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Technical Bulletin

Reissued:19-Jul-12

Model: GlobalScan NX V2	Date: 9-Apr-12	No.: RD530003c

RTB Reissue

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

Subject: GlobalScan NX Installation to **11A/12S** Models (AT-C3, AP-C3, AL-C2, **MT-C5,** GR-C1 and S-C5)	Prepared by: M.Horikoshi
From: Solution Support Department	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ 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**
Server Module (PC application)	V1.5.2.0 V1.5.3.0	NO	YES	YES	NO	NO
	V1.5.4.0 V1.5.4.2	YES	YES	YES	YES	YES
	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).

Fixed System/Copy Firmware Version:

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*

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

Model: **XG-SD2**	Date: 15-Mar-12	No.: RD530002d

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

Subject: Firmware Release Note: GlobalScan NX V2	Prepared by: S. Uchiyama
From: 1st Solution Support Sect., Solution Support Dept.	

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

This RTB has been issued to announce the firmware release information for the
GlobalScan NX V2 for RCN.

Version	Program No.	Effective Date	Availability of RFU
2.1.2.0	*D4885141C*	*February 2013 production*	*Not available*
2.1.1.0	D4885141B	September 2012 production	Not available
2.1.0.0	D4885141A	July 2012 production	Not available
2.0.1.0	D4885141	May 2012 production	Not available
2.0.0.0	D4885111_forEDC	March 2012 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
2.1.2.0	*Supported:* *GlobalScan NX now supports the following devices:* *MP CW2200* *MP 2001 / 2501 / DSm1020 / DSm1025* *Fixed:* *- NTLM authentication is not performed after a failed Kerberos authentication when using search for folders if "Use the ticket received on Kerberos authentication as the priority" is set in the Kerberos option.* *- GSNX does not complete the timeout process correctly when a destination server does not respond during the Send to Folder delivery process.* *- Two-byte characters may display incorrectly in Report notifications (Server Edition only).* *- Kerberos options cannot be enabled when using GSNX Server Edition trial version on Windows Server 2008R2 (Server Edition Only).* *- If the time on the server has been changed immediately after performing the Report notification, GSNX does not perform the Report notification on the following day (Server Edition only).* *- The GSNX embedded application does not work on the following devices:* * Aficio MP 6001 / 7001 / 8001 / 9001*

Model: **XG-SD2**	Date: 15-Mar-12	No.: RD530002d

Version	Modified Points or Symptom Corrected
	- *Send to Home Folder and Send to Me fail on certain device models if LDAPS is set in the LDAP authentication profile (Serverless Edition only).* - *Search for email address fails on certain device models if LDAPS is set in the Send to Email service (Serverless Edition only).* - *Temporary files in the Windows temporary folder (typically, "C:\Temp\RDPOCR\") on the HDD output by GlobalScan NX OCR process are automatically deleted.* *Others:* - *Users can now change their username if they fail to log into a project with SSO.* - *AdminTool support for Windows 7 Ultimate / Enterprise / Professional Edition (64-bit) (Serverless Edition only).* - *Support for Windows Server 2012 Datacenter / Standard (64-bit).* - *AdminTool support for Windows 8 Enterprise / Pro (32-bit / 64-bit) (Serverless Edition only).* - *ConfigUtil can allow GSNX to try and fit a non-standard PDF page size onto a GSNX-supported standard size (Server Edition only) (ConfigUtil).* - *ConfigUtil can allow GSNX to display a "Scan Settings" shortcut icon at the top of every GSNX screen on the operation panel (ConfigUtil).* - *Built-in Web Server Intermediate Certificate Chain Support.* - *The maximum file size for Email Division has been raised from 10000KB to 100000KB.* - *ConfigUtil can allow GSNX to perform auto-logout even when the device is waiting for input or displaying a scan preview (ConfigUtil).* - *ConfigUtil can allow GSNX to start the login process immediately after the user enters a password (presses the "OK" button on the Software Keyboard) (ConfigUtil).* *Update the Java VM to the latest version before installing this update.*
2.1.1.0	Fixed: - The Kerberos option is not enabled when using the 64-bit version of the AdminTool (Serverless Edition Only). - Creating a subfolder on a Domain-based DFS system causes Send to Folder delivery to fail. - Fax delivery sometimes fails for certain device models. - Enabling an Image Correction plug-in function enables all Image Correction functions for the GSNX 64-bit version (Server Edition Only). Others: - GSNX now attempts a retry when fax data reception fails. - A job queue and delivery service status report for administrators has been added (Server Edition Only).

Model: **XG-SD2**	Date: 15-Mar-12	No.: RD530002d

Version	Modified Points or Symptom Corrected
2.1.0.0	**Supported:** - GlobalScan NX V2.1.0 now supports the following devices: Aficio MP 6002 / Aficio MP 7502 / Aficio MP 9002 **Fixed** - A communication error can occur when using Internet Information Service (IIS) as GlobalScan NX's webserver. - Authentication Profiles are not imported correctly when a Profile is imported to GlobalScan NX. - The email format used by Send to Email does not conform to certain RFC standards. - Scanning output is rotated when the Original Orientation setting is hidden on the Scan Settings Screen. - Some PNG files would cause an error in the image processing library. - User login may unexpectedly fail if the Authentication Profile uses LDAPS. - Barcode output may be garbled if the code includes SJIS characters. - Users may be unable to log in to a Project after a Profile is synchronized to multiple devices at the same time. - The GlobalScan NX HotFolder Plug-in Folder Monitor Setting Tool is not displayed in Chinese when using a Chinese OS (China Edition Only). **Others:** - Each GSNX SDK application now supports an independent server priority in a failover environment (Server Edition Only). - The sharing of Load Balance Servers is now possible in a failover environment (Server Edition Only). - The Section Splitter filter has been added to divide a job into the configured sections (Server Edition Only). - A new Auto Color Select feature has been added to the Scan Type setting. - The OCR mode can now be selected using the GlobalScan NX AdminTool (Server Edition Only). - The Auto Delete Errored Jobs setting has been added to delete error jobs stored on the device (Serverless Edition Only). - 1 job may now be redirected up to 10 times using Flow Redirector filters. - The destination path is now displayed in the job description when the job succeeds. - The GSNX SDK application can now connect to a target GSNX AdminTool for self-synchronization as long as the SDK application has no Profile. - 2048-bit key length SSL certificates are now supported. - Serverless Edition now can use the scheduled backup function (Serverless Edition Only).
2.0.1.0	**Supported:** GlobalScan NX now supports the following devices: Aficio MP 301 Aficio MPC 305/DSc530 **Fixed:** The OCR Filter, PDF Converter, Image Convertor consume more of GlobalScan NX's memory than is necessary (Server Edition).

Model: **XG-SD2**	Date: 15-Mar-12	No.: RD530002d

Version	Modified Points or Symptom Corrected
2.0.0.0	Initial Release

Model: GlobalScan NX v2	Date: 5-Dec-13	No.: RD530004

Subject: GlobalScan NX V2.x/Streamline NX V2.x Setup guide for Product Modification Request	Prepared by: Seizoh Uchiyama
From: Solution Support Sect., Solution Support Dept.	

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

GlobalScan NX V2.x

Streamline NX V2.x

Setup guide for Product Modification Request

Important

Please obtain the correct patch before this setup is performed.

Dec, 2013

Solution Support Department

Technology Innovation Center

Business Solutions Group

Ricoh Company LTD

Model: GlobalScan NX v2	Date: 5-Dec-13	No.: RD530004

Operation flow for "Product Modification Request"

