log entry is recorded in the Syslog when the metadata replacement filter does not match. The tag "JIS" has been added to the "Bx" paper size. (eg; B4 JIS) The dayofweek and generationDate(Local) metadata fields have been added. The Error Queue now supports batch downloading of error images. The IP address field of the device list now links to each registered device's Web Image Monitor. A Plug-in Information page has been added to the AdminTool. "Logical Division (Join Automatically)" has been added as an e-mail attachment Size Divide option. Support for PDF/A has been added to the PDF Converter. The total number of entries for the replacement table has been raised from 1000 to 2000. New fax templates for fax delivery based on day of the week or time are available for installation with the other project templates. 3) Fixed Issues Fixed: When logging in to the project without a password, delivery fails if scan to home folder is used. Fixed: LDAP server address search fails if the DN of the login user is required when attempting email delive			
1.3.5.0	 Device Support Changes GlobalScan NX Serverless/Business Server/Er the following devices:	fessional Edition has bee balScan NX Serverless Ec	n added. lition V1.3.5.0.	
1.3.4.1	 Specification Changes The name and description shown on the MFP's Extended Feature Settings screen has been changed to the following: 			
	Fixed: Home folders cannot be selected as a destin	-		



Technical Bulletin

Model: xo	G-SD1	Date: 18-Dec-09	No.: RD420005e	
Version	Modified Points or Symptom Corrected			
	Plug-in when "Enable Send to Home Folder" is activated by default in the System Settings or Profile Properties.			

Technical Bulletin

Reissued:18-May-12

Model: GlobalScan NX

Date: 02-Sept-11

RTB Reissue

The items in <i>bold italics</i> have been corrected.	

Subject: GlobalScan NX Update Guide				Prepared by: Masaaki Horikoshi		
From: Global Te	echnology Support Depar	tment				
Classification:	Troubleshooting	Part informat	ion	Action required		
	Mechanical	Electrical		Service manual revision		
	Paper path	Transmit/rec	eive	Retrofit information		
	Product Safety	Other ()	Tier 2		

This RTB has been issued to announce the release of the GlobalScan NX update guide for the MIF replacement required by the SD-Card failure and potential data loss issue.

Note

This guide has been prepared for RAC, RE and RCN. It is not intended for use by RA.

PAGE: 2/40

GlobalScan NX Update Guide (Without Activation)

May, 2012 Solution Support Department Service and Support Center Global Marketing Group Ricoh Company LTD

Abstract

Notification

This document is written based on the understanding that GSNX is already installed and working. As described in the "GlobalScan NX Installation/Uninstallation/Update Guide", this means:

- Any required Hardware Options are attached (Optional Memory, etc.)
- The Heap/Stack Size settings configured correctly:

GlobalScan NX	CAP	ELP-NX	Required Heap Size
Yes	-	-	Default Setting
Yes	Yes	-	16 MB
Yes	Yes	Yes	16 MB

• The Auto Off Timer is set to 5 minutes or longer.

Preparation

Please review the customer's environment before starting the update. Information that should be reviewed and confirmed is as follows:

- **Customer Models**
 - Java VM cards
 - Latest System FW

GSNX Edition (Server/Serverless)

FAX function is used or not.

Other installed SDK applications

- If the customer uses an SDK application that requires activation (such as CAP), please prepare the object and a new product key in advance.

- Please confirm that the installed version of CAP is compatible with GSNX. For details, refer to the following table:

	CAP V1.4	CAP V2.0
GlobalScan NX V1.5	OK	ΟΚ

U Note

 If you already have the customer's details, and are sure there are no mistakes, you can perform the "New Java VM card preparation" section at your office. This would reduce the amount of time spent at the customer site.

Procedure (Outline)

- 1. (If fax function is used) change the Reception File Setting from Store to Print in the Facsimile Features menu.
- 2. Update the GSNX PC application and optional plug-ins.
- 3. Replace the VM card. There are 2 procedures for installing the GSNX SDK application: A: Write the SDK application to the new Java VM SD card in advance.
 - B: Use Remote Manager after replacement.

Also, install other SDK applications which don't require activation at this time.

This step can be performed before visiting the customer (see the "preparation" section).

- 4. Install the GSNX SDK application.
- 5. Install other SDK applications which require activation.
- 6. Synchronize the GSNX profiles with the devices.
- 7. Confirm the MFPs profile is distributed properly.
- 8. (If fax function is used) restore the Reception File Setting from Print to Store in the Facsimile Features menu.

Note

To avoid unexpected trouble, do not synchronize the PC application with the SDK application until after the SDK application is upgraded.

Note

If you are already familiar with the procedures required by the above steps, you do not need to continue using this document.

Released Objects for Field Replacement Program

Use the following versions for Field Replacement for SD card corruption: PC application: V1.5.4 or V1.5.4.2. (Standard product module) SDK application: V1.5.4.4 (non activation module)

Released Non-activation Embedded (SDK) Modules & Server Compatibility:

- V1.5.2 and V1.5.3 were released for initial field replacement for the SD-card corruption issue.
- V1.5.4.4 is for the remaining field replacements.
- V1.5.4.2 SDK application is compatible with PC application V1.5.2 and V1.5.3. However, supported functionality is based on the PC application version. This means that new functionality added in v1.5.4 is not available if the PC application is V1.5.2 and V1.5.3.

		Embedded	Module (SDK a	pplication)
		V1.5.2	V1.5.3	V1.5.4.2
		(Do not use)	(Do not use)	
Correspondir Product	-	V1.5.2	V1.5.3	V1.5.4.2
Produ		336921056	336921056	336920832
Server	V1.5.2	YES	NO	YES
Module	V1.5.3	YES	YES	YES
(PC	V1.5.4	YES	YES	YES
application)	V1.5.4.2	YES	YES	YES

Note1: V1.5.2 is the initial release of V1.5.x.

Note2: V1.5.4 and V1.5.4.2 of the SDK application are not released in non-activated versions.

Note3: V1.5.4 of the PC application is released as a full installer (supports both new and upgrade installations). Note4: V1.5.4.2 of the PC application is released only as an update program (upgrade installation only). Note5: V1.5.4 and V1.5.4.2 of the PC application have no functional differences. Non-activation V1.5.2/V1.5.3 Product ID issue:

A problem has been discovered in the non-activation version of V1.5.2 and V1.5.3.

See the "Problem: Directly moving from a 3rd party application to GSNX may not work." section for problem details and required action.

How to Select Replacement Modules:

- For ongoing replacement activities, please use V1.5.4.x for replacement, as described above.

- If the Product ID issue is occurs, update the SDK application to V1.5.4.2 (non-activation). - Standard (activation required) v1.5.x doesn't require further replacement.

Customer's Version		Product ID	Affected By	Replacement Server Module	Replacement Embedded Module
V1.4.4 or earlier	Standard	336920832	SD Card Corruption	V1.5.4 V1.5.4.2	V1.5.4.2
V1.5.2	Standard	336920832	None	Not Required	Not Required
V 1.3.2	Non- Activation	336921056	Product ID issue	Not Required	V1.5.4.2
V1.5.3	Standard	336920832	None	Not Required	Not Required
	Non- Activation	336921056	Product ID issue	Not Required	V1.5.4.2
V1.5.4 V1.5.4.2	Standard	336920832	None	Not Required	Not Required

Target MFP models and supported VM versions

For each MFP model, make sure to install the following or newer VM version.

Model Code	Java VM Parts Number	Version	Firmware (System)	Version
B222/B224	B8619900	V2.15	B2215601S	V1.70
B230/B237	B8619900	V2.15	B2385601X	V1.71
B246/B248/B249	B8619900	V2.15	B2475101W	V3.05
D052/D053/D054	B8619900	V2.15	B2475101W	V3.05
D009/D012	D3779900	V4.23	D0125751V	V1.13
D011/D013	D3779900	V4.23	D0135751V	V1.13
D014/D015	D3779900	V4.23	D0145761N	V1.12
D017/D019	D3779900	V4.23	D0195331P	V1.17
D018/D020	D3779900	V4.23	D0205331P	V1.17
D046/D049	D3779900	V4.23	D0465749A	V3.01
D084/D085	D3779900	V4.23	D0855751B	V1.01
D091/D092	D3779900	V4.23	D0925751B	V1.01
D023/D025	D4309900	V4.23	D0255562V	V1.24
D027/D029	D4309900	V4.23	D0295562V	V1.24
D038/D041	D4309900	V4.23	D0395521J	V1.17
D062/D063/D065/D066	D4639900	V5.12	D0625572H	V1.19
D067/D068/D069/D072	D4679900	V6.07	D0675530D	V1.02
D115	D4679900	V6.07	D1155530A	V1.03
D081/D082	D0819901	V7.09.3	D0815760D	V1.03
D093/D094	D5069900	V7.09.3	D0935605A	V3.01
D088/D089	D0899900	V7.09.3	D0895562J	V2.05
D086/D087	D0899900	V7.09.3	D0875562H	V1.05
D104/D106	D1069900	V7.09.3	D1055730D	V1.02
M022/M024/M026/M028	M0269900	V7.09.3	M0265771F	V1.04

GlobalScan NX PC Software Upgrade

Pre-Check

Before upgrading the PC Software, please check the following:

#1. Is Serverless Edition installed? [Yes, No]

#1.1. If Yes, does the customer want the job/error log saved? [Yes, No]#2. Is the Load Balance or Secondary Delivery Server function used? [Yes, No]#3. Are any Optional Plug-ins installed? [Yes, No]

#3.1. If Yes, is the MS SharePoint Server plug-in installed? [Yes, No]

• Note

Try to get the answers from the customer. If this is not possible, check them yourself using the procedures described in Appendix A-D.

Procedure

U Note

Steps 1, 2, 3 and 8 (in Bold) are mandatory. The other steps are optional.

1. Perform a Manual Backup (for safety).

2. Download a Backup File (for safety).

3. Export a Device List (for safety).

- 4. (If #1.1 is "Yes") export the System Log and Job Log.
- 5. (If #1.1 is "Yes") download the Error jobs.
- 6. (If #2 is "Yes") disable the Secondary Delivery Server/Load Balance settings.
- 7. (If #3.1 is "Yes") uninstall the MS SharePoint Server Plug-in.

8. Upgrade the GlobalScan NX Software.

9. (If #3 is "Yes") upgrade the GlobalScan NX Optional Plug-ins.

1. Perform a Manual Backup (for safety)

1. The Backup menu is available from the [Maintenance] tab of the [Maintenance Settings] screen.

Home	Configuration	Maintenance Settings	Job Management	Logs	
Mainten		A service of the service service and	_		
lainte	nance				
Task in Pr	00855				
Backup	Restore Downle				
	Date/Time	Comment			2
1	Blank				-
	Blank				i i
2					
	Blank				
З	Blank Blank				
3 4					
3 4 5	Blank Blank				
3 4 5	Blank				

- 2. Select (highlight) a slot.
- 3. Click [Backup].

1	Blank	
2	Blank	
3	Blank	
4	Blank	
5	Blank	
6	Blank:	
7	Blank	
- 10	Blank:	

4. A message will appear with a [Comment] field. Enter a comment if desired, and then click [OK]. Another message will be displayed indicating that the Backup operation was successful.

5. Click [OK]. The newly-created backup file will have been added to the list.

Slot No.	Date/Time	Comment	
1	06/09/2009 17:41:56	June 1	
2	Blank		
з	Blank		

2. Download a Backup File (for safety)

1. Select the backup data you created in the previous section.

2. Click [Download].

You can set a password to protect the backup file. If entered, this password will be required when the backup file is uploaded. Only alphanumeric characters can be used for the password.

3. If using a password, please enter it twice.

	Confirm		
	Johnmin		
1	Do you want to do	wnload?	
	Password	I	
	Confirm Password		

- 4. Save the backup file to the desired location.
- A message will appear indicating that the download operation was successful.