Operation Flow

Check

   0   Check the customer environment ·························P.5

P C

   1   GlobalScanNX／StreamlineNX PC application fix operation ·····P.7
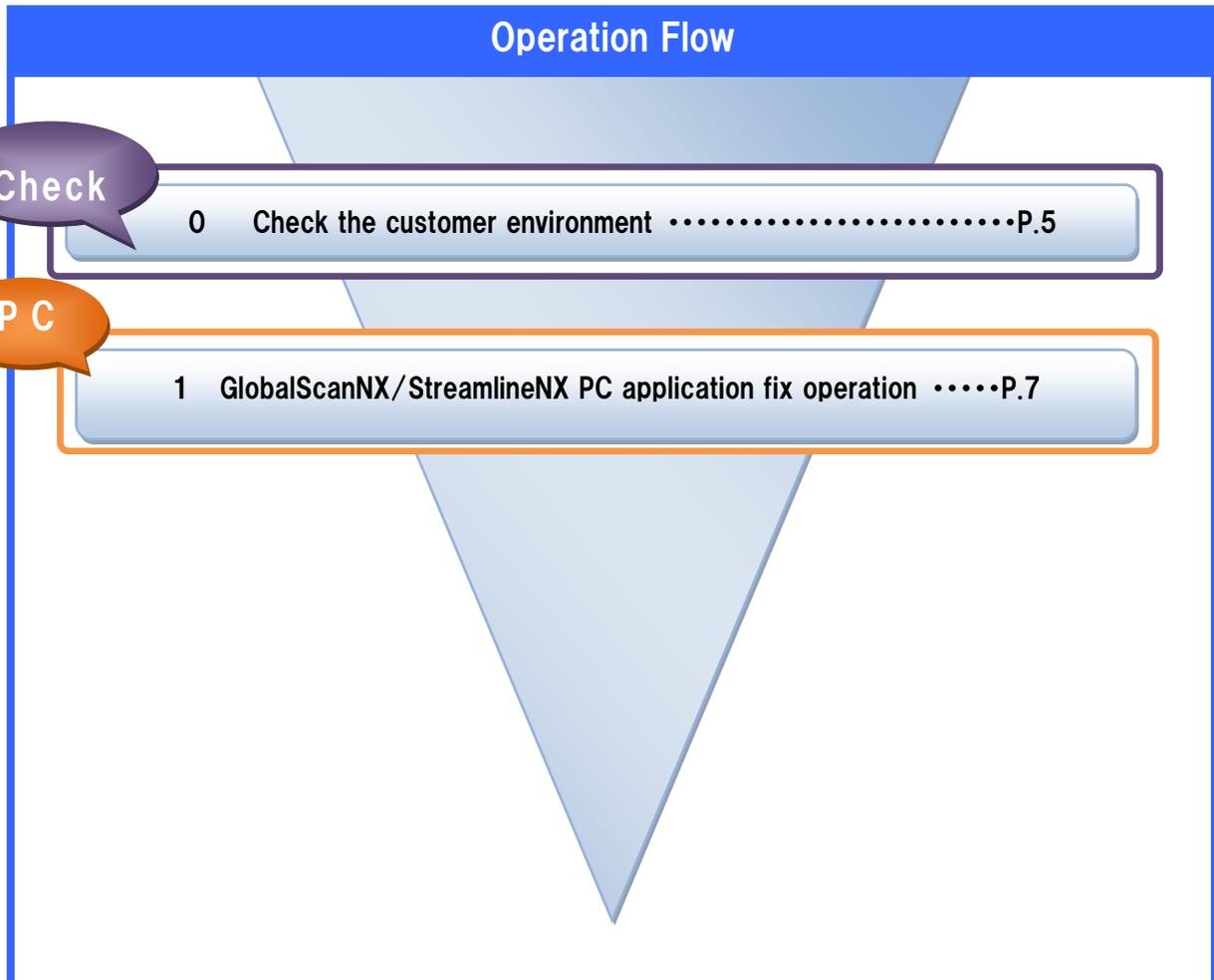
Model: GlobalScan NX v2	Date: 5-Dec-13	No.: RD530004

Bug information

Problem:

File Access Error occurs if GSNX or SLNX performs the Image Correction filter process for multiple jobs at the same time. In the case, one of the following symptoms occurs depending on the processed jobs and timing.

Symptom A:

The job will error. GSNX or SLNX retries the job and succeeds to deliver the job.

Symptom B:

The Image Correction filter process is successful and the job is delivered. However, not all pages are sent and some page(s) is missing.

Symptom C:

The Image Correction filter process is successful and the job is delivered. However, The scanned page(s) is sent together with another job's page(s) as a job.

Occurrence Conditions:

There is a possibility that this problem occurs when you meet all the conditions for the following.

- Target version

GlobalScan NX Server Edition from v2.0.0.0 to v2.1.3.0 (native 64-bit)

Streamline NX from v2.0.0.0 to v2.1.2.0 (native 64-bit)

- GloabalScan use the server edition.

- Use the following OS (native 64-bit).

WindowServer2008R2/WindowsServer2012

 Note: The environment which GSNX or SLNX is installed to 64bit OS by WOW64 is not target of this problem

- Target settings

The workflow has "Image Correction filter" and the number of processing threads is configured to more than "1".

Model: GlobalScan NX v2	Date: 5-Dec-13	No.: RD530004

Number of processing threads   Fax job(s) (1 - 4)   1 ▲▼

                                      Other job(s) (1 - 12)   2 ▲▼

Note:

- As it is caused by multi-thread job processing, the larger the number of CPU cores and GSNX processing threads, the greater the chance that the problem occurs.

- The default value of number of processing threads is the following.

     Fax job(s): 1

     Other job(s): 2

- GSNX or SLNX which deliver the jobs from both Fax and scanning is target of this problem even if the number of processing threads in Fax job(s) and Other job(s) is configured "1".

Cause:

"Image Correction filter" internal processing have bug.

Permanent Fix:

We will release GlobalScanNX v2.2.0.0/StreamlineNX v2.2.0.0 in December 2013.

0. Check the customer environment

0-1 Check the PC application version

Check the GlobalScanNX/StreamlineNX PC application version. For details, please see below.

Important:

Product Modification Request target is as follows;

GlobalScan NX Server Edition from v2.0.0.0 to v2.1.3.0 (native 64-bit)

Streamline NX from v2.0.0.0 to v2.1.2.0 (native 64-bit)

Note: This problem does not occur in v2.2.0.0 for later. This fix operation target is only the PC application. MFP and software are not targeted.

How to check versions in AdminTool:

Check the version on the AdminTool login screen.

GlobalScanNX:

StreamlineNX:

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Scan and Fax Manager

Ver 2.x.x0

User Name

Password

Language   English ▼

Login
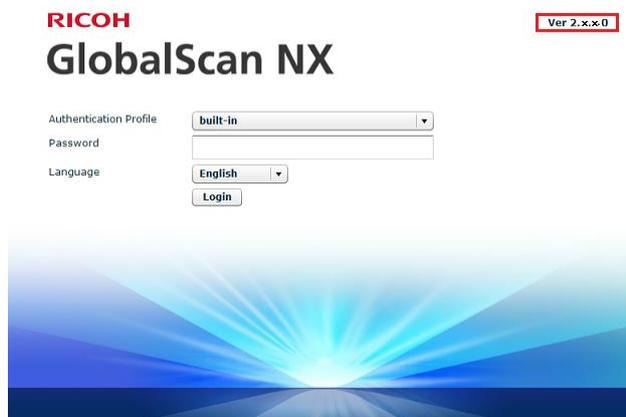
0-2 Check the GSNX Edition

When using GlobalScanNX, please check if it is the server edition or not. For details, please see below.

Important:

Product Modification Request target is GSNX server edition. This problem does not occur when using GSNX serverless edition.

How to check the edition:

If "Running" is displayed, the PC application is server edition.

▶ **Running**   [?]

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👤 Administrator   Logout

Home   Configuration   Maintenance Settings   Job Management   Logs

If "Running" is not displayed, the PC application is serverless edition.

[?]

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👤 Administrator   Logout

Home   Configuration   Maintenance Settings   Job Management   Logs

1. GlobalScanNX/StreamlineNX PC application fix operation

1-1 Collect the system backup

Collect the system backup in the GlobalScanNX/StreamlineNX (Scan and Fax Manager) AdminTool:

1. Open GlobalScanNX/StreamlineNX AdminTool and open [Maintenance Settings] -> [Maintenance] and select the slot delivery service.

2. Select the slot and click the "Backup" button.

3. Enter a "Comment" and click the "OK" button.

Example comment: "Product Modification Request".

4. Check that additional backup data is displayed in a slot, as below.

5. Collect the backup. Select the backup data and click the "Download" button.

6. If the customer needs a password to protect the backup, please enter the password and click the "OK" button. If the customer does not need a password to protect the backup, please the "OK" button.

7. Save the backup file.

8. Check the following screen and backup file.

Apply "the bug fix program" to GlobalScan NX or Streamline NX PC application/AdminTool

Please perform the following procedure upon the satisfaction of all of the following conditions. If all of the following conditions are not met, the following setup procedure is not required.

Provision:

Please perform the procedure upon the satisfaction of all of the following conditions.

1. GlobalScan is Server edition.

    Note: This condition is applicable only for GlobalScan NX.

2. You use the following 64-bit OS:

    Windows Server 2008 R2, Windows Server 2012

    Note: An environment with GlobalScan NX (32-bit) or Streamline NX (32-bit) installed to a 64-bit OS does not meet these conditions.

Preparation:

Please obtain the bug fix program.

File name: ImageCorrectionPatch.zip

Apply the patch to GlobalScan NX or Streamline NX server application/AdminTool:

1. Please confirm that the server has Globalscan NX or Streamline NX installed.

2. Open the GlobalScan NX AdminTool or Scan and Fax Manager and open [Maintenance Settings] -> [System Control] -> [Switch Delivery Service Status], and stop the delivery service.
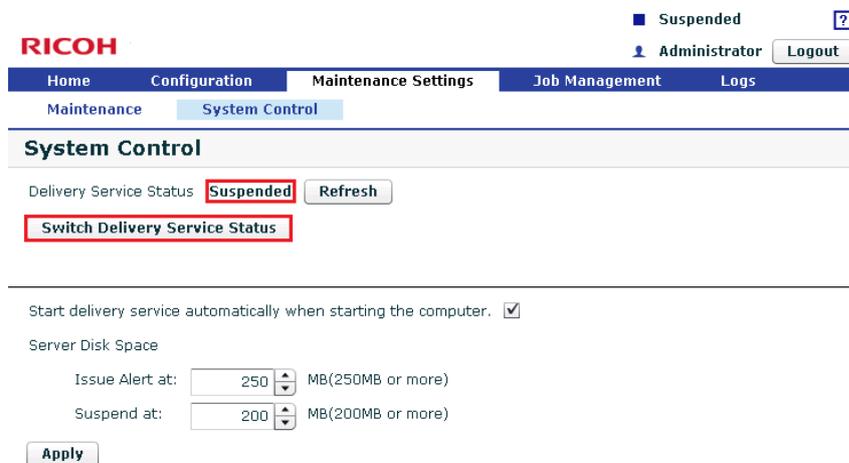
3. Open the service list on Windows OS and stop "GlobalScan Service" or "Streamline NX Scan and Fax

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Manager".