3. Export the Device List (for safety)

Please export the current device list.

To export the device list, please click the "Export Device List" button after selecting all registered devices.

Home	Contigura	tion M	aintenance Settings	Job Manag	jement Logs
System	Profile	Device			
Device L	ist				
/O device					
terra e construction de la const	Edit	🗊 Delete	Profile Batch C	onfiguration	Synchronize
📌 Add	Edit) 🔤 Profile Batch C	onfiguration	Synchronize
📌 Add	Edit Edit		Profile Batch C	onfiguration	Synchronize
Add →≧ Import	t Device List.	Expor	t Device List		
Add →≧ Import	<u>(</u>	Expor	t Device List	onfiguration	

4. Export the System Log and Job Log (Serverless Edition Only)

U Note

This step can be skipped if Server Edition is used.

If your customer wants to save the MFPs' Job and System Logs, please export them. Do not forget to export them from all target MFPs.

Procedure:

- 1. Open the Log screen, select the desired log, and then select a target device (MFP) by clicking the displayed device name to open a device selection dialog.
- 2. Click the "Refresh" button to update the log.
- 3. Click the Export button and input a file name.

System Log			V-C3(Auto 😯 Refresh
		Searc	h Displa	ay All		
🗊 Delete All	Export	1				8 logs
Recorded Date/Time •	Level	Job ID	Error Code	Error Message	Action Message	Remarks
	Level ERROR	Job ID 67c3559		Error Message Failed to deliver the data to th		
05/31/2011 10:14:24		1.	54010003	line and the second		smb error occurs
	ERROR	67c3559	54010003 54010003	Failed to deliver the data to th		Remarks smb error occurs smb error occurs smb error occurs smb error occurs
05/31/2011 10:14:24 05/31/2011 10:11:23	ERROR ERROR	67c3559 67c3559	54010003 54010003 54010003	Failed to deliver the data to th Failed to deliver the data to th		smb error occurs

5. Download the Error jobs (Serverless Edition Only)

Note

If your customer wants to save the image data of jobs stored in the MFPs' error queue, please download those to the PC's HDD. Do not forget to download from all target MFPs and to check both the Scan and Fax error queues.

Procedure:

- 1. Open the Job Management screen, select the Error Queue, and then select a target device (MFP) by clicking the displayed device name to open a device selection dialog.
- 2. Click the "Refresh" button to update the queue.
- 3. Select the jobs to download.
- 4. Click the "Download" button and input the file name.

Home Configur	ation Maintenanc	e Settings	Job Mana	gement	Logs		
Job Queue Erro	or Queue						
Error Queue	V	-C3(192.	168.0.10)		🗌 Auto	O Refresh
2 1	Search	Display All					
							1 logs
C Retry Error	Image 🛛 🖳 Downloa	d 🗍 De	lete				
Generation Date	Last Refresh Date	Job ID	Status	No. of R	Project Name	User Name	Document
☑ 05/31/2011 10:05:19	05/31/2011 10:14:24	67c3559	🔺 error	3	аа		201105310

6. Disable Secondary Delivery Server/Load Balance settings (Option)

➡ Note
This step can be skipped if Secondary Delivery Server/Load Balance Server is
not used.

If the customer is using Secondary Delivery Server /Load Balance settings, you need to disable this setting before update the GlobalScan NX software. For the details, please refer the Appendix D

7. Uninstall MS SharePoint Server Plug-in (Option)

Note

This step can be skipped if SharePoint Server Plug-in is not installed.

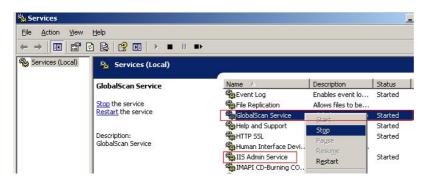
If the customer is using MS SharePoint Server Plug-in, you need to uninstall this plug-in before update the GlobalScan NX software. Uninstallation can be performed by [Start] > [Control Panel] > [Add/Remove Programs]

• Note

 Uninstallation is required when upgrading the MS SharePoint Server plug-in from v1.4.4 or earlier to v1.5.x

8. Upgrade GlobalScan NX (PC application)

- 1. Close all applications currently running on your computer.
- 2. Stop the GlobalScan Service.



3. If you are using IIS as the web server, stop the IIS Admin Service.

4. Insert the media containing the GlobalScan NX installer into the computer.

- 5. The GlobalScan NX Start screen displays.
- If AutoRun does not start the installer, search for and run "RDLaunch.exe".

6. Select the software you wish to install: Serverless Edition [AdminTool] or Server Edition [Application & AdminTool].

- 7. The language selection screen appears.
- 8. Select the desired language, and then click [OK].
- 9. An alert will appear. Please click [Yes] to confirm overwrite installation.

Alert	
0	This product is already installed. Installation Folder: C:¥Program Files¥GlobalScan Are you sure you want to perform an installation overwrite? Yes <u>N</u> o

- 10. A welcome screen is displayed.
- 11. Click [Next].
- 12. Read the licensing agreement, and then select "I accept...".
- 13. Click [Next].
- 14. Enter a password to be used for the built-in user, and then click [Next].
- 15. Final confirmation for the overwrite installation appears.

Alert		×
?	Are you sure you want to perform an installation overw	rite?
	<u>Y</u> es <u>N</u> o	

16. Click [**Yes**] to start installation.

9. Upgrade GlobalScan NX Option Plug-ins (if necessary)

• Note This step can be skipped if no option plug-in is installed.

If your customer is using GSNX Option Plug-in(s), please update them to the newest version. The newest versions are packaged with the GSNX installer.

To find installed plug-ins, please refer Appendix D

Installation Procedure

Suspend	d the Delivery	Service.		
GlobalSc	an NX Ver 1.5.2.0	 Running Built-in Administrator 		
Home	Configuration	Maintenance Settings	Job Management	Logs
	System	Profile		Device
	A.			
Home	Configuration	↓ Maintenance Setting		
10		n Control		
Syster	m Control			
Delivery S	Service Status Runn i	ing Refresh		
Switch	Delivery Service Sta	itus		

Please run the plug-in's installer.

During the installation, a confirmation window for the overwrite installation appears. Please click [Yes] to continue the installation.

GlobalScan NX Barcode Plug-in	- InstallShi	ield Wizard	×
Are you sure you want to perform	n an installat	ion overwrite?	
Yes	<u>N</u> o		

Update System FW

Please update each MFP's system firmware to the latest version. We recommend using Remote Firmware Update if the customer has several models of MFPs in the office.

Replacement Java VM card preparation

GlobalScan NX (without Activation)

As GSNX non activation module for MIF replacement doesn't require activation, simply copying the GSNX SDK application to a Java VM card will work. If possible, we recommend preparing the required VM cards in advance (**Procedure A; 4-line LCDs are not supported**).

Otherwise, please use RemoteManager (**Procedure B**).

Copy the GSNX SDK application to the Java VM card (Procedure A):

Note

 This method is not usable with 4-line LCD models due to the limited display capabilities.

- 1. Copy the GlobalScan NX SDK application to your PC.
- 2. Unzip the GlobalScan NX SDK application file creates the "336920832" folder and "package.xml" file.
 - 336920832
 package.xml
- 3. Insert a VM card to a Panasonic SD Card Reader/Writer that is connected to the PC. Open the VM card and copy the *"336920832"* folder to the "dist" folder (sdk/dsdk/dist) of the VM card, as shown below.



4. Remove the VM card from the Panasonic SD Card Reader Writer.

Move other SDK applications (without Activation)

If the customer uses other SDK applications which do not require activation, those applications should work simply by copying from the existing VM card to the new VM card. See each application's installation guide for details.

SD-Card Production Date Confirmation

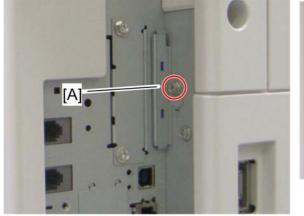
Please confirm that the Year & Month on the provided SD Card's label (this sample is 1005). The replacement's Year & Month label should be 1107 or later.

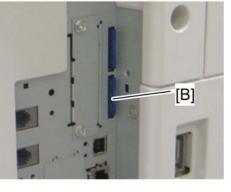


Java VM card replacement

ACAUTION

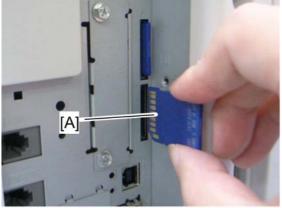
Unplug the main machine power cord before you do the following procedure.





d104i119a

- 1. Remove the SD slot cover [A] for SD cards ($\Re x 1$).
- 2. Remove the existing VM card [B] from SD slot 2.
- 3. If the existing VM card [B] contains other SDK applications that do not require activation, copy them to the new VM card.



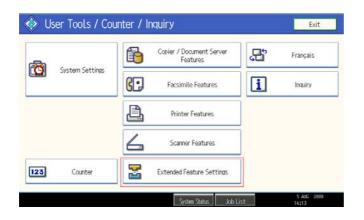
d104i204

- 4. Insert the new VM card [A] into SD card slot 2 so that the label faces the front of the machine. Push it in slowly until you hear a click.
- 5. Attach the SD slot cover (2 x 1).
- 6. Make sure that the machine recognizes the SDK application(s).

GlobalScan NX SDK application Installation

Installation (Procedure A)

- 1. Turn on the target machine, and Java VM will install itself.
- 2. Login to the target machine as an administrator.
- 3. Press the "User Tools" key, and then push the "Extended Feature Settings" button on the operation panel.



4. Next, select "Extended Feature Settings".



5. Select the "Install" tab, followed by "SD Card".

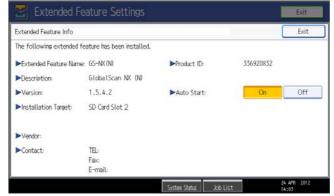
😤 Extended Feature Settings Exit Change Extended Administrator Allocation Feature Info Tools Startup Setting Uninstall Install Select a source media, then select extended feature(s) to install. Media Type Extended Feature Name Description Version Source SD Card Type-J GlobalScan NX 1.544 SD Card Slot 2 Type-C JavaTM Platform Extended Feature(Ja... 4.07 SD Card Slot 2 System Status Job List 5 AUG 2008

6. Select GlobalScan NX, and select the service slot (the actual slot will vary depending on the machine) and "Auto Start". By selecting "Auto Start", the GlobalScan NX service automatically starts-up after completing the activation process and rebooting the machine. Press "Next" to continue this installation procedure.

Startup	Install	Extended Feature Installatio	n 📃	Cancel	Next
Setting V elect a source me	dia. then selec	Select installation target ar	d startup method.		
Media	Туре	►Install to			
SD Card	Type-J	G Machine HDD			
	Type-C	SD Card Slot 1	SD Card Slot 2	SD Car	d Slot 3
		►Startup Method			
		Auto Start	Do not Auto Start		

Note

- Do not install "GlobalScan NX" to the HDD of the target machine.
- Switching GlobalScan NX manually between "Stop" and "Starting-up" on the operation panel might cause the device to run out of memory. So, we recommend using Auto Start.
- 7. Verify that the displayed SDK application name and version number are correct.



Note

 If the displayed SDK application is not what you want to install, verify that the contents of the VM card are correct and retry this installation.

- 8. Press "OK" to complete this installation.
- 9. Reboot the MFP. If using Auto Start (as recommended), GlobalScan NX will start up after the reboot is finished.

Note

 Both Web Image Monitor and the MFP's Extended Feature Settings screen may display the status of GlobalScan NX as "Suspend". This is equivalent to "Starting Up" and is normal behavior.

Installation Method (Procedure B)

🔂 Important

Make sure to turn off the Auto Off Timer for the duration of the installation process. If the timer is left on, the machine will enter Auto Off Mode while the installation is in progress, causing the installation to fail.