GlobalScan NX:
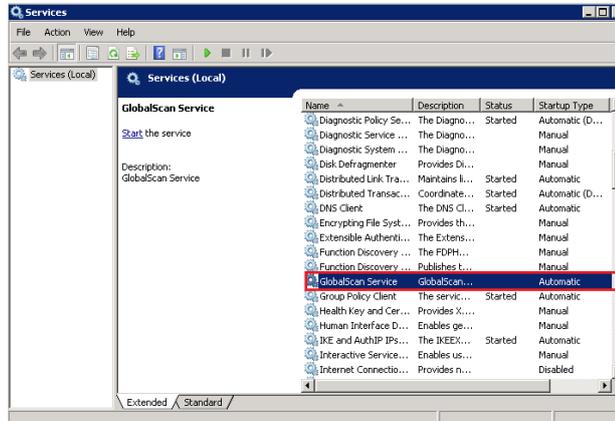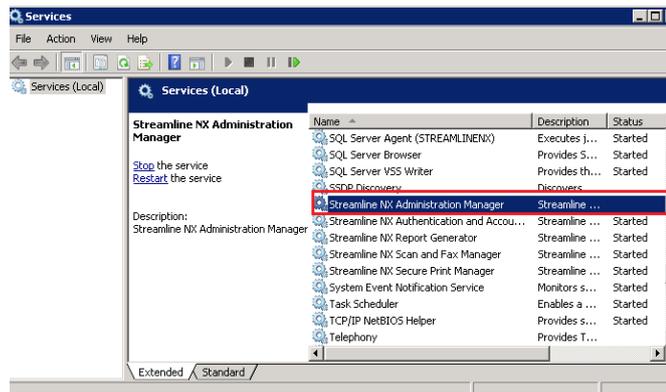
Streamline NX:

4.   If "Internet Information Services (IIS)" is used for the web server, launch Internet Service Manager and stop IIS.

IIS 7.5/8.0:

4-1. Right-click on [computer name (local computer)].

4-2. Select [Stop].

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Note: This procedure is unnecessary if [Built-in Web Server] is being used as the web server.

5.   Copy "ImageCorrectionPatch.zip" to the customer server.

6.   Extract "ImageCorrectionPatch.zip" and double click "setup.exe" in the "ImageCorrectionPatch" folder.

7.   Select the language for the install instructions and click the "OK" button.

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8. Click the "Next" button.

9. Click the "Finish" button.

10. Log in to the GlobalScan NX AdminTool or StreamlineNX (Scan and Fax Manager) and start the delivery service as "Running. If delivery Service Status is "Suspended", click the "Switch Delivery Service Status".

Note: This user must have admin authority.
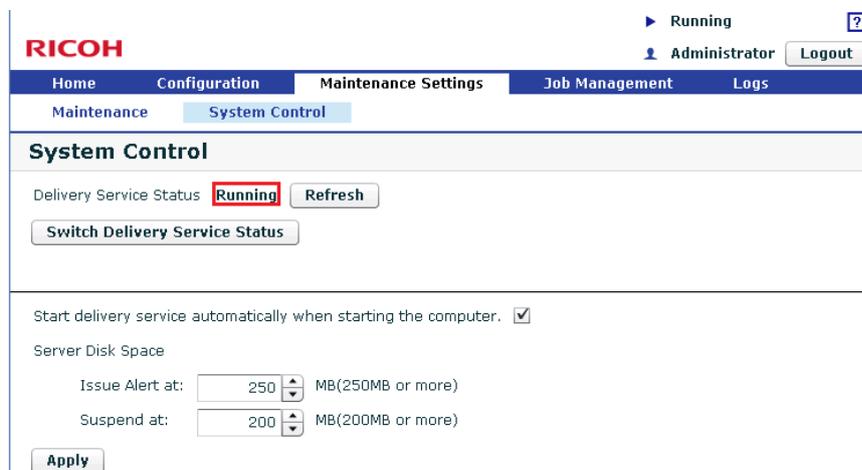
11. Please confirm that "Option.properties" exists in the following GlobalScanNX or Streamline NX path.

|	Folder Path	For example
GlobalScan NX	Installation path¥Ricoh¥GlobalScan¥Uninstaller	C:¥ProgramFiles¥Ricoh¥GlobalScan¥Uninstaller
Streamline NX	Installation path¥Streamline NX¥SFM¥Uninstaller	C:¥ProgramFiles¥StreamlineNX¥SFM¥Uninstaller
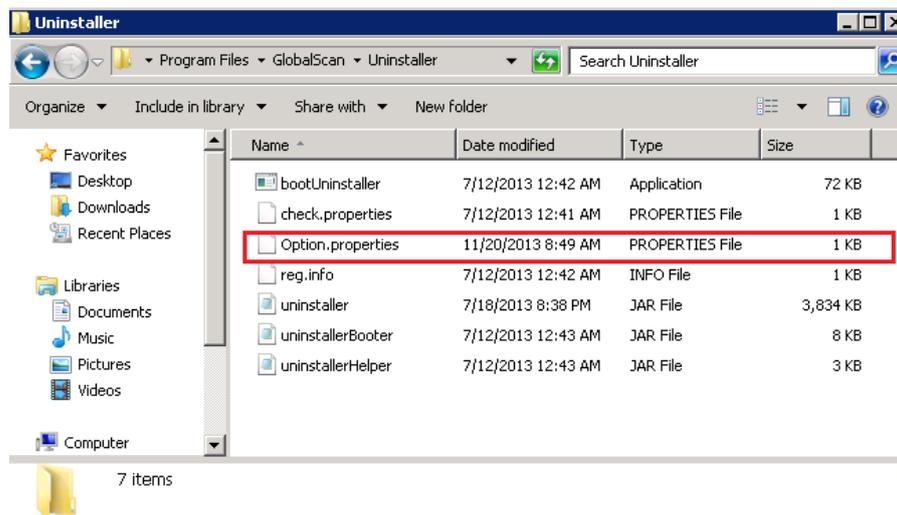
Note: If checking the "Hide file extensions for known file types" setting, please confirm the "Option" file:
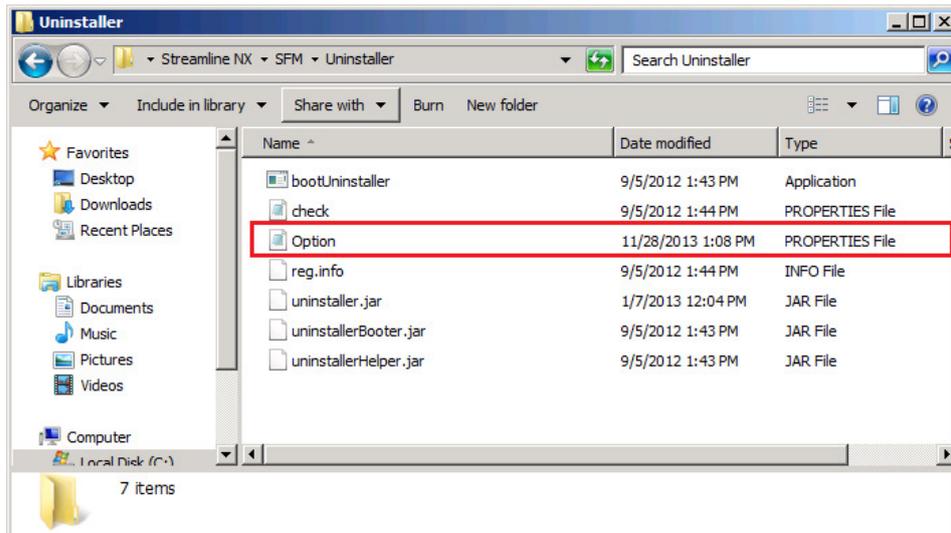
Note: Even if a patch is applied, the revision does not change.

Please check the "Lock Code" and "Work date".

Note: The following information is required for reimbursement.

- Work date (date the bug fix program was installed).

- Application name (GSNX or SLNX)

- Lock Code for the server where the GSNX or SFM PC application is installed.

*Reimbursement will not be accepted if the above information is missing.

1. Double click the "GlobalScanNX Activation Tool" or "Scan and Fax Manager Activation Tool".

   GlobalScanNX:

   StleamlineNX:

2. Check the "Lock Code"

Note: Please fill in the information, such as below.

For example:

Application	Lock Code	Work date
GlobalScanNX	10-1787d	Dec. 5, 2013

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How to recover

Restore to the previous version

If customer have request that want to restore to the previous version, please performed the following steps.

1 Overwrite the GlobalScanNX/Scan and Fax Manager on the previous version.

2 Delete the "Option.properties" file in the following GlobalScanNX or Streamline NX path.

	Folder Path	For example
GlobalScan NX	Installation path¥Ricoh¥GlobalScan¥Uninstaller	C:¥ProgramFiles¥Ricoh¥GlobalScan¥Uninstaller
Streamline NX	Installation path¥Streamline NX¥SFM¥Uninstaller	C:¥ProgramFiles¥StreamlineNX¥SFM¥Uninstaller

Model: GlobalScan NX		Date: 25-Mar-14	No.: RD530005

Subject: GlobalScan NX v2 Serverless Edition Installation to Windows 8.1		Prepared by: S.Uchiyama
From: Solution Support Department		

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

Summary

GlobalScan NX v2 Serverless Edition supports Windows 8.1 since v2.2.0. When installing GlobalScan NX v2 Serverless Edition on Windows 8.1, certain actions may be needed to ensure correct operation.

Configuration for using GlobalScan Admin Tool / SSL Setting Tool with Windows 8.1

The following problem may occur when you try to use GlobalScan Admin Tool / SSL Setting Tool with Windows 8.1. An error message will be displayed, as below.
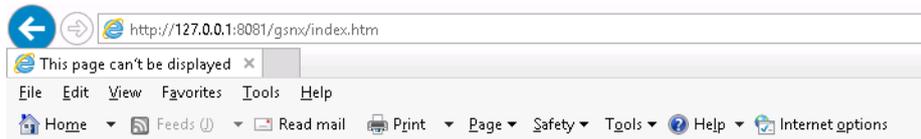
> ➢ **Configuration**
> **There are 2 methods for solving the problem.**

[Recommended] Method 1: Apply [KB2898785] via Windows Update
- Apply the secure update program [KB2898785] by running Windows Update in the customer environment.
- Restart the customer environment after [KB2898785] is applied.
- Retry accessing the GlobalScan Admin Tool / SSL Setting Tool and confirm that the problem is resolved.

Note:
Please refer to the following URL regarding the details of [KB2898785].
(http://technet.microsoft.com/en-us/security/bulletin/ms13-097)

Model: GlobalScan NX	Date: 25-Mar-14	No.: RD530005
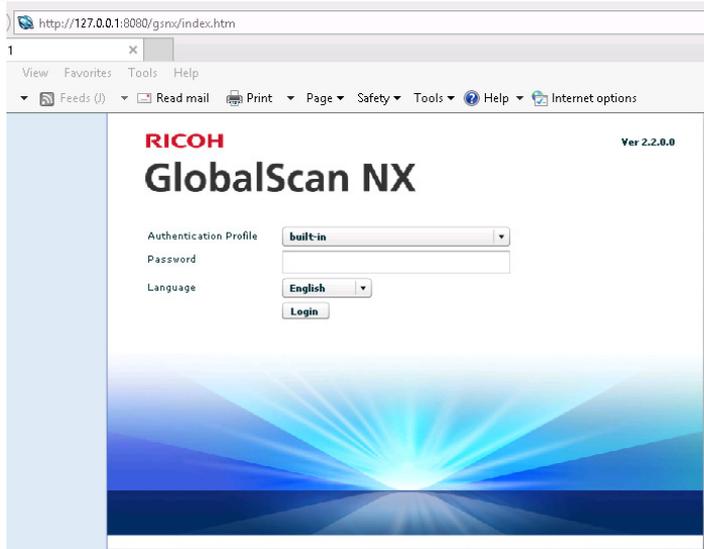
Method 2: Change the access URL for GlobalScan Admin Tool / SSL Setting Tool
 - Access the "AdminTool.url" property file in the folder where the GlobalScan Admin Tool/ SSL Setting Tool application program is located, as below:
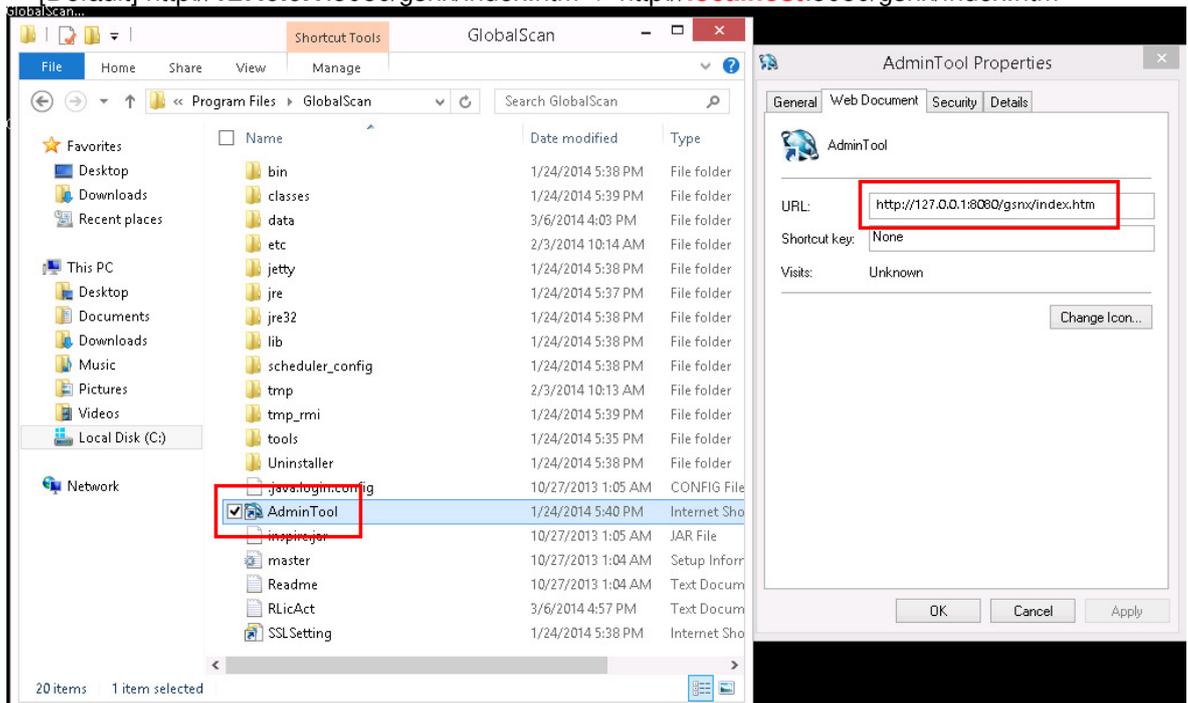{Install path} \GlobalScan\AdminTool.url

Sample:
C:\Program Files\GlobalScan\AdminTool.url (Default)

- Edit the URL details in "AdminTool.url", as below:
1. Right-click "AdminTool.url" and select "Properties".
2. Click the "Web Document" tab in the properties screen.
3. Modify the URL value, as below.

Sample:
[Default] http://**127.0.0.1**:8080/gsnx/index.htm -> http://**localhost**:8080/gsnx/index.htm

Model: GlobalScan NX	Date: 25-Mar-14	No.: RD530005

Sample:
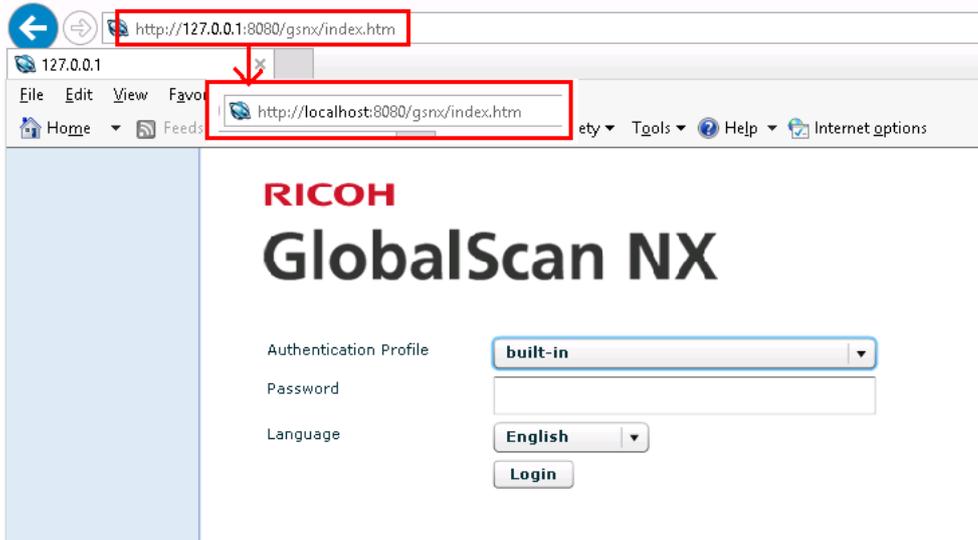
- Access the "SSLSetting.url" property file in the folder where the GlobalScan application program is located, as below:

    {Install path} \GlobalScan\ SSLSetting.url

    Sample:
    C:\Program Files\GlobalScan\SSLSetting.url (Default)

- Edit the URL details in "SSLSetting.url", as below:
1. Right-click "SSLSetting.url" and select "Properties".
2. Click the "Web Document" tab in the properties screen.
3. Modify the URL value, as below.

    http://**127.0.0.1**:8080/gsnx/ssl_**.html -> http://**localhost**:8080/gsnx/ssl_**.html

    Note:
    The value of "**" in the above URL will be changed according to the selected language settings when running GlobanScan NX installer.
    Example: If the selected language is "English", the value of "**" will be "en".