1. Open "Remote Manager".

Untitled - Embedded Software Ren	note Manager				
File Operations View Help					
<u>≈ ** ** at at</u> ⊊ ⊊					
Embedded Software Remote Manager	Device list · Application	[Select an application]	•		
B J Foduc Key	Address	Description		Product Key	Lock Coc
	<				>
				cav2	i001

- 2. If a previous setting is displayed, open the "File" and select "New" to refresh the screen.
 - Make sure that the PC running the "Remote Manager" is able to connect to the target machine via the network.
 - Check the status of the target machine(s).

	HH 11-4441-4	- Good and	lad Software Remot	e Manager
	File Operati	ons View	He <mark>l</mark> p	
	New	Ctrl+N	28	
4	Open Save	Ctrl+O Ctrl+S	ote Manager	Device list - Application: (9
	Save As		_	Address
	Recent File	es	_	
	E×it			
			_	
				cav2i050a

3. Click the "Device List" icon on the left window to ensure you are working on a Device List (it will be highlighted).



4. Open the "Operation" menu item and click "Add" > "Manual Input...".



5. Enter the IP address or host name and a display name (Description) for the target machine. For segment numbers under 100, do not include a "0" before the number, as an error will occur.

	Add Device - Manual Input	
	Address:	
	Description:	
[A] <mark>—</mark>	Retrieve installed application information	
	OK Cancel]
V No	cav2i00	3

- The display name is the name shown in the "Device List" window of this utility.
- You can register multiple machines to the "Device List" with this manual input.
- Check box [A] to collect application information from the device, and then click the "OK" button.
 - Application information can be viewed by checking the device properties after registration is complete.

7. The IP address or host name and description of the target machine are displayed in the "Device List" window.

K Untitled - Embedded Software Remote Manager								
File Operations View Help								
冬 🧐 🕺 🛍 🛍 🐨 😴								
Embedded Software Remote Manager	Device list - Application:	(Select an application)	•					
Product Key	Address	Description	# of Proc					
5oftware		Alex ⊂1	0					
			cav2i004a					

- 8. Open the Device Properties window to verify that the Java VM has been installed and is a supported version.
 - Device List > Operations > Properties
 - Device List > right-click the device > Properties

Device Properties	s			
Address:	xxx	.xxx.xxx.xx		
Model name:	Afic	io MP 5000		
Java VM version:	4.08	3		
Application list:				
Application name		Version	Status	
<				>
,				ОК
				cav2i096

Adding a DSDK Application with the "Remote Manager"

9. Click the "Software" icon in the left window to work on Software (it will be highlighted).



10. Select the "Operations" menu item and click "Add...".

Untitled - Embedded Software Remo	ote Manager
File Operations View Help	
🗩 🛛 Add	
E Delete Del Ianager Properties Enter	Software list
Product Key	Software Name
5oftware	J
	cav2i006ra

11. Select a DSDK application zip (product-ID.zip) and click the "Open" button.



12. The software name and version number now appear in the "Software List".

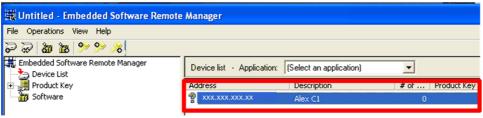
🐺 Untitled - Embedded Software Rem	ote Manager	
<u>File Operations View H</u> elp		
P 3 💩 😹 ۶ ۶ 🥂		
Embedded Software Remote Manager	Software list	
🗉 🖉 Product Key	Software Name	Version Type
5oftware	🕞 GlobalScan NX (N)	1.5.4.2 Application

Installing the DSDK Application on the Target Machine

13. Click the "Device List" icon to return to the Device List (it will be highlighted).

🗰 Untitled - Embedded Software Ren	iote Manager		
File Operations View Help			
<u> << << 10 10 10 10 10 10 10 10 10 10 10 10 10 </u>			
um Embedded Software Remote Manager	Device list - Application	: (Select an application)	T
🔁 🛃 Product Key	Address	Description	# of Product Key
🔤 📆 Software	2 xxx.xxx.xxx.xx	Alex C1	0
			cav2i009a

- 14. Click the display name of the target machine on the "Device List".
 - Vote Note
 - Multiple devices can be selected.



cav2i010a

15. Select the "Operations" menu item and click "Install...".

1621	Intitlad Embadded Coff	rare Dem	nte Manager	
	Operations View Help Add Delete Del Properties Enter Export Install Uninstall Get License	jer	Device list - Application: [Select an application] Address Description # of Product Key XXX.XXX.XXX Alex C1	
	Reissue License Store License Deactivate		cav2i011a	а

16. Select the software to be installed and the SD card slot where the VM card has been installed.

Vote Note

 For some DSDK applications, selecting the slot is not required (drop-down window is grayed out).

Install			×
Select software to install and its	destination.		
<u>S</u> oftware:			
Software Name	Version	Туре	
GlobalScan NX (N)	1.5.4.2	Application	
			>
Destination: SD slot 1	-		
	OK	Cance	<u>.</u>

- 17. Click the "OK" button.
- 18. Input the machine administrator's user name and password.

Login		
Enter device r	nanagement authentication info	rmation.
Address:	xxx.xxx.xxx	
User:	admin	
Password:	→ [
	OK	Cancel
		cav2i013

- 19. Click the "OK" button.
- 20. Click the "OK" button after the installation completion screen has appeared.

Install	\times
Installing software on devices	
	0%
	cav2i014
Install	
Software installation completed. Refresh the window after restarting the device to see the	e results.
	100%
ОК	
	cav2i015

- 21. Select the target machine on the Device List.
- 22. Select the "View" menu item and click "Refresh.
 - 🔸 Note
 - Click the "Refresh All" if you have installed software to multiple target machines. This refreshes all machines listed in the "Device List".

🗰 Untitled - Embedded Software	Remote Manager	
File Operations View Help		
Refresh		
Embedded Soft Refresh All Ber Device List I J Product Key M Software	Device list - Application: (Select an application)	
🕀 ᡍ Product Key	Address Description # of Product Key	ł
Software	😤 XXX.XXX.XXX Alex C1 0	
T	cav2i016a	

- 23. Select a device.
- 24. Select an installed DSDK Application from the "Application" drop-down window.
 - In this example, "GlobalScan NX" is selected.

🗰 Untitled - Embedded Software Rem	ote Manager			
File Operations View Help				
<u>% 🧐 🕺 🕷 🕷 🗟 🧠</u>				
Embedded Software Remote Manager	Device list - Application:	(Select an application)	-	
Product Key	Address	(Select an application) GlobalScan NX(336920832)]	Product Key
5oftware	XXX.XXX.XXX.XX	Alex C1	1	
1				cav2i022a

25. The white lamp icon indicates that the DSDK application is appropriately installed. Make sure that the lock code appears in the Lock Code column.

🗰 Untitled - Embedded Software	Remote Manager				
File Operations View Help					
😽 % % 👪 👪 🐨 😴					
Embedded Software Remote Manager	Device list - Application:	GlobalScan NX(336920832)	-		
Product Key Software	Address	Description	# of	Product Key	Lock Code
Software		Alex C1	1		400-*1H82CTY
cav2i055					

26. Verify that the version of the installed SDK application is correct.

- Device List > Operations > Properties
- Device List > right-click the device > Properties

Install		
Select software to install and its	destination.	
<u>S</u> oftware:		
Software Name	Version	Туре
GlobalScan NX (N)	1.5.4.2	Application
<		>
Destination: SD slot 1	-	
,	OK	Cancel

Other SDK application Installation

To install other SDK applications, please refer to the installation procedure provided for that application.

GlobalScan NX Synchronization

After the upgrade operation is finished, the devices must be synchronized with a Profile.

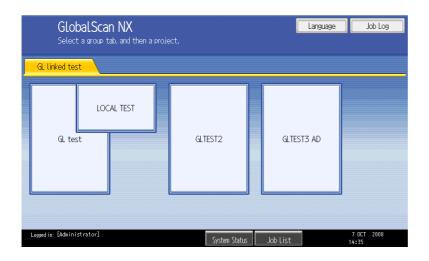
Procedure:

- 1. Access the Device List, which is located under the [Configuration] menu, [Device] tab.
- 2. Select the target MFP(s) to synchronize.
- 3. Click [Synchronize] and then [OK] to start the synchronization process.

(∰ +∰	Add 🖉 Edit 🕤	T Delete] 🚾 Profil ∰+ Export Device List	e Batch Configuration	🗰 Synchronize			
						0	Refres
ų.	IP Address/Host Na+	Device Name	Model	Screen Size	Profile Name	Status	
1	192, 168, 8, 234 192, 168, 8, 245	· · · · · · · · · · · · · · · · · · ·	imagio MP 07500 imagio MP 2550	WVGA WVGA	Accounting Dept.(pf_4) Accounting Dept.(pf_4)		

Confirmation of Upgrade

Once synchronization finishes, access a synchronized device to verify that the profile was distributed correctly.



Problem: Directly moving from a 3rd party application to GSNX may not work.

Details: Each SDK application has a unique internal "Product ID". Because the GSNX standard SDK application and non-activation SDK application use different "Product IDs", there may be a problem if the customer uses an application that allows users to move to a different application based on the specified "Product ID".

Conditions of occurrence:

- List of 3rd party applications

- Pharos iMFP
- Equitrac
- Ringdale
- Barr Systems

- The GSNX standard SDK application has been replaced by the GSNX nonactivation SDK application on the device.

In this case, the application switching function will no longer be able to access GSNX as a destination until the Product ID is re-configured.

Required Action:

Replacement of the previous non-activation (Product ID: 336921056) module with the updated module:

1. Uninstall the previous non-activation version (Product ID: 336921056) from the device. This procedure is described below.

2. Install the updated SDK application (Product ID: 336920832).

Custo mer's Versio n		Product ID	Affected By	Replacement Server Module	Replacemen t Embedded Module	Product ID
V1.5.2	Non- Activation	336921056 Hex: 141501E0	Product ID issue	Not Required	V1.5.4.2	336920832 Hex: 14150100
V1.5.3	Non- Activation	336921056 Hex: 141501E0	Product ID issue	Not Required	V1.5.4.2	336920832 Hex: 14150100

Note: The hexadecimal value of the Product ID is used by Remote Manager's Export Function.

How to confirm whether the installed module is affected:

It is recommended to distinguish the problematic module using Remote Manager. The module can be distinguished with:

- Combination of application name and its version.
 - Or

- Product ID

- The affected non-activation application is named "GlobalScan NX(N)". If application name is "GlobalScan NX", the application is standard module and not affected by the issue. Check using Remote Manager, WIM or device's operation panel.

- Problematic application versions are 1.5.2 or 1.5.3.

As problematic non-activation versions are released as v1.5.2 and v1.5.3, the combination of application name and version can quickly identify an affected device.

Version information is available from Remote Manager, WIM or device's operation panel.

- Problematic application's Product ID is 336921056. This ID can be checked using WIM or the device's operation panel.

Remote Manager: Confirm the application name and version. Can be confirmed either from the UI and the exported csv. If the number of devices is high, exporting the csv is recommended.

UI:

- 1. Make sure the devices are registered with Remote Manager.
- 2. Confirm that the product name and version are an affected version by opening the device properties for each device.

Device Propertie	s			X
Address:	10.6	61.73.127		
Model name:	Afic	io MP C3300		
Java VM version:	4.25	5		
Application list:				
Application name		Version	Status	
GS-NX(N)		1.5.4.2		
<				>
,				OK

Exported CSV:

- 1. Make sure the devices are registered with Remote Manager.
- 2. Export the device list CSV (Operations > Export).
- 3. Open the csv using the desired application (such as Excel).
- 4. The Product ID is output as a HEX value. "141501E0" indicates an affected module (see previous table).