- Retry and see if the GlobalScan SSL Setting Tool can be accessed via the GlobalScan Admin Tool.

Sample:

Model: GlobalScan NX	Date: 25-Mar-14	No.: RD530005
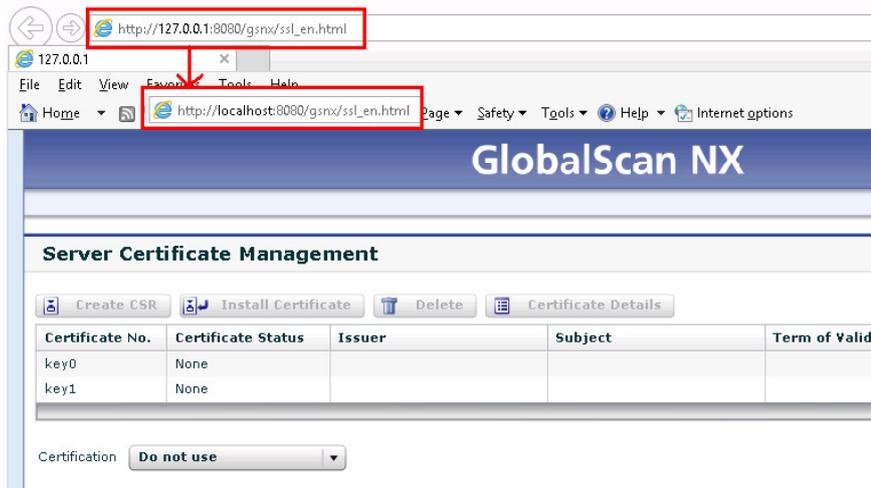
Note:

Method 2 may not work if "Enable Protected Mode" is checked in the "Local Intranet" settings in the Internet Options -> Security tab in Internet Explorer. In this case, please use **Method 1**.

Technical **B**ulletin
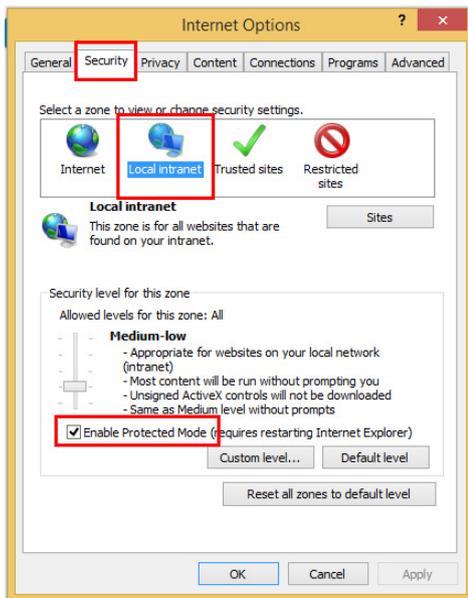
Model: GlobalScan NX	Date: 25-Mar-14	No.: RD530006

Subject: GlobalScan NX v2 Installation to Ch-C1 Pro	Prepared by: S.Uchiyama
From: Solution Support Department	

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

Summary

GlobalScan NX v2 supports Ch-C1 Pro since v2.2.1. When installing GlobalScan NX v2 SDK application to Ch-C1 pro, certain actions must be performed in order to ensure correct operation.

Configuration for Ch-C1 Pro before installing GlobalScan NX v2 SDK application

JavaVM platform is bundled on NAND in Chari-C1 Pro. In case of Ch-C1 Pro, **JavaVM platform is unavailable as default.** Therefore, it is necessary to be available JavaVM platform via SP Mode before installing GlobalScan NX v2 SDK application to Chari-C1 Pro.

> ➢ **Procedure**
> 1) **Enter the SP Mode**
> 2) **Select "System/Copy" settings**
> 3) **Enter "SP 5-730-001", and then modify the value to "1(Available))".**
> 4) **Restart the device**
> 5) **Confirm "JavaTM Platform" is displayed via "Extended Feature Settings"**

Note:
The procedure for installing GlobalScan NX v2 SDK application to Chari-C1 Pro is the same as for other device. For detailed procedures, please refer to following manuals:

Remote Install Manager Service Manual

RICOH

Reissued: 12-Mar-15

Model: GlobalScan NX v2	Date: 2-Mar-15	No.: RD530007a

RTB reissue
The items in *red itallics* were changed.

Subject: GlobalScan NX V2.x/Streamline NX V2.x Setup guide for Product Modification Request	Prepared by: Seizoh Uchiyama
From: Solution Support Sect., Solution Support Dept.	

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

GlobalScan NX V1.x / V2.x

Streamline NX V1.x / V2.x

Setup guide for Product Modification Request

Important

Please obtain the correct patch before this setup is performed.

Mar, 2015

Solution Support Department

Service & Support Center

Business Solutions Group

Ricoh Company LTD

Reissued: 12-Mar-15

Model: GlobalScan NX v2	Date: 2-Mar-15	No.: RD530007a

Operation flow for "Product Modification Request"

Operation Flow

Check

0   Check the customer environment ·······················P.5

P C

1   GlobalScanNX／StreamlineNX PC application fix operation ·····P.8
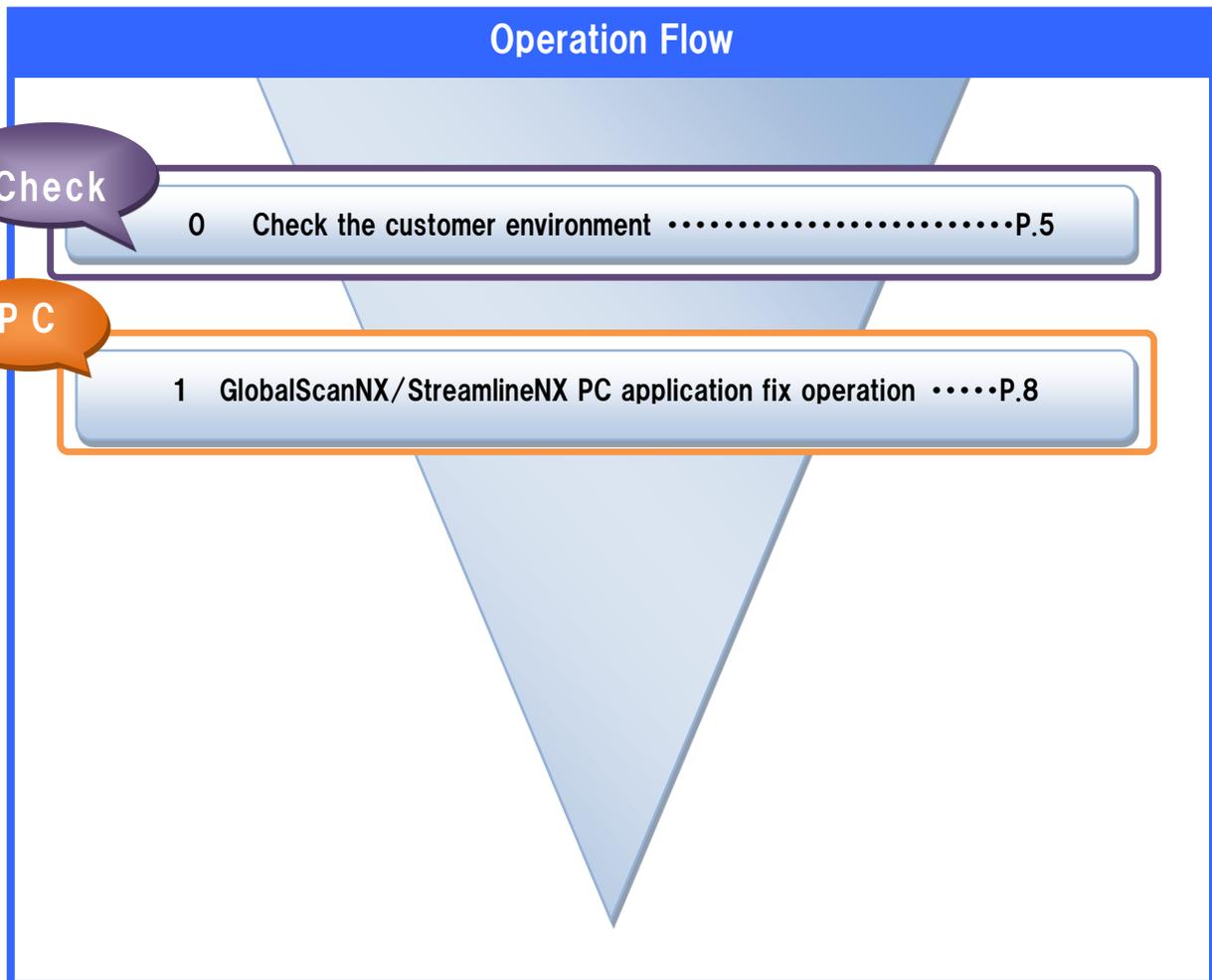
Model: GlobalScan NX v2	Date: 2-Mar-15	No.: RD530007a

Bug information

Problem:

After a user logs in to an MFP and operates "Send to Me" or "Send to Home Folder" and logs out, if another user logs in to the MFP and operates "Send to Me" or "Send to Home Folder" two or more times, the second user's job(s) will be delivered to the first user via email.

Occurrence conditions:

This problem may occur if all of the following conditions are met.

Target versions

> GlobalScan NX Server Edition (Serverless Edition is NOT affected.)

Version 1 -> v1.2 or later

Version 2 -> All versions

> Streamline NX

Version 1 -> All versions

Version 2 -> All versions

Target settings

Workflows that contain "Send to Me" or "Send to Home Folder".

> Send to Me

Model: GlobalScan NX v2	Date: 2-Mar-15	No.: RD530007a

> Send to Home Folder

Note:

Wrong jobs will only be delivered to a user who uses the same device as the correct user.

Target conditions

   - The first user operates "Send to Me" or "Send to Home Folder" and communication between GSNX/SFM-S and the GSNX SDK application/SFM-E suddenly fails for some reason.

   - The second user logs in to the same MFP and operates "Send to Me" or "Send to Home Folder" two or more times within five minutes of the first user operating "Send to Me" or "Send to Home Folder".

Cause:

GSNX / SLNX bug.

Permanent fix:

GlobalScan NX Server Edition v2.3.2 (Released in February 2015.)

Streamline NX v2.4.0 (Planned for release in March 2015.)

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Reissued: 12-Mar-15

Model: GlobalScan NX v2	Date: 2-Mar-15	No.: RD530007a

0. Check the customer environment

0-1 Check the PC application version

Check the GlobalScanNX/StreamlineNX PC application version. For details, please see below.

The Product Modification Request targets are as follows:

GlobalScan NX Server Edition from v1.2.0.0 to v2.3.1.0

Streamline NX from v1.0.0.0 to v2.3.1.0

Important:

The bug fix program prepared by RCL covers the following versions. We assume that the tool will cover most user environments. If you require the bug fix program for a different version, please update the customer software. If the customer does not allow updating the software, please contact us via the PMR DB.

- GlobalScan NX Server Edition from v1.5.0.0 to v2.3.1.0 (Between v1.2.0.0 - v1.4.X.X is not covered.)
- Streamline NX from v1.2.0.0 to v2.3.1.0 (Between v1.0.0.0 - v1.1.X.X is not covered.)

Note:

Regarding GlobalScan NX Server Edition, this problem does not occur in v2.3.2.0 for later.

Regarding Streamline NX, this problem does not occur in v2.4.0.0 for later.

The fix operation target is the PC application only. Devices and software are not targeted.

Reissued: 12-Mar-15

Model: GlobalScan NX v2	Date: 2-Mar-15	No.: RD530007a

How to check versions in AdminTool:

Check the version on the AdminTool login screen.

GlobalScanNX:

StreamlineNX:

Technical **B**ulletin

Reissued: 12-Mar-15

Model: GlobalScan NX v2	Date: 2-Mar-15	No.: RD530007a

0-2 Check the GSNX Edition

When using GlobalScanNX, please check if it is the Server Edition. For details, please see below.

Important:

Product Modification Request target is GSNX Server Edition. This problem does not occur when using GSNX Serverless Edition.

How to check the edition:

If "Running" is displayed, the PC application is server edition.

If "Running" is not displayed, the PC application is serverless edition.

Model: GlobalScan NX v2	Date: 2-Mar-15	No.: RD530007a

1. GlobalScanNX/StreamlineNX PC application fix operation

1-1 Collect the system backup

Collect the system backup in the GlobalScanNX/StreamlineNX (Scan and Fax Manager) AdminTool:

1. Open GlobalScanNX/StreamlineNX AdminTool and open [Maintenance Settings] -> [Maintenance] and select the slot delivery service.

2. Select the slot and click the "Backup" button.

3. Enter a "Comment" and click the "OK" button.

Example comment: "Product Modification Request".

4. Check that additional backup data is displayed in a slot, as below.

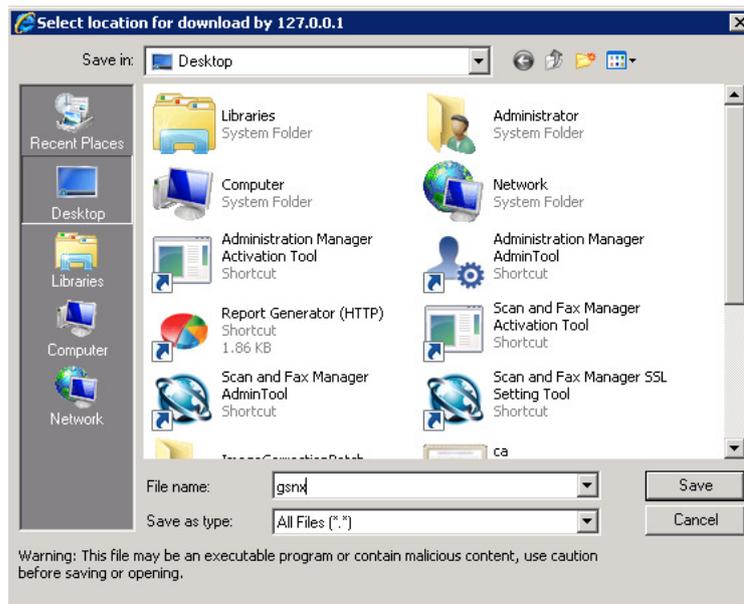5. Collect the backup. Select the backup data and click the "Download" button.

6. If the customer needs a password to protect the backup, please enter the password and click the "OK" button. If the customer does not need a password to protect the backup, please the "OK" button.
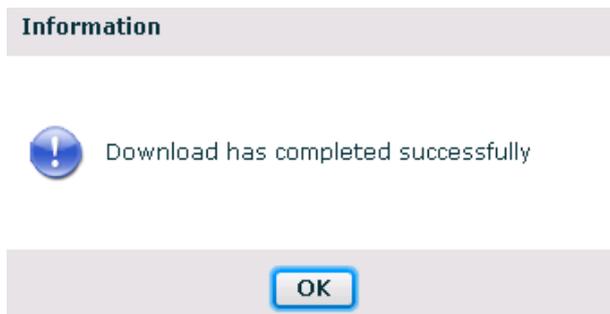
Reissued: 12-Mar-15
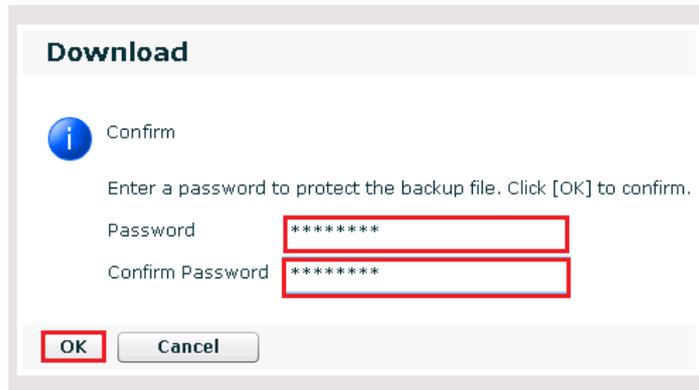
Model: GlobalScan NX v2	Date: 2-Mar-15	No.: RD530007a

7. Save the backup file.

8. Check the following screen and backup file.

Model: GlobalScan NX v2	Date: 2-Mar-15	No.: RD530007a

Apply the bug fix program to the GlobalScan NX or Streamline NX PC application/AdminTool

Please perform the following setup procedure at the customer sites decided by the regional support members. Regarding the problem's occurrence conditions, refer to page 4.

Preparation:

Obtain the bug fix program.

File name: ScanToMePatch.zip

Important:

The bug fix program prepared by RCL covers the following versions. We assume that the tool will cover most user environments. If you require the bug fix program for a different version, please update the customer software. If the customer does not allow updating the software, please contact us via the PMR DB.

- GlobalScan NX Server Edition from v1.5.0.0 to v2.3.1.0 (Between v1.2.0.0 - v1.4.X.X is not covered.)
- Streamline NX from v1.2.0.0 to v2.3.1.0 (Between v1.0.0.0 - v1.1.X.X is not covered.)

Regarding the target versions, please refer to "Bug information" section.