Client Activator V2 created

#MFD	MFD	ProductID	Fostura	ProductKey	ProductName	
Address	Name	FroucuD	reature	Froductivey	FIOUUCUNAME	
<i>192.168.0.10</i>		14150100	3.37E+08		GS-NX	
192.168.0.10						
192.168.0.20		141501E0	3.37E+08		GS-NX(N)	
1 <i>92.168.0.20</i>						

WIM: Confirm the application name, version and product ID.

Open WIM > Extended Feature Settings > Extended Feature Info. Extended Feature Info

Back		
Extended F	eature Nam	e : GS-NX
Description	L	: GlobalScan NX
Version		: 1.5.4.4
Product ID		: 336920832
🔳 Startup Loo	ation	: SD Card Slot 1

Operation Panel: Confirm the application name, version and product ID.

Operation Panel > User Tools/Counter > Extended Feature Settings > Extended Feature Info.

🛃 Extended Fe	eature Settings				Exit
Extended Feature Info					Exit
The following extended f	eature has been installed.				
►Extended Feature Name	e: GS-NX (N)	►Product ID	:	336920832	
►Description:	GlobalScan NX (N)				
►Version:	1.5.4.2	►Auto Star	t:	On	Off
►Installation Target:	SD Card Slot 2				
►Vendor:					
►Contact:	TEL: Fax: E-mail:				
		System Status	Job List		24 APR 2012 14:03

Uninstalling the previous non-activation version from the device:

- 1. Turn on the target machine.
- 2. Uninstall the GlobalScan NX SDK application, but not the Java VM application, using the operation panel or Remote Manager.

Remote Manager:

Embedded Software Remote Manager	Device list · Application	HelloXletMain(335677456-00)	•		
Product Key	Address	Description	# of	Product Key	Lock Cod
T Software	Q xxx.xxx.xxx.xx	AP-C1	2	14020-81000-0	400-*17

2. Open the "Operation" menu and click "Uninstall".

0	peration View H	elp						
	Add Delete	Del	er	Device list - Application:	HelloXletMain(335677456-00)	•		
	Properties	Enter		Address	Description	# of	Product Key	Lock Cod
-	Export		-)1)))	🖗 xxx.xxx.xxx.xx	AP-C1	2		400-*17
-	Install		ľ					
	Uninstall							
	Get License							
	Recover License							
	Store License							
	Deactivate							

3. Select the software to uninstall and click the "OK" button.

Uninstall	
Select software to uninstall.	
Software:	
Software name	Product ID
HelloXletMain	335677456
<)>
OK	Cancel

cav2i040

4. Ask a machine administrator to input a user name and password of the machine administrator and then click "OK".

Login	
Enter authen	tication information for device management.
Address:	XXX.XXX.XXX.XX
User:	admin
Password:	→
	OK Cancel
	cav2i013

5. Click the "OK" button once the uninstall process has completed.

Uninstall		Uninstall
Uninstalling software from devices	0%	Software uninstallation completed. Refresh the window after restarting the device to see the results.
	cav2i042	cav2i043

6. Select the target machine to view in the Device List.7. Select the "View" menu item and click "Refresh.

Select the "View" menu item				_	
Lintitled - Embedded Software Per	iote Manager				
File Operation View Help					
Embedded So Refresh ager	Device list - Application:	(Select an application)	•		
Product Key	Address	Description	# of	Product Key	
5 Software	XXX.XXX.XXX	AP-C1	2		
				cav2i058	
↓ Note					
 Click "Refresh All" if devices in the "Devi 	2	ed software from	multiple	devices. Thi	s refreshe

New Ctrl+N	on View I Ctrl+N Ctrl+O	Help 10te Manager	Device list · Application	on: (Select an application)	•	
Save	Ctrl+5		Address	Description	# of	Product Key
Save As	4	35677456-01)	xxx.xxx.xxx.xx	AP-C1	0	
Recent File	s	- 5677456-00)				
Exit						

2. Install the fixed SDK application.

U Note

The Procedure is the same as described in "GlobalScan NX SDK application Installation"

Appendix

A) Installed GlobalScan NX Edition Confirmation

Windows Updat	Internet Explorer Outlook Express Remote Assistance Symantec Endpoint Protection	•	GlobalScan NX Activation Tool GlobalScan NX AdminTool GlobalScan NX Manuals GlobalScan NX SSL Setting Tool
All Programs	Administrative Tools GlobalScan NX	•	Readme Readme (Barcode Plug-in)

If your customer is using a Server Edition, you will find the installed server edition in the Activation List. If Serverless edition is installed, no entry appears in the Activation List. (The sample below shows that Enterprise Server Edition has been installed).

obalScan NX			1
Activation List			
GlobalScan NX Barco GlobalScan NX Enterp	de Plug-in for Enti orise Server	erprise Server	
	[5	0.4
	<u>і</u> Мехо	<u></u>	Quit

B) Secondary Delivery Server/Load Balance Server Confirmation

1) Check the System menu for the following two selections.

* If the settings are not available, these options are not used by that customer's environment.

Home	Configuration	Maintenance Setting
System	Profile	Device
System S	Settings	
50%	General Se	ttings
man -	Services/F	ilters
	Authenticat	ion Profiles
	Administrat	or
	Job Setting	s
	System Log	IS
	Certificate	
	Replaceme	nt Table
	Secondary	Delivery Server Settings
	Load Balan	ce Server Settings
	Kerberos O	ption

2) If the above settings are available, please check to see if your customer is actually using them:

Secondary Delivery Server



If a Secondary server is used, this setting needs to be removed before upgrading the GlobalScan NX software. For the details, please refer to Appendix C.

Load Balance Server

	Home	Configuration		Maintenance Settings	Job Mar
	System	Profile	Devi	ce	
Lo	ad Bala	ance Server S	Set	tings	
	Add Load B	Balance Server			
	Add	Delete			
	Load Bala	nce Member Server	List	Previous Synchronization [Date
	http://192	.168.0.10:8080/gs	nx	11/28/2010 10:17:59	

If a Load Balance server is used, this setting needs to be removed before upgrading the GlobalScan NX software. For the details, please refer to Appendix C.

C) How to disable Secondary Server/Load Balance Server settings

Note

This section also describes the basic process for upgrading the software installed on any Secondary Delivery or Load Balance servers.

Secondary Delivery Server.

Uncheck the [Use Secondary Delivery Server] check box.

Home	Configuration	Maintenance	Job Manage	
System	Profile	Device		
Seconda	ry Delivery S	Server Settings	E.	
🗹 Use Se	condary Delivery Se	erver		
	condary Delivery Se andary Delivery Ser			

[Procedure for upgrading GlobalScan NX Software]

- 1. Perform overwrite data installation on the Secondary server.
- 2 Perform overwrite data installation on the Primary server.
- 3. Add the Secondary server to the Primary server.
- 4. Synchronize the Primary Delivery Server with the Secondary Server.

Load Balance Server

Remove the Load Balance Server(s) from the Load Balance Member Server list on the Primary server.

Home	Configuration	Maintenance Settings	Job
System	Profile	Device	
Load Bal	ance Server	Settings	
Add Load I	Balance Server		
Add Load	Balance Server		
Add		r List Previous Synchronization	Date

[Procedure for upgrading GlobalScan NX Software]

- 1. Perform overwrite data installation on the Load Balance server(s).
- 2. Perform overwrite data installation on the Primary server.
- 3. Add the Load Balance Server(s) to the Primary server.
- 4. Synchronize the Primary Delivery Server with the Load Balance Servers.

D) How to determine if Option Plug-ins are installed

Please run the GlobalScan NX Activation Tool.



The Activation List shows the installed & activated option plug-ins. This sample image shows that the Barcode Plug-in has been installed.

obalScan NX		
Activation List		
GlobalScan NX Barco GlobalScan NX Enter	de Plug-in for Enterprise Se prise Server	rver
	[Next>]	Quit

Technical Bulletin

Reissued:19-Jul-12

Model: GlobalScan NX

Date: 9-Apr-12

No.: RD420014c

RTB Reissue

The items in bold italics have been corrected.						
	Scan NX Installation to <i>11A/1</i> L-C2, <i>MT-C5,</i> GR-C1 and S-	Prepared	d by: M.Horikoshi			
From: Solution Support Department						
Classification:	☐ Troubleshooting	Part information	tion	Action required		
	🗌 Mechanical	Electrical		Service manual revision		
Paper path Transmit/rec			eive	Retrofit information		
	Product Safety	Other ()	🛛 Tier 2		

Summary

When installing GlobalScan NX (GSNX) to some 11A/12S models, certain actions must be performed in order to ensure correct operation.

1. Only the GlobalScan NX versions listed below may be installed on the current 11A/12S models For AT-C3, AP-C3, AL-C2:

- GSNX PC application v1.5.2.0 or later and GSNX SDK application v1.5.4.2 or later For GR-C1, S-C5:

- GSNX PC application v1.5.5 or later and GSNX SDK application v1.5.5 or later

- GSNX PC application v2.0.1 or later and GSNX SDK application v2.0.1 or later

For MT-C5:

- GSNX PC application v1.5.4.0 or later and GSNX SDK application v2.1.0 or later

2. Because the standard Java VM and *System/Copier Firmware* contains some bugs known to affect GSNX, *these* must be upgraded before GlobalScan NX SDK application installation.

1. 11A Model Support and PC application Version Compatibility:

Following chart shows the compatibility between modules/versions.

		Embedded Module (SDK application)				
		V1.5.4.0	V1.5.4.2	V1.5.5	V2.0.0	V2.0.1 V2.1.0
	V1.5.2.0 V1.5.3.0	NO	YES	YES	NO	NO
Server Module	V1.5.4.0 V1.5.4.2	YES	YES	YES	YES	YES
(PC application)	V1.5.5	YES	YES	YES	YES	YES
	V2.0	YES	YES	YES	YES	YES
	V2.0.1 V2.1.0	YES	YES	YES	YES	YES

Note1: V1.5.4 of the PC application is released as a full installer (supports both new and upgrade installations). Note2: V1.5.4.2 of the PC application is released only as an update program (upgrade installation only). Note3: V1.5.4 and V1.5.4.2 of the PC application have no functional differences.

2. Required Java VM Version:

Model	Version	Program No.	Effective Date
AT-C3	10.04.02	D1445594E	April 2012 production
AP-C3	10.04.02	D1445594E	April 2012 production
AL-C2	10.04.02	D1295735D	April 2012 production
MT-C5	10.05.01	D1315590B	First Mass Production
GR-C1	10.04.02	D6405750H	April 2012 production
S-C5	10.04.02	D6405750H	April 2012 production

Note: The same UpdateTool module can be used even though the Program No. is different. Note: The table above lists the version which implements the fix. It is always recommended to use the latest Java VM.

GSNX SDK application v1.5.x:

- Update Device's JavaVM using Remote Install Manager or Java VM Update Tool.
- Note: GSNX v1.x cannot be installed with Remote Install Manager. It is only for updating the device's Java VM.

GSNX SDK application v2.0 or later:

Update Device's JavaVM using Remote Install Manager. Update is automatically performed when the GSNX SDK application is installed. No specific action is required.

3. 11A models don't reply to network requests for SDK applications.

Occurrence Condition:

If a SDK application has a Web UI, it cannot be accessed from a web browser once the device enters STR mode. Also, remote configuration from the administration tool is impossible. This is known to affect:

- GSNX synchronization from the AdminTool.

Workaround (either):

- Disable STR mode.

- Retry the operation (as the first network request to the SDK application wakes the device up from STR mode, the second attempt will succeed).

Model	Version	Program No.	Effective Date
AT-C3	2.03	D1425562L	June 2012 production
AP-C3	2.03	D1445562L	June 2012 production
AL-C2	2.03	D1295751J	June 2012 production
GR-C1	1.07	D1175421H	June 2012 production
S-C5	1.07	D1275780G	June 2012 production
MT-C5	1.01	D1315572C	July 2012 production

Fixed System/Copy Firmware Version:

Note: The table above lists the version which implements the fix. It is always recommended to use the latest System/Copy Firmware.

Technical Bulletin

Reissued: 02-Nov-12

Date: 08-Nov-11

No.: RD420003p

RTB Reissue

Model: XG-SD1

The items in bold italics have been corrected.						
Subject: Release Note: GlobalScan NX				d by: M.Horikoshi		
From: Solution S	upport Sect., Solution Support	Dept.				
Classification:	Troubleshooting Part informat		tion	Action required		
	Mechanical Electrical			Service manual revision		
Paper path Transmit/rece			eive	Retrofit information		
	Product Safety	🛛 Other ()	🛛 Tier 2		

This RTB has been issued to announce the module release information for the **GlobalScan NX.**

Version	Program No.	Effective Date	Availability of RFU
1.5.6.0	D4205101Q	October 2012 production	Not available
1.5.5.0	D4205101P	May 2012 production	Not available
1.5.4.2	D4205101O	March 2012 production	Not available
1.5.4.0	D4205101N	January 2012 production	Not available
1.5.3.0	D4205101M	September 2011 production	Not available
1.5.2.0	D4205101L	June 2011 production	Not available
1.5.1.0	D4205101K	May 2011 production	Not available
1.4.4.0	D4205101J	November 2010 production	Not available
1.4.1.0	D4205101I	July 2010 production	Not available
1.3.5.0	D4205101H	January 2010 production	Not available
1.3.3.0	D4205101F	December 2009 production	Not available
1.2.1.0	D4205101E	May 2009 production	Not available
1.2.0.0	D4205101D	April 2009 production	Not available
1.1.3.0	D4205101C	January 2009 production	Not available
1.1.2.0	D4205101B	December 2008 production	Not available
1.1.1.0	D4205101A	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

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

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

Technical Bulletin

PAGE: 2/9

Reissued: 02-Nov-12

Model: XG-SD1

Date: 08-Nov-11 No.: RD420003p

Version	Modified Points or Symptom Corrected
1.5.6.0	 Others: The "Cancel" button is now grayed out when performing an update, overwrite, or leftover data installation. GSNX now attempts a retry when fax data reception fails. Fixed: Users may be unable to log in to a Project after a Profile is synchronized to multiple devices at the same time. Creating a subfolder on a Domain-based DFS system causes Send to Folder delivery to fail. GSNX fails to deliver to a Domain-based DFS destination in a network where the server acting as the Domain controller and the server controlling the DFS system are different. Fax delivery sometimes fails for certain device models.
1.5.5.0	Update the Java VM to the latest version before installing this update. Supported: GlobalScan NX now supports the following devices: Aficio MP 301 Aficio MPC 305/DSc530 Aficio MP 6002/7502/9002 Fixed:
	The OCR Filter, PDF Converter, Image Convertor consume more of GlobalScan NX's memory than is necessary (Server Edition).
1.5.4.2	Supported: GlobalScan NX Serverless/Business Server/Enterprise Server Edition V1.5.4.2 now supports the following devices: Aficio MP C4502 / Aficio MP C5502 / Aficio MP C3002 / Aficio MP C3502 / Aficio MP 4002 / Aficio MP 5002
1.5.4.0	 Others: A Windows Server 2008 R2 AD server is now supported for Active Directory Authentication. (Serverless Edition Only). Send To Email plugin allows to use "Default Sender Address" as sender email address regardless of the login user's email address. Send To Email plugin's email address validation now can be disabled. Fixed: Scan Size setting may not be applied correctly if it is configured in System > Servie/Filter Settings > Scan Settings. Unable to input capital letters as destination email address in Send To Email plugin.
	 OutOfMemory or InsufficientMemory error occurs when the large size document is sent via Send To Folder plugin. Flow Redirector/Table Replacement filters can be overwritten in multi-thread, multi-job environment. Some wordings are corrected.

Model: xo	G-SD1	Date: 08-Nov-11	No.: RD420003p		
Version	Modified Points or Symptom Corrected				
1.5.3.0	now supports the following devices:	 GlobalScan NX Serverless/Business Server/Enterprise Server Edition V1.5.3.0 now supports the following devices: Aficio SP 5200S/Aficio SP 5210SF/Aficio SP 5210SR/Aficio MP 2352SP/Aficio MP 2352SP/Aficio MP 3352SP Specification Changes A "Batch Download Logs" button has been added to the AdminTool's Maintenance Settings. It is used to download different log types from the AdminTool and the selected devices in a batch operation. 			
	 Maintenance Settings. It is used to dov AdminTool and the selected devices in NTLM authentication requests now use used a different formatting that could be 				
	 3) Fixed Issues Fixed: The Send to Email function doe Fixed: Wide format paper sizes would after updating to V1.5.2.0. Fixed: Garbage/useless data would be Profile went though multiple export-imp SC997 on synchronization. Fixed: Send to Folder can fail due to a controller responds to a request when amount of scan data is large. 	not be displayed on the e included in imported P port cycles, it could eve n out of memory error it	e Scan Size tab rofiles. If a single ntually cause f a non-domain		
1.5.2.0	 Fixed Issues Fixed: Activation information is lost if a used to perform an upgrade from GSN Other When the "Cancel" button is used to a job is now moved to the error queue. 	NX V1.4.4 to GSNX V1.	5.		

Model: XG-SD1 Date: 08-Nov-11			No.: RD420003p	
Version	Modified Points or	Symptom Corrected		
1.5.1.0	 Device Support Changes GlobalScan NX Serverless/Business Server/Enterprise Server Editions V1.5.1.0 now supports the following device: Aficio MP 201F/201SPF. 			
	 Specification Changes Users can now scan directly from the Metadata input screen. A new Scan Method, "Mixed Batch," was added. Support for PDF/A when using the Send To E-mail's Page Divide function. LDAP Search results are now sorted. Support for the UPN (username@FQDN) is now available when using Active Directory as the authentication method. Please note that if the UPN's FQDN and the domain stored in the AD authentication profile do not match, the UPN's domain must be registered as a trusted domain. NTLM v2 authentication is now supported for authenticating with a WebDAV server. 			
	 3) Fixed Issues Fixed: Projects requiring authentication the project was searched for by number Fixed: E-mail addresses that GSNX fa address for the SMTP server, etc.) are Address" column. Fixed: A SFTP connection session ren completes delivery. Fixed: After upgrading GSNX Enterprise Device list. Fixed: Extra authentication information If the extra information builds up, it cou changing screens on the operation pair 	er. iled to deliver to (due to included in the Job Log nains even after the FTI se Server, only 32 devic i is included in imported uld eventually reduce pe	an invalid IP g's "Destination P delivery service ces remain in the I profiles.	
	 4) Other When more devices are registered in t allows, the extra devices must be dele management actions can be performed. This only occurs when an overwrite inst backup data restoration occurs betweed. GSNX no longer writes data to the SD 	ted before synchronizat d. stallation, leftover data i en different editions of G	tion or other device nstallation, or GSNX.	

Model: XG-SD1		Date: 08-Nov-11	No.: RD420003p	
Version	Modified Points or Symptom Corrected			
1.4.4.0	 1) Device Support Changes GlobalScan NX Serverless/Business Server/Enterprise Server Editions V1.4.4.0 now supports the following devices: Aficio MP C300/C400/C4501/C5501/C3001/C3501/C2051/C2551/W2401/W3601 The Aficio MP C300/C400 does have a limitation: GSNX v1.4.4.0 can only scan A4/Letter landscape documents on the Aficio MP C300/C400. 			
	 Replacement filter is saved. SDK application version information a system log when the MFP starts up. 3) Fixed Issues 	It is now possible to select the location where the output of the Metadata Replacement filter is saved. SDK application version information and other data are now written to the GSNX system log when the MFP starts up.		

Model: XG-SD1		Date: 08-Nov-11	No.: RD420003p
Version	n Modified Points or Symptom Corrected		
		server/Enterprise Server Server/Enterprise Server access the project searc 917SPF. ayed on the Extended F to activate the Kerberos of or use with GSNX Server birectory and LDAP) h when a scan job comple dded to scan settings m lacement" has been add ch" menu. when the metadata repla 'Bx" paper size.(e.g.; B4 ocal) metadata fields ha downloading of error im now links to each regist added to the AdminTool has been added as an of the PDF Converter. Press can now be retriev for the authentication pro lacement table has been sed on day of the week project templates. without a password, del	r Editions V1.4.1.0 h function on the eatures screen. s option. rverless. as been added as etes. enu. ded to the "Select acement filter does JIS) ave been added. ages. ered device's Web ! e-mail attachment red from an rofile. in raised from 1000 or time are ivery fails if scan to
	 home folder is used. Fixed: The Operation panel locks as a while a dialog box is displayed. Fixed: LDAP server address search factorial content fac	a result of logging out vi	a the logout key
	 when attempting email delivery. Fixed: The Start key turns red and call Flow Redirect and was restored from earlier. Fixed: The Start key would turn green the same password is input as both th conversion filter is closed. 	a profile created by GSI when the error dialog t	NX v1.3.4.0 or hat appears when

Model: XG-SD1 Date: 08-Nov-11 No.: RD4200			No.: RD420003p	
Version	Modified Points or Symptom Corrected			
1.3.5.0	G-SD1 Date: 08-Nov-11 No.: RD420003p Modified Points or Symptom Corrected 1) Device Support Changes - GlobalScan NX Serverless/Business Server/Enterprise Server Editions V1.3.5 now supports the following devices: · · V-C3 2) Specification Changes - Support for Windows 7 Ultimate/Enterprise/Professional Edition has been added. However, Windows 7 is only supported by GlobalScan NX Serverless Edition V1.3.5.0. 3) Fixed Issues - Fixed Issues - Fixed: A communication error occurs while using GlobalScan NX's AdminTool.			

Model: xc	Model: XG-SD1 Date: 08-Nov-11 No.: RD420003p				
Version	Modified Points or	r Symptom Corrected			
1.3.3.0	 Device Support Changes GlobalScan NX Serverless/Business Server/Enterprise Server Editions V1.3.3 now supports the following devices: MT-C4 				
	 S-C4 2) Specification Changes Support for 64-bit versions of Windows 2003/2008 Standard/Enterprise Edition (including "without Hyper-V") has been added. However, GSNX must be run in 64-bit compatible mode (WoW 64). This means GSNX runs as a 32-bit program even when using a Windows 64-bit OS. Projects using an authentication profile are now supported for use on the S-C4. 				
	 If GlobalScan NX V1.3.3 is installed o GSNX exists, activation information w differences between the old and new If "Delete data path" is selected when 	n a server where a data ill be inherited regardles data paths.	a path for an older as of any		
	 information will be lost. The SDK application's version numbe Device List. 	r can now be displayed	on the AdminTool's		
	- A message warning users about activ do any of the following actions:	e sessions will appear v	vhen attempting to		
	 Trying to close the web browser. Clicking the "Reload" button on the Accessing another web page direction 		the GSNX		
	AdminTool If an attempt is made login to the GSN already logged in, the IP address or h	ostname of the logged i			
	 PC will be included in the error dialog Performance when importing/exportin If a Filter has settings available on the Filter Plug-in's Filter tab settings can be 	g a profile has been imp Filter tab of the GSNX	AdminTool, that		
	 LDAP Authentication now supports tw LDAP search (Proxy User and Search Affixation (LDAP Prefix/Suffix settings) 	o directory access meth Query settings)			
	 LDAP searches using a Login User's for a destination email address from the GSNX now supports Gmail's SMTP set 	he Send to Email Plug-i			
	 "Send to Home Folder", when enabled general settings as the Send to Folde GSNX now displays "Home Folder" in 	r Plug-in.			
	 Home Folder" is enabled. Also, GSNX now allows access to any long as "Enable Subfolder Browsing" 	for Send to Home Folde	er is enabled.		
	 GSNX V1.3.3 now supports multidom host exists on the same domain as the is used to access a user's Home Fold Home Folder". 	e authentication server	if only a hostname		
	 Home Folder". LDAP authentication is now supported for use with the Send to Home Folder function of the Send to Folder Plug-in. Passwords added when using the PDF Converter Plug-in of GSNX Serverled 				
	 Edition now function correctly. Password policy (character length, reconfirmation settings have been added) 	gular expressions) and [password		
	 3) Fixed Issues Fixed: Performing an overwrite install version of GSNX has never been laur 	for update purposes fai	•		
	 Fixed: Cancelled jobs may remain in t Fixed: GSNX sends all the scanned d 	he AdminTool's Job Qu			