Reissued: 12-Mar-15

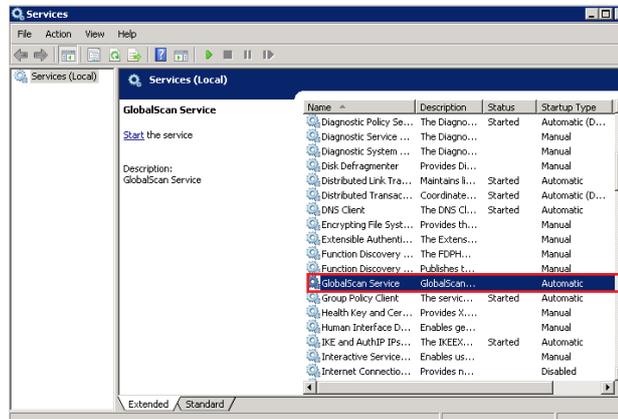| Model: GlobalScan NX v2	Date: 2-Mar-15	No.: RD530007a

Apply the patch to GlobalScan NX or Streamline NX server application/AdminTool:

1. Please confirm that the server has Globalscan NX or Streamline NX installed.

2. Open the GlobalScan NX AdminTool or Scan and Fax Manager and open [Maintenance Settings] -> [System Control] -> [Switch Delivery Service Status], and stop the delivery service.
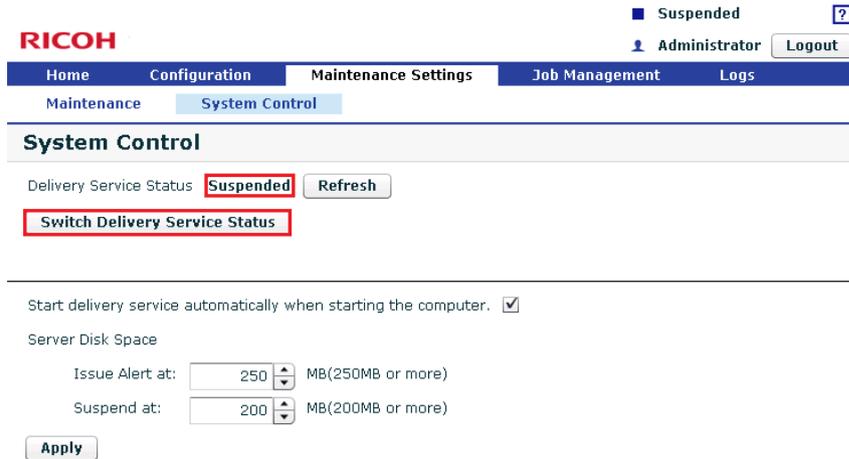
3. Open the service list on Windows OS and stop "GlobalScan Service" or "Streamline NX Scan and Fax Manager".
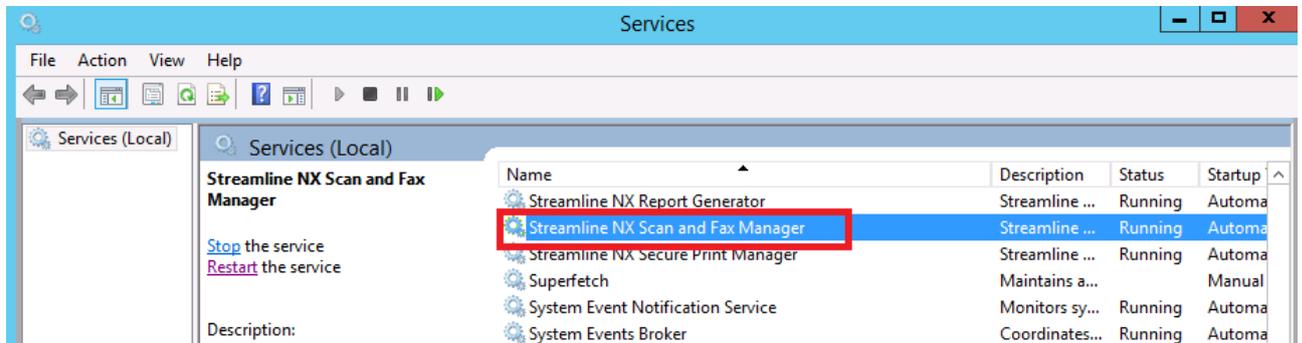
GlobalScan NX:

Streamline NX:

Reissued: 12-Mar-15

Model: GlobalScan NX v2	Date: 2-Mar-15	No.: RD530007a

4. If "Internet Information Services (IIS)" is used for the web server, launch Internet Service Manager and stop IIS.

IIS 7.5/8.0:

4-1. Right-click on [computer name (local computer)].

4-2. Select [Stop].

Note: This procedure is unnecessary if [Built-in Web Server] is being used as the web server.

5. Copy "ScanToMePatch.zip" to the customer server.

6. Extract "ScanToMePatch.zip" and double click "setup.exe" in the "ScanToMePatch.zip" folder.

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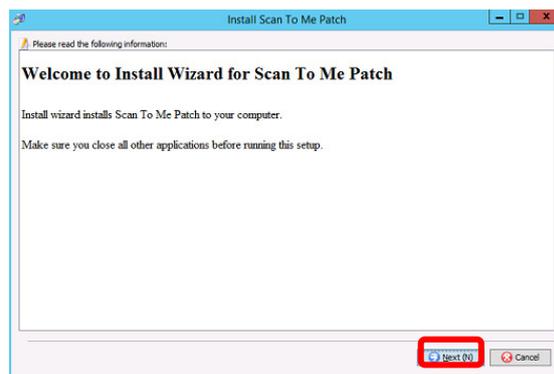| Model: GlobalScan NX v2	Date: 2-Mar-15	No.: RD530007a

7.   Select the language for the install instructions and click the "OK" button.

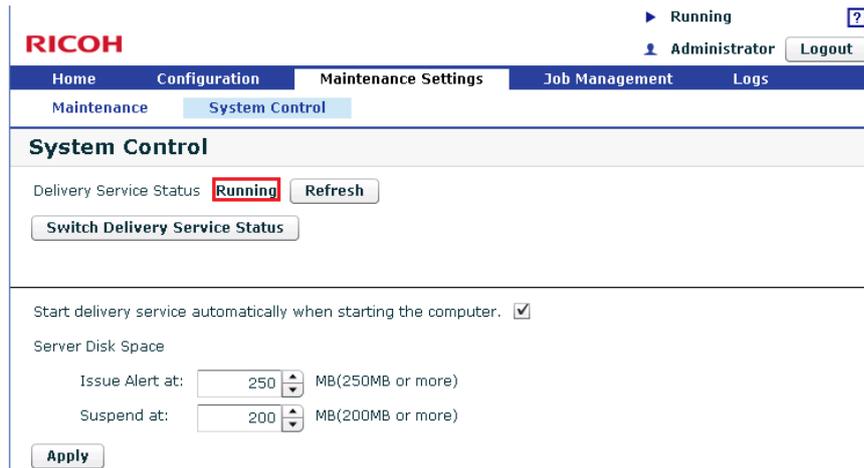8.   Click the "Next" button.

9.   Click the "Finish" button.

10. Log in to the GlobalScan NX AdminTool or StreamlineNX (Scan and Fax Manager) and start the delivery service as "Running. If delivery Service Status is "Suspended", click the "Switch Delivery Service Status".

> Note: This user must have admin authority.

11. Confirm if the "Option.properties" file includes the following text:

"Scan¥ To¥ Me¥ Patch=1.0.0.0"
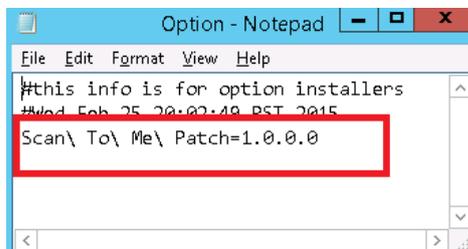
	Folder Path	Example
GlobalScan NX	Installation path¥Ricoh¥GlobalScan¥Uninstaller¥Option.properties	C:¥ProgramFiles¥Ricoh¥GlobalScan¥Uninstaller¥Option.properties
Streamline NX	Installation path¥Streamline NX¥SFM¥Uninstaller¥Option.properties	C:¥ProgramFiles¥StreamlineNX¥SFM¥Uninstaller¥Option.properties