Model: xo	G-SD1	Date: 08-Nov-11	No.: RD420003p
Version	Modified Points or	Symptom Corrected	
1.2.1.0	Added support for new device: 1) MT-C4, a 08A device, is now supported for use with GlobalScan NX.		
	 Fixed Issues: 1). Previous versions of GlobalScan NX had slow screen changes, especially when accessing the project list screen, the scan settings screen, and the service menu screen. These screens have been speed up. 2). Files smaller than 43 bytes can now be uploaded when using an SSL connection with the built-in web server. 3). An issue where data might be sent between the AdminTool and the PC where GlobalScan NX is installed (Server or Serverless versions) without being encrypted has been fixed. 4). An issue that prevented some information from being converted from version 		
	1.1.x to version 1.2 during an update in		
1.2.0.0	 Other Changes: (1) Support for Scan Preview has been ad (2) Several new metadata items have bee Specifications" of the Administrator's ((3) Support for Latin-1 character encoding (4) General Performance Improvements 	en added. Please refer Guide for more details.	
1.1.3.0	Fixed: SC997 occurs during the operation of MFP applications (Copy, Print, etc). (Reported by Tech Mail No.: TS081556)		
1.1.2.0	Other Changes: 1. The RightFAX plugin is supported. 2. The Output plugin's StartPointPath c 3. Flash Player 10 is supported.	an be edited.	
1.1.1.0	1st Mass production		



Model: XG-SD1	Date: 18-May-09	No.: RD420004j

RTB Reissue

The items in bold italics have been added.

Subject: Release Note: GlobalScan NX (Update Module)			Prepare	d by: M. Horikoshi
From: Solution S	upport Sect., Solution Support	Dept.		
Classification:	Troubleshooting	Part informat	tion	Action required
	🗌 Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🛛 Other ()	🖾 Tier 2

This RTB has been issued to announce the module release information for the **GlobalScan NX.**

This module is used for updating the GlobalScan NX SDK application from ver. 1.3.x or earlier to ver. 1.3.x using Remote Manager.

Version	Program No.	Effective Date	Availability of RFU
1.5.6.0	D4205171I	October 2012 production	-
1.5.5.0	D4205171H	May 2012 production	-
1.5.4.2	D4205171G	March 2012 production	-
1.5.3.0	D4205171F	October 2011 production	-
1.5.2.0	D4205171E	June 2011 production	-
1.4.4.0	D4205171D	December 2010 production	-
1.4.2.0	D4205171C	August 2010 production	-
1.3.5.0	D4205171B	January 2010 production	-
1.3.4.1	D4205171A	December 2009 production	-
1.2.2.0	D4205171	May 2009 production	_

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.5.6.0	 Others: The "Cancel" button is now grayed out when performing an update, overwrite, or leftover data installation. GSNX now attempts a retry when fax data reception fails. Fixed: Users may be unable to log in to a Project after a Profile is synchronized to multiple devices at the same time. Creating a subfolder on a Domain-based DFS system causes Send to Folder delivery to fail. GSNX fails to deliver to a Domain-based DFS destination in a network where the server acting as the Domain controller and the server controlling the DFS system are different. Fax delivery sometimes fails for certain device models.



Model: XG-SD1 Date: 18-May-09 No.: RD420					
Version					
1.5.5.0	Supported: GlobalScan NX now supports the followin Aficio MP 301 Aficio MPC 305/DSc530 Aficio MP 6002/7502/9002 Fixed:	g devices:			
	The OCR Filter, PDF Converter, Image Converter, Image Converse NX's memory than is necessary (Server E		re of GlobalScan		
1.5.4.2	Supported: GlobalScan NX Serverless/Business Serv supports the following devices: Aficio MP C4502 / Aficio MP C5502 / Afici 4002 / Aficio MP 5002				
	 Authentication. (Serverless Edition Or Send To Email plugin allows to use "I address regardless of the login user's Send To Email plugin's email address Image Correction Filter's minimum su inbound FAX sometimes has less that 	 A Windows Server 2008 R2 AD server is now supported for Active Directory Authentication. (Serverless Edition Only). Send To Email plugin allows to use "Default Sender Address" as sender email address regardless of the login user's email address. Send To Email plugin's email address validation now can be disabled. 			
	 Fixed: Scan Size setting may not be applied Servie/Filter Settings > Scan Settings Unable to input capital letters as dest plugin. OutOfMemory or InsufficientMemory is sent via Send To Folder plugin. Flow Redirector/Table Replacement f multi-job environment. Unable to process specific PNG form Edition Only). Saving TIFF image increase the imag Only). OCR processing may result in buffer Some wordings are corrected. 	ination email address error occurs when the ilters can be overwritte at and image library si e resolution unexpect	in Send To Email large size document en in multi-thread, topped (Server edly (Server Edition		
1.5.3.0	 Device Support Changes GlobalScan NX Serverless/Business S now supports the following devices: Aficio SP 5200S/Aficio SP 5210SF/Af Aficio MP 2352SP/Aficio MP 2852SP/ 	icio SP 5210SR/	ver Edition V1.5.3.0		
	 2) Specification Changes - A "Batch Download Logs" button has I Maintenance Settings. It is used to do 				



Model: XG-SD1 Date: 18-May-09 No.: RD420					
Version	Modified Points or Symptom Corrected				
	 AdminTool and the selected devices in NTLM authentication requests now us used a different formatting that could between GSNX and the authenticating 	e standard formatting. F be authenticated even if			
	 3) Fixed Issues Fixed: The Send to Email function does not send Notifications. Fixed: Wide format paper sizes would not be displayed on the Scan Size tab after updating to V1.5.2.0. Fixed: Garbage/useless data would be included in imported Profiles. If a single Profile went though multiple export-import cycles, it could eventually cause SC997 on synchronization. Fixed: Send to Folder can fail due to an out of memory error if a non-domain controller responds to a request when using a NetBIOS user name and the amount of scan data is large. 				
1.5.2.0	 Device Support Changes GlobalScan NX Serverless/Business S now supports the following device: Aficio MP 201F/201SPF. 	Gerver/Enterprise Serve	r Editions V1.5.2.0		
	 2) Specification Changes Users can now scan directly from the Metadata input screen. A new Scan Method, "Mixed Batch," was added. Support for PDF/A when using the Send To E-mail's Page Divide function. LDAP Search results are now sorted. Support for the UPN (username@FQDN) is now available when using Active Directory as the authentication method. Please note that if the UPN's FQDN and the domain stored in the AD authentication profile do not match, the UPN's domain must be registered as a trusted domain. NTLM v2 authentication is now supported for authenticating with a WebDAV server. 				
	 3) Fixed Issues Fixed: Projects requiring authentication the project was searched for by number Fixed: Users could attempt to login to synchronization. This would always fait Fixed: E-mail addresses that GSNX fait address for the SMTP server, etc.) are Address" column. Fixed: A SFTP connection session remission completes delivery. Fixed: After upgrading GSNX Enterprise Device list. Fixed: Extra authentication information If the extra information builds up, it cou- changing screens on the operation pair 	er. the SDK application dur I, and is no longer poss iled to deliver to (due to included in the Job Log nains even after the FTI se Server, only 32 devic is included in imported uld eventually reduce pe	ing ible. an invalid IP g's "Destination P delivery service ces remain in the profiles.		



Model: XG-SD1 Date: 18-May-09 No.: RD4200					
Version		Symptom Corrected			
		 Fixed: Activation information is lost if a Remote Desktop Console session is used to perform an upgrade from GSNX V1.4.4 to GSNX V1.5. 			
	 allows, the extra devices must be dele management actions can be performe This only occurs when an overwrite ins backup data restoration occurs betwee GSNX no longer writes data to the SD 	 When more devices are registered in the device list than the current edition allows, the extra devices must be deleted before synchronization or other device management actions can be performed. This only occurs when an overwrite installation, leftover data installation, or backup data restoration occurs between different editions of GSNX. GSNX no longer writes data to the SD-Card as a part of log creation. When the "Cancel" button is used to cancel a job in the job queue, the cancelled 			
1.4.4.0	 Device Support Changes GlobalScan NX Serverless/Business Servers supports the following devices: Aficio MP C300/C400/C4501/C550 W2401/W3601 The Aficio MP C300/C400 does have a GSNX v1.4.4.0 can only scan A4/L MP C300/C400. 	1/C3001/C3501/C2051, limitation:	/C2551/		
	 2) Specification Changes It is now possible to select the location where the output of the Metadata Replacement filter is saved. SDK application version information and other data are now written to the GSNX system log when the MFP starts up. 				
	3) Fixed Issues Fixed: Exported Replacement Tables that contain a comma in the Comparison Target String are not imported correctly.				
<u>1.4.2.0</u> 1.3.5.0	 Minor bug correction. 1) Device Support Changes GlobalScan NX Serverless/Business S now supports the following devices: V-C3 2) Specification Changes Support for Windows 7 Ultimate/Enter 	·			
	 added. However, Windows 7 is only supporte V1.3.5.0. 3) Fixed Issues Fixed: A communication error occurs v 	-			
1.3.4.1	 Device Support Changes GlobalScan NX Serverless/Business S now supports the following devices: MT-C4 S-C4 	Server/Enterprise Serve	r Editions V1.3.3		





Model: XG-SD1 Date: 18-May-09 No.: RD4			No.: RD420004j		
Version	on Modified Points or Symptom Corrected				
	 Name: "GS-NX" (This name is also displayed when the MFP function button assigned to GSNX is pressed.) Description: "GlobalScan NX" Support for Equitrac PCC V4.01 has been added. Fixed Issues Fixed: Performing an overwrite install for update purposes fails if the previous version of GSNX has never been launched. Fixed: Cancelled jobs may remain in the AdminTool's Job Queue. Fixed: GSNX sends all the scanned data again when GSNX fails to completely send scanned data to the destination. The fixed specification will only resend the data that failed to be sent. Data that was sent correctly will no longer be resent. Fixed: GSNX fails to import a profile that only contains hidden groups. Fixed: When restoring backup data created by GSNX Serverless Edition on GSNX Server Edition, PDF user/master passwords stored in the PDF Converter Plug-in will not be restored. Fixed: If a project that has the Send to Folder Plug-in's "Selected Destinations" set as a "Hidden Items" is imported from GSNX V1.2.x or earlier (via backup data import/restore, overwrite install, or leftover data install), GSNX does not check the write access rights for that project's destinations. Fixed: Home folders cannot be selected as a destination for projects that add a 				
	new Send to Folder Plug-in when "Er default in the System Settings or Prof		der is activated by		
1.2.2.0	 Added support for new device: 1) MT-C4, a 08A device, is now supported Fixed Issues: 1). Previous versions of GlobalScan NX I accessing the project list screen, the screen. These screens have been speed screen. These screens have been speed. 2). Files smaller than 43 bytes can now b with the built-in web server. 3). An issue that may have caused SDK fixed. 4). An issue where data might be sent be GlobalScan NX is installed (Server or encrypted has been fixed. 5). An issue that prevented some information 1.1.x to version 1.2 during an update 	d for use with GlobalSc nad slow screen change scan settings screen, an eed up. e uploaded when using application update insta tween the AdminTool a Serverless versions) wi	es, especially when ad the service menu an SSL connection Ils to fail has been nd the PC where thout being		

Technical Bulletin

Reissued: 02-Nov-12

Date: 28-Jul-10

No.: RD420007j

RTB Reissue

Model: XG-SD1

The items in bold italics have been corrected.						
Subject: Release Note: GlobalScan NX			Prepared by: M. Horikoshi			
From: Solution S	upport Sect., Solution Support	Dept.				
Classification:	Troubleshooting	Part informat	tion	Action required		
	🗌 Mechanical	Electrical		Service manual revision		
	Paper path	Transmit/rec	eive	Retrofit information		
	Product Safety	🛛 Other ()	🛛 Tier 2		

This RTB has been issued to announce the module release information for the **GlobalScan NX for RAC.**

Version	Program No.	Effective Date	Availability of RFU
1.5.6.0	D4205201H	October 2012 production	Not available
1.5.5.0	D4205201G	May 2012 production	Not available
1.5.4.2	D4205201F	March 2012 production	Not available
1.5.4.0	D4205201E	January 2012 production	Not available
1.5.3.0	D4205201D	September 2011 production	Not available
1.5.2.0	D4205201C	June 2011 production	Not available
1.5.1.0	D4205201B	May 2011 production	Not available
1.4.4.0	D4205201A	November 2010 production	Not available
1.4.1.0	D4205201	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.5.6.0	Others:
	- The "Cancel" button is now grayed out when performing an update, overwrite, or leftover data installation.
	- GSNX now attempts a retry when fax data reception fails. Fixed:
	- Users may be unable to log in to a Project after a Profile is synchronized to multiple devices at the same time.
	 Creating a subfolder on a Domain-based DFS system causes Send to Folder delivery to fail.
	- GSNX fails to deliver to a Domain-based DFS destination in a network where the server acting as the Domain controller and the server controlling the DFS system are different.
	- Fax delivery sometimes fails for certain device models.
	Update the Java VM to the latest version before installing this update.

Technical Bulletin

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Model: XG-SD1		Date: 28-Jul-10	No.: RD420007j	
1.5.5.0	 1.5.5.0 Supported: GlobalScan NX now supports the following devices: Aficio MP 301 Aficio MPC 305/DSc530 Aficio MP 6002/7502/9002 Fixed: The OCR Filter, PDF Converter, Image Convertor consume more of GlobalScan NX¹ memory than is necessary (Server Edition). 			
1.5.4.2	Supported: GlobalScan NX Serverless/Business Server/Enterprise Server Edition V1.5.4.2 now supports the following devices: Aficio MP C4502 / Aficio MP C5502 / Aficio MP C3002 / Aficio MP C3502 / Aficio MP 4002 / Aficio MP 5002			
1.5.4.0	 Others: A Windows Server 2008 R2 AD server is now supported for Active Directory Authentication. (Serverless Edition Only). Send To Email plugin allows to use "Default Sender Address" as sender email address regardless of the login user's email address. Send To Email plugin's email address validation now can be disabled. Fixed: 			
	 Scan Size setting may not be applied of Servie/Filter Settings > Scan Settings. Unable to input capital letters as destine plugin. OutOfMemory or InsufficientMemory end is sent via Send To Folder plugin. Flow Redirector/Table Replacement file multi-job environment. Some wordings are corrected. 	nation email address in rror occurs when the la	Send To Email rge size document	

Technical Bulletin

PAGE: 3/6

Model: XG-SD1		Date: 28-Jul-10	No.: RD420007j	
1.5.3.0	 Device Support Changes GlobalScan NX Serverless/Business Server/Enterprise Server Edition V1.5.3.0 now supports the following devices: Aficio SP 5200S/Aficio SP 5210SF/Aficio SP 5210SR/ Aficio MP 2352SP/Aficio MP 2852SP/Aficio MP 3352SP Specification Changes 			
	 A "Batch Download Logs" button has Maintenance Settings. It is used to do AdminTool and the selected devices i The default scan size for A4 (Letter) of LandScape". NTLM authentication requests now us used a different formatting that could between GSNX and the authenticating 	wnload different log type n a batch operation. levices has been change se standard formatting. F be authenticated even if	es from the ed to "8 1/2 x 11 Previous versions	
	 3) Fixed Issues Fixed: The Send to Email function doe Fixed: Wide format paper sizes would after updating to V1.5.2.0. Fixed: Garbage/useless data would be Profile went though multiple export-im SC997 on synchronization. Fixed: Send to Folder can fail due to a controller responds to a request when amount of scan data is large. 	not be displayed on the e included in imported P port cycles, it could eve an out of memory error it	e Scan Size tab rofiles. If a single ntually cause f a non-domain	
1.5.2.0	 Fixed Issues Fixed: Activation information is lost if a to perform an upgrade from GSNX V1.4.4 Other When the "Cancel" button is used to c job is now moved to the error queue. 	to GSNX V1.5.		

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Model: XG-SD1 Date: 28-Jul-10 No.: RD4		No.: RD420007j	
Model: xc	 Device Support Changes GlobalScan NX Serverless/Business S now supports the following device: Aficio MP 201F/201SPF. Specification Changes Users can now scan directly from the M A new Scan Method, "Mixed Batch," wa Support for PDF/A when using the Sen LDAP Search results are now sorted. Support for the UPN (username@FQE Directory as the authentication method. Please note that if the UPN's FQDN an authentication profile do not match, the UF trusted domain. NTLM v2 authentication is now support server. Fixed Issues Fixed: Projects requiring authentication the project was searched for by number. Fixed: E-mail addresses that GSNX fai address for the SMTP server, etc.) are incl Address" column. Fixed: A SFTP connection session rem completes delivery. Fixed: After upgrading GSNX Enterpris Device list. Fixed: Extra authentication information If the extra information builds up, it cou changing screens on the operation panel of 	Aetadata input screen. as added. ad To E-mail's Page Div DN) is now available wh ad the domain stored in PN's domain must be reg ted for authenticating wi in cannot be logged in to led to deliver to (due to luded in the Job Log's "I nains even after the FTF se Server, only 32 devic is included in imported ild eventually reduce pe	Editions V1.5.1.0 ide function. en using Active the AD gistered as a ith a WebDAV on 4-line MFPs, if an invalid IP Destination P delivery service es remain in the profiles.
	If the extra information builds up, it cou	Id eventually reduce peor or SC997. The device list than the closefore synchronization of stallation, leftover data in fferent editions of GSN2	rformance when urrent edition or other device nstallation, or X.

Technical Bulletin

Model: XG-SD1		Date: 28-Jul-10	No.: RD420007j	
1.4.4.0	 Device Support Changes GlobalScan NX Serverless/Business Server supports the following devices: Aficio MP C300/C400/C4501/C5501/C3 The Aficio MP C300/C400 does have a lim GSNX v1.4.4.0 can only scan A4/Lette C300/C400. Specification Changes It is now possible to select the location Replacement filter is saved. SDK application version information an system log when the MFP starts up. 	3001/C3501/C2051/C28 hitation: r landscape documents where the output of the	551/ W2401/W3601 on the Aficio MP Metadata	
	3) Fixed Issues Fixed: Exported Replacement Tables that contain a comma in the Comparison Target String are not imported correctly.			

Model: XG-SD1 Date: 28-Jul-10		No.: RD420007j	
1.4.1.0	 Device Support Changes GlobalScan NX Serverless/Business S now supports the following devices: > Be-C1 → <i>N-C3</i> 2) Specification Changes A hardware key can now be used to at Model Aficio MP 171SPF/LD117SPF/C The GlobalScan NX icon is now displa The Activation Tool can now be used t The Kerberos option is now supported "Passwordless Authentication" (Active an authentication method. A confirmation dialogue now appears will be deviced in the Syslog w not match. The tag "JIS" has been added to the "E The dayofweek and generationDate(Lc The Error Queue now supports batch of The IP address field of the device list r Image Monitor. A Plug-in Information page has been at "Logical Division (Join Automatically)" Size Divide option. Support for PDF/A has been added to the The user's home folder and email addit authentication server that is not used f The total number of entries for the repl to 2000. New fax templates for fax delivery bas available for installation with the other 3) Fixed Issues Fixed: The Operation panel locks as a while a dialog box is displayed. Fixed: The Start key turns red and can Flow Redirect and was restored from a earlier. Fixed: The Start key would turn green the same password is input as both the conversion filter is closed. 	Server/Enterprise Server Cress the project search 217SPF. yed on the Extended Fe o activate the Kerberos for use with GSNX Ser Directory and LDAP) he when a scan job complet Ided to scan settings me acement" has been add ch" menu. hen the metadata repla BX" paper size.(e.g.; B4 ocal) metadata fields ha downloading of error im now links to each register added to the AdminTool has been added as an of the PDF Converter. ress can now be retrieve or the authentication pro acement table has bee ed on day of the week of project templates. without a password, deli result of logging out via ils if the DN of the login not be pressed if the pr a profile created by GSN when the error dialog th	r Editions V1.4.1.0 n function on the eatues screen. option. verless. as been added as etes. enu. led to the "Select cement filter does JIS) we been added. ages. ered device's Web - e-mail attachment ed from an ofile. n raised from 1000 or time are very fails if scan to a the logout key user is required oject only contains NX v1.3.4.0 or hat appears when



Model: XG-SD1	Date: 14-Sep-10	No.: RD420009g

RTB Reissue

The items in bold italics have been corrected.

Subject: Release Note: GlobalScan NX (Update Module)		Prepared	d by: M. Horikoshi	
From: Solution Support Sect., Solution Support Dept.				
Classification:	Troubleshooting	Part informat	ion	Action required
	🗌 Mechanical	Electrical		Service manual revision
	Paper path	Transmit/rec	eive	Retrofit information
	Product Safety	🛛 Other ()	🖾 Tier 2

This RTB has been issued to announce the module release information for the **GlobalScan NX.**

This module is used for updating the GlobalScan NX SDK application from ver. 1.3.x using Remote Manager.

Version	Program No.	Effective Date	Availability of RFU
1.5.6.0	D4205271F	October 2012 production	-
1.5.5.0	D4205271E	May 2012 production	-
1.5.4.2	D4205271D	March 2012 production	-
1.5.3.0	D4205271C	October 2011 production	-
1.5.2.0	D4205271B	June 2011 production	-
1.4.4.0	D4205271A	December 2010 production	-
1.4.2.0	D4205271	1st Mass production	-

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.5.6.0	 Others: The "Cancel" button is now grayed out when performing an update, overwrite, or leftover data installation. GSNX now attempts a retry when fax data reception fails. Fixed: Users may be unable to log in to a Project after a Profile is synchronized to multiple devices at the same time. Creating a subfolder on a Domain-based DFS system causes Send to Folder delivery to fail. GSNX fails to deliver to a Domain-based DFS destination in a network where the server acting as the Domain controller and the server controlling the DFS system are different. Fax delivery sometimes fails for certain device models.