Model: GlobalScan NX v2	Date: 2-Mar-15	No.: RD530007a
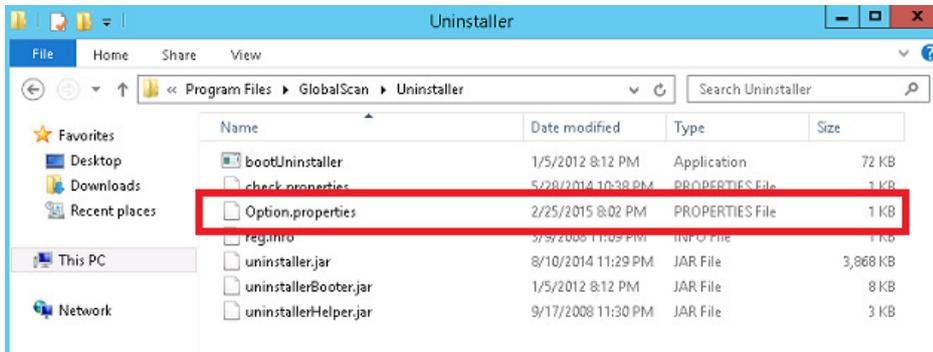
Note: If "Hide file extensions for known file types" is set in the operating system, please confirm the "Option" file:
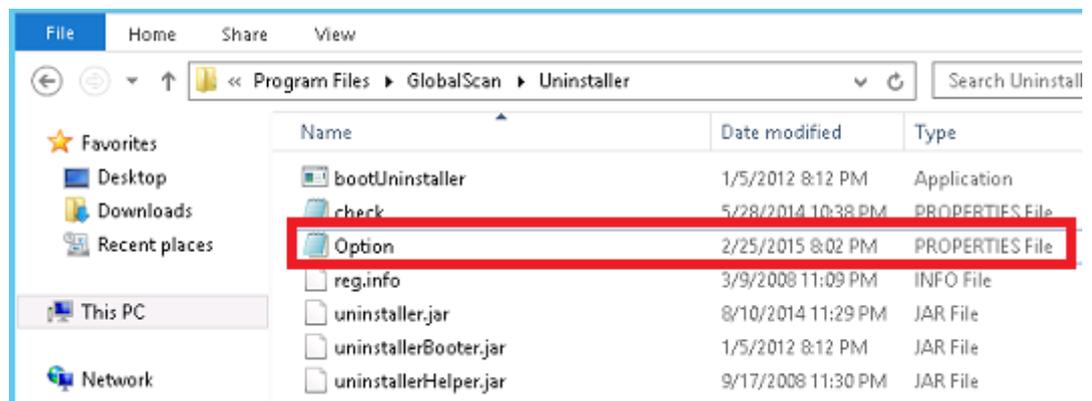
Note: Even if a patch is applied, there will be no revision changes.

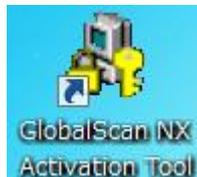| Model: GlobalScan NX v2	Date: 2-Mar-15	No.: RD530007a

Please check the "Lock Code" and "Work date".

    Note: The following information is required for reimbursement.

       - Work date (date the bug fix program was installed).

       - Application name (GSNX or SLNX)

       - Lock Code for the server where the GSNX or SFM PC application is installed.

      *Reimbursement will not be accepted if the above information is missing.

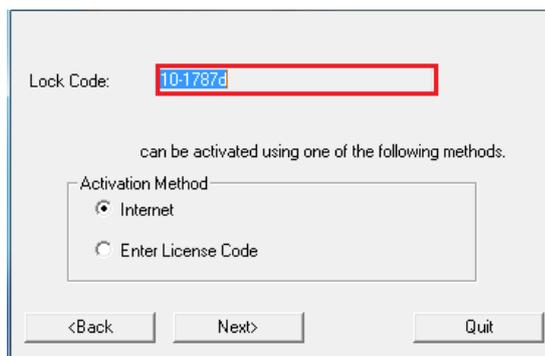1. Double click the "GlobalScanNX Activation Tool" or "Scan and Fax Manager Activation Tool".

   GlobalScanNX:

   StleamlineNX:

2. Check the "Lock Code"

Note: Please fill in the information, such as below.

For example:

Application	Lock Code	Work date
GlobalScanNX	10-1787d	Mar. 15, 2015

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Model: GlobalScan NX v2	Date: 2-Mar-15	No.: RD530007a

How to recover

Restore to the previous version

If customer have request that want to restore to the previous version, please performed the following steps.

1 Perform an overwrite installation using the version of GlobalScanNX/Scan and Fax Manager used by the customer before the fix program was applied.

2 Delete the "Option.properties" file in the following GlobalScanNX or Streamline NX path.

	Folder Path	**For example**
GlobalScan NX	Installation path¥GlobalScan¥Uninstaller	C:¥ProgramFiles¥GlobalScan¥Uninstaller
Streamline NX	Installation path¥Streamline NX¥SFM¥Uninstaller	C:¥ProgramFiles¥StreamlineNX¥SFM¥Uninstaller

RICOH

Model: **XG-SD2**	Date: 04-Mar-16	No.: RD530009

Subject: Firmware Release Note: ImageCorrectionPatch			Prepared by: A. Fujinuma
From: Solution Support Sect., Solution Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other (Firmware)	☒ Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
1.0.0.1	BC150087A	March 2016 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
1.0.0.1	Initial Release

Model: **XG-SD2**	Date: 04-Mar-16	No.: RD530009

Bug information

Problem:
When using the "Image Correction" plug-in, if the plug-in encounters an error for any reason and performs its retry process, delivery will be successful but some page data may be deleted and not sent. The deleted pages cannot be recovered unless the customer scans the original manuscripts again.

Occurrence Conditions:
This problem may occur if all of the following conditions are met.
- Target versions
> GlobalScan NX Server Edition (Serverless Edition is NOT affected.)
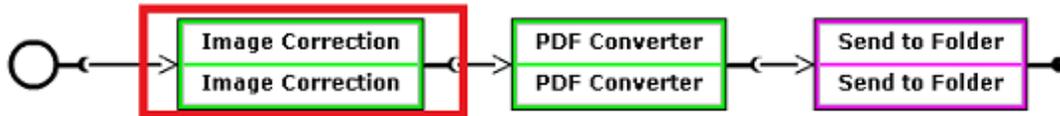Version 1 : v1.3 or later
Version 2 : v2.0.0.0 – v2.4.0.0

> Streamline NX
Version 1 : All versions
Version 2 : v2.0.0.0 –v2.6.0.0

- Target settings
The "Image Correction" plug-in is used.

- Target data
Use a multi-page document as input data.

Cause:
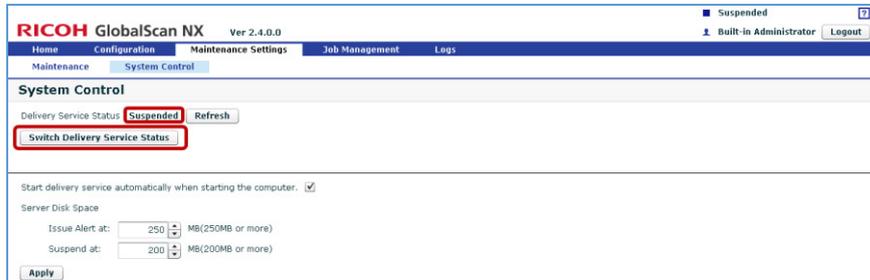"Image Correction filter" internal processing have bug.

Permanent Fix:
GlobalScan NX: V2.4.1.0
Streamline NX: V2.6.1.0

Apply the bug fix program to GlobalScan NX or Streamline NX

1. Open the GlobalScan NX AdminTool or Scan and Fax manager. Go to [Maintenance Settings] -> [System Control] -> [Switch Delivery Service Status] and stop the delivery service.

2. Open the Services list in the Windows OS and stop "GlobalScan Service" or "Streamline NX Scan and Fax Manager".
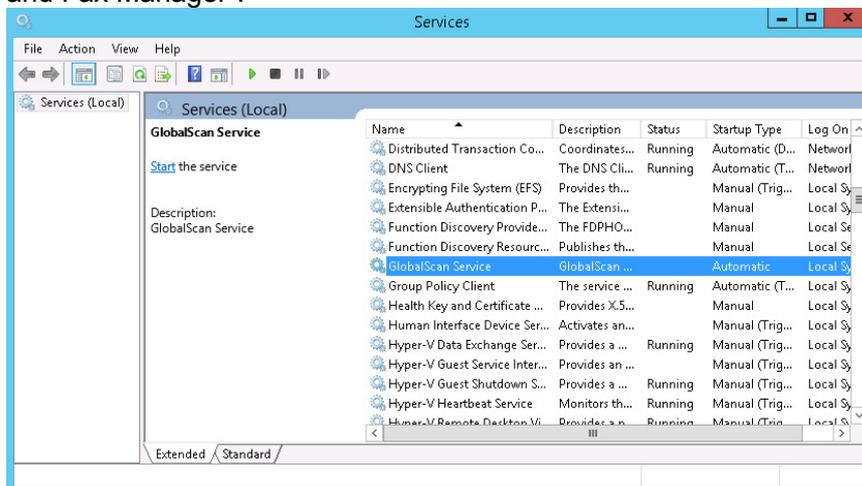
3. Copy the bug fix program to the customer's server.

4. Extract the bug fix program and double click the "setup.exe" file.

Model: **XG-SD2**	Date: 04-Mar-16	No.: RD530009

5. Select the language that you would like to use for the install procedure and click the "OK" button.

6. Click the "Next" button.

| Model: **XG-SD2** | Date: 04-Mar-16 | No.: RD530009 |

7. The following screen indicates that applying the patch was successful. Click the "Finish" button.

Log in to the GlobalScan NX AdminTool or Streamline NX (Scan and Fax Manager) and set the delivery service as "Running". If the Delivery Service Status is "Suspended", click on "Switch Delivery Service Status".