Technical Bulletin

Model: xo	Model: XG-SD1 Date: 14-Sep-10 No.: RD420009g			
1.5.5.0	Supported: GlobalScan NX now supports the following Aficio MP 301 Aficio MPC 305/DSc530 Aficio MP 6002/7502/9002	devices:		
	Fixed: The OCR Filter, PDF Converter, Image Co memory than is necessary (Server Edition)		of GlobalScan NX's	
1.5.4.2	Supported: GlobalScan NX Serverless/Business Serve supports the following devices: Aficio MP C4502 / Aficio MP C5502 / Aficio 4002 / Aficio MP 5002			
	 Others: A Windows Server 2008 R2 AD server Authentication. (Serverless Edition On Send To Email plugin allows to use "D address regardless of the login user's address regardless of the login user's address Send To Email plugin's email address Image Correction Filter's minimum sup inbound FAX sometimes has less than "RICOH" logo is added to installer and 	ly). efault Sender Address" email address. validation now can be o ported resolution is exp 100dpi resolution.	as sender email disabled.	
1.5.3.0	 Fixed: Scan Size setting may not be applied of Servie/Filter Settings > Scan Settings. Unable to input capital letters as destine plugin. OutOfMemory or InsufficientMemory end is sent via Send To Folder plugin. Flow Redirector/Table Replacement file multi-job environment. Unable to process specific PNG formated to process specific PNG formated to process specific PNG formated to process in the set of the	nation email address in rror occurs when the la ters can be overwritten t and image library stop e resolution unexpected verun (Server Edition C	Send To Email rge size document in multi-thread, oped (Server lly (Server Edition Only).	
	 GlobalScan NX Serverless/Business S now supports the following devices: Aficio SP 5200S/Aficio SP 5210SF/Afi Aficio MP 2852SP/Aficio MP 3352SP Specification Changes A "Batch Download Logs" button has Maintenance Settings. It is used to do 	icio SP 5210SR/Aficio N been added to the Adm	MP 2352SP/ iinTool's	



Model: xc	G-SD1	Date: 14-Sep-10	No.: RD420009g
	 AdminTool and the selected devices i The default scan size for A4 (Letter) of LandScape". NTLM authentication requests now us used a different formatting that could between GSNX and the authentication 	levices has been chang se standard formatting. be authenticated even i	Previous versions
	 3) Fixed Issues Fixed: The Send to Email function doe Fixed: Wide format paper sizes would after updating to V1.5.2.0. Fixed: Garbage/useless data would be Profile went though multiple export-im SC997 on synchronization. Fixed: Send to Folder can fail due to a controller responds to a request when amount of scan data is large. 	not be displayed on the e included in imported P port cycles, it could eve n out of memory error it	e Scan Size tab Profiles. If a single ntually cause f a non-domain
1.5.2.0	 Device Support Changes GlobalScan NX Serverless/Business S now supports the following device: Aficio MP 201F/201SPF. 	Server/Enterprise Serve	r Editions V1.5.2.0
	 2) Specification Changes Users can now scan directly from the I A new Scan Method, "Mixed Batch," w Support for PDF/A when using the Set LDAP Search results are now sorted. Support for the UPN (username@FQ Directory as the authentication method Please note that if the UPN's FQDN and authentication profile do not match, the UF trusted domain. NTLM v2 authentication is now suppor server. 	vas added. nd To E-mail's Page Div DN) is now available wh d. the domain stored in th PN's domain must be reg	nen using Active e AD gistered as a
	 3) Fixed Issues Fixed: Projects requiring authentication the project was searched for by number Fixed: Users could attempt to login to synchronization. This would always fai Fixed: E-mail addresses that GSNX far address for the SMTP server, etc.) are Address" column. Fixed: A SFTP connection session rem completes delivery. Fixed: After upgrading GSNX Enterprise Device list. Fixed: Extra authentication information If the extra information builds up, it con 	er. the SDK application dur il, and is no longer poss iled to deliver to (due to included in the Job Log nains even after the FT se Server, only 32 device in is included in imported	ring ible. o an invalid IP g's "Destination P delivery service ces remain in the I profiles.



Model: XG-SD1 Date: 14-Sep-10 No.: RD42000				
	 changing screens on the operation panel or SC997. Fixed: Activation information is lost if a Remote Desktop Console session is used to perform an upgrade from GSNX V1.4.4 to GSNX V1.5. 			
	 4) Other When more devices are registered in tallows, the extra devices must be delemanagement actions can be performe This only occurs when an overwrite insbackup data restoration occurs betwee GSNX no longer writes data to the SD When the "Cancel" button is used to cipob is now moved to the error queue. 	ted before synchroniza d. stallation, leftover data en different editions of (-Card as a part of log c	ition or other device installation, or GSNX. creation.	
1.4.4.0	 Device Support Changes GlobalScan NX Serverless/Business Server supports the following devices: Aficio MP C300/C400/C4501/C550 W2401/W3601 The Aficio MP C300/C400 does have a GSNX v1.4.4.0 can only scan A4/L MP C300/C400. 	1/C3001/C3501/C2051 limitation:	/C2551/	
	 2) Specification Changes It is now possible to select the location Replacement filter is saved. SDK application version information an system log when the MFP starts up. 			
1.4.2.0	3) Fixed Issues Fixed: Exported Replacement Tables that Target String are not imported correctly. Minor bug correction.	contain a comma in the	e Comparison	

Technical Bulletin

Reissued: 02-Nov-12

Date: 20-Jul-11

No.: RD420010f

RTB Reissue

Model: XG-SD1

The items in bold italics have been corrected.					
Subject: Release Note: GlobalScan NX		Prepared	d by: M.Horikoshi		
From: Solution S	upport Sect., Solution Support	Dept.			
Classification:	Troubleshooting	Part informat	tion	Action required	
	🗌 Mechanical	Electrical		Service manual revision	
	Paper path	Transmit/rec	eive	Retrofit information	
	Product Safety	🛛 Other ()	🖾 Tier 2	

This RTB has been issued to announce the module release information for the **GlobalScan NX for RCN.**

Version	Program No.	Effective Date	Availability of RFU
1.5.6.0	D4205261E	October 2012 production	Not available
1.5.5.0	D4205261D	May 2012 production	Not available
1.5.4.2	D4205261C	March 2012 production	Not available
1.5.4.0	D4205261B	January 2012 production	Not available
1.5.3.0	D4205261A	October 2011 production	Not available
1.5.2.0	D4205261	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected
1.5.6.0	 Others: The "Cancel" button is now grayed out when performing an update, overwrite, or leftover data installation. GSNX now attempts a retry when fax data reception fails. Fixed: Users may be unable to log in to a Project after a Profile is synchronized to multiple devices at the same time. Creating a subfolder on a Domain-based DFS system causes Send to Folder delivery to fail. GSNX fails to deliver to a Domain-based DFS destination in a network where the server acting as the Domain controller and the server controlling the DFS system are different. Fax delivery sometimes fails for certain device models.
1.5.5.0	Update the Java VM to the latest version before installing this update. Supported: GlobalScan NX now supports the following devices: Aficio MP 301 Aficio MPC 305/DSc530 Aficio MP 6002/7502/9002 Fixed: The OCR Filter, PDF Converter, Image Convertor consume more of GlobalScan NX's

Model: xc	G-SD1	Date: 20-Jul-11	No.: RD420010f
Version		Symptom Corrected	
	memory than is necessary (Server Edition).		
1.5.4.2	Supported: GlobalScan NX Serverless/Business Server supports the following devices: Aficio MP C4502 / Aficio MP C5502 / Aficio 4002 / Aficio MP 5002	·	
1.5.4.0	 Others: A Windows Server 2008 R2 AD server is now supported for Active Directory Authentication. (Serverless Edition Only). Send To Email plugin allows to use "Default Sender Address" as sender email address regardless of the login user's email address. Send To Email plugin's email address validation now can be disabled. 		
	 Scan Size setting may not be applied correctly if it is configured in System > Servie/Filter Settings > Scan Settings. Unable to input capital letters as destination email address in Send To Email plugin. OutOfMemory or InsufficientMemory error occurs when the large size document is sent via Send To Folder plugin. Flow Redirector/Table Replacement filters can be overwritten in multi-thread, multi-job environment. Some wordings are corrected. 		
1.5.3.0	 Device Support Changes GlobalScan NX Serverless/Business S now supports the following devices: Aficio SP 5200S/Aficio SP 5210SF/Afic MP 2852SP/Aficio MP 3352SP Specification Changes 	cio SP 5210SR/Aficio N been added to the Admi	1P 2352SP/Aficio nTool's
	 AdminTool and the selected devices in NTLM authentication requests now use used a different formatting that could b between GSNX and the authenticating 	a batch operation. e standard formatting. F e authenticated even if	Previous versions
	 Fixed Issues Fixed: The Send to Email function doe Fixed: Wide format paper sizes would after updating to V1.5.2.0. Fixed: SC997 occurs in a device when profile in the environment that perform Fixed: Send to Folder can fail due to a controller responds to a request when amount of scan data is large. 	not be displayed on the It perform the synchron ed the import of the pro n out of memory error it	e Scan Size tab nization of the file many times. f a non-domain



Technical Bulletin

Model: xo	S-SD1	Date: 20-Jul-11	No.: RD420010f
Version	sion Modified Points or Symptom Corrected		
1.5.2.0			

Reissued: 02-Nov-12 Model: XG-SD1

Date: 25-Oct-11

No.: RD420013d

RTB Reissue

The items in bold italics have been added.								
Subject: Release Note: GlobalScan NX (Update Module)			Prepared by: M.Horikoshi					
From: Solution Support Sect., Solution Support Dept.								
Classification:	Troubleshooting	Part information	tion	Action required				
	🗌 Mechanical	Electrical		Service manual revision				
	Paper path	Transmit/rec	eive	Retrofit information				
	Product Safety	Other (Firmv	vare)	🛛 Tier 2				

This RTB has been issued to announce the firmware release information for the **GlobalScan NX (Update Module) for RCN.**

Version	Program No.	Effective Date	Availability of RFU
1.5.6.0	D4205281C	October 2012 production	Not available
1.5.5.0	D4205281B	June 2012 production	Not available
1.5.4.2	D4205281A	March 2012 production	Not available
1.5.3.0	D4205281	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

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

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

Version	Modified Points or Symptom Corrected	
1.5.6.0	 Others: The "Cancel" button is now grayed out when performing an update, overwrite, or leftover data installation. GSNX now attempts a retry when fax data reception fails. Fixed: Users may be unable to log in to a Project after a Profile is synchronized to multiple devices at the same time. Creating a subfolder on a Domain-based DFS system causes Send to Folder delivery to fail. GSNX fails to deliver to a Domain-based DFS destination in a network where the server acting as the Domain controller and the server controlling the DFS system are different. Fax delivery sometimes fails for certain device models. 	
1.5.5.0	Supported: GlobalScan NX now supports the following devices: Aficio MP 301 Aficio MPC 305/DSc530 Aficio MP 6002/7502/9002 Fixed: The OCR Filter, PDF Converter, Image Convertor consume more of GlobalScan NX's memory than is necessary (Server Edition).	

Model: XG-SD1 Date: 25-Oct-11 No.		No.: RD420013d				
Version	Modified Points or Symptom Corrected					
1.5.4.2	Supported: GlobalScan NX Serverless/Business Server/Enterprise Server Edition V1.5.4.2 now supports the following devices: Aficio MP C4502 / Aficio MP C5502 / Aficio MP C3002 / Aficio MP C3502 / Aficio MP 4002 / Aficio MP 5002					
	 Others: A Windows Server 2008 R2 AD server is now supported for Active Directory Authentication. (Serverless Edition Only). Send To Email plugin allows to use "Default Sender Address" as sender ema address regardless of the login user's email address. Send To Email plugin's email address validation now can be disabled. Image Correction Filter's minimum supported resolution is expanded to 80dpi as inbound FAX sometimes has less than 100dpi resolution. "RICOH" logo is added to installer and AdminTool. 					
	 Fixed: Scan Size setting may not be applied correctly if it is configured in System > Servie/Filter Settings > Scan Settings. Unable to input capital letters as destination email address in Send To Email plugin. OutOfMemory or InsufficientMemory error occurs when the large size document is sent via Send To Folder plugin. Flow Redirector/Table Replacement filters can be overwritten in multi-thread, multi-job environment. Unable to process specific PNG format and image library stopped (Server Edition Only). Saving TIFF image increase the image resolution unexpectedly (Server Edition Only). OCR processing may result in buffer overun (Server Edition Only). Some wordings are corrected. 					
1.5.3.0	1st Mass production					